

THE ULTIMATE GUIDE TO MEALS DASHBOARD

How data and analytics can optimize inmate meal management
to reduce complaints and waste, and maximize transparency



GUARDIAN RFID
WARRIOR TECHNOLOGY

FOREWORD

Managing and distributing inmate meals promptly and following necessary dietary restrictions throughout an entire facility is more complex than it may seem. The Meals Dashboard, a powerful feature within Command Cloud, translates captured meal data into a holistic overview of all past, present, or upcoming actions related to inmate meal distribution.

This guide will explore how the Meals Dashboard streamlines inmate meal distribution information by providing a clear, actionable overview of all past, present, and upcoming action items. Empowering officers to become more efficient in their meal management objectives from conception to execution by helping agencies:

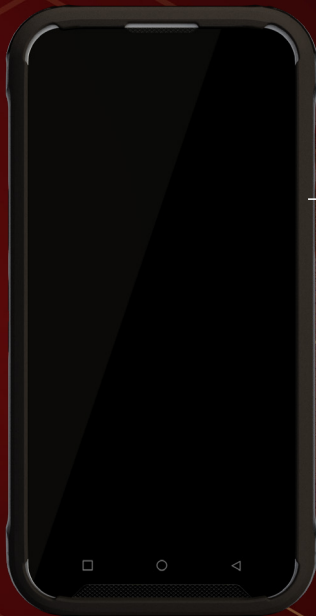
- Strengthen legal defensibility
- Improve officer accountability
- Maximize compliance
- Preserve time, money, and resources
- Identify potential threats
- Gain comprehensive reports



TABLE OF CONTENTS

Products Mentioned.....	3
Why Should Inmate Meals Be Tracked?	4
How Can Meals Be Tracked Efficiently?.....	5
How to Use the Mobile Command XR's Meal Module.....	6
What is the Meals Dashboard?.....	7
What Common Problems Does the Meals Dashboard Solve?.....	8
Does the Meals Dashboard Capture Informal Meal Passing?.....	11
What if My Agency Wants More Logging Options than Just "Accepted" or "Declined"?.....	12
Conclusion.....	14

PRODUCTS MENTIONED



SPARTAN 3

SPARTAN

SPARTAN is a ruggedized Android device.



MOBILE COMMAND XR™

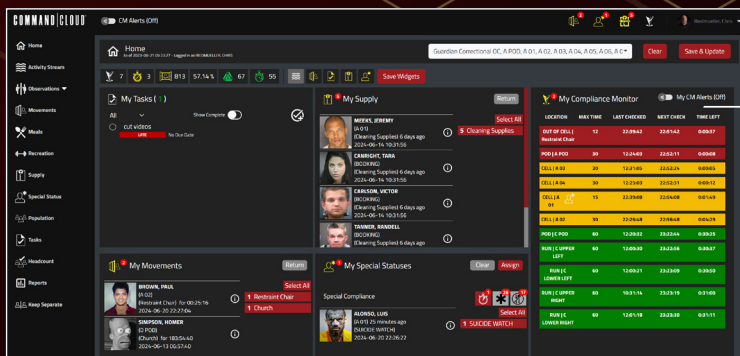
MOBILE COMMAND XR

Mobile Command XR is mobile inmate tracking software that runs on SPARTAN.



MEALS MODULE

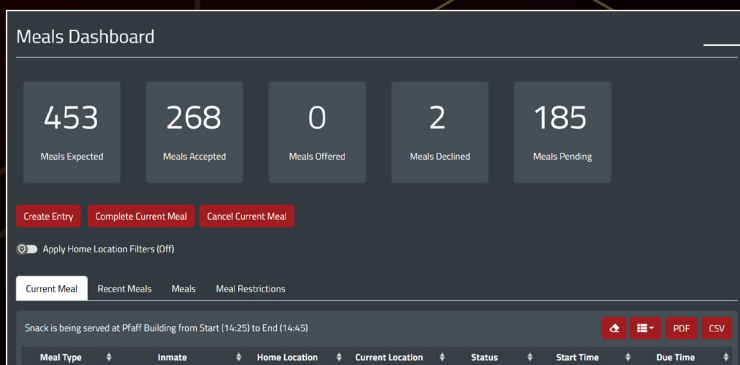
The Meals Module in Mobile Command XR enables officers to document meal passes at the point of responsibility.



