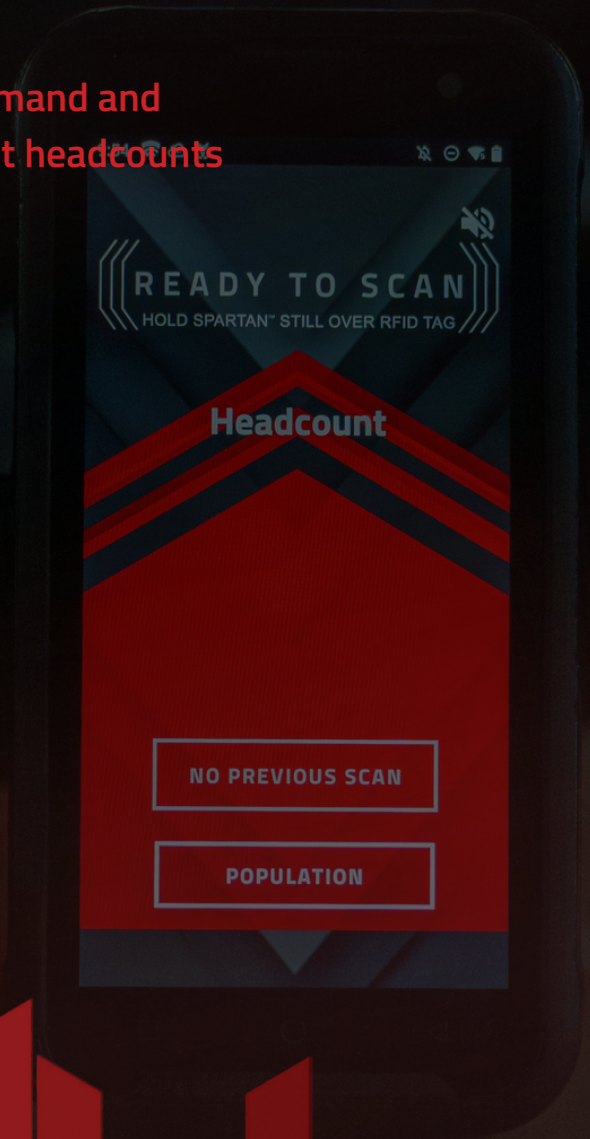


ULTIMATE GUIDE TO PERFORMING HEADCOUNT WITH COMMAND CLOUD

Learn how to use Command Cloud's Mission Command and Mobile Command XR to start, track, and document headcounts



GUARDIAN RFID
WARRIOR TECHNOLOGY

FOREWORD

Headcounts are a cornerstone of safety and security, ensuring that every inmate is accounted for and that staff can maintain the care, custody, and control of the overall facility. When counts are inaccurate or performed carelessly, officers lose visibility into who is where—creating serious risks and blind spots.

Without knowing where inmates are located, facilities increase their risks of potential escapes, reduced ability to respond effectively in emergencies, and greater opportunities for inmates to engage in misconduct. Because of this, headcounts must be performed with close precision and intentional consistency. They are not just routine tasks—they are essential safeguards.

Command Cloud's Headcount dashboard and Headcount module were designed to make this vital process more efficient and effective. Together, they streamline the process of starting, tracking, and documenting inmate headcounts, replacing inefficient manual methods with tools that enhance accuracy and accountability.

In this guide, you'll learn how to leverage Command Cloud to strengthen your agency's headcount procedures and improve documentation practices. With the Headcount dashboard and Headcount module tools, agencies can:

- Reduce human error and save time by eliminating paper-based workflows.
- Quickly identify discrepancies or gaps to improve compliance and operational efficiency.
- Ensure the safety and security of staff and inmates while enhancing officer accountability and communication.
- Gain visibility through accurate, accessible records, strengthening facility defensibility and overall confidence in operations.

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PRODUCTS MENTIONED

Command Cloud is an officer experience platform that integrates tools into one seamless system, delivering a real-time common operating picture for faster, smarter decision-making



SPARTAN 3

SPARTAN is a ruggedized Android device.

MOBILE COMMAND XR

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

HEADCOUNT MODULE

Mobile Command XR's Headcount module notifies officers when formal counts begin, allows real-time documentation, and provides quick access to the list of inmates assigned to each location.

