

Commonalities and  
Contradictions in Technology  
and Approach

# Modernizing Corrections



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# The Case for Modernization



## Justice Reform and Improved Public Safety

Digital is a must for innovating programs, policies and practices to improve correctional outcomes and reduction in recidivism. More broadly, a modernization agenda can enable it to positively contribute to Correctional Justice Reform.



## Victim Responsiveness

Modernization will enable faster, more transparent and personalised services, built around and responsive to the needs of victims.



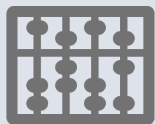
## Importance of Trust and Confidence

Public and Partner trust and confidence, with a focus on transparency, openness, and fairness to all, in particular for over-represented populations.



## Improved Health Services

Digital disruption; from integrated systems to improved data management, allow for improved and integrated health care for offenders with improved safety and reduced cost.



## Governmental Alignment

Increased focus on Digital Government across jurisdictions suggests that modernizing all aspects of the business of Public Service for both efficiency and effectiveness is an imperative. All government departments, including corrections, have the opportunity to shape the narrative around modernization. This is critical due to the inevitability of financial pressure that will begin to be applied in the wake of pandemic recovery.



## Responding to the Long-Term Impacts of the Pandemic

Ability to operate in the “never normal” requires the need to be highly flexible and deliver service in a constantly changing environment.



## Infrastructure as the Foundation

Investment in aging and legacy buildings and technology infrastructure can build the foundation for all modernization initiatives.



## Movement to Cloud

A Cloud-first philosophy, with technology and business benefits including increased flexibility, on demand computational power, greater collaboration through digital vehicles, and access to new capabilities.



## Diversity, Inclusion and Equity

Modernization capabilities can support cultural enablers for diversity, inclusion and equity and help to identify and remove elements of systemic bias.

# Potential Benefits of Modernization

Economic	Societal	Organizational
<p><b>Earlier Release</b> Timely completion of enhanced rehabilitation programming may result in earlier release, reducing the overall cost of care of offenders in custody.</p> <p><b>Viable Employment</b> Programming tied to skills training, in conjunction with organizational partnerships, can create improved employment opportunities post-release.</p> <p><b>Reduced Recidivism</b> Supporting offenders by creating a corrections environment that reflects the society that they will be released into has proven benefits to recidivism (Principle of Normality).</p>	<p><b>Diversity Outcomes</b> Tailored programming designed to cater to diverse offender populations may aid in reduction of overrepresentation of marginalized communities and improve re-introduction into communities.</p> <p><b>Safer Communities</b> Offenders receive opportunities to contribute to community stability through programming and skills training in an environment that reflects the society they will be released into.</p> <p><b>Access to Skills</b> Corrections within communities means that the skills and utilities of offenders, corrections employees, and associated infrastructure can be leveraged within the surrounding environment.</p>	<p><b>Corrections Staff</b> Staff will receive robust training in preparation for the increasingly complex corrections environment, as well as having access to improved data and information sharing capabilities to aid decision making.</p> <p><b>Offenders</b> Offenders will have access to a greater variety of targeted programming to aid in rehabilitation, as well as tools and technologies that mirror society, creating safer environments in custody and in the community.</p> <p><b>Other Stakeholders</b> Reduction in recidivism, paroled offenders equipped to contribute to communities and the economy, cost savings during custody, and the opportunity to provide a second chance to fellow citizens.</p>
<p><b>Sustainability</b></p>	<p><b>Rethinking Innovation &amp; Reduction of Carbon Footprint</b> Modernization is an opportunity to rethink the approach to innovation from a sustainability lens, with an eye to reducing carbon footprint. By nature, corrections organizations have significant carbon footprints due to the need for real property, infrastructure, and on-premises staff. Sustainability an emerging priority will drive corrections organizations to consider optimization from a number of perspectives, including cost, materials, and resources.</p>	

# Technology-Driven Modernization in Canada

## Today

**Network** investments are underway to ensure the foundational elements are in place to support the platforms, systems, and applications of a modernized corrections

**Outcomes:** Ensured stability and effective operations of critical applications



## Tomorrow

**Virtual delivery** of programming and services will enable offenders to access programming anywhere, at anytime, and allow for CSC to deliver services efficiently with cost effectiveness in mins

**Outcomes:** Increased access, improved wellness, better delivery



**Data and data analytics** will be enhanced through internal data structuring exercises, as well as the introduction of tools and applications that will visualize data to provide insights

