

Technology and the Maine Model of Corrections

Chris Allen, Chris Arbour, Rachel McLean | June 19th, 2023



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Chris Allen, Chris Arbour,
Rachel McLean
6/19/2023



Maine's Department of Corrections

Introducing the team

Maine Department of Corrections Staff

- Chris Allen
- Chris Arbour
- Rachel McLean

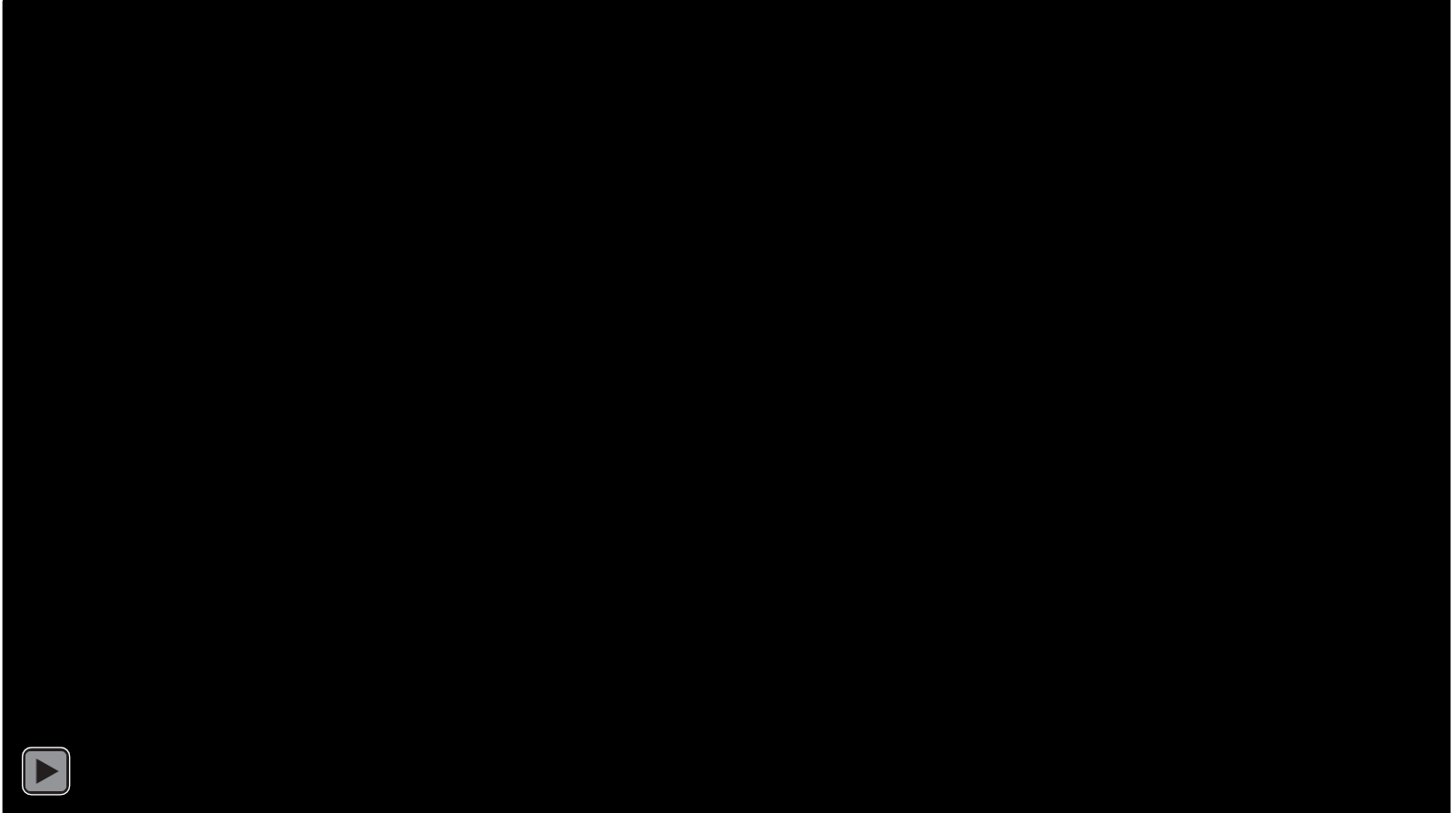
Maine Department of Corrections Residents

