CORRECTIONS TECHNOLOGY ASSOCIATION

21st Annual Technology Summit

Virtual & Unstoppable:

Know Technology No Limits

June 8-10, 2021

Virtual Summit

President's Message

Russ Nichols, President Corrections Technology Association

Welcome to the CTA Virtual Technology Summit 2021

Dear CTA Practitioners and friends,

A year ago, I could not have predicted that we would gather online instead of meeting up in St. Louis or Daytona Beach for our Technology Summit. I can predict, however, that you will enjoy this exceptional event and find technology and information that you would not have otherwise known or considered. Your CTA Board and I are proud to bring you our first ever Virtual Technology Summit.

If you haven't already done so, register as an attendee by clicking **this link**. You will be able to replicate nearly everything you would have done at an in-person summit. Networking, speakers, panels and workshops, technology booths and a closing award ceremony. You will find a mix of pre-recorded and live presentations alongside live vendors who are ready to talk tech and answer all your questions about their products. All presentations will be available to you afterwards for review and refresher information.

The venue is all set to receive you; what is next? Log in and explore. We have a schedule posted to help ensure you do not miss our keynote speaker Eric Chester, workshops that interest you, the Exhibitor Hall, and the awards ceremony. The flexibility is seamless, so come and go as you choose and make this summit perfect for you.

I am proud to welcome all of our exhibitors to the Virtual Technology Summit. They have shown tremendous support to our unprecedented move to an online forum, so please make sure you meet up with them in the Exhibitors Hall.

This is a great and free opportunity to find out together how we can experience the world of online conferences. We are confident that the quality of the meeting will be as high as always, and the learning potentially even greater than usual.

Thank you for joining your CTA peers in our first virtual Summit. I believe that this will be a most memorable event for all of us.

Russ Nichols
President, CTA
President@correctionstech.org

Tuesday, June 8

Opening Address & Session Introductions
Keynote Speaker
8:00 am – 9:30 am (PT) | 9:00 am – 10:30 am (MT)
10:00 am – 11:30 am (CT) | 11:00 am – 12:30 pm (ET)

Exhibit Hall Open
9:30 am – 10:00 am (PT) | 10:30 am – 11:00 am (MT)
11:30 am – 12:00 pm (CT) | 12:30 pm – 1:00 pm (ET)

Exploring the Reality of Artificial Intelligence (AI) Disruption
10:00 am – 11:00 am (PT) | 11:00 am – 12:00 pm (MT)
12:00 pm – 1:00 pm (CT) | 1:00 pm – 2:00 pm (ET)

Exhibit Hall Open
11:00 am – 12:30 pm (PT) | 12:00 pm – 1:30 (MT)
1:00 pm – 2:30 pm (CT) | 2:00 pm – 3:30 pm (ET)

Technology Improvements in Corrections Health
12:30 pm – 1:30 pm (PT) | 1:30 pm – 2:30 pm (MT)
2:30 pm – 3:30 pm (CT) | 3:30 pm – 4:30 pm (ET)

Exhibit Hall Open
1:30 pm – 2:30 pm (PT) | 2:30 pm – 3:30 pm (MT)
3:30 pm – 4:30 pm (CT) | 4:30 – 5:30 pm (ET)

KNOW TECHNOLOGY

Wednesday, June 9

Security: Offenders, Staff, Facilities, Information
8:00 am – 9:00 am (PT) | 9:00 am – 10:00 am (MT)
10:00 am – 11:00 am (CT) | 11:00 am – 12:00 pm (ET)

Exhibit Hall Open
9:00 am – 10:00 am (PT) | 10:00 am – 11:00 am (MT)
11:00 pm – 12:00 pm (CT) | 12:00 pm – 1:00 pm (ET)

Digitization is the New Normal
10:00 am – 11:00 am (PT) | 11:00 am – 12:00 pm (MT)
12:00 pm – 1:00 pm (CT) | 1:00 pm – 2:00 pm (ET)

Exhibit Hall Open
11:00 am – 12:30 pm (PT) | 12:00 pm – 1:30 (MT)
1:00 pm – 2:30 pm (CT) | 2:00 pm – 3:30 pm (ET)

Offender Communication
12:30 pm – 1:30 pm (PT) | 1:30 pm – 2:30 pm (MT)
2:30 pm – 3:30 pm (CT) | 3:30 pm – 4:30 pm (ET)