**Outcomes:** Improved data-driven decision making to support rehabilitative outcomes



## The Future

**Artificial Intelligence** could support multiple areas of corrections, including offender placement, programming, decision-making, and data validation

**Outcomes:** More successful probation results, enhanced criminal justice continuum, better data quality



**Structured Intervention Units** enabled quick an efficient documentation of offender activities allowing for greater transparency and insight within CSC

**Outcomes:** Enabled real-time data collection and support of humane care



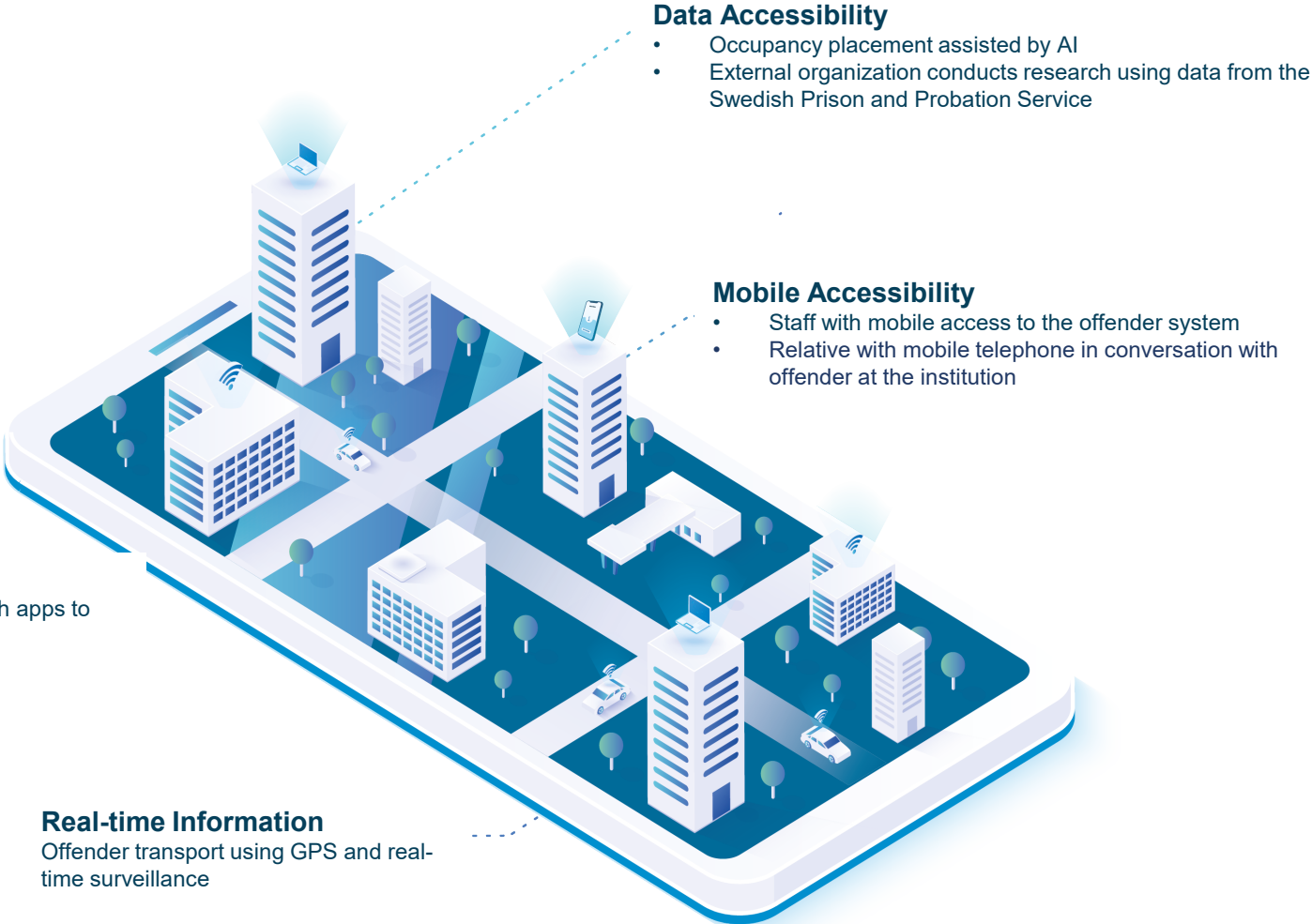
**4/5G networks** may alleviate the needs to retrofit institutions and could enable virtual service delivery to remote locations

