

ENHANCING MAIL SECURITY AT FRANKLIN COUNTY SHERIFF'S OFFICE



INDUSTRY

Corrections

CUSTOMER

Franklin County Sheriff's
Office, Greenfield, MA

Medium-security
correctional facility
housing approximately
288 inmates



CHALLENGE

The Franklin County Sheriff's Office faced increasing risks of contraband, particularly synthetic cannabinoids like K2, entering the facility through legal mail.

Traditional methods, such as manual verification with law firms and supervised mail opening, were time-consuming and still left vulnerabilities. The influx of inmates from larger facilities further complicated security, as transfers often tested ways to bypass existing protocols.

CORRECTIONAL FACILITIES, PRISONS, AND JAILS NATIONWIDE ARE STRUGGLING WITH HOW TO COMBAT THE STREAM OF CONTRABAND, INCLUDING ILLEGAL DRUGS.

CHALLENGES

The Franklin County Sheriff's Office faced an escalating threat to facility security due to the increasing sophistication of contraband smuggling methods, particularly through legal mail. Legal mail, protected by confidentiality laws, created a unique vulnerability as it required special handling—often opened only in the presence of inmates, limiting the ability to conduct thorough inspections. Traditional security measures, such as manually verifying legal documents with law firms and supervised mail openings, were not only labor-intensive but also ineffective against concealed threats like synthetic cannabinoids (K2), suboxone, and drug-laced papers.

Compounding this issue was the steady influx of inmates transferred from larger correctional facilities. These individuals often arrived with firsthand knowledge of exploiting procedural gaps to introduce contraband into new environments. The staff faced constant pressure to stay ahead of



When we start getting transfers from other facilities, they study us to see how they can get contraband through. RaySecur has closed one of those doors.

**– Sergeant Jenise Rivera,
Franklin County
Sheriff's Office**





Key Benefits

- **Enhanced Staff Safety:** Minimizes exposure to dangerous items.
- **Non-invasive, Real-Time Screening:** Detects hidden contraband without opening mail.
- **Expert-On-Demand:** Live support for detection assistance.
- **Versatile Screening:** Detects drugs, electronics, laced papers, and weapons.



MAILSECUR®

evolving smuggling tactics, straining resources and increasing safety risks for both officers and inmates.

SOLUTION

Recognizing the urgent need for a more robust mail security protocol, the Franklin County Sheriff's Office explored advanced screening technologies. After seeing a neighboring county's successful implementation of RaySecur's MailSecur® screener in 2023, they decided to adopt the solution in Fall 2024.

MailSecur® utilizes cutting-edge T-ray 4D technology for contraband detection, allowing staff to visualize the length, width, depth, and motion of objects inside envelopes and packages. This non-invasive approach ensures that legal mail remains unopened while still being thoroughly screened for hidden threats, maintaining compliance with legal protections while enhancing security protocols.

Key Benefits

- **Enhanced Staff Safety:** Reduces the risk of exposure to hazardous substances and dangerous items.
- **Non-invasive, Real-Time Screening:** Detects hidden contraband without compromising legal mail confidentiality.
- **Expert-On-Demand:** Provides live, remote support from RaySecur's security experts during screenings for added confidence in threat detection.
- **Versatile Screening Capabilities:** Detects a variety of contraband, including synthetic drugs, electronic devices, drug-laced papers, and improvised weapons.

The implementation process was seamless, with RaySecur providing comprehensive training and continuous support to ensure staff proficiency. The technology's intuitive interface and rapid scanning capabilities allowed Franklin County to integrate MailSecur® into their existing workflows without disrupting daily operations. Additionally, staff members reported increased confidence in their ability to detect and intercept contraband, leading to a noticeable improvement in overall facility safety and operational efficiency.

OUTCOME

Since integrating RaySecur's MailSecur® technology, Franklin County has achieved significant security improvements:

- **First K2 Detection:** A sealed piece of legal mail flagged as suspicious tested positive for K2.
- **Operational Efficiency:** Reduced need for manual verification calls to law firms.
- **Broader Contraband Detection:** Regularly intercepts flash drives and CD-ROMs.



The support from RaySecur has been outstanding. The live assistance during our first detection was invaluable.

**– Sergeant Jenise Rivera,
Franklin County
Sheriff's Office**



MAILSECUR IS THE ONLY SCREENING SOLUTION THAT CAN DETECT ALL OF THEM WITHOUT OPENING THE MAIL.

Substances	MAILSECUR®
Drugs	✓
Drug-treated Paper	✓
Weapons	✓
Dangerous Item	✓
Threat Letter	✓
Liquid	✓
Powder	✓
Electronics	✓
Suboxone Strips	✓
Money	✓

- **Increased Deterrence:** Inmate awareness of MailSecur® has significantly reduced smuggling attempts.
- **Closed Legal Mail Channel:** Demonstrated the technology to select inmates to get the word out, effectively eliminating legal mail as a smuggling route.
- **Policy Updates:** Mandated mail screening for all legal correspondence and court documents.
- **Proactive Monitoring:** Focused on identifying new smuggling trends as inmates adapt.

FUTURE PLANS

Building on this success, Franklin County aims to:

- Expand screening to regular inmate mail.
- Utilize mobile units for contraband sweeps during facility shakedowns.
- Enhance officer training to maximize detection capabilities.

RaySecur®: Setting a New Standard in Correctional Facility Mail Security

For information on how to use MailSecur to keep your people and organization safe, contact:



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