Exhibit Hall Open
1:30 pm – 2:30 pm (PT) | 2:30 pm – 3:30 pm (MT)
3:30 pm – 4:30 pm (CT) | 4:30 – 5:30 pm (ET)

Business Partner Meeting
Business Partners Only – Zoom Meeting
5:00 pm – 6:00 pm (ET) 4:00 pm – 5:00 pm (CT)
3:00 pm – 4:00 pm (MT) 2:00 pm – 3:00 pm (PT)

cta CORRECTIONS TECHNOLOGY ASSOCIATION

Thursday, June 10

Evolutionary (and Revolutionary) Changes in Supervision
8:00 am – 9:00 am (PT) | 9:00 am – 10:00 am (MT)
10:00 am – 11:00 am (CT) | 11:00 am – 12:00 pm (ET)

Exhibit Hall Open
9:00 am – 10:00 am (PT) 10:00 am – 11:00 am (MT)
11:00 pm – 12:00 pm (CT) 12:00 pm – 1:00 pm (ET)

Virtualizing Appointments
10:00 am – 11:00 am (PT) | 11:00 am – 12:00 pm (MT)
12:00 pm – 1:00 pm (CT) | 1:00 pm – 2:00 pm (ET)

Exhibit Hall Open
11:00 am – 12:30 pm (PT) | 12:00 pm – 1:30 (MT)
1:00 pm – 2:30 pm (CT) | 2:00 pm – 3:30 pm (ET)

Awards & Closing Session
12:30 pm – 1:30 pm (PT) | 1:30 pm – 2:30 pm (MT)
2:30 pm – 3:30 pm (CT) | 3:30 pm – 4:30 pm (ET)

NO LIMITS

2021 Executive Board

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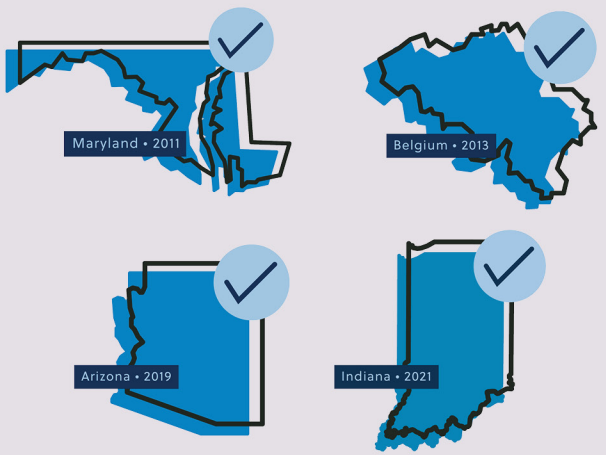

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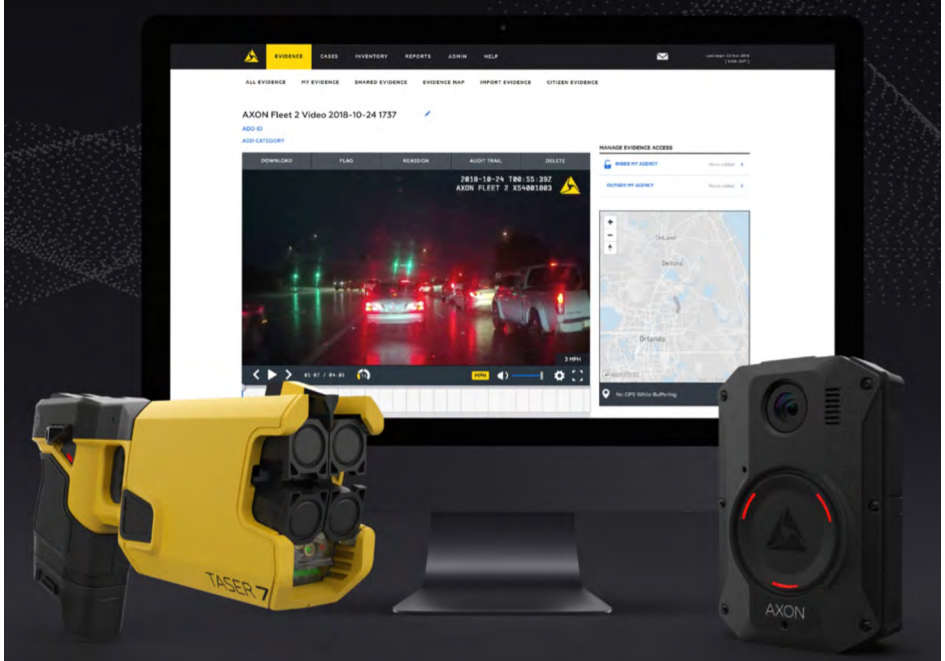