**Outcomes:** Stable, secure delivery of virtual services; increased accessibility



# Technology-Driven Modernization in Sweden

## Visualization of the digital strategy



**Data Accessibility**

- Occupancy placement assisted by AI
- External organization conducts research using data from the Swedish Prison and Probation Service

**Mobile Accessibility**

- Staff with mobile access to the offender system
- Relative with mobile telephone in conversation with offender at the institution

**Digital Proximity**

Probation with electronic monitoring and digital resources with apps to improve treatment outcomes

- Limited Internet access for offenders
- Institutions with digital resources and 'smart' design
- Offender education
  - University studies
  - Digital tools

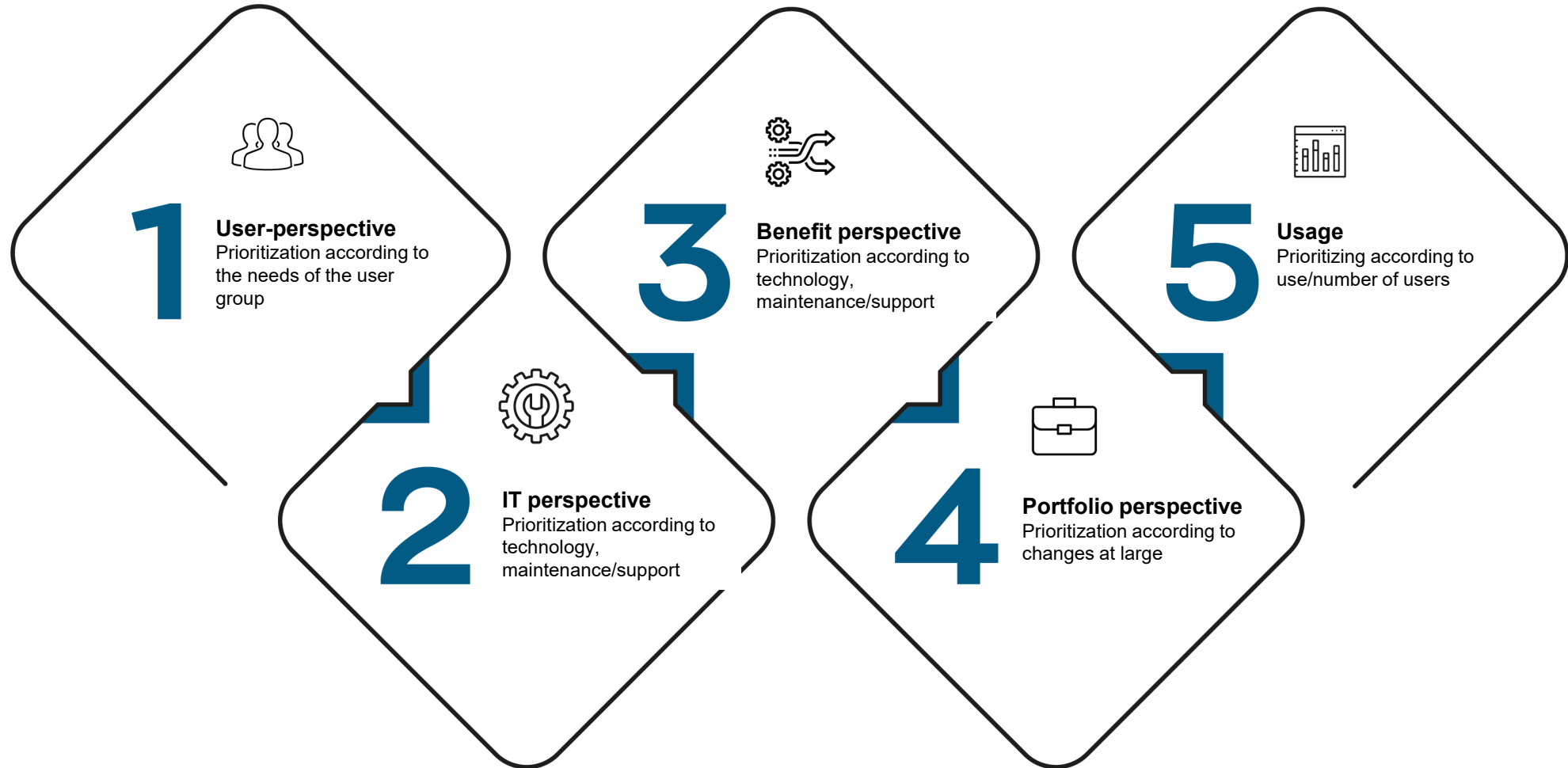
**Real-time Information**

Offender transport using GPS and real-time surveillance

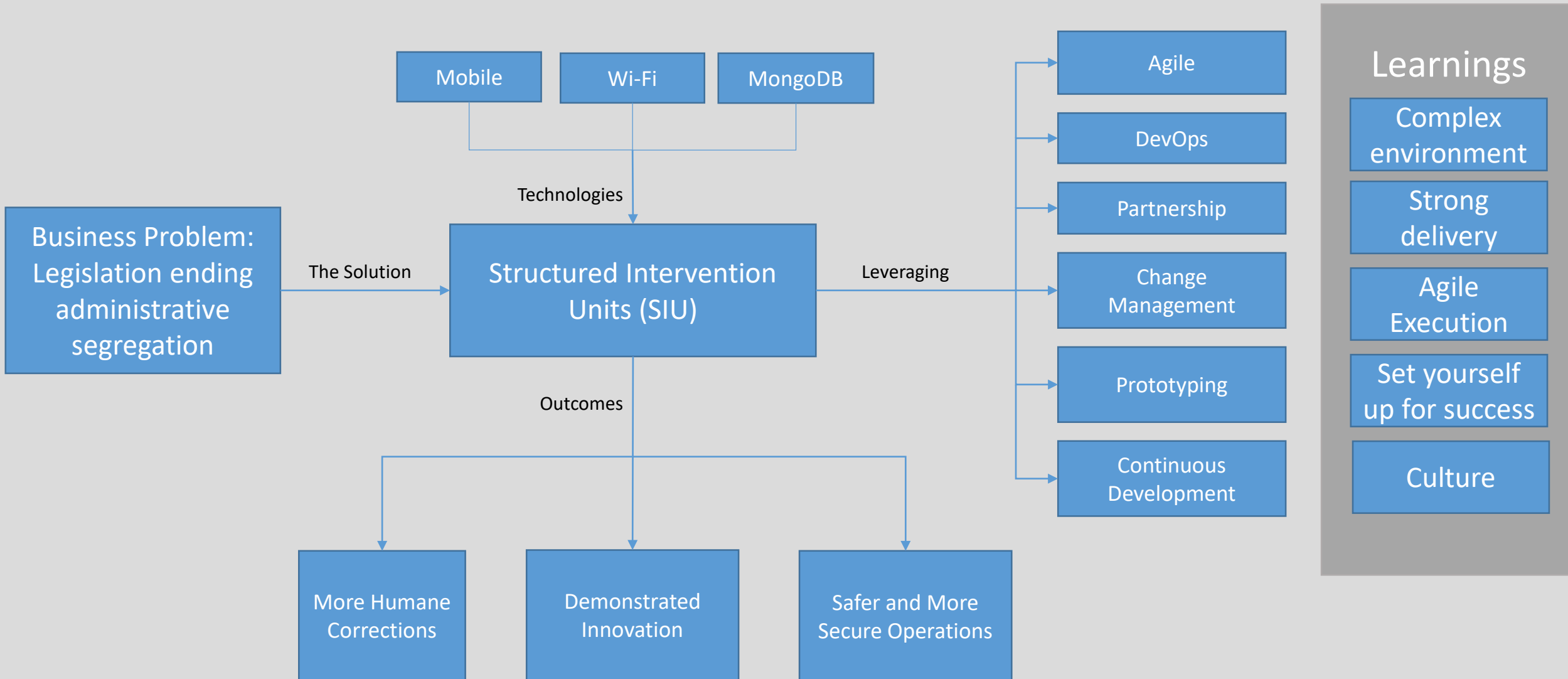
**The Digital platforms' different abilities**

- Developed GPS positioning
- Cloud computing
- Secure and robust communication
- Wireless communication at VS
- Information processing and analysis
- Mobile network with seamless access
- Idea-Workshop with testbed
- Balanced security levels
- Standardized interfaces for information exchange
- IT legal expertise
- Robust and stable IT-operation