MISSION COMMAND™

MISSION COMMAND

Mission Command is a Cloud-native application that provides users a common operating picture.



MEALS DASHBOARD

The Meals Dashboard is a feature within Mission Command that converts meal data captured by officers using Mobile Command XR into detailed, actionable reports.

WHY SHOULD INMATE MEALS BE TRACKED?

All inmate meals, no matter if it's breakfast, lunch, dinner, or dietary snacks, must be tracked. Here are a few reasons why:

1. Feeding inmates is a basic human right;

verifying that they're fed is just as important.

The Eighth Amendment protects inmates against cruel and unusual punishment, which includes denying inmates access to food or providing inadequate meals.

All inmates, no matter their dietary needs, medical conditions, or religious practices, are protected and eligible to receive sufficient nutrition every day.

Tracking when inmates are offered meals, with restrictions or not, confirms that this basic right is being met.

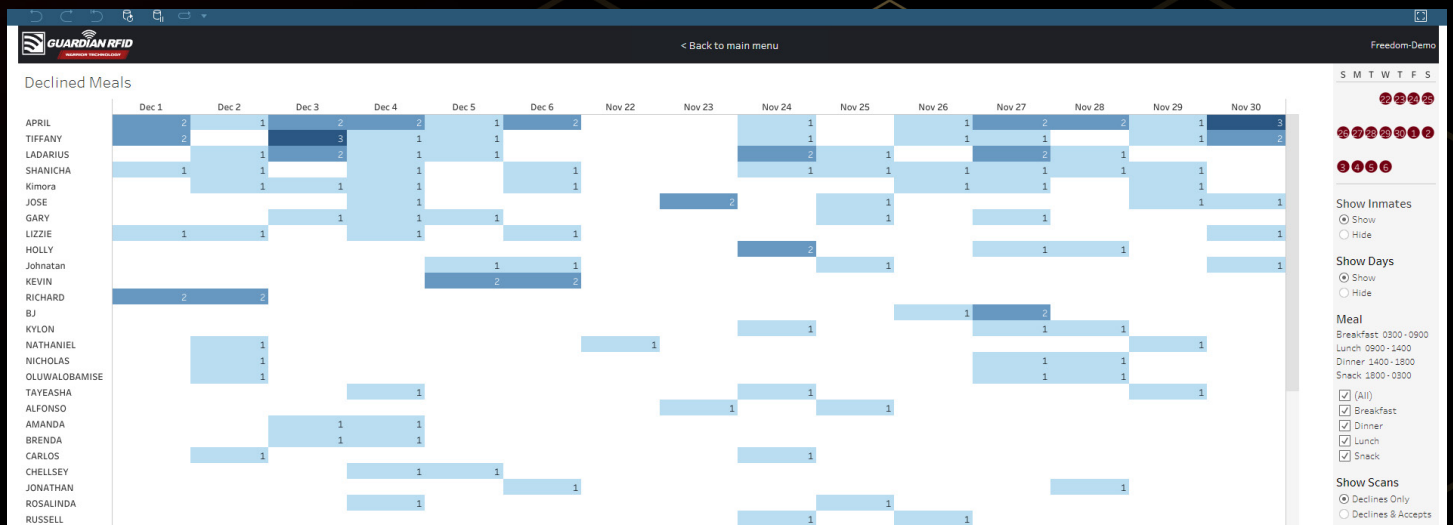


2. Cold hard numbers promote accountability and ensure food is not incorrectly distributed, wasted, or withheld.

Guessing the number of meals needed to be prepared or the specific dietary needs of inmates can lead to shortages, overproduction, or wasted resources. This creates unnecessary operational strain, disrupts meal schedules, and results in financial loss. Having a transparent record of meals offered, as well as meals accepted and declined, helps ensure food, money, and resources, aren't being unnecessarily wasted.

3. Pinpointing the signs of a hunger strike is difficult for the naked eye to notice.

However, having access to a report that lists all details of which inmate(s) accepted or declined a meal and how often, can help highlight the signs of a strike and thus prevent it from escalating. Report filtering can identify patterns of one or more inmates refusing to eat, which empowers staff to start investigating why and take further action if necessary to prevent inmates from becoming malnourished.