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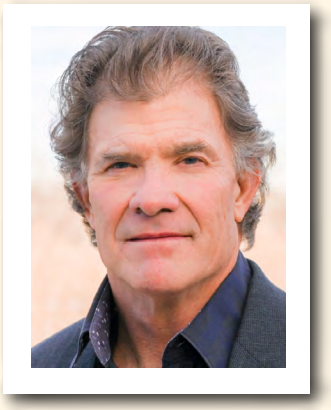
Keynote Speaker



ERIC CHESTER

Award Winning Speaker and Bestselling Author

Eric Chester is an acclaimed in-the-trenches workforce researcher and thought leader who's been studying, analyzing, speaking and writing about attracting, managing, motivating and retaining top talent since 2001.

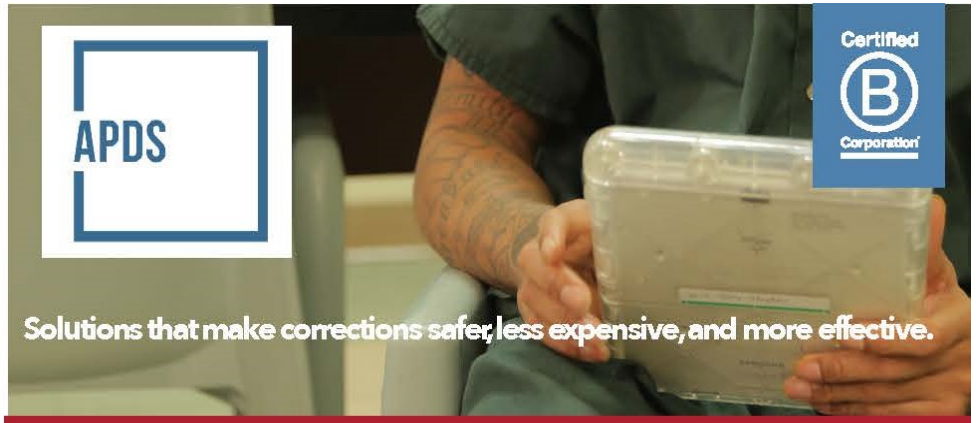
He is frequently mentioned or quoted in the national and international media such as Good Morning America, ABC 20/20, Fox News, NPR, and CNBC and in publications like Forbes, USA Today, and the Huffington Post.

He is a bestselling author of 5 published leadership books, several of which have become national bestsellers. Eric Chester has delivered more than 3000 paid keynote speeches on three continents. He is a Certified Speaking Professional and was inducted into into the National Speakers Association's acclaimed Hall of Fame in 2004. Eric lives in Golden, CO with his wife and family.

Eric's Published Books:

Employing Generation Why: Understanding, Managing, and Motivating Your New Workforce (2001 TuckerHouse Press)
Getting Them to Give a Damn: Getting Your Front Line to Care About Your Bottom Line (Kaplan, 2005)
Reviving Work Ethic: A Leader's Guide to Ending Entitlement and Restoring Pride in the Emerging Workforce (Greenleaf, 2012)
On Fire at Work: How Great Companies Ignite Passion in Their People without Burning Them Out (SoundWisdom 2015)
Fully Staffed: The Definitive Guide To Finding and Keeping Great Employees in the Worst Labor Market Ever (SoundWisdom 2020)

Eric has keynoted more than 2500 Conferences for national and international companies, including:
McDonald's
Verizon
Allstate
NADA
Wells Fargo
7-Eleven
Great Clips



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Adam Henderson, Vice President of Sales
Adam.Henderson@apdscorporate.com

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Agenda

Tuesday, June 8th

11:00 am – 12:30 pm (ET)	10:00 am – 11:30 am (CT)	9:00 am – 10:30 am (MT)	8:00 am – 9:30 am (PT)
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Technology Improvements in Corrections Health			
4:30 pm – 5:30 pm (ET)	3:30 pm – 4:30 pm (CT)	2:30 pm – 3:30 pm (MT)	1:30 pm – 2:30 pm (PT)
Exhibit Hall Open			