# Technology Development: Approach



# Technology Development Use Case: Structured Intervention Units (SIUs)

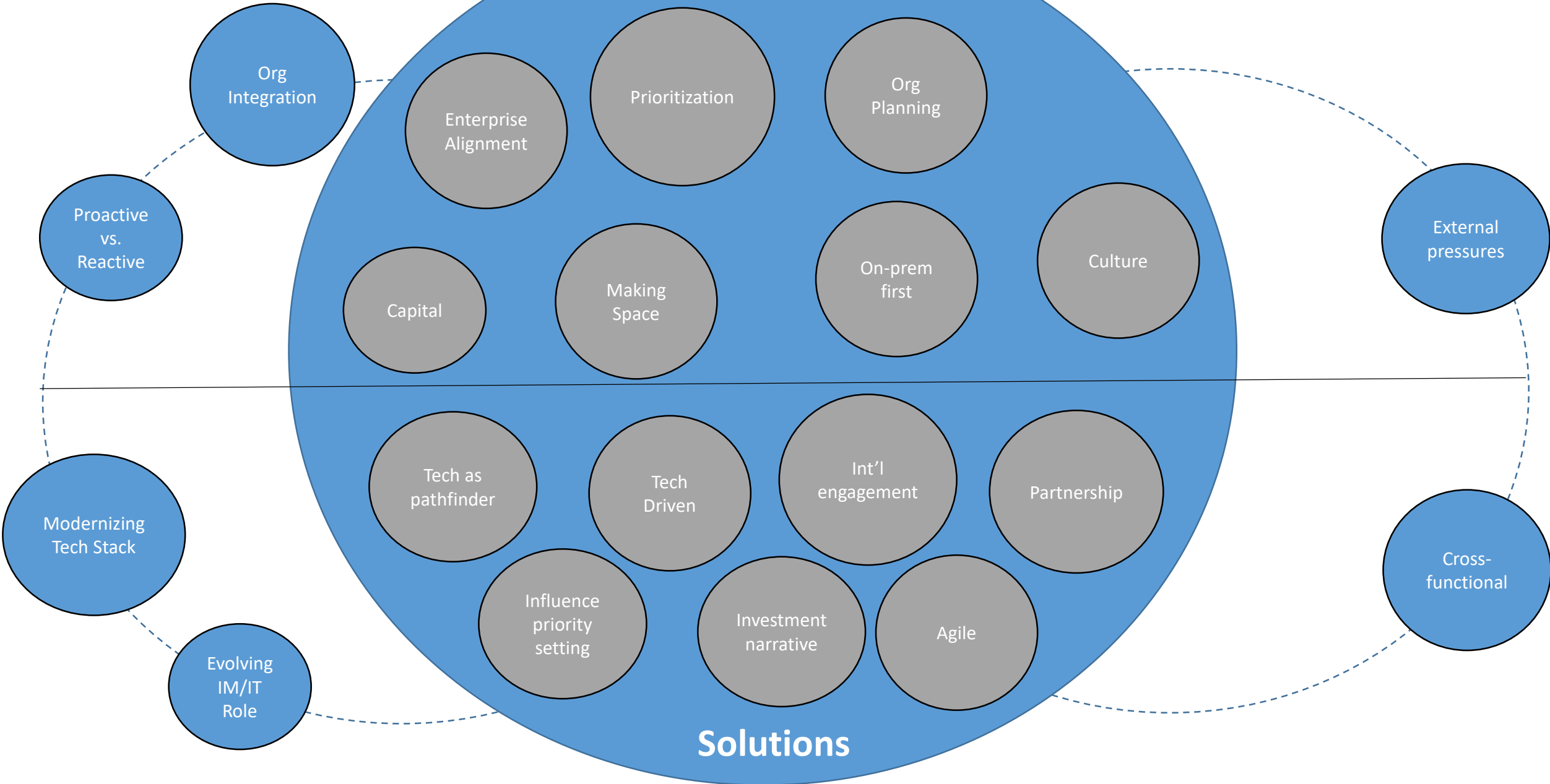




# Canada

## Challenges

# Sweden





# Evolving the Mindset

- Continue research to create linkages between investment in corrections and positive economic / societal outcomes
- Exploration of models that may enhance service delivery, value, and/or efficiency
  - Currently working to apply principles of the value-based model leveraged in Healthcare to Corrections
- Build relationships on the global scale to understand application of technology and potential outcomes in other correctional jurisdictions
- Explore modernization through organizations such as EuroPris, ICPA, and CTA to broaden the conversation and achieve a global perspective involving correctional departments, researchers, and vendors.

# Discussion Questions

- What are the key business processes within corrections that demand modernization right now?
- What are the challenges faced in attempting to modernization corrections?
- How can correctional outcomes start to drive decision-making?
- What models exist in other industries that can inspire more efficient and effective service delivery in corrections?