The Orient Express brings news from abroad

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1. INTRO: ICPA & its Technology Solutions Group

2. Technology in Corrections Conference Prague 2017
   1. 2017 Theme and main challenges
   2. Overview of presentations & dialogues

Q & A
ICPA’s Mission is to promote and share ethical and effective correctional practices to enhance public safety and healthier communities world-wide.

ICPA’s Vision is to be the recognized leader for the advancement of professional and humane corrections and prisons world-wide.

More info on: www.icpa.ca
Statement on the use of Technology in Offender Management

ICPA encourages the use of technology, based on available research, to assist with the management in custody and in the community of offenders and to support their education and skill development.

The use of technology can enhance the quality of life for staff and offenders enhance safety and security in prisons and contribute to better public safety.

Effective use of technology can further improve collaboration and co-ordination within the criminal justice system.
The following **principles** for the use of technology in corrections are recommended for consideration by correctional agencies for inclusion in agency policy. They are to:

- Use and implement advanced technology solutions **based on research** to optimise the **balance between offender control and self-responsibility**.
- Ensure that the use of technology does **not replace pro-social interaction** between staff and offenders.
- Use technology and dynamic supervision strategies to **monitor offenders** in the community where their risk can be reasonably managed as an alternative to custody.
- Use technology to assist **prisoner education** and external communication with family and pro-social contacts without jeopardizing the safety and security of staff, victims, offenders or the community.
- Increase the use of technology to **allow prisoners to become more accountable and responsible** for their own decision-making and actions.
- Increase the use of **video technology** for court appearances, medical diagnosis and treatment, visits, pre-release preparation and in any other relevant areas.
- Continually **explore opportunities** for **the use of technology to free up staff** for dynamic interventions with offenders on a daily.
MISSION
To promote the advancement of corrections through ICT & Technology enabled business transformation, based on available research, supported by proven solutions and methodologies.
OBJECTIVES
1. **Assemble and share** technology solutions, implementations and digital strategy development practices across jurisdictions
2. **Promote and support research** and evaluation practices related to the usage of technology in Corrections
3. **Challenge ICT and technology providers** to address specific corrections-specific needs and problems
4. **Support world-wide members** to use technology for improving the effective delivery of correctional services, improve efficiency and effectiveness
5. Support the development and usage of technology and data/information standards
KEY ACTIVITIES

➢ Promoting research in Technology by bringing researchers together to share plans and outcomes in the field.
➢ Promoting innovation and corrections-focussed IT and technology solutions by organising discussions and events.
➢ Sharing best practices, strategies and open-source solutions.
➢ Piloting Correctional Data Standards project in 2018 (London)
➢ Piloting OMS/EMR 4 Africa project 2018
The purpose of this conference was to:

- Challenge the private sector to develop innovative digital solutions for use in corrections to address issues facing prisons and probation today;

- Provide networking opportunities for technology experts in the corrections arena;

- To promote the use and implementation of advanced Digital Technology Solutions in corrections.
Challenges - 3 Themes

1) **Education, reintegration and lifelong learning.** (Not only related to software but to create an environment where prisoners can learn)

2) **Improving efficiency** and collaboration within the whole correctional system

3) **Monitoring of behaviour and activities**
Education, reintegration and lifelong learning.

Usage of (mobile) technology for community corrections
- Prevention & Self-Care strategies for Offenders in the Community (Sweden)
- Self-service Paroling (AUS)

Messages:
→ Shift from only ‘monitoring’ towards ‘supporting’ the offender in the community
→ Don’t replace, but enforce communication and empower offenders
→ Tailoring needed: different categories (e.g. age), different situations, ...
→ Needs to be close to the living environment and also useful/purposeful
Education, reintegration and lifelong learning.

Using technology to support learning in custody

Importance of Lifelong & Continuous Learning (Panel Discussion)

How to break the Incarceration Cycle (US)
Safe Internet Access for Learning (BE)
Usage of Social Media, Email & Internet (UK)
Virtual Rehab (US)
Usage of Gamification (NL)

Messages:
- Education is not a ‘side’ thing - should be integrated into entire prison life & with the outside
- Be careful that tools will not become a goal on itself (e.g. tablet)
- Human contact, motivation, coaching and guidance is crucial
- Tailoring needed: different categories (e.g. age), different situations, ...
- Simulation of the ‘normal world’ does not equals normal live
- Research needed
Improving efficiency and collaboration within the whole correctional system

- Using Mobile Technology to Join up departments and services (UK)
- Enhance Operational Effectiveness + empower inmate by using Self Servicing Tech (SG)
- A Capability Maturity Model for Maximizing Data Value in Support of Corrections Objectives (CA)
- An International Messaging standard across the justice sector (AU)
- Improving transparency and efficiency in daily administrative tasks (GE)
- Impact of Analytics in Corrections (US)
Improving efficiency and collaboration within the whole correctional system

**Messages:**

→ *Data gathering and management inside can be improved by using integrated systems and operational support (mobile access, ...)*

→ *Be careful about ‘automating’ everything <-> human contact & communication*

→ *Data Analytics & Correction Intelligence is very powerful but has risks:*
  → Wrong interpretations of data - data definitions needed
  → Privacy regulations & Information Security

→ *A call to elaborate more data standards & open data*
Monitoring of behaviour and activities.

• The future of technology in corrections & Quantified Self (Panel)
• Technology and Rehabilitation, a symbiotic relationship? (UK)
• Electronic Monitoring Research Pilot in Canadian Corrections (CA)
• Research on protection against unmanned mobile systems (NL)
• Stressed Voice Detection (NL)
• Self-service technology in help for better relationship between officer and offender (UK)
• Leveraging Smartphone Technology for Offender Monitoring (IL)
Monitoring of behaviour and activities.

**Messages:**

→ Technology will not by itself lead to innovation or advancing corrections!
→ Many strategic and ethical questions towards usage of new technologies
→ Tailoring needed: different situations, different objectives, different categories of people, ...
→ Automation should cannot replace human contact & communication
→ Research is needed
GENERAL REMARKS & CONCLUSIONS

→ Technology is important and plays a crucial role in enhancing corrections
→ Using technology has also big challenges and risks
  → Replace human contact
  → Privacy & information security
  → Tailored and individualized approaches needed
  → Preparation, Analysis and design needed before thinking about products and solutions
  → Enterprise Governance of Technology & Architecture
→ More research and evidence-based approaches
→ Development of data & information standards
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