Wednesday, June 9th

11:00 am – 12:00 pm (ET)	10:00 am – 11:00 am (CT)	9:00 am – 10:00 am (MT)	8:00 am – 9:00 am (PT)
Security: Offenders, Staff, Facilities, Information			
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Exhibit Hall Open			
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Business Partners Only – Zoom Meeting			

Thursday, June 10th

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Awards and Closing Session			

CTA would like to acknowledge the following Corporate Sponsor for their continued support of CTA through their financial resources by the noted years below:

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Thank you for your continued support of CTA.

BerryDunn

Optimize your agency with BerryDunn

Our experienced justice and public safety consultants know what it takes to plan, prepare, and optimize your agency.

Join us at CTA for these informative sessions:

JUN 8 2021 **Technology Improvements in Corrections Health**
Doug Rowe | 3:30 – 4:30pm EST

JUN 9 2021 **Security: Offenders, Staff, Facilities, Information**
Chris Covey | 11am – 12pm EST

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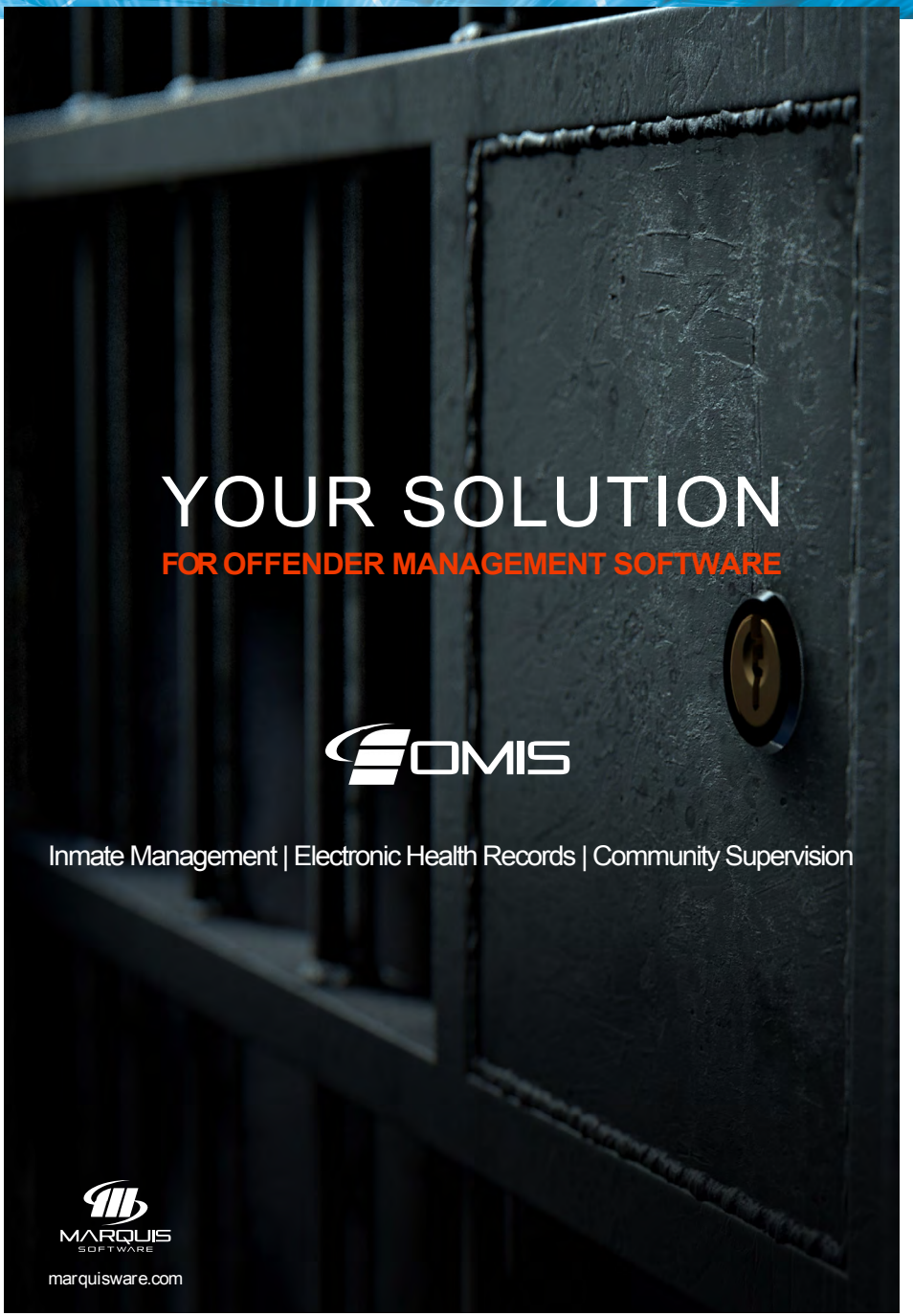
Exhibitor List

