



Tate County Jail Modernizes Operations, Earns ACA Accreditation with Command Cloud

Tate County Jail replaced outdated paper-based logging with Command Cloud to streamline inmate tracking, enhance officer accountability, improve operational efficiency, and achieve its longstanding goal of earning ACA accreditation.



About the Tate County Sheriff's Office

Located 40 miles south of Memphis, the Tate County, Mississippi, Sheriff's Office operates its county jail, which has a rated bed capacity of 190 inmates. Guided by a commitment to accessibility and responsiveness, the Tate County Sheriff's Office works closely with local partners to promote public safety and deliver high-quality services to the community it serves.



The Challenge

The Tate County Jail staff relied heavily on manual, paper-based processes for much of its operating history. This outdated method raised concerns among leadership about accuracy, consistency, and whether the documentation would be defensible in situations involving compliance reviews or liability claims.

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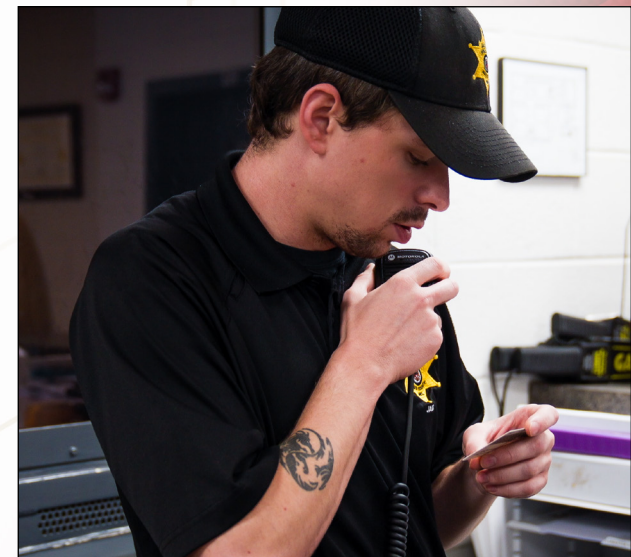
Security checks and medication passes, in particular, were among the most challenging tasks for officers to capture reliably.

"One of the things that I saw we struggled with was ensuring that checks were being done in a timely manner," said Sheriff Luke Shepherd. "A piece of printed paper filled out on a desk is good for about five seconds. We needed a system that we could look at and see proof that we did the right thing."

Staff understood that logging with pen and paper wasn't a reliable way to uphold the integrity of their observation and security checks. Tate County Jail administration questioned whether they would be able to confidently defend their team's paper logs during accreditation reviews or legal inquiries. They looked for a solution that would boost officer accountability and ensure checks were done correctly.

Medication passes presented similar difficulties, as officers lacked a dependable way to record deeper insights, such as whether inmate medication was prescribed or over-the-counter, resulting in gaps that could undermine the accuracy of their logs. Tate County corrections officers, along with their medical staff, recognized the need to digitize their inmate medication pass process and capture all necessary details accurately and consistently.

Acknowledging that incomplete documentation of security checks and medication passes could significantly increase liability, staff recognized the need for a system that could capture data in real time and generate reports from that data when needed. With the goal of giving staff confidence in the data they collected, the Tate County team began exploring digital inmate tracking options.



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The Solution

When Tate County began searching for an inmate tracking solution, it turned to its neighboring county, DeSoto County.

Tate County's new director of detention services, Chad Wicker, previously served as the detention director at DeSoto County and had firsthand experience implementing GUARDIAN RFID's Command Cloud. When Tate County reached a tipping point due to operational challenges caused by outdated paper-based logging, Wicker immediately recommended the solution he had implemented at DeSoto County to modernize Tate County's operations and improve compliance.



"When I worked at DeSoto County, we went live with GUARDIAN RFID in 2017, and it was a game changer for our operations and for documenting our cell checks, suicide watches, and things like that," Wicker said. "When I left DeSoto and came to Tate County, I shared my experience with Sheriff Shepherd and explained how Command Cloud could help the agency reach its goal of achieving ACA Accreditation."



Understanding that securing immediate funding for Command Cloud would be difficult, Wicker got creative and explored alternative funding options. The county purchased GUARDIAN RFID using a canteen fund, the revenue generated from inmate commissary sales, allowing Tate County to implement Command Cloud at no cost to the county taxpayers.

Although staff initially worried that adapting to the new technology would be cumbersome after years of paper logging, Wicker eased their concerns and encouraged the team to begin using the system before the GUARDIAN RFID Academy training. By familiarizing themselves with the platform in advance, staff adapted more quickly to the new workflows, and a positive shift in the workplace culture began to emerge.

