



# DIGITAL RECORDS MANAGEMENT FOR CORRECTIONS

*Empowering Secure and Efficient  
Corrections with Enterprise Content  
Management (ECM) Solutions*

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## MODERNIZING RECORDS MANAGEMENT IN CORRECTIONS

Correctional institutions generate and manage an extraordinary volume of records—from intake assessments and incident reports to medical documentation, HR files, and parole board decisions. When this information is managed through paper-based systems or outdated software, the consequences are serious: Delayed investigations, failed audits, compliance violations, and inefficiencies drain already-limited resources.



Modern Departments of Correction (DOCs) need more than just better filing—they need end-to-end digital infrastructure that secures sensitive data, ensures regulatory compliance, and streamlines operations across every facility. Enterprise Content Management (ECM) platforms replace fragmented systems and manual tasks with a centralized, secure, and automated records management platform.

With ECM, DOCs can harness digital transformation to eliminate paper, reduce risk, and empower staff—from the control room to the executive suite—with timely access to critical information.

## FROM PROBLEM TO PROGRESS

Manual, paper-based processes make it harder for correctional facilities to keep up with rising workloads, complex compliance demands, and security risks. Information silos, misplaced files, and delayed responses can have serious consequences—from audit failures to operational breakdowns. Digital records management addresses these challenges head-on, improving access, accountability, and efficiency across the facility.

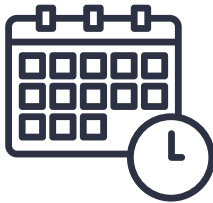
Challenge	Digital Records Management
Disorganized offender files and case notes stored across multiple systems or paper archives	Centralized, searchable digital repository accessible by authorized users in real time
Delayed intake and release due to manual routing of forms and checklists	Automated intake/release workflows that move documents through the correct channels instantly
Missed audit deadlines or lost documentation for compliance reporting	Built-in retention schedules, automated reminders, and audit trails that track every action
Security risks due to unlocked file cabinets, unauthorized access, or misrouted paper	Role-based access control, secure digital storage, and detailed user activity logs
Time-consuming HR onboarding and evaluation processes	Streamlined digital forms, automated task routing, and integrated personnel files
Inefficient medical documentation and tracking	Centralized medical records with integration to EHR systems and automated medication logs
Facility maintenance requests getting lost or delayed	Automated submission, approval, and tracking of work orders linked to equipment records
Inmate grievances and internal investigations lacking transparency	Digital case management with time-stamped activity logs, follow-up tracking, and secure documentation
Difficulty coordinating parole/probation documentation and schedules	Centralized access to hearing files, conditions of release, and law enforcement correspondence

## ENSURING COMPLIANCE & REDUCING LEGAL RISK



Correctional facilities operate under constant oversight—from internal audits to court orders to federal and state mandates.

Failure to maintain compliant records can result in lawsuits, funding loss, and reputational harm. ECM addresses compliance challenges with:



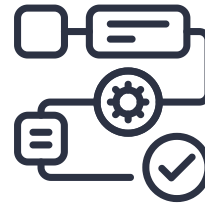
**Automated document  
retention schedules**



**Audit trails for every  
record and user action**



**Secure, role-based  
access to sensitive files**



**Digital workflows for handling  
court orders and legal requests**

Facilities in states governed by the Sandra Bland Act or PREA can use ECM to automate grievance documentation, track complaint outcomes, and respond to investigations with speed and transparency.



## PROTECTING THE INTEGRITY OF SENSITIVE DATA

Security is paramount in a DOC setting—especially when systems contain medical records, behavioral assessments, incident reports, and court documentation.

Breaches can impact inmates, staff, visitors, and external agencies. ECM provides layered protection through:



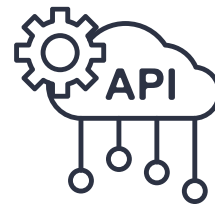
**Encrypted storage and  
access logs**



**Real-time emergency  
documentation access**



**Role-based permissions  
that restrict access to  
need-to-know data**



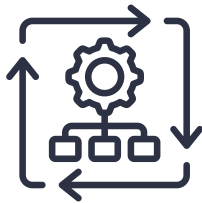
**Integration with existing  
security incident and risk  
management systems**

These protections go beyond basic IT safeguards—they support safer facilities, faster investigations, and greater accountability. With every file tracked, every access logged, and every record secured, correctional agencies can meet today's expectations for transparency and resilience without compromising operational efficiency.