MISSION COMMAND

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

HEADCOUNT DASHBOARD

Mission Command's Headcount dashboard is the central hub where system administrators start and monitor formal counts, with all past and current headcount data stored in exportable reports.



WHY ARE HEADCOUNTS IMPORTANT?

Conducting routine headcounts is more than a procedural requirement—they are among the most vital safety and security procedures in any correctional facility. Headcounts confirm that every inmate is accounted for and help ensure:

1. Care, Custody, and Control

Accurately accounting for every inmate ensures the facility can uphold its responsibilities for care, custody, and control by:

- **Ensuring inmate and staff safety:** Consistent, accurate headcounts minimize the risk of unexplained absences or irregularities that may signal escapes, medical emergencies, altercations, or other safety concerns.
- **Managing inmate population:** Keeping a precise track of every individual in the facility ensures inmates remain in their assigned locations and helps staff recognize when overcrowding may pose a risk.
- **Improving emergency readiness:** Access to total headcount numbers is essential during emergencies—such as fires, lockdowns, or evacuations—verifying every individual is accounted for, and no one is left behind.

When inmates are unaccounted for or found in unexpected locations, the safety of the facility, its staff, and the inmates themselves is compromised. This is why routine headcounts act as a proactive measure that prevents emergencies, upholds order, and safeguards everyone within the facility.

2. Regulatory Compliance

Performing inmate headcount is a regulatory requirement in nearly every U.S. state. Not only do headcounts provide the confidence that all inmates are accounted for, but they also ensure the facility remains in compliance with these established standards.

As equally important as conducting headcounts is the documentation captured along with them. Records that provide proof of officer presence, demonstrate due diligence, and verify that the facility is maintaining secure custody of every inmate can serve as essential evidence of compliance during audits, inspections, or investigations.

3. Staff Awareness and Accountability

Conducting headcounts significantly enhances both situational awareness and accountability among correctional officers. By actively verifying the location and status of inmates, officers maintain a clear understanding of who is where, making it easier to detect issues such as missing individuals, unauthorized movement, or other safety and security concerns.

Because headcounts are often required by state standards, most agencies mandate that the officers who conduct headcounts are also responsible for documenting when and where they occurred, as well as the observations made. Capturing accurate records demonstrates regulatory compliance, helps reduce liability for both the facility and staff, and reinforces a culture of officer responsibility and compliance.



GUARDIAN RFID
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WHAT ARE THE DIFFERENT TYPES OF HEADCOUNTS?

Correctional officers typically perform three main types of headcounts: **informal**, **formal**, and **two-person formal headcounts**. While they all serve the purpose of maintaining safety and accountability, they differ in the level of detail and the way they are conducted:

Informal headcount

An informal headcount is a quick, on-the-spot count conducted at the officer's discretion. It involves simply physically counting inmates' heads in a given area, verifying if the expected number of inmates matches the count.

Although less detailed than a formal count, informal headcounts play an important role in maintaining continuous awareness of inmate movement. They allow officers to quickly confirm that no one is missing or out of place, which helps prevent small issues from escalating into larger security concerns.

Formal headcount

A formal headcount is far more detailed and structured than an informal headcount, as they are considered a cornerstone of correctional facility security practices. In this process, officers not only physically count each inmate but also verify their identity by visually matching faces to their identification, such as a wristband or ID card. In contrast to the ad hoc approach of informal headcounts, formal headcounts may follow a predetermined schedule or frequency.