Booth 1 – Quest
Booth 2 – BerryDunn
Booth 3 – Fusion Health
Booth 4 – Public Consulting Group
Booth 5 – Upstreem
Booth 6- TRACKtech
Booth 7 – Mi-Case
Booth 8 – Securus Technologies
Booth 9 – GTL
Booth 10 – Marquis Software
Booth 11 – InTime
Booth 12 – Cisco Systems
Booth 13 – Vant4ge
Booth 14 – Tangent
Booth 15 – Axon
Booth 16 – APDS
Booth 17- SCRAM Systems
Booth 18 – Abilis
Booth 19 – TechCare EHR
Booth 20 – Red River
Booth 21 – Unilink Software
Booth 22 – Quartech Justice Solutions
Booth 23 – Pokket by Acilivate
Booth 24 – Syscon Justice Systems
NO BOOTH – Tom Herzog Consulting



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- **Telehealth and telecommunication** features, built-in, to aid in **telecourt or doctor visitations**

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Session Descriptions

Tuesday (June 8th)

11:00 am – 12:30 pm (ET) 10:00 am – 11:30 am (CT)
9:00 am – 10:30 am (MT) 8:00 am – 9:30 am (PT)

Keynote - Eric Chester

Eric Chester is an acclaimed, in-the-trenches workforce researcher and thought leader who has been studying, analyzing, speaking, and writing about attracting, managing, motivating, and retaining top talent since 2001. Eric is a bestselling author of five published leadership books, a National Speaker's Association Hall of Famer, and lives in Colorado with his wife and kids. Eric's insight regarding team motivation and staff retention promises to be a most enjoyable, insightful, and memorable presentation.

1:00 pm – 2:00 pm (ET) 12:00 pm – 1:00 pm (CT)
11:00 am – 12:00 pm (MT) 10:00 am – 11:00 am (PT)

Exploring the Reality of Artificial Intelligence (AI) Disruption

Steven Van De Steene, International Corrections & Prisons Association
Pia Puolakka, Project Manager with RISE, the Criminal Sanctions Agency in Finland

Corrections is part of a fast changing society and contemporary offender management approaches can hardly be evaluated nor developed without analysing or anticipating this new reality, largely shaped by the introduction of new, and sometimes controversial technologies, such as Artificial Intelligence, or AI. AI is currently seen by some as one of the highest forms of human development and sound outcome of human conscience to date. Join Corrections Expert on Technology, Steven Van De Steene and Pia Puolakka, who will share insights based on a balanced analysis and literature review of the current state and future plans of the use of AI in corrections. Based on these analyses, they will also talk about AI's capabilities and challenges related to its usage in this context and how it could disrupt the traditional role of humans such as judges, case managers or security officers.

3:30 pm – 4:30 pm (ET) 2:30 pm – 3:30 pm (CT)
1:30 pm – 2:30 pm (MT) 12:30 pm – 1:30 pm (PT)

Technology Improvements in Corrections Health

Corey Colvin, Marquis
Doug Rowe, BerryDunn

The last year has brought innovative changes into the Corrections Health Field. We will discuss Contactless Biometric options to reduce the spread of Covid, Video Conferencing for Mental Health, and Telehealth Processes that increase access to health while maintaining safety for officers, health practitioners and offenders.

