

CASE STUDY

Hendricks County Jail | Danville, Indiana

Business Development Director: Jim DiCenso



FACILITY SNAPSHOT

Located on East Main Street in Danville, Indiana, Hendricks County Jail's mission is to provide a safe, secure, and constitutional detention facility in the most respectful, professional, and fiscally responsible manner possible. Built in 1973 and beginning jail operations in 1974, the original 85,000 square foot facility houses an average of 230 inmates with a maximum capacity of 252 beds available.

KEY FACILITY PARTNERS:

Sheriff Brett Clark, Chief Deputy Roger Call, Matron Ronda Elliott

CHALLENGES

Hendricks County Jail wanted a low-cost, all-in-one solution from an innovative inmate communications provider and sought out a new, reliable partner that would not charge a high price for state-of-the-art equipment. They were open to new options that would provide better inmate communications options and wanted to give a new company a chance to make a difference in their facility. After an informative presentation in which HomeWAV asked in-depth questions and showed genuine care about their needs, Hendricks County Jail selected HomeWAV as their partner on November 10, 2015. HomeWAV's task was to deliver a solution to not only produce more revenue for the facility, but also to provide a much better, reliable service for inmates to connect with their loved ones.

IDEAS

As HomeWAV's first facility partner in Indiana and the first inmate voice account in the country, Hendricks County Jail needed a complete suite of services to provide excellent resources for their inmates and community. For every eight to 10 inmates, HomeWAV installs a HomePAS™ kiosk, providing 32 kiosks in the original facility. To accomplish the facility's goals, HomeWAV's offerings spanned from video calls, voice calls, email/messaging, voice biometrics, commissary ordering, law library integration, digital documents, request forms, investigative tools, and background filtering. Engaging VendEngine to help provide additional commissary services for this facility, HomeWAV solidified a positive ongoing partnership with them to help bring top-notch solutions to Hendricks County Jail.

RESULTS

-  Dramatic improvements to create a meaningful experience for friends, family, inmates, and facility staff have made a significant impact.
-  Now, the facility provides easy-to-use technology for friends and family to communicate with inmates and allows for facility staff to catch any violations in a quick, convenient way.
-  With HomeWAV's simple, safe, accessible system, inmates can initiate a video visit anytime without requiring prior scheduling, and they are only charged for the minutes they actively use, making the price much more affordable for their loved ones to connect.

2X
REVENUE
since switching
to HomeWAV

Increased revenue from frequent usage helps inmates and jail needs: supplies, medical, transportation, maintenance, operations, training.

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GROWTH AHEAD

Hendricks County Jail is currently building a new facility that will resolve previous infrastructure issues with the original, outdated linear jail that are difficult to manage. The new space will occupy 168,000 square feet and will feature 54 HomePAS™ kiosks and 544 new CompAS™ tablets in a building that will house 544 beds. Hendricks County Jail's new facility is anticipated to be complete by October 2022, with administrative staff moving in initially. Full-service jail operations are expected to begin in January 2023.



"Not only are our inmates and their families provided with a user-friendly platform to communicate, but our staff can spend more time running the facility because the product just works. Their customer service is very responsive and excellent to work with. I highly recommend HomeWAV."

- Sheriff Brett Clark

INTERESTED IN LEARNING MORE? CONTACT US!

Jim DiCenso

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