- Alexsea Cholewa
- Moses Okot
- Preston Thorpe
- Sean Fusco



Maine's Department of Corrections

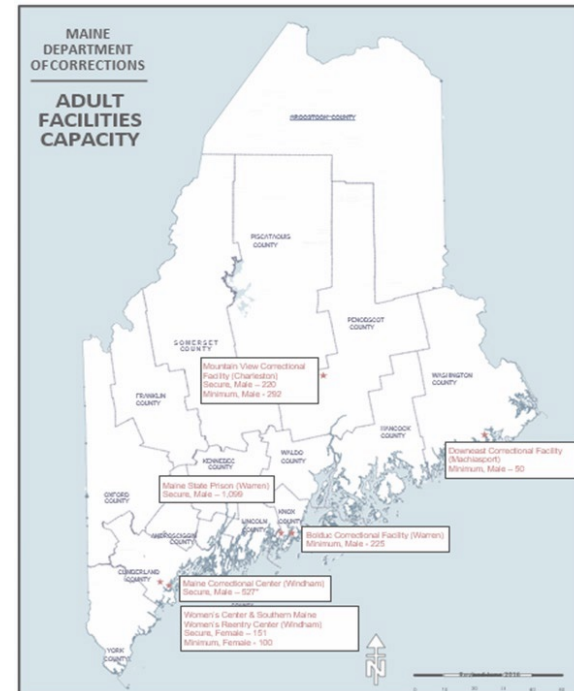
Maine Department of Corrections Residents





Maine's Department of Corrections

- **Maine's population:**
~1,375,000
- Average age: 44.7
- Rural geography
- Low crime/low incarceration
- **MDOC: ~1,650 adults**
- 1,510 men
- 143 women
- Average age: 41





What is the Maine Model of Corrections?

Institution-based normalization: bringing humanizing, destigmatizing, and harm reduction focused concepts inside the walls



What is the Maine Model of Corrections?

The Maine Model of Corrections

- Culture of wellness – *rebuild and transform lives*
- Foundational principles:
 - Normalization
 - Humanization
 - Destigmatization

Applies to all of MDOC



What is the Maine Model of Corrections?

Re-imagining Corrections: Moving forward to a new model

Courage to change & try new things

Aiming higher: From “care, custody, control” to restorative practices

Embracing a new organizational identity & operating philosophy

Committing & realigning





What is the Maine Model of Corrections?

Re-Aligning the Department – A new way

Former Mission Statement:

The mission of the Department of Corrections is to reduce the likelihood that juvenile and adult offenders will re offend by providing practices, programs and services which are evidence-based and which hold the offenders accountable.

New Mission Statement:

Making our communities safer by reducing harm through supportive intervention, empowering change, and restoring lives



What is the Maine Model of Corrections?

Lessons Learned

- Leadership must be willing to take risks and must model the new philosophy/approach
- Internal champions are key to success
- Change must be systemic to be sustained
- Implementation needs to be well-planned
- Push through the staff resistance and old culture
- Outcomes outweigh the costs/risk





What is the Maine Model of Corrections?

Humanity & Wellness: Programs and Services

- Aim to promote purpose and fulfillment through service
- Education & Technology
- MSUD and Harm Reduction
- Fulfillment through service:
- K9 training programs, agriculture, peer mentorship, Farm-to-Table
- Supportive interactions:
- Restorative Justice, Resident Advisory Councils, DEI





What is the Maine Model of Corrections?

Special Management Unit Before Maine Model





What is the Maine Model of Corrections?

Earned Living Unit Created 2021





What is the Maine Model of Corrections?

