



# The Orient Express brings news from abroad

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ICPA - Chair Technology Solutions Group

2017 CTA Technology Summit  
May 21-24, 2017



1. INTRO: ICPA & it's Technology Solutions Group
  
2. Technology in Corrections Conference Prague 2017
  1. 2017 Theme and main challenges
  2. Overview of presentations & dialogues

Q & A

# 1. ICPA Technology Solutions Group



**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](http://www.icpa.ca)

# 1. ICPA Technology Solutions Group



## 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 coordination within **the criminal justice system**.

# 1. ICPA Technology Solutions Group

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.

# 1. ICPA Technology Solutions Group



## **MISSION**

To promote the advancement of corrections through ICT & Technology enabled business transformation, based on available research, supported by proven solutions and methodologies.

# 1. ICPA Technology Solutions Group



## 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**

# 1. ICPA Technology Solutions Group



## 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*



TECHNOLOGY IN CORRECTIONS:  
**CHALLENGES  
FOR THE FUTURE**

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**MAY 2017** PRAGUE,  
CZECH REPUBLIC

ORGANISED BY:





## Technology in Corrections

Global Corrections  
Digital Technology Conference



International Corrections  
& Prisons Association

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.



## Technology in Corrections

Global Corrections  
Digital Technology Conference



### 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)



**Technology  
in Corrections**

Global Corrections  
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**ICPA**  
International Corrections  
& Prisons Association

## 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 not 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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