GEORGIA DEPARTMENT OF CORRECTIONS **Standard Operating Procedures**		
Policy Name: Offender Use of the GOAL Device and Kiosk		
Policy Number: 204.10	**Effective Date:** 11/16/2026	**Page Number:** 1 of 13
Authority: Commissioner	**Originating Division:** Facilities Division	**Access Listing:** Level II: Required Offender Access

I. Introduction and Summary:

This Standard Operating Procedure (SOP) will govern the use of the Georgia Offender Alternative Learning (GOAL) Devices and Kiosks. The SOP explains the rules for acceptable GOAL Device usage by Offenders and sanctions that can be imposed if a GOAL Device or Kiosk is misused. Use of the GOAL Device and Kiosk is a privilege and not a right. Loss of this privilege is non-grievable. All communications sent or received via the GOAL Device or Kiosk are subject to inspection and review for security reasons, and neither the sender nor the receiver has an expectation of privacy in any of these communications.

II. Authority:

A. Georgia Department of Corrections (GDC) SOPs: 104.47, Employee Standards of Conduct; 108.02, Academic Education Program Operations; 203.03, Incident Reporting; 204.07, Offender Use of Computers; 206.01, Offender Personal Property Standards; 206.02, Management of Offender Property or Contraband; 209.01, Offender Discipline; 227.02, Statewide Grievance Procedure, 227.05, Visitation of Offenders, and 227.06 Offender Receipt of Mail; and

B. ACA Standards: 5-ACI-3C-01; 5-ACI-7D-01; 5-ACI-7D-16; 5-ACI-2E-10; 5-ACI-1F-05; and 5-ALDF-7D-24.

III. Definitions:

As used in this SOP, these terms are defined as follows:

A. **Authorized Contractor -** The entity granted authority for the installation and maintenance of GOAL Devices and Kiosks at GDC facilities, as well as for processing offender financial transactions.

B. **Electronic Mail/Message -** Correspondence sent electronically over an authorized network through a Kiosk by an offender.

C. **Georgia Offender Alternative Learning (GOAL) Device -** An electronic mobile device used by offenders for educational purposes, sending and receiving electronic messages, ordering store items, filing grievances, and purchasing entertainment, also known as an Offender Tablet.

D. **Kiosk -** An electronic, stationary GOAL Device installed at a GDC facility for use by offenders for educational purposes, sending and receiving Electronic Mail/Messages, Video Grams, Video Visitation, ordering store items, filing grievances, and purchasing entertainment.

E. **The State Repository of Information System (SCRIBE**) - GDC's official offender records management system.

F. **Video Visitation -** A 30-minute electronic interactive visit between an offender and a person on his/her approved visitation list conducted using a Kiosk.

G. **Video Gram -** A 30-second message or clip recorded and sent to an offender from a person on the offender's approved visitation list or recorded by the offender at a Kiosk and sent to a person on the offender's approved visitation list.

IV. <u>Statement of Policy and Applicable Procedures</u>:

A. The purpose of a GOAL Device is to prepare offenders for reentry by facilitating access to education and programming and helping offenders regain and maintain family bonds.

B. Offender use of the GOAL Device.

1. Offenders may send Electronic Mail/Messages to any person they choose, unless prohibited by law or court order. Electronic Mail/Messages are also subject to the rules in Sec IV(D),(E) below. Violations of any law, court order, or GDC policy may result in disciplinary action. This may include temporary loss of privileges and/or termination of privileges. The offender shall be

responsible for notifying his or her contacts when privileges have been terminated.

NOTE: To the extent that an employee receives a notification that an offender is attempting to contact them via Electronic Mail/Messaging, all are reminded that the costs associated with exchanging such messages will not be reimbursed by GDC for any reason. Moreover, all such messages are subject to monitoring by OPS, and messages containing inappropriate communications in violation of the Employee Standards of Conduct (SOP 104.47) may subject an employee to disciplinary action, up to and including termination of employment.

2. The GOAL Device can be used during waking hours, except for during official count times and during facility lockdown. The GOAL Device must remain indoors in areas authorized by the Warden or Designee.

3. During security inspections, staff conducting inspections shall review offender GOAL Devices to ensure appropriateness of the Device.