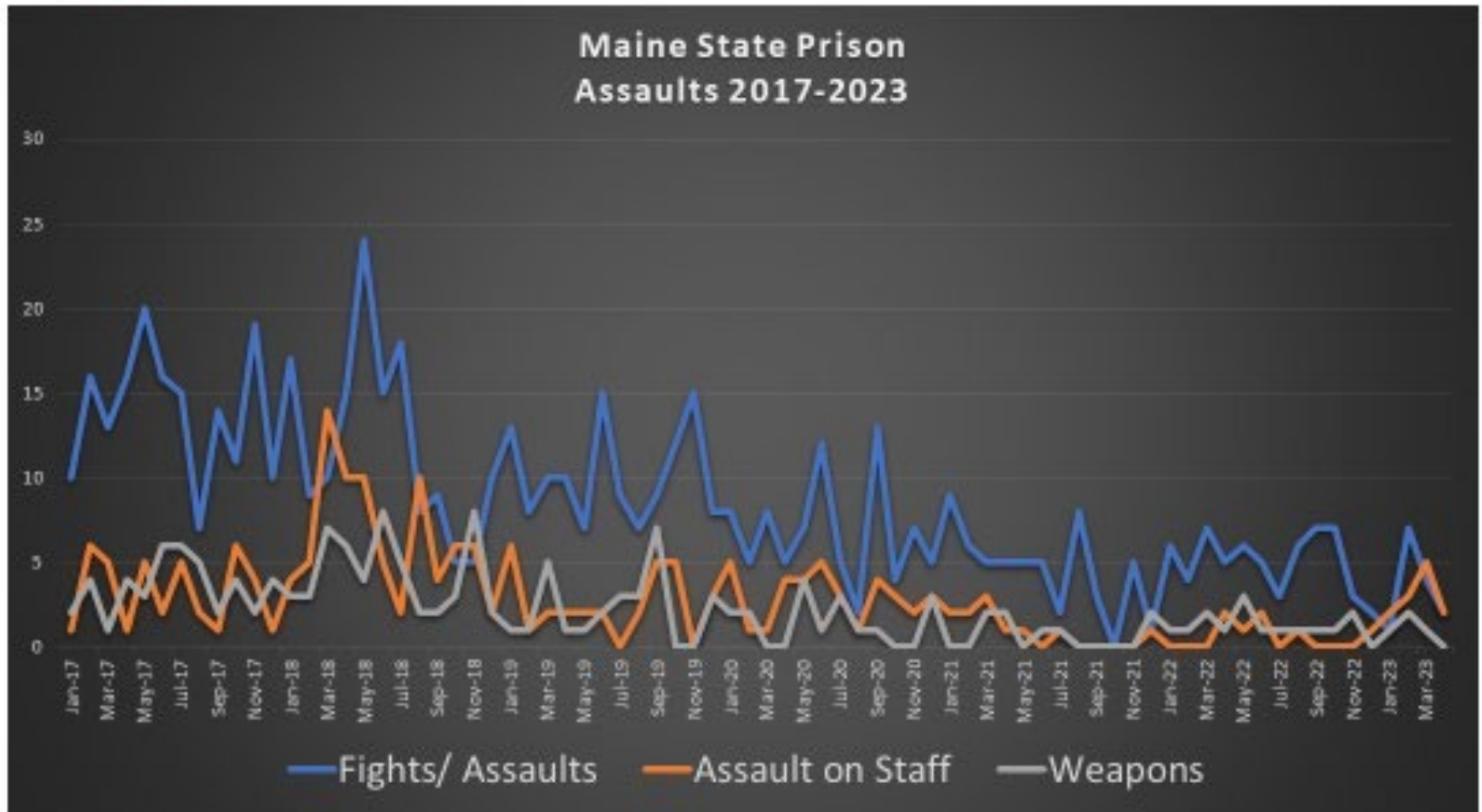
Restrictive Housing Today

- 16 Bunk unit
- Increased out of cell time
- More access to programming



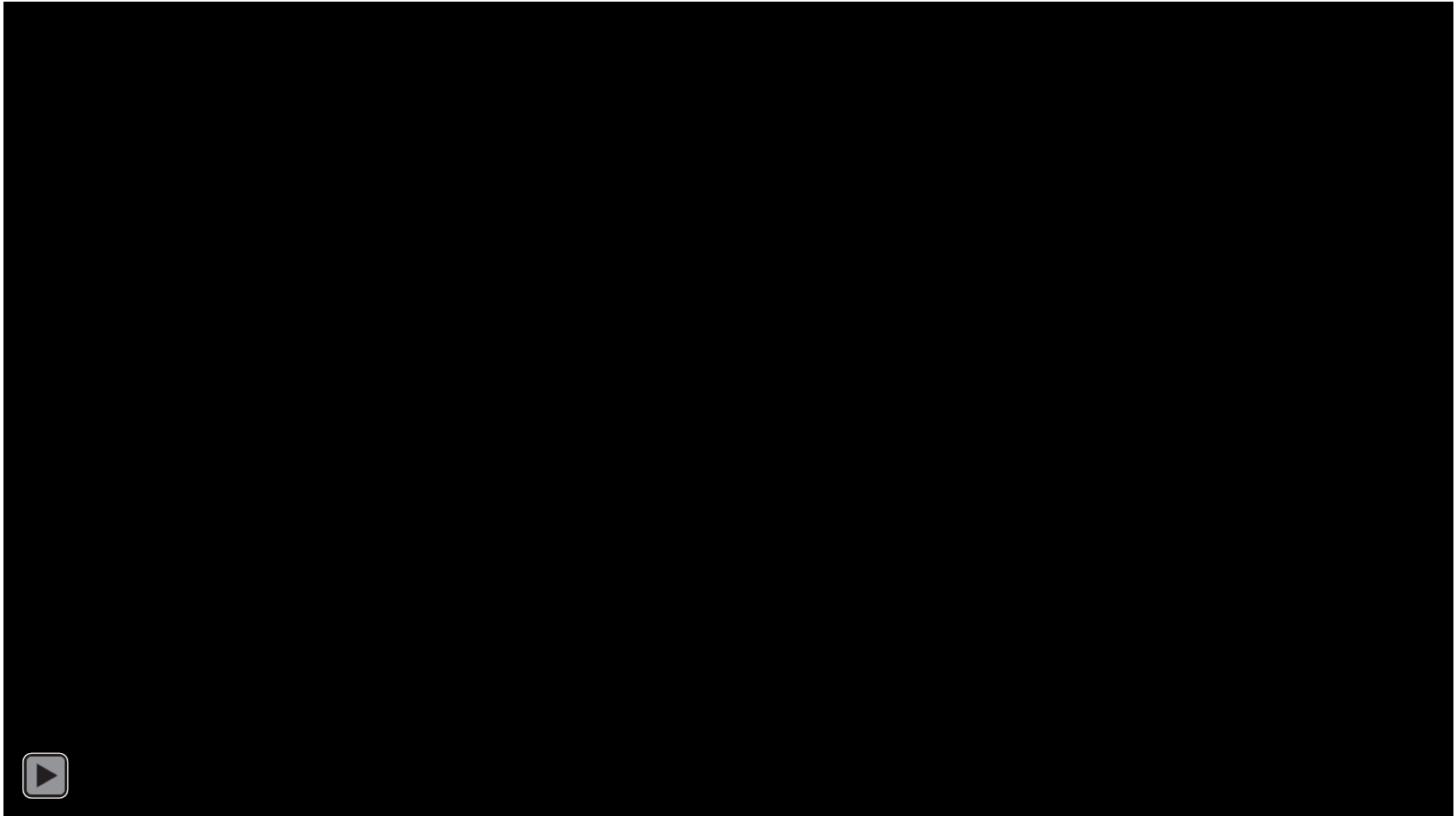


What is the Maine Model of Corrections





Technology



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Maine Department of Correction's Technology