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When GUARDIAN RFID's Academy training team arrived on-site for the facility's go-live, trainers Tyler Baird and Jeff Jackson were pleasantly surprised to see that Tate County staff had already been using Command Cloud for weeks before their arrival, including Mobile Command XR for completing security rounds. This allowed Baird and Jackson to focus primarily on helping the team gain a deeper understanding of other core modules, such as supplies, movements, and meals. They were pleased with the high level of engagement from the administration and how enthusiastically the staff were embracing the new system and stepping away from their previous manual processes.

"You know, when people start talking about technology, they get apprehensive as they think it's going to be too much work," said Wicker. "The staff were open to change as they understood that our previous way of doing things simply wasn't working. After getting adjusted to Command Cloud, they realized that it makes their jobs easier. Once that clicked, they were receptive to learn more about the system. Having the SPARTAN [mobile device] and Mobile Command XR has empowered staff to use it to their advantage, and it's proven to be successful for them."

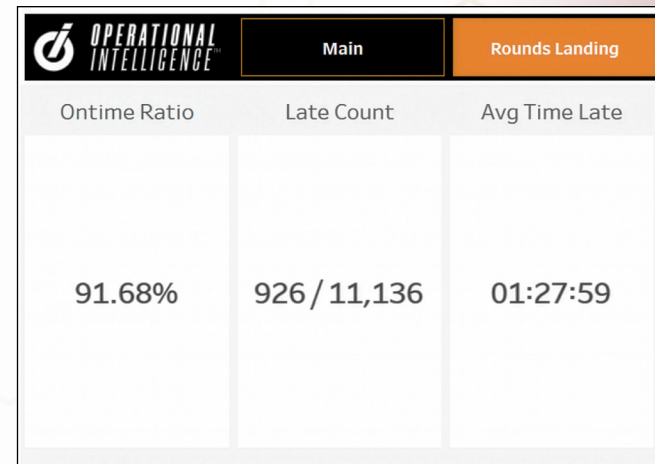
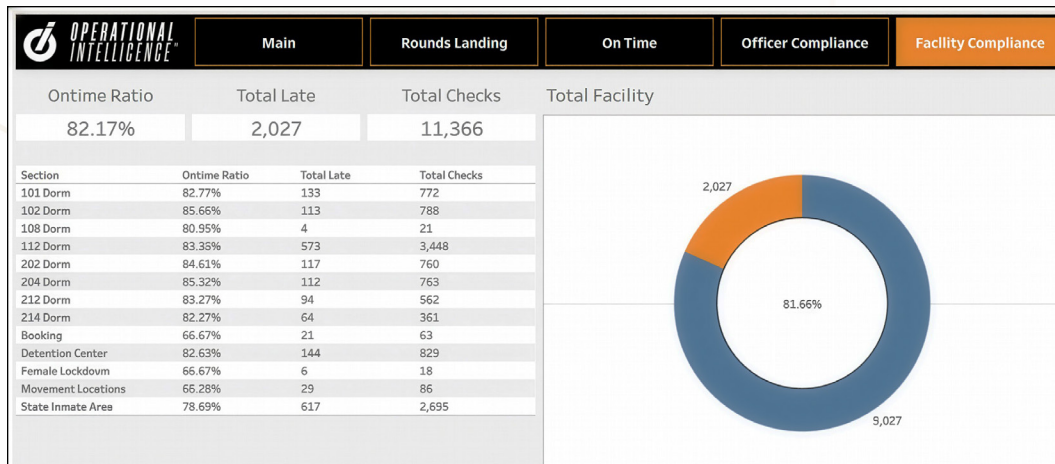


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Measurable Results and Operational Transformation

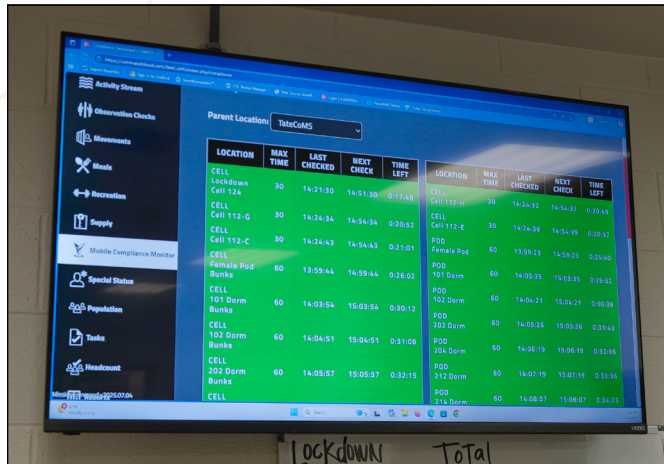
Today, Tate County Jail has physically and digitally transformed its operations. The jail once faced substandard conditions, including unfinished fences, unsecured inmate worker housing, and widespread uncleanness. The facility also lacked officer accountability, reliable record-keeping practices, and overall morale.