4. Documenting when inmates are at least offered meals, and whether they are accepted or declined, serves as a blanket of protection for an agency,

proving that they are indeed offering to feed their inmates. Owning inmate meal-specific reports serves as evidence in the event of false inmate claims, disputes, and lawsuits. These time-stamped records protect the agency from any false inmate accusations by having clear and concise documentation that refutes them.

Without a reliable system to manage meal distribution, challenges stemming from this will disrupt daily operations, and potentially infringe on inmates' rights. To avoid these problems, correctional facilities must implement an effective system that accurately captures, stores, and manages meal data. This ultimately improves the facility's overall operation and safeguards it against potential liabilities.



HOW CAN MEALS BE TRACKED EFFICIENTLY?

Command Cloud, the officer experience platform (OXP), has built-in features to streamline meal tracking from start to finish. Mobile Command XR, Command Cloud's mobile inmate tracking system, enables officers to capture precise and detailed data at the moment of contact. With the Mobile Command XR's Meals Module, correctional facilities can track key details around meal passing, including:

- Date/time
- Inmate location
- Inmate name
- Meal acceptance/refusal
- Officer passing the meal
- Relevant comments
- Image or video (if applicable)



COMMAND | CLOUD®

But where can all this information be viewed in a unified, comprehensive list? That's where the Meals Dashboard comes in.

The Meals Dashboard, a feature within Mission Command, translates the meal data captured in Mobile Command XR into a holistic overview of all past, present, or upcoming actions related to inmate meal distribution. This detailed dashboard is split into four tabs, each designed to offer unique value to users by identifying trends, informing decisions, and strengthening legal defensibility around inmate meal management:

- Current Meals
- Recent Meals
- Meals
- Meal Restrictions

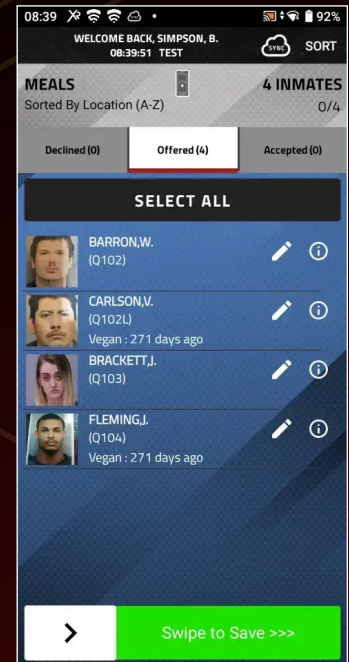
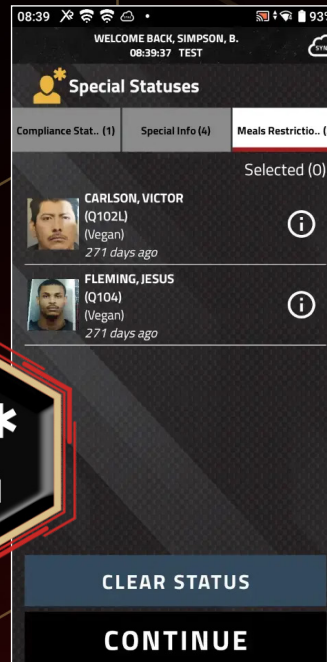
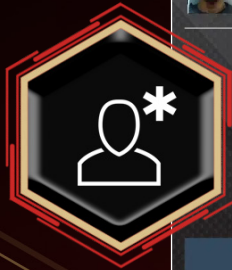
With both Mobile Command XR and Mission Command systems working hand-in-hand to enhance accuracy and accountability, Command Cloud ensures that every meal is properly documented.