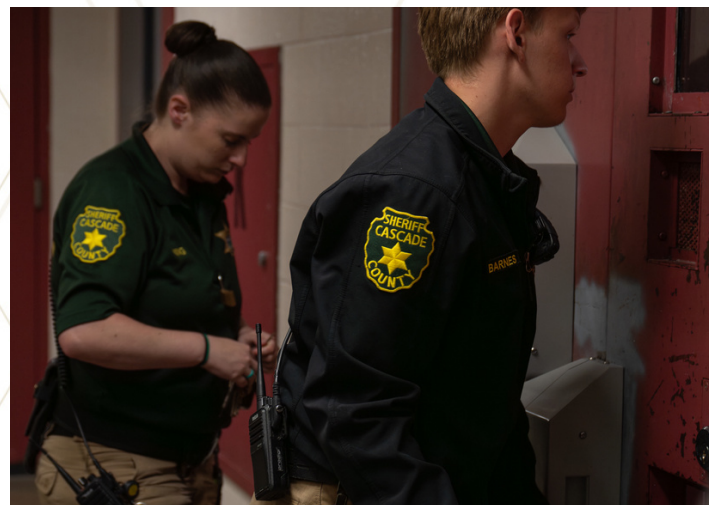
Establishing fixed times to conduct formal headcounts is typically due to facilities often being required by policy to conduct headcounts at specific intervals, such as morning, mid-day, evening, and overnight. However, following a set schedule also helps officers align with other daily occurrences, such as meals, movements, and shift changes, to maintain order and efficiency.

This thorough approach ensures every inmate is accounted for in their designated location at a specific point in time, minimizing the risk of misidentification and providing a documented record of accountability.

Two-person formal headcount

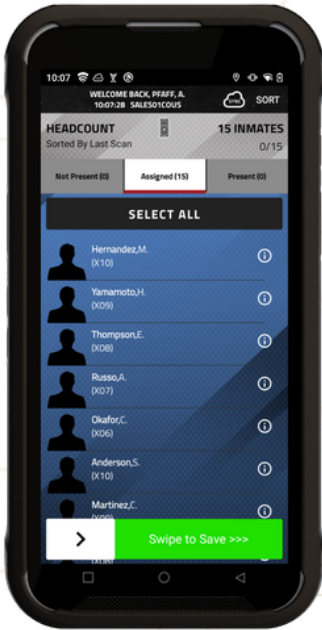
A two-person formal headcount is similar to a standard formal headcount, with the only difference being that it requires two correctional officers conducting separate headcounts. This practice has become increasingly common nationwide as many states now follow a mandate requiring dual verification during headcount procedures.

Why? The presence of two officers is twice the defensibility, twice the error reduction, twice the accountability, and twice the overall security for everyone within the facility.



WHAT ARE COMMAND CLOUD'S HEADCOUNT TOOLS?

Command Cloud utilizes two key components for managing headcount: the **Headcount module** and the **Headcount dashboard**. The two work in tandem for a seamless headcount process, from how staff are alerted to start their headcount to how the captured data is stored and accessible for later use.



What is the Headcount module?

The Headcount module operates within Mobile Command XR, Command Cloud's mobile inmate tracking solution. By using this module, officers can document headcounts in real time while also viewing comprehensive lists outlining which particular inmates should be assigned to a specific area.

Because the module is fully integrated with Command Cloud, inmate movements are automatically updated across the system. If an inmate is moved to medical, recreation, court, or any other location, that change is visible to staff conducting the count via their Mobile Command XR screen.

If an inmate is not where they are expected to be, officers can quickly mark them as unaccounted for and, if necessary, add a justification that clarifies their absence.

Since Mobile Command XR is housed on SPARTAN, staff can access the Headcount module straight from their device, on the go. This gives staff real-time awareness and enables them to complete headcounts more accurately at the point of responsibility from anywhere in the facility.

What is the Headcount dashboard?

The Headcount dashboard, native to Command Cloud's Mission Command platform, enables empowered users to start formal headcounts, monitor the progress of active ones in real time, and review and export data from both formal and informal headcounts.

By navigating to Headcounts on the left-hand command pillar in Mission Command, users get a clear overview of statistics across facility locations. Each entry highlights key details such as the total number of inmates, gender breakdown (male, female, unknown), and whether they are marked as In or Out of their cell.

Location	Total	Male	Female	Unknown	In	Out
TOTAL	249	215	32	2	226	23
Guardian CC	84	59	25	0	83	1

Does Command Cloud support two-person headcount?

Yes, Command Cloud has a built-in feature in the Headcount dashboard to enable two-person headcount.