Wednesday (June 9th)

11:00 am – 12:00 pm (ET) 10:00 am – 11:00 am (CT)
9:00 am – 10:00 am (MT) 8:00 am – 9:00 am (PT)

Security: Offenders, Staff, Facilities, Information

Steven Medrow, Missouri Department of Corrections
Christopher Covey, BerryDunn

During a panel presentation, Steven Medrow and Chris Covey will discuss aspects of communications security and physical security as they relate to offenders, staff, facilities, and information. Steven will talk about the unique security challenges that arose over the last year as the Missouri Department of Corrections had to quickly adapt to an expanded virtual healthcare model. Steven will also examine the advantages that drones and robots can bring to physical security environments. Chris will explore some advantages and challenges of using counter-drone technology. Lastly, Steven and Chris will discuss the human aspect when it comes to implementing security technology.

1:00 pm – 2:00 pm (ET) 12:00 pm – 1:00 pm (CT)
11:00 am – 12:00 pm (MT) 10:00 am – 11:00 am (PT)

Digitization is the New Normal

Simon Bonk, Correctional Service Canada
Steven Van De Steene, International Corrections & Prisons Association
Hakan Kalrin, CIO IT of Swedish Prison and Probation Services

The theme of "Digitization is the New Normal" will be explored across three intersecting lenses by Srinivasa Kishore (CTO, Florida Department of Corrections), Simon Bonk (CIO, Correctional Service Canada), and Steven Van de Steene (Technology of Corrections Researcher and Consultant, Smart Corrections). The speakers will explore how Digitization can better enable and modernize correctional processes, how to leverage opportunities for Digitization in correctional processes to author an enterprise approach to Digital to realize correctional and societal outcomes, and how tying the notion of Digital to the Principle of Normality can better enable improved correctional and societal outcomes by acclimatizing and equipping offenders for reintegration. The speakers will share their perspectives on how these concepts can be woven together, and how corrections as an industry is on the cusp of a unique opportunity to modernize their practice technologically and socially.

3:30 pm – 4:30 pm (ET) 2:30 pm – 3:30 pm (CT)
1:30 pm – 2:30 pm (MT) 12:30 pm – 1:30 pm (PT)

Offender Communication

Adam Henderson, APDS
Michael Hirschman, TrackTech

Keeping offenders connected with their friends and families through technology is more important than ever. This discussion covers solutions for personal mail using portable kiosks, client self-service options, mobile supervision, and the process changes that enabled all of these programs to work cohesively.

Thursday (June 10th)

11:00 am – 12:00 pm (ET) 10:00 am – 11:00 am (CT)
9:00 am – 10:00 am (MT) 8:00 am – 9:00 am (PT)

Evolutionary (and Revolutionary) Changes in Supervision

Pierre Blondeau – Upstreem
West Huddleston, SCRAM Systems
Dr Steve Payne, Marquis Software
Ben Wright, Abilis
Crystal Pulley, Virginia Department of Corrections

There are exciting new changes across multiple aspects of community supervision, everything from virtual check-in, video connections, digital signatures are just part of the conversation. Leveraging behavioral and/or automation tools can help demonstrate performance success, as well as create officer efficiencies. And new devices like the monitoring watch solution can help reduce some of the psychological impacts as well.

1:00 pm – 2:00 pm (ET) 12:00 pm – 1:00 am (CT)
11:00 am – 12:00 pm (MT) 10:00 am – 11:00 am (PT)

Virtualizing Appointments

Wendy Ling, Florida Department of Corrections
Daniel Stewart, Cisco
Chris Moore, GTL

This session will be a moderated discussion on how other states are handling pandemic needs for virtual appointments for inmates. Topics include telehealth, virtual court appearances, and other remote appearances needed by inmates. With the pandemic, telehealth has been a primary need, and with the backlog in the courts, there has been increased demand for remote appearances. Discussion will center on what states are doing, the process, scheduling, and durability of existing solutions. Additional considerations for discussion include availability of security staff, complications with privacy, certain technology constraints, and more.

Board Nominations

CTA By-Law Change:

The board is requesting the following by-laws change:

Amend Article V, Item D:
Secretary. The Secretary shall be responsible for keeping the official minutes of the Executive Committee meetings, the Annual Technology Summit, and other meetings of the Association and performs other duties as assigned by the President or the Executive Committee. [REMOVE: ~~The Secretary will be responsible for the overall coordination of the association website.~~]

Amend Article VI, Item A:
Membership. The Executive Committee is composed of the President, Immediate Past-President, President-elect, Secretary, Treasurer, Corporate Leadership Council Past-Chair, Corporate Leadership Council Chair, Corporate Leadership Council Chair-Elect, Membership Director, *Marketing Director* and *Technology* Director. Each member of the Executive Committee will have one vote on issues affecting the Association.