- Where did MDOC technology begin?
- Planning and growing technology
- Our current overview of technology
 - Technology Policies
 - Devices that are deployed
 - Applications we are using to secure the system
 - Students access to technology
- Impact technology has had on residents



Technology

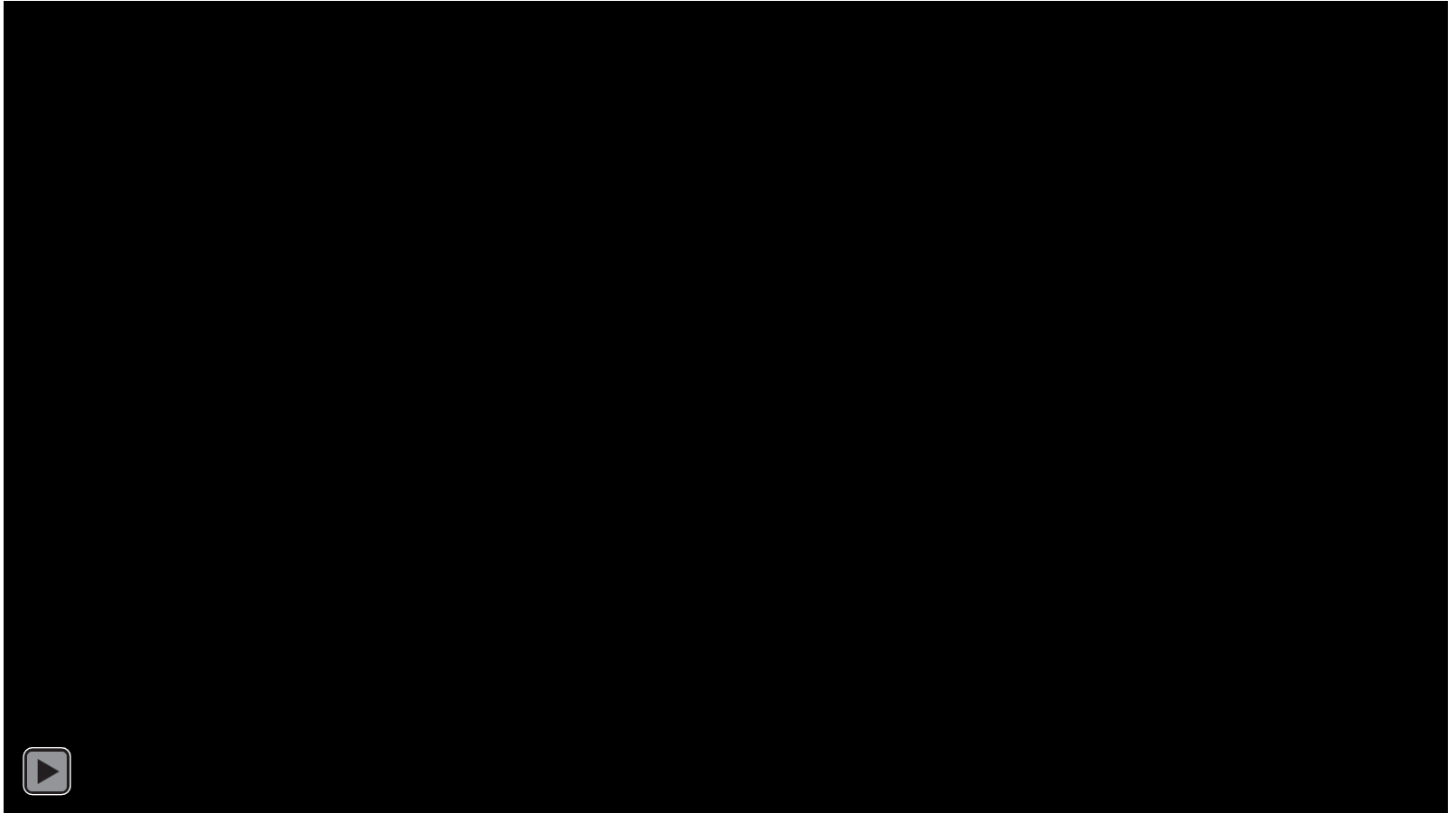
Where did MDOC technology begin?

