



CREATIVE CORRECTIONS



CASE STORY

PRESENTED BY:  **Certainty**

PREPARED JUNE, 2025

Creative Corrections offers

GLOBAL EXPERTISE IN CORRECTIONAL AND LAW ENFORCEMENT SERVICES

Creative Corrections is a veteran-owned business specializing in comprehensive audits and assessments for correctional facilities across the United States. They work closely with correctional institutions to identify systemic issues, improve operational efficiency, and ensure compliance with legal and regulatory standards.

The team of experienced auditors delivers actionable recommendations designed to create sustainable improvements in safety, staffing, and inmate care within correctional facilities.

About
CREATIVE
CORRECTIONS



Creative Corrections was tasked with auditing the Milwaukee County Jail, a facility facing significant issues related to inmate safety, mental health care, and overall operational breakdowns. The audit objective was to evaluate the facility's compliance with legal standards and to identify systemic issues such as staffing deficiencies, inadequate mental health care, and operational failures contributing to preventable incidents.

The audit was extensive, covering critical operational areas such as life safety, suicide prevention, housing conditions, use of force, medical services, and facility maintenance. Over 60 Corrective Action Plans (CAPs) were developed to address identified deficiencies, making it one of the most in-depth and actionable jail audits conducted in the region. With multiple auditors working across various units of the facility, maintaining data accuracy and organization was a significant challenge.

Limited internet access in certain areas further complicated real-time data collection. Creative Corrections needed a solution that could ensure consistent and accurate data entry while managing the complexity of the audit.

"We're sitting here with all these concerns, and people are still dying," said Tiffany Stark, a community activist involved in the process. "We need to figure that out like now. Like, yesterday."



The CHALLENGE

"We had to look at everything, from intake and booking to suicide prevention, use of force, and medical services. With so many moving parts, it was critical that we had a way to stay organized and ensure we captured every detail."

A man in a grey suit and tie is looking down at a tablet computer he is holding with both hands. The background is blurred, showing what appears to be an office or a public space.

The SOLUTION

Creative Corrections turned to Certainty Software to streamline data collection and reporting. Certainty's offline functionality was a crucial feature that enabled the team to continue working, even in areas with no internet access, ensuring uninterrupted data collection.

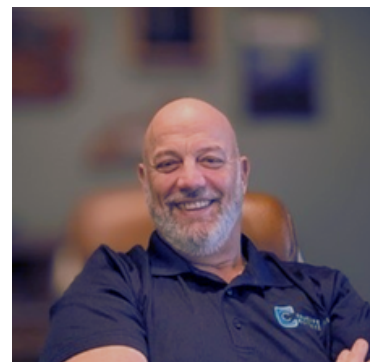
Utilizing Certainty's easy-to-use yes/no/comment format simplified data entry and let auditors capture both quantitative results and contextual observations efficiently. The platform's ability to integrate photos directly into the report further enhanced documentation, providing visual evidence that supported written findings.

The centralized tracking capabilities of Certainty assisted Creative Corrections' project manager to monitor progress in real time, ensuring that all tasks were completed on time and without missing critical information. Certainty's platform kept the team organized, and its ability to streamline reporting processes helped reduce manual tasks.

Creative Corrections chose Certainty for several reasons that aligned with their operational goals. Certainty's team was highly responsive, which was crucial when working under tight timelines in high-stakes correctional environments. Their professional, tailored training program helped onboard the team quickly, and as a small business, Creative Corrections appreciated Certainty's affordability without sacrificing functionality.

"The offline functionality in the mobile app allowed our team to conduct assessments directly in the facility, even in areas without reliable internet access, ensuring data collection was uninterrupted".

- Steve Spaulding, CEO,
Creative Corrections



Certainty Software provided significant time savings and enhanced the overall audit process for Creative Corrections. Leveraging Certainty's features, Creative Corrections saved over 170 hours during the audit of the Milwaukee County Jail, which was crucial in meeting the tight deadlines.

The most substantial time savings came from the platform's ability to streamline data aggregation and report formatting. Certainty's automation tools reduced report writing time by over 100 hours, allowing the audit team to focus more on analysis and actionable recommendations rather than spending time on administrative tasks.

In addition, Creative Corrections saved approximately 20 hours in organizational preparation alone, thanks to its customizable forms and workflows, and saved another 50 hours by simplifying the consolidation of findings into a cohesive final report. These time savings were critical to meeting tight deadlines while maintaining a high level of accuracy and professionalism.

Thanks to Certainty's efficient data collection and reporting capabilities, Creative Corrections was able to complete the audit process in just two weeks.

This expedited deadline would have been difficult to meet without the software. Certainty's seamless integration and real-time data validation ensured a quick turnaround without sacrificing quality.

In addition to time savings, Creative Corrections decreased errors by at least 25%. Certainty's structured input, real-time validation, and centralized tracking capabilities ensured data accuracy and minimized rework. This improvement in data quality meant the audit was more reliable, enabling the team to provide clearer, more actionable recommendations.

As a result of the audit, the Milwaukee County Jail experienced notable improvements. While the work is ongoing, the audit provided actionable recommendations that have begun to stabilize operations and address key issues. The jail's leadership was able to implement immediate reforms, particularly in high-risk areas such as suicide prevention, staffing, and mental health care. These initial improvements have reduced liability risks and set a clearer path forward for continued reform. The audit's actionable and evidence-backed recommendations continue to guide the jail's efforts in fostering a safer, more efficient environment for both inmates and staff.



The RESULTS

"Using Certainty made our final recommendations significantly more actionable, visual, and evidence-supported. The platform allowed us to link findings directly with photos, structured notes, and categorical ratings, which provided clear, visual context for each issue identified."