Amend Article VI, Item B.6:
Appoint *Marketing* Director whose responsibility will be to promote CTA *using social media and other mechanisms to connect with correctional jurisdictions, educators, companies, and other participants throughout the correctional industry*. [REMOVE: ~~at other associations, included but not limited to, American Correctional Association, American Probation and Parole Association, National Association of Justice Information Systems.~~] This position shall serve without compensation, but may receive reimbursement for out-of-pocket expenses incurred on behalf of the Association.

Add Article VI, Item B.8:
Appoint Technology Director whose responsibility will be to provide technology leadership to the Board, manage CTA technology assets and contracts, manage operation of the association website, and manage technology implementations for Summits and CTA operations.

President-Elect Candidate:

Zacc Allen, Chief Information Officer, Virginia Department of Corrections

Zacc Allen is the Chief Information Officer for the Virginia Department of Corrections (VADOC). The Virginia Department of Corrections has over one hundred and five thousand inmates, parolees, and probationers under its care and supervision. VADOC has approximately twelve thousand employees and over one hundred locations.

Zacc has had a 25-year career in Technology starting as a software programmer and working his way up to his current position. Mr. Allen started his career with VADOC in 2011 as the Application Development and Support Manager in the Information Technology Unit.

Since joining the VADOC, he has been involved in many successful initiatives including decommissioning of many enterprise legacy systems to modern technology platforms and infrastructure, the transformation of the VADOC's data center, and the implementation of many applications that provide business value for VADOC.

Zacc also serves as the Marketing Director for the Corrections Technology Association.

Zacc earned a Bachelor of Science in Information System from Virginia Commonwealth University. He also holds a certificate in Information Technology Infrastructure Library (ITIL). He has completed training for Commonwealth Management Institute and received the Directors Healing Environment Award in 2015.

Treasurer Candidate:

Christina Reagle, Deputy Commissioner - Administration and Finance, Indiana Department of Correction

Christina Reagle is the Deputy Commissioner of Administration and Finance for the Indiana Department of Correction. In her role, she serves as Chief Financial Officer and oversees the Finance, Construction Services, Technology, and Data Science and Analytics Divisions. She joined the department in 2011 and held numerous positions in finance before expanding her duties as Deputy Commissioner in 2019. Christina led the implementation of a one-to-one tablet program for IDOC's 26,000 incarcerated individuals and is the executive sponsor for a modernization project that will combine multiple legacy systems into a single offender management system used by IDOC's

6,000 staff. She also serves as an instructor and mentor in the agency's Women in Leadership training, a program focused on assisting female staff in developing their leadership skills, improving communication with others, and understanding their importance in corrections. Prior to joining state government, Christina worked for JP Morgan Chase and spent several years as a staff accountant at a local CPA firm. She earned her bachelor's degree from Indiana University Purdue University Indianapolis and her Masters of Business Administration from Indiana State University.

Secretary Candidate:

Simon Bonk, Chief Information Officer, Correctional Service Canada

In his role as Chief Information Officer of Correctional Service Canada (CSC), Simon is responsible for engaging with his business partners to identify opportunities where the enablement of technology and information management services can address business challenges in the field of corrections. With a focus on transformation, Simon has contributed to the advancement of CSC as a forward-thinking, strategy-oriented organization. Throughout his career, Simon has been a voice for cross-jurisdictional engagement in Canada and around the world and is an advocate for two-way knowledge exchange.

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Thank You

Dear CTA Practitioner,

On behalf of the Correctional Technology Association Board, I want to thank you for participation in our first ever CTA Virtual Summit. Your Board members spent many hours making this summit happen and I hope you found it interesting, fun, and well worth your time.

