

# CASE STUDY: STEUBEN COUNTY SHERIFF'S OFFICE

*Corrections Division in New York Strengthens Safety and Efficiency With Technology*

## The Challenge

Corrections teams operate in an environment where every second matters, especially during emergencies. Before modern corrections technology became ubiquitous, facilities relied on paper logbooks, manual keys and fragmented documentation—systems that can slow response, complicate investigations and make compliance verification harder than it needs to be.

Steuben County Sheriff's Office needed technology that would:

- Support **state-driven compliance requirements** and inspection readiness
- Improve **security and efficiency through reliable tools**
- Strengthen **investigative accountability** with accurate, updated records and evidence trails
- **Reduce operational burden**, especially when operating short-staffed
- Be backed by a team with **strong tech support**

## Background

The Steuben County Sheriff's Office Corrections Division supports county detention operations serving a large geographic area in New York State. The jail has capacity for 255 detainees and averages approximately 150 detainees daily.

**Staffing:** ~126 sworn corrections staff (plus ~10 civilian staff); ~200 sworn county-wide

**Facility:** County jail with capacity of 255; average daily population ~150

**Coverage:** ~1,404 sq. miles (2 cities, 32 towns, 13 villages)

## Primary Outcomes

- Faster investigations
- Stronger accountability
- Improved officer safety
- Simplified compliance reporting
- Reliable long-term support
- Policy adherence
- Consistency
- Liability reduction



## The Solution

When Captain Justin C. Mills, Assistant Jail Superintendent at Steuben County Sheriff's Office, joined the Office in January 2004, he remembers being immediately impressed by how modern the facility felt. Instead of the old-school cells with bars and big keys portrayed in the movies, Steuben County was already leveraging technology from Black Creek Integrated Systems Corp. to support both day-to-day operations and the high-stakes moments where documentation, access control and video evidence matter most.



**SallyPort® Jail Management System** functions as the facility's centralized recordkeeping system, supporting the Corrections Division across housing operations, detainee files and investigations. In practice, this means:

- Digital shift logs replace paper logbooks for faster entry and easier retrieval
- Supervisors can locate records quickly for reviews and investigations
- Intake workflows capture critical information such as medical and mental health screenings, identifiers, photos, etc.
- Alerts and notes can surface risk factors immediately, reducing missed details

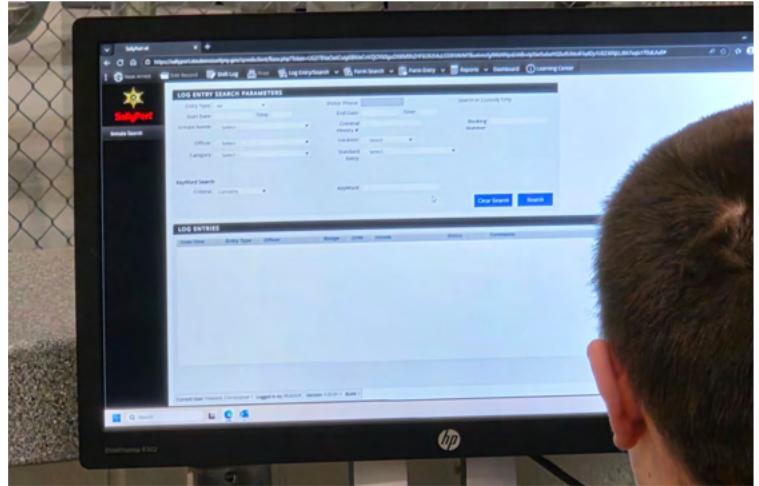
When requirements change, operational workflows and required documentation are updated to stay aligned with standards, supporting inspection readiness over time.