- Relied on manual processes and paper-based documentation
- Limited access to information
- No consistent approach
- Small opportunity to grow





Technology



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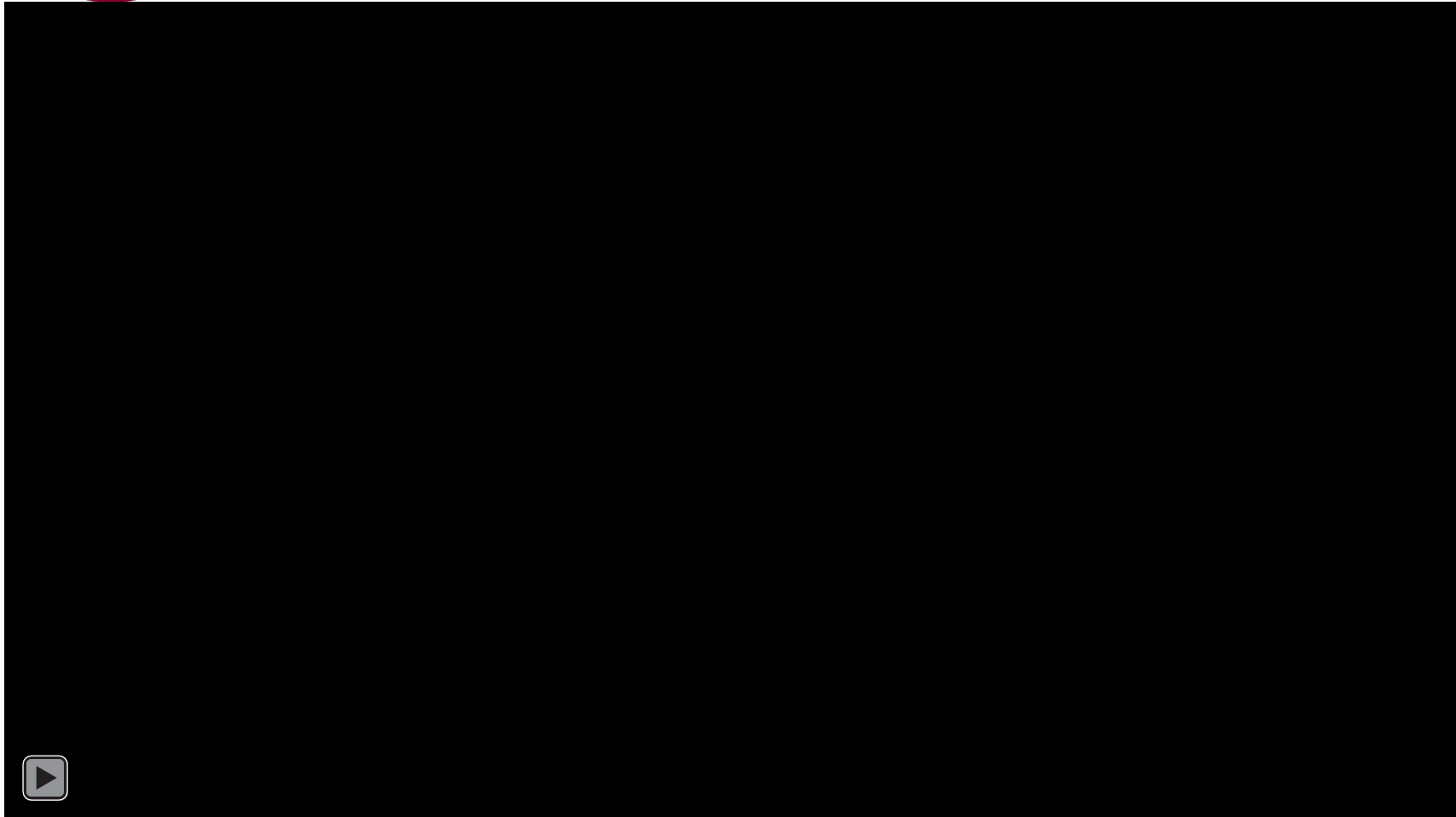