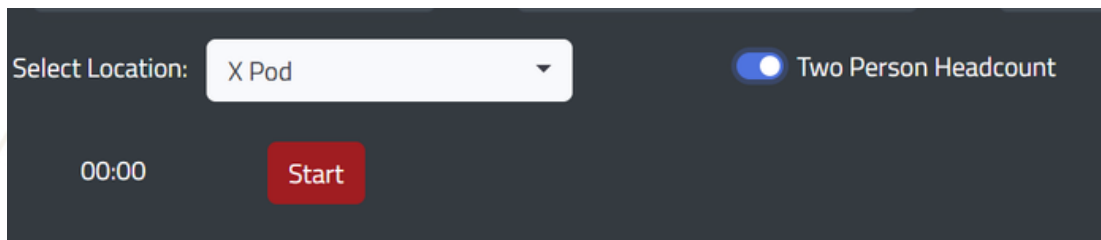
HOW CAN I USE COMMAND CLOUD TO CONDUCT HEADCOUNTS?

By leveraging both Command Cloud's Headcount module and dashboard, officers gain a unified platform that streamlines the headcount process, no matter where they are in the facility. However, while these tools support the completion and documentation of both informal and formal headcounts, it's important to note that the process differs.

Performing formal headcounts with Command Cloud

To start conducting a formal headcount or a two-person formal headcount in Command Cloud, an empowered user would navigate to the Headcount dashboard and:

- Toggle on the **Two-Person Headcount** feature if your facility requires them
- Click the **Select Location** dropdown and select the desired location where the headcount will begin
- Press the red **Start** button



After the system administrator presses **Start**, a new view appears showing two sets of data: the Unaccounted Inmates List and the Headcount dashboard.

- The **Unaccounted Inmates List** highlights each inmate's name, gender, current location, and home location. This enables users to track headcounts in real time and quickly identify any missing inmates.

Unaccounted Inmates List			
			Search:
Inmate	Sex	Current Location	Home Location
MARMELS, SAM P# 1087146 BK# 202005233384	M	M Violent Cell #2	M Violent Cell #2

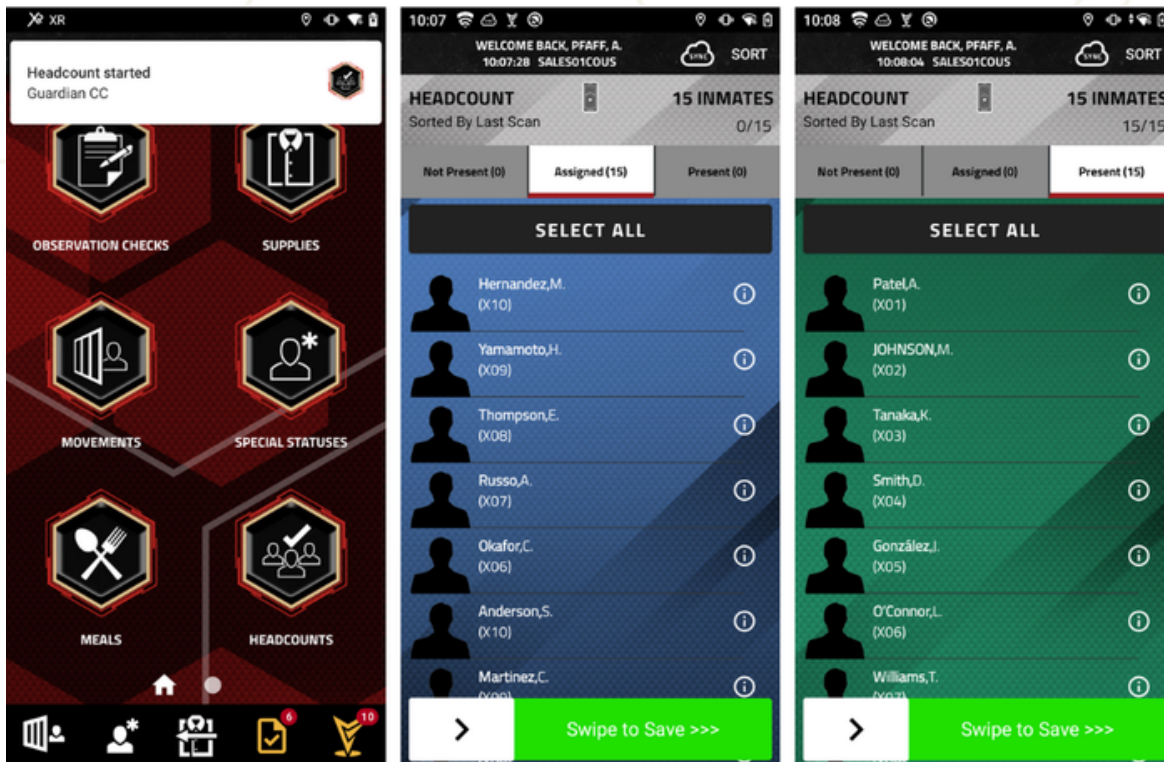
- The **Headcount dashboard** displays information for the location(s) where the headcount is active. This includes the location, total number of inmates, breakdown by gender, the number of inmates are *In* and *Out* of their cells, how many have been accounted for, the types of scans completed, and the last updated time. When completing a two-person formal headcount, the *Accounted* and *Accounted #2* columns appear to ensure every inmate is counted by both officers and to identify any inmates who still need to be counted a second time.