## Touchscreen Facility Control

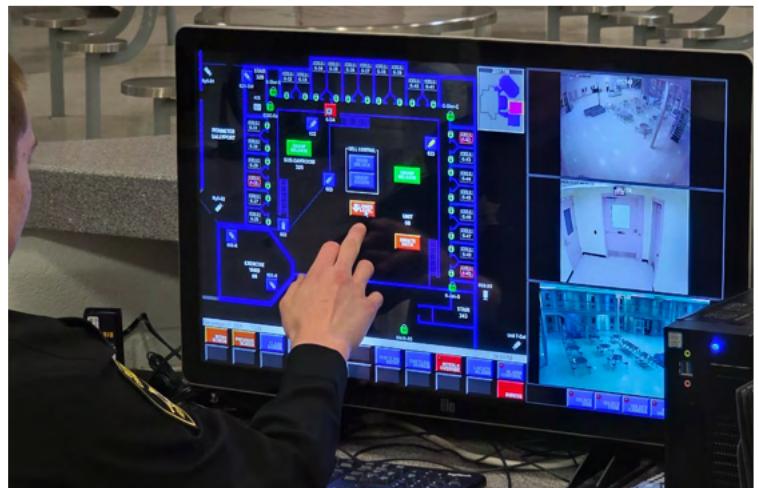
Rather than relying on a physical key ring, Steuben County uses **Black Creek's Super Display®** touchscreen-based controls and facility mapping to manage doors and security functions quickly and consistently. The system supports accountability reporting—such as confirming whether a door opened, when it opened and for how long—helping investigations remain evidence-driven.

## CCTV and Video Review

Black Creek touchscreen technology integrates seamlessly with the Genetec video system. This partnership helps the facility monitor safety and security throughout the jail and access archived video for investigations when needed. The facility completed a major camera refresh at the beginning of 2025, including adding 37 cameras to reduce blind spots, especially in housing units. "Now you can pretty much see the whole housing unit," said Captain Mills. "It's much safer."