Where is MDOC technology now?

- Updated policies and streamlined workflows
- Advanced security management tools
- Expanded Wi-Fi throughout facilities
- Collaborative decision-making
- Individual devices and access
- Computer lab access for re-entry and courses



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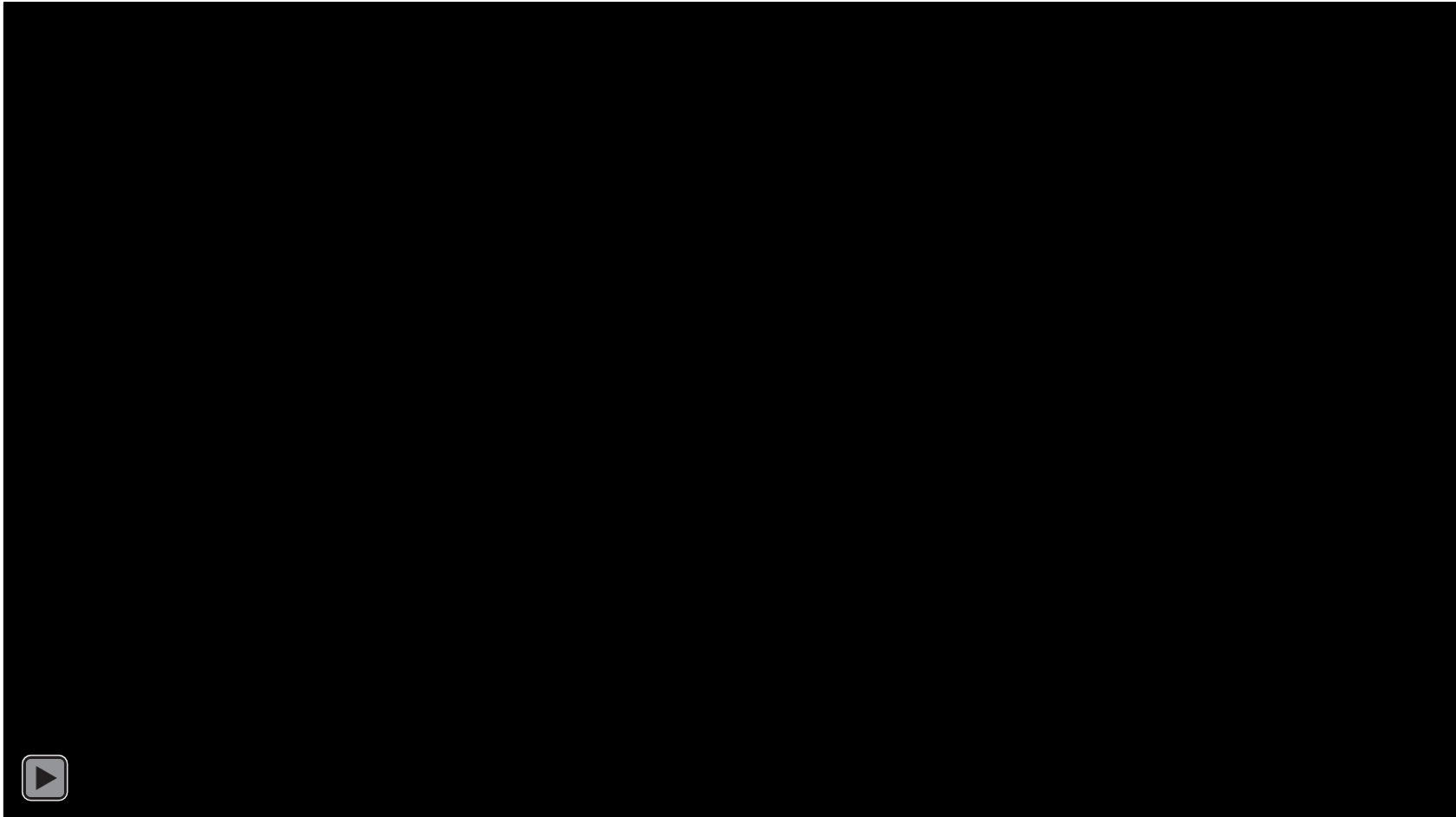
Planning and growing technology