HOW TO USE THE MOBILE COMMAND XR'S MEAL MODULE

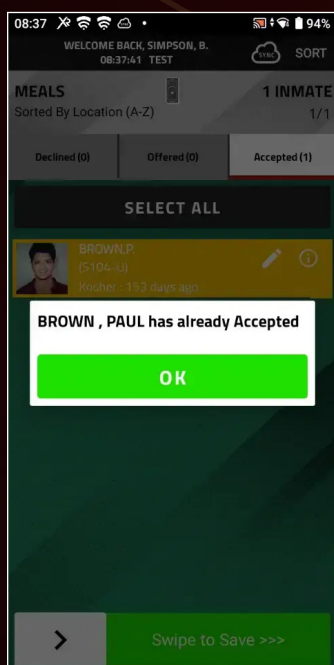
Logging inmate meal offerings is efficient and accurate with Mobile Command XR. After selecting the Meals module from a SPARTAN, the officer has a few options: scan a pod's Hard Tag for a complete list of inmates within the housing unit, select and filter to the location you're in for a list of all inmates, or scan the inmates' ID cards while in the Meals module.

Before documenting the acceptance or refusal of the first inmate's meal, a list of inmates on Special Status, including food restrictions, will appear with their specific restriction which will continue to be displayed underneath their name and location. Officers are sometimes encouraged to take a photograph of the meal using their SPARTAN to proactively capture digital evidence that ensures the meal aligns with the appropriate dietary restrictions.

From there, the officer has to indicate whether an inmate accepted or declined their meal through manual entry or scanning their credentials, such as a wristband or ID card. Although we suggest the use of a credential, it's not required. Officers can document any comments they feel are pertinent. Whether an inmate declines a meal or is given a special meal (i.e., a snack pack, sack lunch, etc.), officers can quickly select from predefined WordBlocks to capture this information accurately. This system strengthens officer accountability by requiring them to log each meal with precision and detail.



Officers tracking meal passes in real-time provides a clear visualization of which inmates have accepted or declined meals, and which still need to be offered one. To further enhance officer awareness, if an inmate attempts to request a second tray during the same meal, an alert will notify the officer via their SPARTAN that the inmate has already received their meal. These features within the Meals module in Mobile Command XR work to ensure every inmate receives the correct meal and no one is sneaking second trays.



In the Meals module, officers can also add any relevant manual comments and digital evidence to detail the meal if necessary, such as adding the reasoning for refusal or for proving that the correct meal was offered. To take an image for digital evidence, an officer would click the camera icon located on the main screen near the inmate's name, capture the image, and save it. That image is then viewable in Command Cloud and is attached to the meal acceptance of that specific inmate.



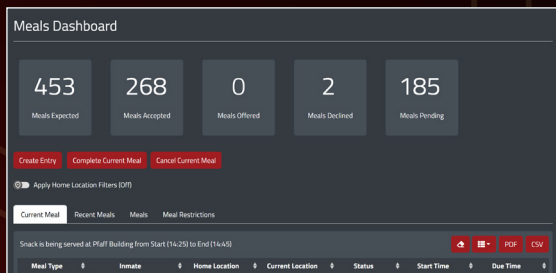
Once all inmates are offered meals, the officer can tap "Save" in Mobile Command XR. The Meals module will then close, the cloud icon on the bottom left will turn green, then back to white, and all logged information is sent to the cloud. All of the data captured by officers is synced automatically with Command Cloud, which can be accessed in the Meals Dashboard on Mission Command.

WHAT IS THE MEALS DASHBOARD?

Managing meal distribution and ensuring inmates receive the proper nutrition is a critical responsibility for correctional staff. Command Cloud's Meals Dashboard offers a solution to common challenges faced during meal service by providing comprehensive reporting tools and real-time visibility into the meal process.

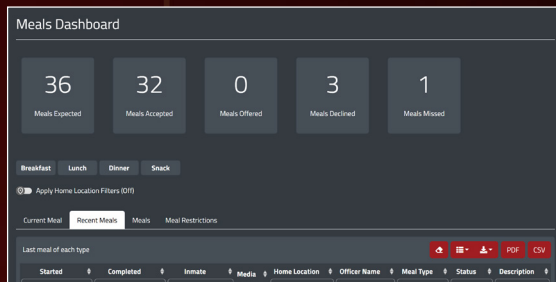
The Meals Dashboard is a feature within Mission Command that displays essential details about every meal offered in the facility, including the type of meal, which inmates accepted or declined, and the reasons for any refusals. This centralized report also includes important information such as inmate location, meal status (offered, accepted, or pending), and the officer responsible for passing the meal. With the Meals Dashboard, supervisors and staff can track every meal from start to finish, ensuring that inmates are not only offered their meals but also receive the correct meal according to any dietary restrictions.