"Mississippi is a unique state as it doesn't have a state standard for compliance," Wicker said. "So, until you get sued, anything goes. So, if we can't gain accreditation on a state level, we're going to set our eyes on the top-line standards, which is ACA. Before Sheriff Shepherd and I came into office, the staff weren't trained well, and there weren't any procedures in place. But, to us, it was vital to get accredited. And we knew we needed the technology to make it happen."



By replacing the county's longstanding paper-based logs and manual forms, Command Cloud automated activity logging, inmate tracking, and security rounds, streamlining Tate County Jail's operations and significantly enhancing workflow efficiency and officer accountability. In a short time, Tate County improved its security rounds on-time ratio by 10%.

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**13
MONTHS**

The time it took Tate County to achieve ACA accreditation after implementing Command Cloud



Sheriff Shepherd and Wicker went even further by restructuring staff so that supervisors were assigned to each shift. They required staff to complete a basic jail officer certification class and undergo correction intervention techniques training. They also installed a 65-inch TV at the booking desk, giving supervisors real-time visibility into Mission Command and enabling continuous oversight of compliance across the facility.

Staff quickly embraced Mission Command, learning to filter dashboards for relevant data. This not only helped them see how much time they saved when searching for specific information but also revealed deeper insights, including blind spots and opportunities for improvement.

"We are now officially an ACA-accredited facility, and GUARDIAN RFID was a big part of making that happen within 13 months," said Wicker. "What makes Command Cloud so great for accreditation, in my opinion, is that you're able to, with simply just the touch of a mouse, have reports at your fingertips. We just import the digital paperwork into the file, so when the auditor gets on-site, they can easily look at the reports already in the system. No paperwork to lose, or highlight anything specific for the auditor. It's simply paperless."

Another significant enhancement to staff routines was the use of Mobile Compliance Monitor (MCM), which provided staff with real-time data on security round performance and observation check schedules using digital timers with audible and vibration alerts. With four SPARTANs deployed across the facility, all staff were aware of when the next round was due, ensuring consistent adherence to compliance schedules.

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By utilizing MCM, Tate County staff quickly adapted to maintaining accountability and ensuring checks were completed on time, driving a measurable boost in compliance. These improvements in operational oversight and accountability contributed directly to the Tate County Jail achieving ACA accreditation in 2025.

Once staff accountability became consistent, the administration noticed a rise in morale, not only among officers, but among inmates as well. With renewed structure and oversight, inmates began receiving the level of care, custody, and control that officers commit to when they take an oath of their badge. As a result, the facility was able to introduce educational opportunities, hygiene services such as haircuts, and other programs that hadn't previously existed.

One of the most impactful initiatives in Tate County has been the GED program, which quickly became a popular offering. When inmates arrived for class, staff scanned their wristbands to track attendance and document instructional hours. Mission Command pulled this data into reports that were shared with the state to verify how grant funds were being used for teachers and educational resources. This practice not only supported inmates in achieving meaningful personal milestones but also demonstrated to administration that staff were fulfilling their duties and actively helping inmates reach their goals

"Command Cloud gives us a common operating picture," said Sheriff Shepherd, "It gives us a structure and a backbone for what we're going to do, how we're going to do it, and when we're going to do it. It really helps to all push toward the same goal."



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Conclusion

By implementing Command Cloud, the Tate County Sheriff's Office successfully transitioned from manual, paper-based processes to a fully digital inmate tracking system. The adoption of Command Cloud empowered staff to maintain accountability, improve security round on-time ratio by 10%, and gain actionable operational insights. These improvements not only streamlined workflows and strengthened compliance but also enabled Tate County Jail to achieve ACA accreditation within 13 months, a longstanding goal of the agency. This transformation demonstrates how leveraging modern correctional technology can enhance operational efficiency, reduce liability, and support a culture of accountability.



GUARDIAN RFID is a member of the Amazon Web Services (AWS) Partner Network (APN) and the AWS Public Sector Partner (PSP) Program.

Command Cloud is built from the ground up on a modern technology stack to protect and empower America's Thin Gray Line.



Command Cloud is deployed securely in the Cloud in partnership with AWS, the most trusted and broadly adopted Cloud platform, using a number of AWS cloud services, including AWS GovCloud (US), Amazon EC2, Amazon EBS, Amazon SageMaker, Amazon GuardDuty, Amazon CloudWatch, and AWS Lambda.

Together, these services enable Command Cloud to meet the growing technology needs of Warriors while maintaining a strong security posture that maintains the integrity of Criminal Justice Information Systems (CJIS) Security Policy compliance.