- **Funding:** Grants funded through the CDC
- **Upgrades:** Equipment, WiFi, devices, policies
- **Collaboration:** Leadership, IT departments, Universities, Security, School systems, other DOCs, Residents
- **Meetings:** Technology Steering Committee, Technology staff
- **Vendors:** Network Maine, Cisco Umbrella, Snow Pond Technology, Google Workspace, Action One



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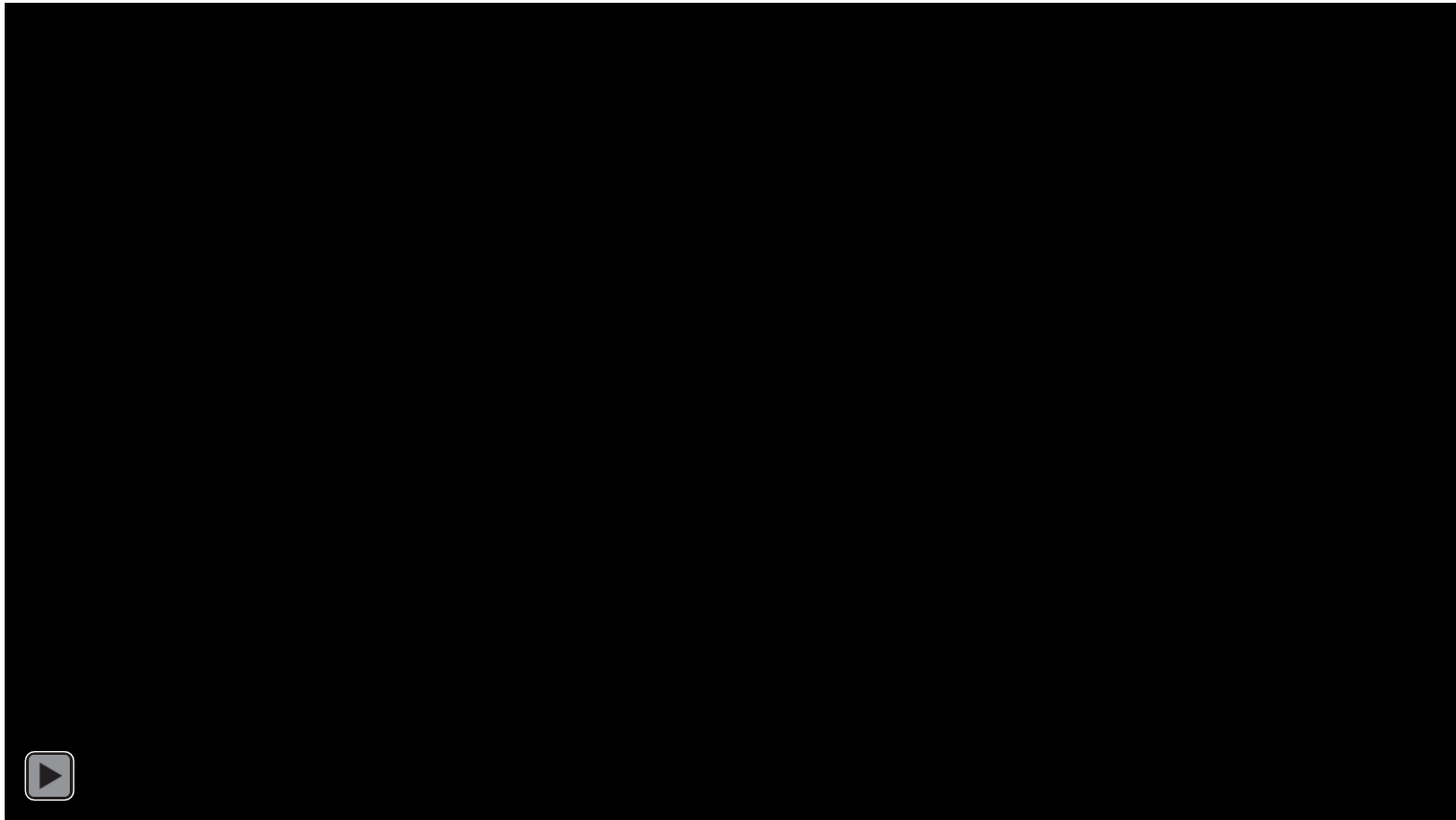
Technology Policies



- Computer Use Agreements
 - Camera Policy
 - Video Conferencing
 - Email Policy
 - Access Policy
- Auditing policies
- Tier regulations



Technology



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Technology

How do we secure our devices?