The Meals Dashboard consists of four main tabs that each serve a distinct purpose and display insightful data:



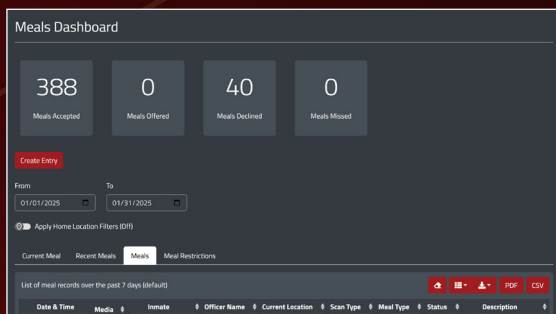
1. Current Meals:

This tab shows a live visualization of all ongoing meals in the facility, tracking the meal's progress in real-time. The blocks displayed at the top of the dashboard show how many meals are expected to be passed, who has been missed, the number of inmates who accept and decline their meals, and which meals are still pending. This helps administrators stay organized, identify any blind spots, and ensures that every inmate receives their meal in a timely manner.



2. Recent Meals:

This section provides data on the most recently passed meal of each type (breakfast, lunch, dinner, and snack). Supervisors and officers can access details on which meals were accepted or declined, offering deeper insights into the events that occurred during the last meal passing and helping to identify any trends for potential issues.

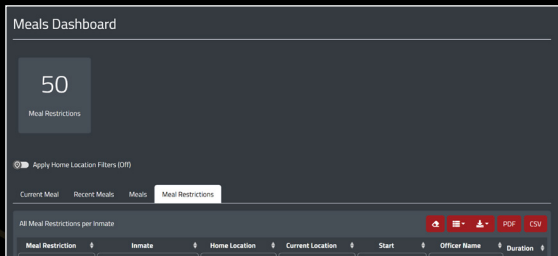


3. Meals:

The Meals tab displays an extensive history of ALL meals ever recorded in Command Cloud. Supervisors can track which meals were accepted or declined, check for any discrepancies, and review any attached media (photos or videos) for verification on any meal ever logged. This tab also has the ability to set a specific time frame allowing users to narrow their data down to specific months, weeks, or days to get the exact data they need without having to worry about sorting through thousands of meal logs.

The Meals tab is also the only tab that displays a Scan Type filter, which shows the level of proximity the officer had with the inmate while passing meals. There are three Scan Types:

- **No Scan:** This type of scan has the least liability protection as nothing is physically scanned. This is essentially trusting an officer's word for the meal passing being completed, just like how using pen and paper doesn't officially provide officer proof of presence.
- **Location Scan:** This type of scan is generated when an officer scans a hard tag. It may appear as Pod, Run, Cell, or Bed Tag. This scan type serves as a middle ground of liability protection as it shows the location type where the scan occurred when providing the meal.
- **ID Scan:** This scan type provides the highest level of liability protection as it shows that an officer physically scanned an inmate's ID Card or wristband, proving close proximity to the inmate.



4. Meal Restrictions:

This tab displays a list of inmates with dietary restrictions. Using the location filter, administrators can view exactly which inmates in specific locations require a special meal. This helps ensure that special meals are offered to the correct inmates while simultaneously assisting the kitchen in making the right number of meals. The Meal Restrictions tab is an essential tool for avoiding potential conflicts or violations of inmates' dietary needs.



WHAT COMMON PROBLEMS DOES THE MEALS DASHBOARD SOLVE?

Command Cloud's Meal Dashboard provides immediate access to information across the facility that can be used to inform data-driven decisions that directly address the challenges related to meal management and distribution. The Meals Dashboard enhances liability and compliance for your officers by addressing common problems such as:

PROBLEM #1:

"My agency struggles to consistently meet compliance with meals due to the inability to verify who has accepted or declined their meal offerings."

State audits often require agencies to provide a report of the total number of formal meals distributed in their facility. Luckily, the Meals Dashboard not only displays the number of formal meals offered, accepted, and declined, but it also displays the number of informal meals distributed. The Meal Dashboard maximizes compliance by empowering staff to ensure the inmate population is properly fed while accurately capturing the data to meet any audit requirements.