C. Issuance, Transfer, Replacement, Refresh, Ownership and Release of Device:

1. Issuance:

a. All offenders will be issued a new GOAL Device upon leaving diagnostics, except those offenders going to a county correctional institution and those offenders who received a GOAL Device during a previous period of incarceration. (Reincarcerated offenders may purchase a new GOAL Device.) **Note: Issuance of new GOAL Devices is subject to availability pursuant to any GDC contract with an Authorized Contractor.** The GOAL Device will be rendered unusable until the offender arrives at their assigned institution and can sync the GOAL Device to their permanent institution's Kiosk. Each offender must sign Attachment 1, Acknowledgement of Receipt, when receiving the GOAL Device. The

rules and regulations for use of the GOAL Device shall be explained to the offender upon receipt or during orientation at his or her permanent facility. An offender may possess a GOAL Device and one (1) other portable music device. GOAL Devices will not be engraved as engravings will damage the GOAL Device. The name of the offender and GDC I.D. number is displayed on the screen of GOAL Device. Proof of ownership may be required wherever there is a dispute over ownership of a GOAL Device in accordance with SOP 206.02, Management of Offender Property or Contraband.

b. Each facility will have a Technology Point of Contact (TPOC) designated by the Warden, or Superintendent when applicable, to handle GOAL Device/Kiosk concerns and to issue Devices. The Warden, Institutional Investigator and TPOC may monitor Electronic Mail/Messages locally. In addition, the TPOC will serve as the liaison between the Facility and the Office of Information Technology Support Staff.

2. Transfer:

a. Upon transfer from one GDC facility to another GDC facility, the offender's assigned GOAL Device will transfer with the offender and be accounted for on the Personal Property Inventory Sheet, Attachment 2 of SOP 206.02, Management of Offender Property and Contraband, and Attachment 2, GOAL Device Disposition Form. If transferring to a facility that is not participating in the GOAL Device program, the offender will be given the option to store the GOAL Device with the offender's personal property or to mail the GOAL Device home.

b. Upon transfer from a participating GDC facility to a county camp, the offender's assigned GOAL Device is NOT allowed to transfer with the offender as part of their personal property. The offender will be given the option to mail the GOAL Device home, free of charge, one-time with the assistance of the Inmate Benefit Fund. If the offender is transferred back

into a GDC or private participating facility after the GOAL Device has been shipped to their home address, the offender must purchase a new GOAL Device at their own expense if they wish to again participate in the GOAL Device program, regardless of whether they chose to ship the old GOAL Device home.

NOTE: Once a GOAL Device leaves GDC's custody, it is considered contraband and cannot be returned to the offender.

c. Where an offender goes directly from diagnostics to a county camp, then later transfers from county camp to a participating GDC or private facility, the offender shall receive a new GOAL Device, subject to availability, after processing into the newly assigned participating facility. It is mandatory that all Operations Analysts, Business Managers, and Technology Point of Contacts (TPOC's) verify if the offender was ever issued a GOAL Device from another facility before ordering or issuing another Device.

3. Replacement (if available):

a. Defective GOAL Device – offenders experiencing issues with their GOAL Device within the Warranty period (180 days beginning upon receipt of Device) must report their issue directly via the Kiosk. The offender will receive a reference number which can be used to check the status of the claim on the Kiosk. The Authorized Contractor will approve or decline the request for a GOAL Device replacement (if available) within fourteen (14) business days. In the event the offender is approved for a GOAL Device replacement (if available), the defective GOAL Device shall be given to the Facility Operations Analyst (OA) or Technical Point of Contact (TPOC), who shall issue a receipt to the offender which must be submitted to receive the new GOAL Device (if available). If the request is denied the offender will be given the opportunity to purchase a new GOAL Device (if available).

b. Lost or Misplaced Devices – GOAL Devices removed from an offender and lost or misplaced by a staff member/officer may be replaced (if available) using the Inmate Benefit Fund, if approval is given by the facility Warden. An Incident Report must be completed in accordance with SOP 203.03, Incident Reporting, and maintained on file before a request can be submitted to the facility Warden. A GOAL Device order request must be routed to the internal designated gdc.jpay@gdc.ga.gov with the facility or Deputy Warden copied in the distribution.

4. Ownership:

a. Handling of Confiscated GOAL Devices – GOAL Devices confiscated during shakedowns will not be returned to offenders if more GOAL Devices than offenders are found in a cell (ex: more than one (1) GOAL Device is discovered in a single cell room or more than two (2) Devices are discovered in a two man/woman cell room, etc.). Handling the return of confiscated Devices to an offender will be at the discretion of the facility Warden or Deputy Warden of Security.

b. Offenders will be allowed to purchase GOAL Device accessories if applicable, from the offender commissary. The offender can only have one (1) of each accessory in his or her possession.