Filtering Solution: Cisco Umbrella

Firewalls

Group Policies

Quarterly Audits

Server Management



Patch Management & Remote Monitoring: Action One

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Student Access

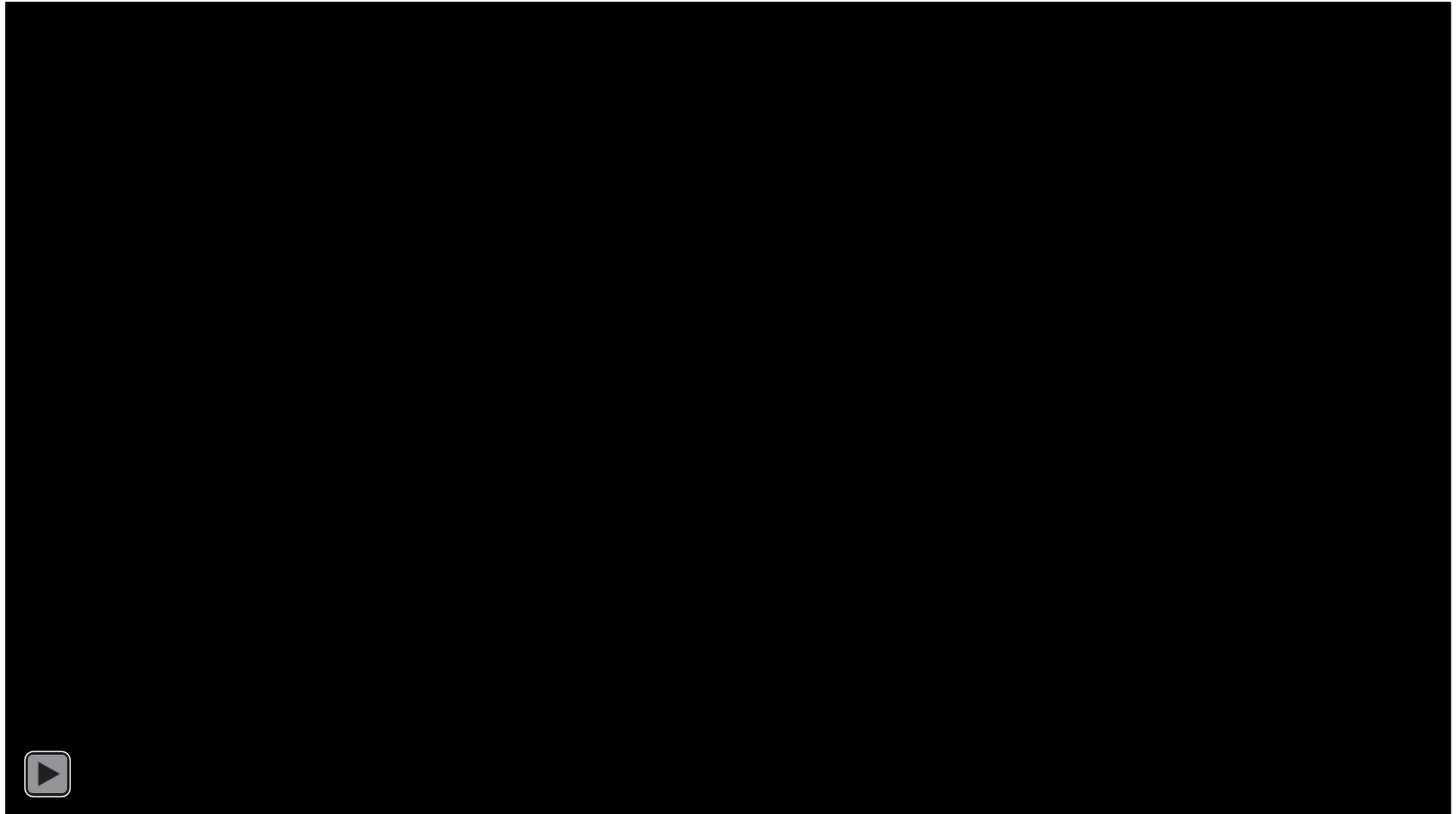
- 24-7 access to Wi-Fi in education areas and housing units
- Certificate and HiSET access
- Basic College access
- Computer Science access
- Graduate access

Devices

- Over 600 devices
 - Hp EliteBook, Dells, ThinkPad
- 50+ desktops



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Questions

Questions?