

SolidCircle's Fast Release form decreased Probation Officer wait time by 75%, what took 1 hour now takes 10 minutes.

The Challenge

- District Court Probation Officers would arrive at the Jail for an inmate pickup only to wait 45-60 minutes for an inmate to be released. This happened even when the Probation Officer called ahead. There were times when Jail Staff received a call but no one arrived for a pickup, hence the Jail had to rebook the inmate. Jail Staff often did not know which Probation Officer requested release or the anticipated pickup time.

Consequences

- Inmates had to be rebooked if no Probation Officer arrived for the pickup.
- Jail Staff were unable to plan for an inmate release resulting in Probation Officers having to wait at the Jail to pick-up an inmate.

Our Approach

- Created a Fast Release form that can be faxed or emailed to the Jail containing the Probation Officer's contact information, the expected time of arrival, and the inmate to be released.

The Results

- 75% reduction in wait time for each pickup, what took nearly 1 hour now takes 10 minutes.
- Improved communication between the Jail and 58th District Court Probation allowing for pickups to be scheduled during times when the Jail is less busy.

Testimonials

"I just wanted to share with you, in reference to our quick discussion about the Fast Release form yesterday, that my experience has largely been that it's very beneficial. The form is quick and easy to fill out, which is nice because it doesn't consume a lot of my time, and also often saves a lot of valuable time once I arrive at the Jail. On occasion, the Jail Staff is too busy to have the inmate waiting when I arrive, which is understandable, but oftentimes the inmate is already waiting for me once I arrive."

Chad Whitman, Probation Officer,
58th District Court, Ottawa County, Michigan