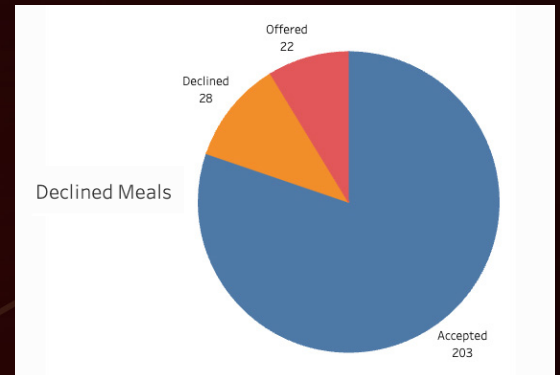
PROBLEM #2:

"We have faced several lawsuits in which inmates claimed they were not offered a meal, received an inedible or incorrect meal, or had hunger strikes go unnoticed."

Inmates can easily claim they didn't receive a meal or that the meal they were given was inedible, either due to its condition or because it didn't meet their dietary restrictions. While you may trust that your officers are offering meals to all inmates as required, it's crucial to have proper documentation to ensure your facility remains in compliance. Without a reliable system to capture this meal data, there is no way to disprove these claims.

This is where the Meals Dashboard provides value. The Meals Dashboard **strengthens legal defensibility** by delivering concrete evidence of every meal that has ever been logged via Command Cloud, eliminating any uncertainty around inmate claims of not being offered a meal.

As officers document inmate meal acceptances or refusals, the information is automatically synced with Command Cloud. Powered by data captured through Mobile Command XR, Command Cloud compiles all meal information into clear, comprehensive reports that are accessible in the Meals Dashboard. Supervisors can also use photos or videos taken by officers during the meal pass to verify that meals meet required standards, offering protection against potential future disputes from inmates.



This digital evidence—whether for acceptance or refusal—enhances the transparency and compliance of meal decisions, with easy access via the Meals report. Administrators can filter and analyze data by date, inmate, meal type, refusal reason, and more, providing a strong defense against fraudulent claims of rights violations and helping to identify potential meal strikes.

PROBLEM #3:

"My staff often struggles to know which inmates have specific meal restrictions, creating added confusion for the kitchen staff when preparing meals."

The Meal Restrictions tab in the Meals Dashboard is invaluable for managing inmates with specific dietary needs. This tab enables staff to see which inmate(s) have a restriction, and what that restriction exactly is (i.e., peanut allergy, vegetarian, Kosher, Halal, etc.). Administrators and food staff can easily see which meals need to be prepared differently, helping the kitchen staff ensure that no inmate is given the wrong meal.



But what if staff don't have quick access to a computer to look up the Meals Dashboard in Mission Command? No problem. To quickly view which inmates have a restriction while on the run, officers can open the Meals module from in Mobile Command XR, select the location (pod, housing unit, etc.) they want to narrow on, and they will see a list of all inmates in that location with a special meal restriction classification.

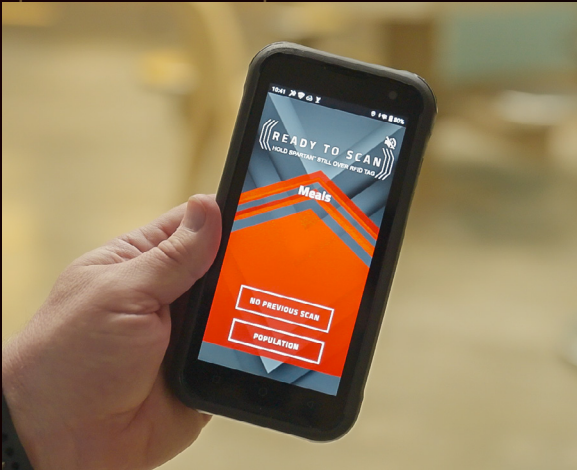
A best practice for adding an extra layer of verification to ensure inmates with special dietary restrictions receive the correct meals is to photograph their trays upon delivery. This documentation helps confirm that inmates requiring special meals have received the appropriate food. It also provides an additional layer of defensibility in case an inmate claims they did not receive the correct meal.