I remember when there was a time of paper logs and having the SPARTAN device has made my job a lot easier. Headcount goes much easier now that we scan wristbands instead of making inmates stand outside their cells until we count everyone.



KEYSHA PHELPS, JAIL ADMIN
Sequoyah County Sheriff's Office, OK





Once the formal headcount is initiated in Mission Command, an alert is sent to Mobile Command XR on each officer's SPARTAN. After receiving the headcount alert, officers complete the headcount by following these steps:

- Navigate to the Headcount module in Mobile Command XR.
- Scan your location tag to display the list of inmates assigned to that location.
- Scan inmate IDs to automatically mark them as **PRESENT**, or manually swipe right to mark them as **PRESENT**.
- If an inmate is not present, swipe left to mark them as **NOT PRESENT**, move them by selecting the appropriate location block, and provide a justification by using talk-to-text or typing a custom note, to clarify why they are not present for headcount.
- Swipe to **SAVE**. All updates will automatically sync and appear in Mission Command.

Once all inmates are accounted for, the headcount administrator selects Finish to end the headcount in Mission Command.

Can I cancel a formal headcount if needed?

Yes, a formal headcount can be cancelled in Mission Command. Whether it was started by mistake or the Two-Person Headcount feature was not toggled on yet, an empowered user can press the Cancel button to end it early. Cancelled headcounts will still appear in the Headcount dashboard's Completed Formal Headcount report, but will be marked as *Cancelled* under the Status column to clearly indicate that it was not completed.

What happens if a headcount is "finished" but not every inmate has been accounted for?

When a headcount is "finished," and there are inmates who have not been accounted for, the authorized user must enter a justification for each unaccounted inmate detailing why they were not there. For example, if an inmate is at court during a headcount, the user will need to note that as the justification.



Performing an informal headcount with Command Cloud

Officers first start by either scanning a location RFID Tag with their SPARTAN or manually filtering to the location in the Headcount module in Mobile Command XR; both avenues will bring up the full list of inmates assigned to that area. Officers can then either visually confirm each inmate listed and swipe right to mark them as Present, or, if the facility requires it, scan each inmate's ID to mark them as present.

Any inmate who is not present during the headcount must be marked as Not Present, and officers are required to move them by selecting the appropriate location block and providing a justification by using talk-to-text or typing a custom note to clarify why they are not present for headcount.

Do you have to scan a Hard Tag to complete a headcount?

No, you do not need to scan a Hard Tag to perform headcount; however, it is the preferred method. There are other ways to perform a headcount (both formal and informal) without scanning a Hard Tag to start, including:

1. **No Scan:** Officers can open the Headcount module in Mobile Command XR and select **POPULATION** to pull up a complete list of inmates assigned to that location. From there, they can swipe right for **PRESENT** or left for **NOT PRESENT** without scanning physical IDs. These entries will appear as "No Scan" in Mission Command.
2. **ID Scan:** Officers can open the Headcount module in Mobile Command XR, select **POPULATION** to pull up a complete list of inmates assigned to that location, and scan each inmate's ID to mark them as **PRESENT**. These will appear as an "ID Scan" in Mission Command.
3. **Ad Hoc ID Scan:** Officers can open the Headcount module in Mobile Command XR, scan the IDs of all present inmates, and then swipe to **SAVE**. However, this method does not reference the population list, so unaccounted-for inmates cannot be identified during an informal headcount and can only be identified during a formal headcount in Mission Command. These entries will also appear as an "ID Scan" in Mission Command.