## OPERATIONAL EFFICIENCY AND COST SAVINGS

Departments of Correction operate with tight staffing and financial constraints. Paper-based systems consume valuable time, physical space, and budget.

ECM solutions directly contribute to reduced operational costs and greater staff efficiency. With ECM, DOCs can:



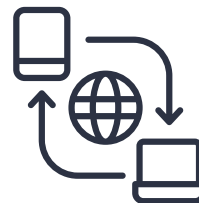
**Automate work orders,  
maintenance requests,  
and inspections**



**Digitally route medical  
documentation and  
intake forms**



**Eliminate costly  
printing, scanning, and  
physical file storage**



**Support remote access for  
parole boards, attorneys, and  
health staff**

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## END-TO-END USE CASES ACROSS THE FACILITY

Modern corrections operations rely on more than secure cells and trained staff. Every department—whether focused on health, housing, training, or administration—plays a critical role in safety, compliance, and rehabilitation. A digital records management platform ties it all together, enabling centralized data access, seamless communication, and faster, smarter decisions.

Centralized inmate health records, automated medication tracking, and integration with electronic health record (EHR) systems ensure timely, compliant care.

- Digital consent forms and e-signatures
- Health history available at intake
- Easier medical audits and inspections

Staff need fast access to behavioral records, disciplinary history, and incident reports to manage inmate risk and ensure proper housing placement.

- Real-time access to inmate files
- Automated incident documentation
- Role-based visibility for housing officers

Intake and release processes require secure, standardized documentation and quick routing through internal workflows.

- Automated forms for intake assessments
- Digital checklists for release prep
- Reduced intake processing time

Daily interactions—from meal distribution to informal gatherings—can play a role in grievances, wellness, or investigations.

- Behavioral note integration
- Digital grievances and follow-ups
- Documentation for investigations

Education and job training participation needs to be tracked digitally for progress reporting, recidivism analysis, and reentry planning.

- Digital credential tracking
- Program completion reports
- Integration with education partners

Scheduling and behavioral monitoring in shared spaces must be documented and accessible to staff and internal affairs.