This not only improves the facility's meal planning but also **reduces the risk of legal or medical complications** resulting from improper meal service. Having access to this information helps inform kitchen staff when they prepare meals.

PROBLEM #4:

"Without digital automation, supervisors may not see potential threats to compliance."

The Current Meals tab in the Meals Dashboard provides **real-time awareness of overall meal management** by giving supervisors an up-to-the-minute preview of all meals being passed at the facility. It shows which inmates are still waiting for their meals, which meals are pending, and which inmates were missed during meal distribution. This allows users to focus their attention on the inmates who still need to be given a meal, helping prevent oversights and delays. The tab also highlights any areas where meals have not yet been completed, ensuring that no one is left without food.



The detailed data provided in the Meals Dashboard can **identify potential threats** by uncovering concerning trends or blind spots that supervisors should be aware of, such as the number of Declined Meals, which may indicate that an inmate is on a hunger strike. The Meals Dashboard's capabilities provide immediate access to that information, empowering staff with the data insights needed to take appropriate action.

The Meals Dashboard **delivers comprehensive reporting** on all meal activities for individual or multiple inmates. This provides agencies with reliable and actionable evidence when needed, strengthening the value of having deeper insights. The data, in turn, can be used to show a doctor that an inmate is not accepting meals, show to a judge that an inmate did accept meals daily, or show the local governing body that all meals were accounted for.

PROBLEM #5:

"We waste significant resources by dedicating so much time to meal distribution."

Good news - the Meals Dashboard ultimately **helps preserve time, money, and energy, while simultaneously improving officer accountability.**

The Meals Dashboard allows designated times to start and end meal passing, encouraging staff to allocate their time effectively while performing their meal responsibilities. Once meal passing is complete, more time is allowed back to their days to focus on other tasks. With digitally timestamped logs that verify an officer's presence and proximity to the inmates while distributing meals, officers are held accountable for the actions they perform—or didn't perform.

The kitchen staff also benefit from the Meals Dashboard's insights to know the exact number of meals needed, including the meals for those with Meal Restrictions. Having access to this data at the tap of a button supports staff to spend their time and energy wisely on preparing the correct meals instead of playing a guessing game and wasting time, money, and food.





DOES THE MEALS DASHBOARD CAPTURE INFORMAL MEAL PASSING?

Yes, both formal and informal meals are captured and displayed in the Meals Dashboard.

For a meal to be a “formal” meal, it needs to be documented within the time frame a meal passing is scheduled. An “informal” meal, on the other hand, is passed outside of a scheduled time frame.

To look at a comprehensive list of the most recent formal meals, a user would view the Recent Meals tab in the Meals Dashboard. To view all meals, whether formal or informal, they would look at the Meals tab. All formal meals will show what type of meal was passed, such as breakfast, lunch, dinner, or snack. All informal meals, since they were captured outside of a set time frame, will not show what specific type of meal type they were.

Creating a designated time frame can be accomplished through the Meals Dashboard itself in Mission Command. From the Current Meal page, there is a “Start a Meal” button that brings you to the Pending Meals page. There are four objectives to specify on this page.

Pending Meals

[Return to Meals Dashboard](#)

Location

- + M Pod
- M Recreation
- M Violent Cell #1
- M Violent Cell #2

Meal: Lunch

[Start Meal](#)

Start Time

Hour: 12 Minute: 00

Due Time

Hour: 13 Minute: 00

1. Location is where you can sort through a list of every location in your facility, allowing you to select which specific location to schedule a meal pass.

2. Meal is where you choose what type of meal needs to be distributed (i.e., Breakfast, Lunch, Dinner, or Snack).

3. Start Time allows you to set the exact hour and minute you’d want the meal to start, as well as deploy a notification to each officer’s SPARTAN notifying them of the start time (similarly to when you initiate a formal headcount from Mission Command).

4. Due Time is where users can specify the exact time they want the meal to end.

It’s important to note that scheduling both the Start Time and Due Time should be as accurate as possible. Don’t schedule it to the point where officers feel rushed to complete the task, but also don’t schedule an unrealistically long time frame like a five-hour block.