Does conducting a headcount reset the Compliance Monitor?

Yes, performing a headcount using Mobile Command XR will reset the Compliance Monitor if a Location tag is scanned in the Headcount module. However, Location tags requiring observation will not count as a compliance check and will not reset the timer when scanned in the Headcount module.

WHERE CAN I VIEW PREVIOUSLY RECORDED HEADCOUNTS?

All headcounts—both formal and informal—recorded in Command Cloud are stored within Mission Command. These exportable reports highlight critical information captured during each headcount. To access them, select one of the three boxes at the top of the Headcount dashboard:

- **Active Formal Headcount:** Displays all formal headcounts currently in progress within the facility. This real-time view enables users to monitor headcounts as they happen, quickly identifying who is or isn't accounted for and their intended location. This information helps direct attention to potential challenges and allows supervisors to check in with officers conducting the count to determine if assistance is needed.

Active Formal Headcounts

[Back to Headcount](#)

Action	Location Name	Start Time	Accounted	Unaccounted	Officer Name	Two Person Count	Last Updated Time
Edit	Pfaff Building	2026-02-10 09:05:36	11	1	PFAFF, ALYSSA	NO	2026-02-10 09:05:36

- **Completed Formal Headcount:** Shows all formal headcounts that have been completed within the selected timeframe. Each entry includes essential information such as the location, start and end times, number of inmates, count results, whether it was a two-person count, its duration, who started and ended it, and can be expanded to view more detailed information. This report empowers users to drill down into inmate-specific data, including names, scan type, and justifications for any unaccounted inmates.

Completed Formal Headcount

[Back to Headcount](#)

From: 12/11/2025 To: 02/09/2026

List of completed formal headcounts over the past 60 days (default)

Action	Location Name	Start Time	End Time	Total	Accounted	Unaccounted	Two Person Count	Duration	Started By	Ended By	Status
View	X-Pod	2026-02-09 13:58:57	2026-02-09 13:59:56	6	0	6	NO	00:00:01	PFAFF, ALYSSA	PFAFF, ALYSSA	Cancelled

- **Completed Informal Headcount:** Similar to Completed Formal Counts, this report displays all informal headcounts within the chosen timeframe. Each entry includes essential information such as location, count time, and can be expanded for deeper detail.

Completed Informal Headcount

[Back to Headcount](#)

From: 12/01/2025 To: 02/01/2026

List of completed informal headcounts over the past 60 days (default)

Action	Location Name	Count Time	Total	Accounted	Unaccounted	Counted By
View	Kitchen	2026-01-07 11:17:51	1	1	0	CLEMENTS, J

In both Completed Formal and Informal Headcounts, users can select the red **View** box to open a comprehensive overview of the selected headcount. This includes information such as inmate name, location, accounted time, the officer who completed the headcount, and other critical details. All of these reports can be downloaded from the dashboard in either PDF or CSV format and distributed as necessary.



CONCLUSION

Accurate and consistent headcounts are essential to maintaining safety, security, and accountability within correctional facilities. Command Cloud, through its Mobile Command XR and Mission Command platforms, delivers a comprehensive solution that streamlines both formal and informal headcounts, enabling officers to conduct counts efficiently, capture data in real time, and access detailed records whenever necessary.

By leveraging the Headcount module and Headcount dashboard, staff are empowered to:

- Ensure the care, custody, and control of all inmates
- Improve officer awareness and accountability
- Maintain regulatory compliance with fully documented headcount records
- Quickly identify and address any discrepancies in real time

Whether performing a routine informal headcount or a structured two-person formal count, Command Cloud's integrated tools reduce human error, save time, and enhance operational efficiency. Officers and administrators alike are equipped to collect clear, accessible data that supports both day-to-day operations and long-term facility oversight.





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