5. Release:

a. Upon permanent release from GDC custody, the offender's GOAL Device shall be given to the offender to assist in his/her reentry into the community. The tablet shall be noted on the offender's Personal Property Inventory Sheet, Attachment 2 of SOP 206.02, Management of Offender Property and Contraband. If upon release the offender elects not to retain their GOAL Device, the GOAL Device will be collected by the Shift Officer-in-Charge (OIC) or designee and given to the Operations Analyst (OA) or TPOC.

b. To have a GOAL Device unlocked for internet use after permanent release from GDC custody, the offender must mail the GOAL Device to the authorized vendor (shipping at the offender's expense) and include a return address. The vendor will unlock the GOAL Device, and the unlocked Device, with all existing content (music, pictures, resumes, etc.), will be shipped to the address provided by the offender. These instructions, as well as authorized vendor's address, will be posted on the GDC website.

D. Times of Use, Restrictive Housing, and Electronic Messaging/Email Subject to Review:

1. Times of Use:

a. The GOAL Device can be used during waking hours, except for during official count times and during facility lockdown. The GOAL Device must remain indoors in areas authorized by the Warden or Designee.

2. Restrictive Housing:

a. Any time an offender goes to Isolation/Segregation, the offender's GOAL Device may only be used during times designated by the Warden and may only be used for Education and/or Programming purposes.

b. When an offender is placed in Tier II, the GOAL Device will be confiscated until the offender reaches Tier II - Phase III. When the offender reaches Phase III, the GOAL Device may be used only for Education and/or Programming and only at times designated by the Warden.

c. Offenders in Tier II - Phase III and offenders in Isolation/Segregation will only have Video Visitation on Tuesdays and Thursdays from 0900-1500 hours. Offenders in Tier II - Phase III or Isolation/Segregation will only be allowed one (1) Video Visit per calendar month.

d. Offenders in Tier III will follow the rules for use at the Special Management Unit.

3. Electronic Messaging/Email Subject to Review:

a. During specified facility hours, offenders may sync their GOAL Devices to the Kiosks located inside their assigned housing units to charge the Devices or download music and books, check financials, etc.

b. Video Visits/Video Grams are not available on the GOAL Device and can only be received/viewed while offenders are at the Kiosk.

c. All Electronic Messaging/Email sent or received via the GOAL Device or Kiosk are subject to inspection and review for security reasons, and neither the sender, nor receiver, has an expectation of privacy in any of these Electronic Messaging/Email communications. Attorney-client privilege will not apply to any Electronic Messaging/Email communications sent or received via the GOAL Device or Kiosk. Because of the need for such inspections, both sent and received Electronic Messaging/Email may be delayed. Electronic Messaging/Email communication which violates this policy will be intercepted (censored).

d. If an Electronic Messaging/Email is intercepted (censored), the offender will receive a Notice through the Kiosk via Electronic Messaging/Email that will inform the offender that the Electronic Messaging/Email has been intercepted (censored) and the reason it was intercepted (censored). The offender can submit a Grievance challenging the intercepted (censored) Electronic Messaging/Email. The offender will follow the process outlined in SOP 227.02, State Grievance Procedure for filing a grievance.

e. If an Electronic Messaging/Email grievance challenging the censored Electronic Messaging/Email is granted, then the Electronic Messaging/Email will be released to the recipient. If an Electronic

Messaging/Email grievance is denied, then the Electronic Messaging/Email will remain censored and not released. No refund will be provided to the sender.

E. Rules for Use of Kiosk and GOAL Device and Prohibited Content:

1. Offenders shall be fully dressed in their state uniform with their state-issued I.D. card visible throughout the entire Video Visit, as well as in photographs. This includes Video Grams, Video Visits, and photographs taken after hours and on weekends.

2. Adults and children must be appropriately dressed during Video Visits and in photographs. Inappropriate clothing, as defined by SOP 227.05, Visitation of Offenders, is prohibited. Children must be fully clothed at all times.

3. Nudity, as defined in SOP 227.06, Offender Receipt of Mail, is not permitted in photos, Video Grams, or Video Visitation.

4. No offender group photos, group Video Grams, or group Video Visitations are permitted.

5. No gang signs or symbols may be displayed in photos, Video Grams, or Video Visitations. Hand signs are permissible for both hearing impaired offenders and customers.

