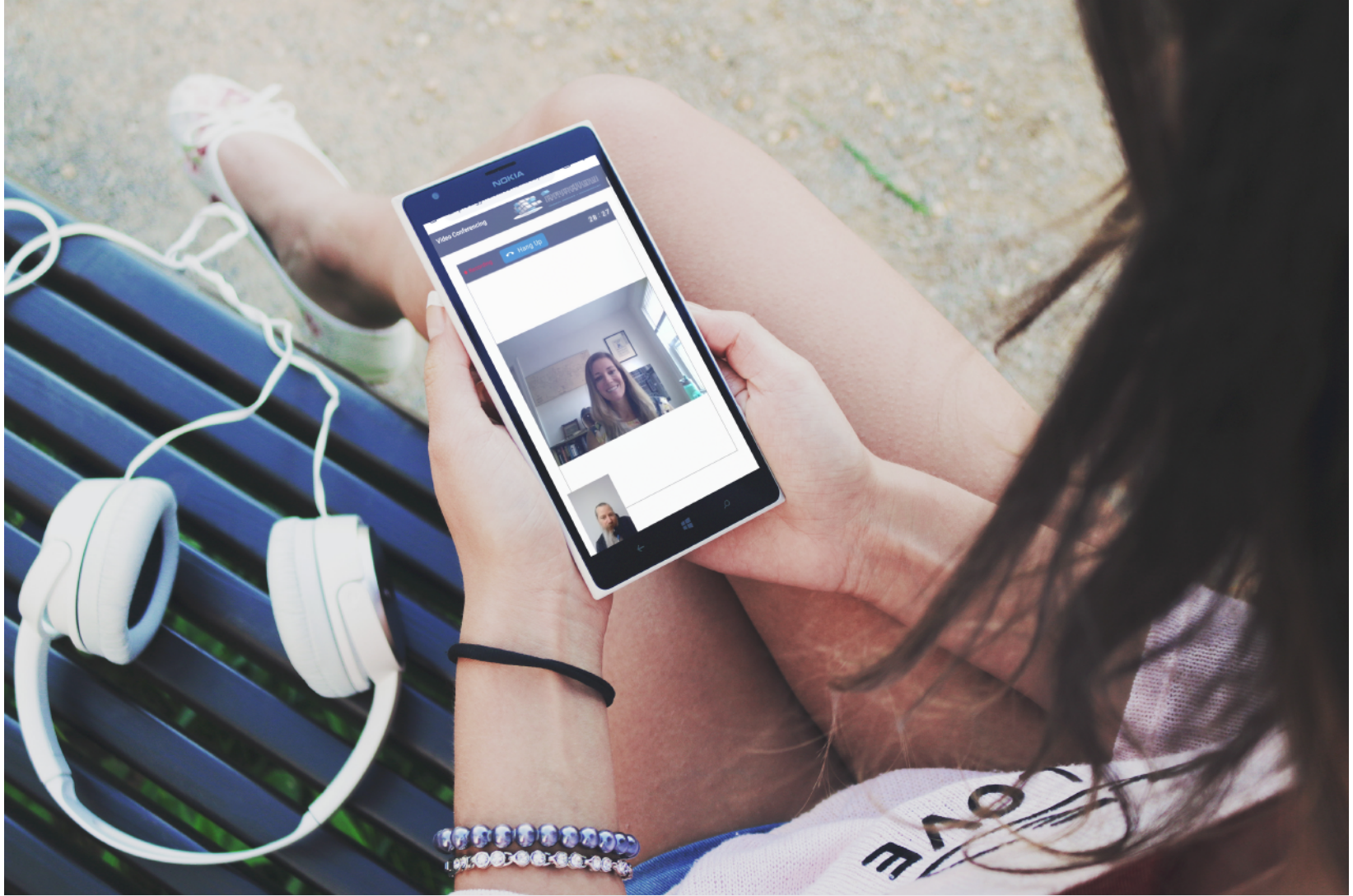


Visitation in the Covid Era

Prodigy delivers a solution, not a band aid.



County, state, and federal prisons are certainly no strangers to crisis management. From overcrowding and budget shortfalls to staff safety and retention issues, they've seen—and survived—it all. But let's face it—no facility could have prepared for a pandemic that has infected more than 121,000 inmates to date and claimed the lives of 1,017 of them along with 75 correctional staff¹. When the pandemic hit in March, administrations scrambled to safeguard budgets, account for staffing shortages and overtime pay, and of course, protect the health of everyone on site. With so many unknowns, “this is just temporary” became the mantra in prisons nationwide.

Suspended Visitation: the New Normal

Fast-forward seven months, and there's still no clear end to the pandemic in sight. One of the biggest challenges facing jails and prisons? Visitation. To control the spread of Covid-19 and minimize foot traffic, U.S. corrections systems have imposed strict regulations prohibiting in-person visitation. As of last week, 16 states have suspended all visitation, and 32 states have suspended all visitation except for legal visits². Because regular communication and contact with loved ones yields extensive benefits for both inmates and the systems that house them, video communication tools have been the go-to alternative. However, for many facilities, the transition to contactless visitation has been a nightmare.

When the Solution Becomes the Problem

The sudden increase in video visitation usage has exposed crippling deficiencies in products touted by some of the biggest names in the industry. And the fallout has left inmates, family members, and correctional staff reeling. As administrators try to focus on safety and critical operations, their efforts are hamstrung by pleas to reboot kiosks, fix frozen screens, and refund dropped calls that cost as much as \$3 per minute.

Instead of addressing high-level priorities, prison staff is shouldering the burden of technical support and managing a disgruntled inmate population at the mercy of high-cost, low-quality alternatives to normal visitation. Prison rights advocacy groups have been flooded with complaints³ about video visitation equipment malfunctioning and charging exorbitant rates. What promised to be a solution is instead costing correctional systems valuable time, patience, and revenue..

Prodigy Delivers Relief and Revenue

Unlike other video visitation systems getting press for the wrong reasons, the name ProdigyVision is generating buzz nationwide as a dependable source of relief and revenue in the Covid-19 era. Facilities that currently use ProdigyVision have not only been spared of glitches and connection issues but have also enjoyed an uptick in revenue. The market-low call rates yield incredibly high-volume usage by inmates during a time when onsite visitation is suspended. In addition to its technical reliability, ProdigyVision also eliminates the need for scheduling and offers live monitoring and other key investigative capabilities.



"This system has been a game-changer for us," remarked Delaware County, OK Sheriff Harlan Moore. "It's unbelievably reliable and easy to use. We've seen our inmate population benefit greatly from regular, affordable communication with loved ones. And the software has taken key administrative tasks off our plate, so staff can focus on more critical duties," he went on to say.

The Value of a Sure Thing

As Covid-19 continues to impact the health, safety, and operation of corrections systems nationwide, the need for a dependable, revenue-generation video visitation system has become imperative. And companies like Prodigy Solutions and their patent-pending technology ProdigyVision will continue to eclipse other providers as they have proven to deliver a solution during a time when others have only offered a band aid.

1. The Marshall Project, A State-by-State Look at Coronavirus in Prison, September 2020. 2. The Marshall Project, How Prisons in each State are Restricting Visitation due to Covid-19, September 2020.
3. Paul, Ashley, Video Visitation in Jail Systems Sees Glitches During Covid-19, April 2020.

For more information or to schedule a demo, please contact
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