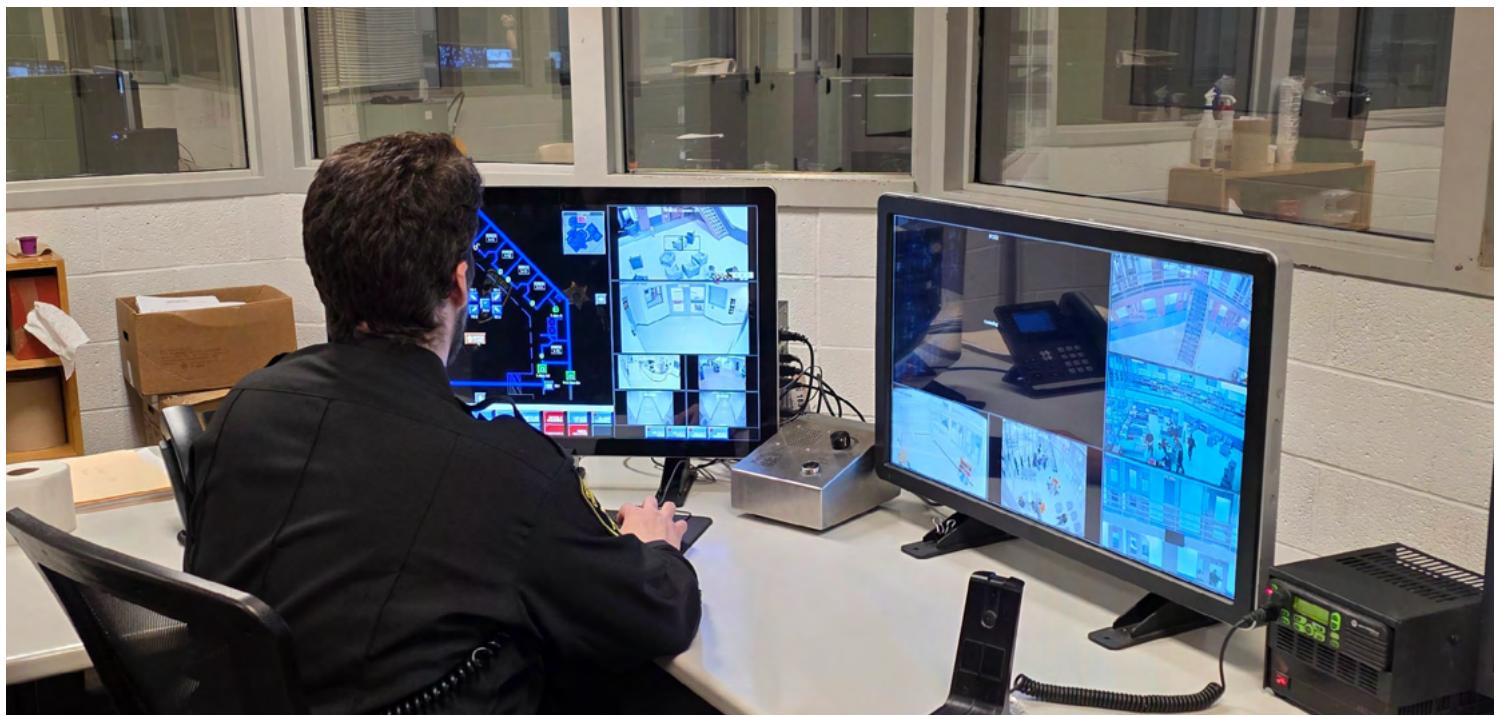
SallyPort® Jail Management System



Super Display® touchscreen-based controls and facility mapping



Integration with the Genetec video system



## The Results

### Better Visibility, Faster Response and More Defensible Investigations

From the ability to open doors with a touchscreen to expanded camera visibility, the facility can monitor and respond with more speed, helping prevent incidents and respond quickly when they occur.

**“** [If] somebody is monitoring something and they see something that doesn’t look right, they can alert staff, send them down there and stop an emergency before it happens,” said Captain Mills. “Black Creek’s technology makes it so our job can be proactive. We’re not just responding to emergencies; we’re preventing emergencies. **”**

Captain Mills emphasized the ability to conduct a thorough investigation supported by system reporting and video review, which helps the agency protect staff and reduces bias in investigations. If a complaint alleges a cell door was opened, security controls can generate reporting to verify whether the door actually opened, providing objective evidence even in areas without perfect camera coverage.

“It’s a great tool for investigations,” said Captain Mills. “I can cross my t’s, dot my i’s, know that I truly did a non-biased investigation using the [Black Creek] tools and hopefully have a successful outcome.” Having access to detailed information helps keep both staff and detainees safe, enhances accountability and improves adherence to policy. This in turn reduces risk and liability.

### Peace of Mind for Compliance

New York’s Commission of Corrections governs standards for county jail operations. Technology-supported logging and workflows help the facility show compliance during annual inspections through reporting, documentation trails and record review. Black Creek technology assists by capturing logged records of operational requirements (e.g., housing unit activity, movement and other required documentation), intake and release processes and faster retrieval of records.

### Reduced Operational Burden

Captain Mills described the operational difference between digital records and paper logbooks: manual documentation takes longer, and retrieving information for investigations requires tracking down physical books. Digital logs allow staff to retrieve information quickly and work more efficiently, especially important during staffing shortages across law enforcement.

### Contraband Investigation Supported by Integrated Systems

Recently, staff at Steuben County suspected that contraband had entered the facility through contact visitation. After drug testing and further investigation, staff identified contraband that posed a serious risk for both detainees and officers. Using Black Creek’s fully integrated security controls and jail management tools together, the team reviewed visitation footage through video systems, used records to identify visitor/detainee info, documented timing and access and built a case to support an arrest for introducing contraband into the facility. “We were able to use their technology to find the cause, prove who brought it in and hold somebody accountable,” said Captain Mills.

## Reliability and Support That Shows Up Fast

"When we purchase products in this line of work, we need to make sure that the products work. Because if things don't work when they need to, that's how people get hurt," said Captain Mills. "I think it's important to note that with Black Creek, they offer a reliable, dependable product." When issues do arise, Black Creek's support team is quick to jump in to help rectify them. "I'd say 98% of the time, my issues are fixed within an hour," he added.

Captain Mills described the relationship as deeper than vendor-client—more like a partnership—citing long-term user group engagement and direct end-user feedback loops. "They're forward thinkers when it comes to corrections and when it comes to safety. They're always looking for ways to improve things," he said. "They value us, and they value our input and our success."

## Daily Wins Measured in Safety, Speed and Successful Operations

While the Office isn't tracking formal analytics dashboards, for Captain Mills, the way they measure success is clear:

- Officers go home safe
- Detainees are kept safe
- Incidents are prevented or handled quickly
- Investigations and accountability are stronger
- Compliance can be demonstrated quickly during inspections

Captain Mills sees Black Creek as an integral piece of what enables him to do his job every day. "Black Creek delivers reliable, user-friendly jail records management and security systems that streamline procedures, enhance safety and [are] backed by truly outstanding support."



**BLACK CREEK**  
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