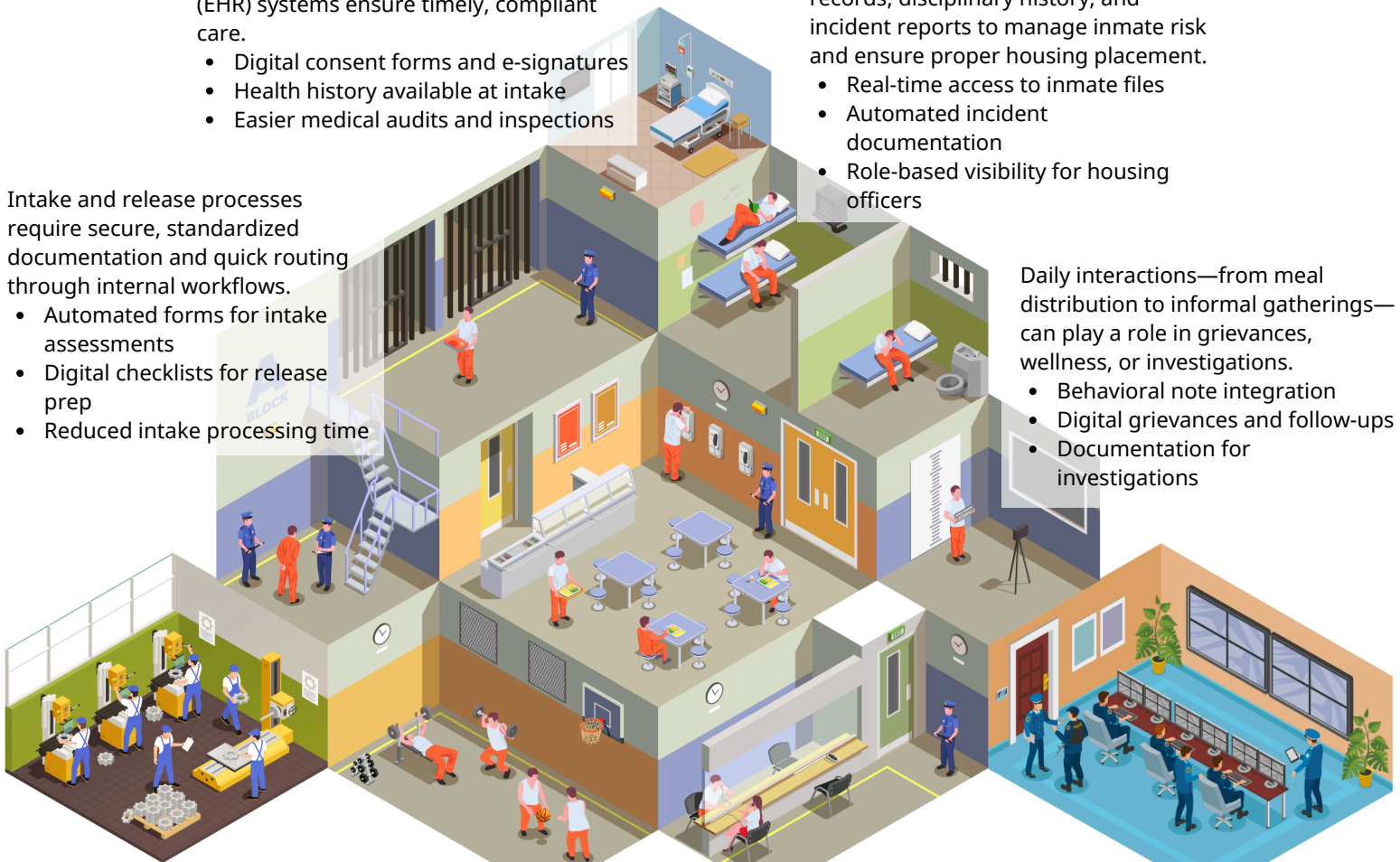
- Digital activity logs
- Incident tracking
- Visibility into high-traffic areas

Visitor check-ins, approvals, and background screenings require secure documentation and identity verification.

- Automated visitor logs
- Secure digital identity storage
- Integration with state databases

Command staff need centralized access to offender data, personnel files, and compliance reports to make data-driven decisions.

- Dashboards for leadership
- Real-time compliance status
- Centralized document repository



## SECURE, COMPLIANT, AND EFFICIENT CORRECTIONS BEGIN WITH DIGITAL RECORDS

Digital transformation isn't just a buzzword—it's a necessity. With mounting compliance mandates, shrinking budgets, and growing risks, correctional facilities must modernize how they manage information. By partnering with 3SG Plus to implement ECM solutions, DOCs can:

- Secure sensitive information
- Meet compliance mandates
- Improve internal operations
- Reduce costs
- Enhance services for staff, inmates, and stakeholders

Ready to Transform Your Operations? Contact 3SG Plus today to discover how our enterprise content management solutions can modernize your correctional facility.

## ABOUT 3SG PLUS



3SG Plus is a technology reseller and IT managed services provider headquartered in Columbus, Ohio. Our services include enterprise content management, digital transformation, and cybersecurity. We are an authorized OnBase reseller, integrator, and professional services provider.

We provide customized OnBase deployments, platform integrations, and solution enhancements designed to improve operational efficiency for Departments of Corrections. We also provide onboarding assistance and post-implementation support.

Our team has 20 years of experience in providing digital transformation solutions to public and private sector clients. Our expertise and comprehensive support services enhance operational effectiveness, boost transparency, and maximize the value and impact of their OnBase software.

## CONTACT US