6. No smoking is permitted, nor may alcohol be consumed or displayed in photos, Video Grams or during Video Visitation.

7. No drugs or drug paraphernalia can be used or displayed in photos, Video Grams or during Video Visitation.

8. No acts of violence or display of weapons will be tolerated, to include images of or references to any kind of weapon in photos, Video Grams, or Video Visitations.

9. Offenders shall remain seated throughout the entire Video Gram or Video Visitation.

10. Offenders shall not allow other offenders to participate in their photos, Video Grams, or Video Visitation.

11. Neither customers nor offenders shall request or attempt to request that an Electronic Mail/Message, photo, Video Gram, Video Visitation, or any other information be placed on social media of any kind.

12. Customers shall not share screen shots of their Video Visits with, or Video Grams of, offenders, to include sharing using social media, text messages or electronic messages.

13. Offenders shall not request Electronic Mail/Messages to be forwarded, sent, or mailed to others.

14. Customers and offenders shall not request information about another offender or send information on behalf of another offender.

15. Offenders must follow all Kiosk rules when taking a photo, sending a Video Gram, or having a Video Visitation. Violations with photos, Video Grams, or during Video Visitation will result in disciplinary action. This may include temporary loss of privileges and/or termination of privileges. The offender shall be responsible for notifying his or her contacts when privileges have been terminated.

16. Customers and offenders shall be advised of these rules. Electronic Messaging/Email communications that violate this policy will be intercepted (censored) and handled according to Sec IV(D)(3).

F. Violations of the Above Rules May Result in the Following:

1. A disciplinary report or warning.

2. Cancellation of Video Visitation session without refund.

3. Suspension of Video Gram, Video Visitation, and Electronic Mail/Messaging privileges.

4. Suspension of Kiosk privileges.

5. Suspension of GOAL Device privileges; and/or

6. Customers who violate this policy may be removed from an offender's approved visitation list, which would result in the loss of Video Grams and Video Visitation. Customers may also be banned from sending and receiving Electronic Mail/Messages and photos.

G. The Following May Result in the Permanent Loss of All GOAL Device or Kiosk Privileges:

1. Damaging and/or tampering with any offender GOAL Device shall result in the loss of Device privileges and an obligation will be placed on the offender's trust account equal to the cost to GDC for the Device.

2. Loss of the GOAL Device shall result in an obligation placed on the offender's trust account for the cost of the Device.

3. Misuse of the GOAL Device, including, but not limited to, using the GOAL Device to hide contraband or a weapon, to commit a crime or attempt to commit a crime, or doing intentional damage to the Device.

4. Misuse of Offender Kiosk, including attempting to cause or causing intentional damage to the Kiosk, Kiosk screen, or Kiosk cord.

5. Use of another offender's GOAL/Kiosk account for any reason or allowing the use of one's own GOAL/Kiosk account by another offender for any reason.

6. A finding of Guilty for a Disciplinary Charge for Drug(s), Cellphone(s), Weapon(s), or Assault(s) of any kind related to the GOAL Device.

H. Criminal Charges:

1. Any criminal activity mentioned in Electronic Mail/Messages, message attachments, or displayed/discussed in photos, Video Grams or Video Visitation involving the offender, customer, or related parties may result in the charge and arrest of the violator(s) and may result in the permanent loss of ALL GOAL Device or Kiosk privileges.

I. Rights of Georgia Department of Corrections:

1. The GOAL Device and all related programs are a privilege and not a right. GDC reserves the right to revoke access to GOAL Devices, Kiosks, and Electronic Mail/Messages for any person who is suspected of, who attempts to introduce, or who is caught on the premises of GDC property with contraband/gang related paraphernalia, or who has been repeatedly warned about a particular action yet fails to comply. This behavior may also result in criminal charges. Moreover, the Department may suspend or revoke an offender's GOAL Device privileges as a disciplinary sanction for violations of any institutional rule or procedure that results in the offender receiving a

Disciplinary Report. The Department may suspend privileges to meet special security needs of the facility at any time.

V. Attachments:

Attachment 1: Acknowledgement of Receipt
Attachment 2: GOAL Device Disposition Form

VI. Record Retention of Forms Relevant to this Policy:

Upon completion, Attachments1 and 2 shall be placed in the offender's institutional file and maintained according to the retention schedule for that file.