With all of these specifications, officers are empowered to work within very specific guidelines, avoiding any kind of confusion on what, where, and when meals are passed. However, there are circumstances where staff have no choice but to document informal meals. When this happens, officers would click the Meals modules from their SPARTAN, scan an inmate's ID card or wristband, either document the meal being accepted or declined and then save the log. That meal syncs to Mission Command and becomes available to view in the Meals Dashboard under the "Meals" tab.

Remember, the Meals tab will show every meal passing ever documented, whether formal or informal. However, all informal meals, since they were captured outside of a set time frame, will not show what type of meal type they specifically were, such as breakfast, lunch, dinner, or snack.

WHAT IF MY AGENCY WANTS MORE LOGGING OPTIONS THAN JUST "ACCEPTED" OR "DECLINED"?

In any of the dashboard tabs, you can view blocks displayed at the top of the dashboard showing how many meals are Expected, Pending, Accepted, and Declined. In some cases, a "Meals Offered" block is included. The "Offered" block exists for agencies who want to document that an inmate meal wasn't accepted or declined, but simply offered. This value is configured by either being set as "true" or "false" with system admin permissions.



- **False:** Offered does not show as an option for inmates to choose - they can only Accept or Decline.
- **True:** Staff are allowed to choose "Offered" if inmates don't accept or decline at the point of being offered. For example, if they miss a meal pass because they were sleeping and did not want to get up for it in the moment but rather come back and accept their meal in 10 minutes, they will be saved as "Offered." However, when they do come back after 10 minutes to accept their meal, the supervisor will have to manually make a "Create Entry" log for them noting whether they ultimately accepted or declined the meal after initially being logged as "offered."

It's important to note that most facilities require only Accept or Decline responses from their inmates while offering meals. Most inmates accept their meals, but in cases where inmates decline, it's important to document the reason why. Their justifications can range from them feeling sick, not hungry, or not accepting of the food being offered (in which case we'd recommend attaching a photo or video documenting the quality of the food to either show the kitchen or to show as defense in court).



The data collected can be used to validate claims that an inmate wasn't offered a meal, that their meal didn't meet dietary restrictions, or that the meal was inedible. In the event of an inmate's complaint, administrators can pull up the relevant information from the dashboard to resolve disputes and avoid unnecessary conflicts.

While many agencies opt out of including the Offered option (as they prefer to require their inmates to choose either Accepted or Declined), there are some use cases where it could be useful. For example, if an inmate wants to eventually accept their meal but not until after the officer initially offers it because they want to finish reading their book first, they would sit in the "Offered" column until they come back and officially accept it.



In this scenario, officers would likely have already ended their designated meal-passing timeframe and saved the log. However, once the inmate finishes their book and comes to receive their tray, officers or supervisors can still manually log the individual meal pass to ensure every single meal is accounted for and confirm documentation is accurately saved. The manual log can be completed by either using the Meals Dashboard's "Create Entry" button in Mission Command or in Mobile Command XR's Meals Module. It's important to note that both entries are visible in the dashboard as they were both documented separately - one noting when the inmate was offered, and the other noting once it was either officially accepted or declined.

The Create Entry button can also be used in other scenarios outside of using the Offered option. It can be used in cases where one inmate arrives at the pod after the scheduled meal-passing time (such as taking a shower, returning from court, returning from work releases, etc.). Although these individual inmates were not present during the bulk-passing, they still need to have their meal acceptance or denial documented.



CONCLUSION

Efficient meal management and distribution are critical components in maintaining order, safety, and compliance within correctional facilities. The challenges of meal preparation, tracking, and passing are multifaceted, involving legal liabilities, dietary restrictions, and potential health risks like hunger strikes.

Implementing an officer experience platform, such as Command Cloud, ensures accuracy, accountability, and efficiency in meal passing. By accurately documenting meal acceptance and refusals, tracking dietary needs, and providing real-time data, correctional staff can significantly reduce operational disruptions, prevent legal issues, and safeguard inmate welfare.

The integration of these advanced tracking tools not only streamlines the meal process but also enhances transparency, improves decision-making, and fosters a more effective and secure environment within the facility. Ultimately, a robust meal management system is essential for protecting inmates' rights, maximizing facility compliance and officer accountability, and improving day-to-day operations for your facility.





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