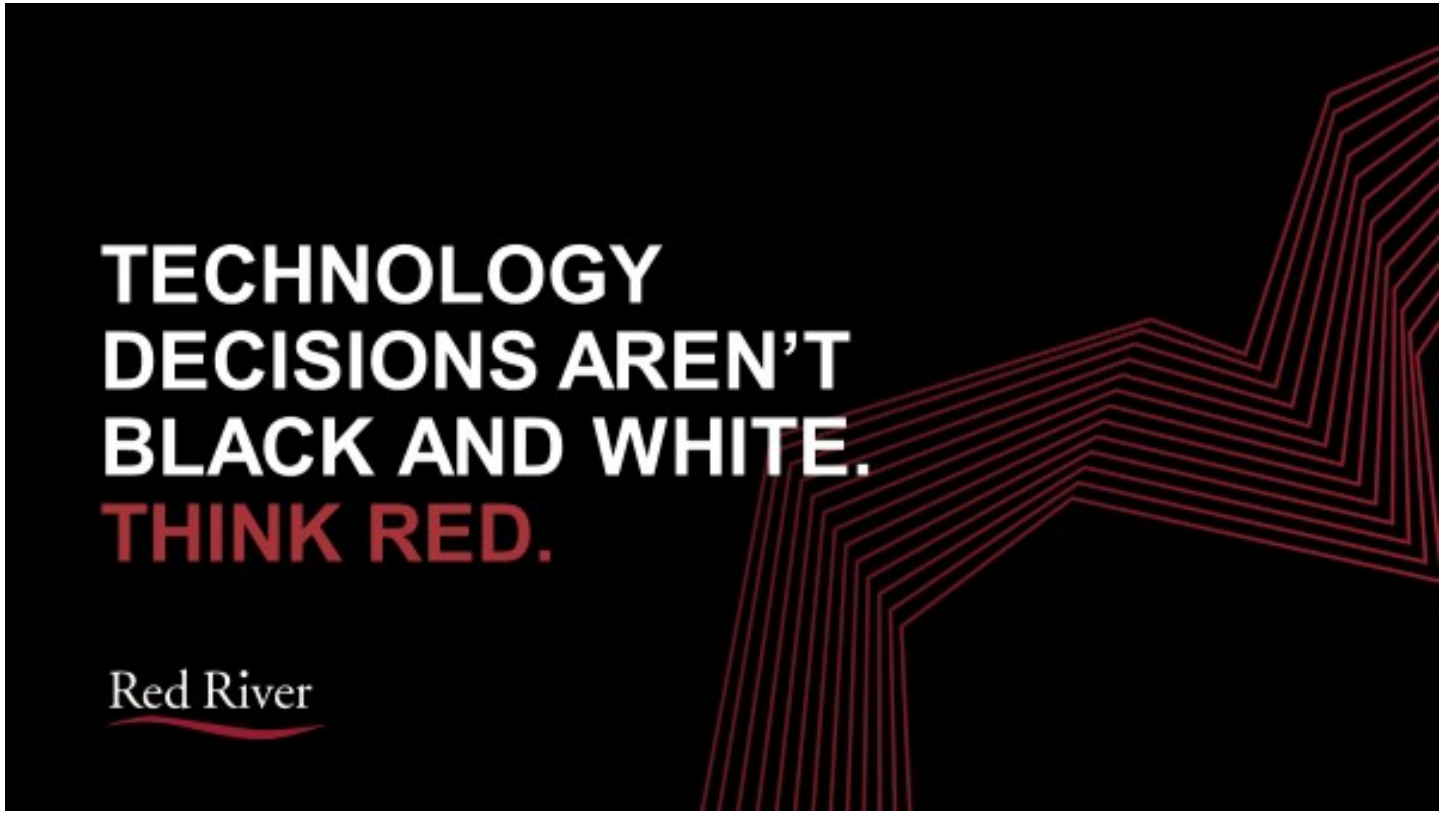
In order to make future conferences even more successful, the Board asks that you fill out the post-event survey in the Guidebook App. Thank you in advance for your comments and suggestions. We assure you that each response receives serious consideration so that future conferences and events align to the CTA mission to provide national leadership in the form of an association of executives serving the corrections field to address challenges, set standards, promote information sharing, and advise on emerging technologies affections Corrections.

Your presence made this event a great success. The Board is excited about the transition to our new leadership. I am very excited to see where President Jerry Brinegar takes us and look forward to the event he and the rest of the board is already working on, next year in St. Louis, Missouri.

It has been a great honor and pleasure serving as President during these unprecedented times. Thank you for your support and input. You made it all possible.

See you in St. Louis,

Russell J. Nichols
Past President, Corrections Technology Association



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