Using Technology to Tackle Covid-19 in Corrections

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Introduction: Peter Severin, President, ICPA
Facilitated by Simon Bonk, CIO, Correctional Service Canada
Using Technology to Tackle Covid-19 in Corrections

Simon Bonk
CIO of Correctional Service Canada (CSC)
Delivering on our Mandate during COVID

• First priority: To ensure the health, safety and security in our institutions and facilities for Offenders and Staff

• Significant effort has been made to mobilize our workforce to operate remotely
  • Cloud-based tools such as Microsoft 365 have enabled employees to continue to collaborate and deliver on their roles and responsibilities
Quick Wins and Sustainability

Our goal: To continue to support operations NOW with tools and processes that can be leveraged in the FUTURE

• We have implemented many quick wins, with the added benefit of creating sustainable solutions. Examples include:
  • Cloud-based MS365 rollout
  • Significant increase in network bandwidth and distribution of laptops
  • Advances in use of e-signatures
  • Virtual Health
  • Facilitation of virtual parole board hearings
Post-Covid

• COVID-19 has pushed towards modernization with respect to virtual work and digital delivery:
  • Delivered updates to Offender Management System with much of workforce operating remotely
  • Seen a 6 times increase in video visitation calls
  • Enhanced ability for virtual collaboration, communications, and team building

• Technology and innovation will be key factors in delivery in the future
  • Government stimulus spending may result in opportunities for the IM/IT function
Post-COVID – Effectiveness and Efficiency

• Consider how we continue to deliver our mandate with less funding
  • Increased demand for technology solutions
  • IMS has shown its ability to be agile and adaptable in current state; this is must have for IM/IT organizations

• Risk of reduced strategic thinking due to the operational demands of today
  • Continue to think about driving innovation, efficiency over fire fighting

• Implications of current operating model
  • How do we enable a more remote workforce in all of our operations?
Key Takeaways

• Drive a culture of “What’s in the art of the possible?”
  • CSC delivered innovative solutions despite the limitations of COVID-19
  • Must continue to maintain current mindset; we are solution-oriented innovators, and we will find new ways to get the job done

• Solution sustainability must be a guiding principle
  • We have proven to be innovative and solution-oriented; but must do so with consideration to what “normal” was, and what “new normal” will be
  • We must plan for an operational future that includes the rigour and process of the past, with the agility and resourcefulness of today
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Russ Nichols
• CIO, California Department of Corrections and Rehabilitation
• President, Correctional Technology Association
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• What has been done during the COVID-19 Pandemic
  • Staff Teleworking
    • Approximately 10,000 (of 60,000) staff teleworking per day
    • Tele-Health encounters increased
  • In-person Visitation stopped
    • Increased phone calling
    • Expanded electronic messaging
    • Introduced video calling
  • Remote Parole Hearings
    • Transitioned from in-person to remote hearings (~110 hearings each week)
  • Equipment deployment/upgrades
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• Quick, temporary implementations...
  • Reduced phone rates
    • Temporary agreement with voice communication provider to offer free or reduced-rate calling
      • 50% increase in calling minutes per month
  • Electronic messaging
    • Temporary reduction in messaging rates
  • Video Calling
    • Temporary use of corporate-grade video meeting solution at the Juvenile facilities
    • Temporary (Proof of Concept) use of cellular-based video calling at an adult facility
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- Solutions that are here to stay...
  - Staff Teleworking – Maintain ~7500 staff teleworking
    - Virtual Private Network (VPN) with State-owned devices
    - Virtual Desktop Infrastructure (VDI) with non-State-owned (Bring your Own Device)
    - Use of VDI within our network to reduce on-site support
    - Tele-Health
  - Inbound electronic messaging
    - Ability for families to send electronic messages that are printed and delivered by institution staff in the normal mail-delivery process
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• Solutions that are here to stay...

  • Remote Hearings
    • Continue with some percentage of the Parole hearings
    • Expand use of video hearings for other court processes to reduce transportation and guarding costs

  • Equipment upgrades
    • Washable keyboards on shared machines
    • Replacing desktops with laptops equipped for telework
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• Moving into the future....

  • Expansion of Offender Communication Services
    • Phone calling from new locations
    • Video calling from specified locations
    • Electronic Messaging

  • Staff mobility
    • Connecting community-based staff with their offenders

  • Remote IT support
    • Moving to equipment that requires less hands-on support
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• Opportunity for correctional transformation

  • A remote workforce requires management skills, practices, and tools that are not currently “normalized”
    • Technology can provide the platform, but success is dependent upon leadership and technology adaptation

  • Technology is an enabler, but can also be the inhibitor
    • Standards, procurement rules, and control can get in the way... Remove the noise
    • Open chaos is not the answer... CIOs must be leaders in Corrections, not technology
USING TECHNOLOGY TO TACKLE COVID-19 IN CORRECTIONS

Experiences of quickly introducing technology to anticipate COVID-19 problems from a Swedish perspective
Experiences of quickly introducing technology to anticipate COVID-19 problems from a Swedish perspective

Håkan Klarin, Chief Information Officer, Swedish Prison and Probation Service
Cope with a crisis
Experiences of introducing technology

- Focus on developing digital meetings
- iPads for our probation officers
- Healthcare visits via Skype
- iPads to connect with relatives and children during lockdown
- Digital meetings with richer functionality for our coworkers
Sustainability

Balancing quick wins with risks and sustainability concerns

- Introduction and development of technology has its outset from our digital strategy which addresses the sustainability concerns.

- Our strategy has been to start with our current IT-services (both technology, rules and instructions) and adjust them towards new use cases and scenarios.

- Relied on mature work procedures regarding risk- and information management which gives us a good starting point when it comes to new demands and solutions.
Post COVID-19

Technology is here to stay

– Maybe gives new approach and mindset regarding technology and digital tools?
  – From a complement to the physical meeting to "digital first" in some cases?

– An important challenge ahead
  – To lead the change towards a more digital business with the same clarity and focus on the outcome as during the crisis and keep up a balanced approach between digital business development and a practical risk management perspective
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HONG KONG
CORRECTIONAL SERVICES DEPARTMENT

CHEUNG Shu-yan, Eric
Senior Superintendent (Strategic Planning)

19 May 2020
New Technology introduced in HKCSD during COVID-19

1. Infra-red Thermometer Robot
2. UV Disinfection Robot
3. ULV Disinfection Fogger
4. Steam Cleaner
5. HEPA Filter
6. Intelligent Disinfection Channel
Infra-red Thermometer Robot

Early Detection of Suspected Case through Fast Screening of Abnormal Body Temperature

Features
- Infra-red Thermal Camera for Automatic Body Temperature Detection
- Alarm Alerting System
- Tablet for Remote Movement Control

Application
- Fast Fever Screening in Mass Groups
- Used in Reception Centres with High Turnover Rate of New Admissions
Early Detection of Suspected Case through Fast Screening of Abnormal Body Temperature

- Infra-red Thermal Camera for Automatic Body Temperature Detection
- Alarm Alerting System
- Tablet for Remote Movement Control

Application:
- Fast Fever Screening in Mass Groups
- Used in Reception Centres with High Turnover Rate of New Admissions
UV Disinfection Robot

UV-Disinfection of High Risk Areas for Prevention of Spread of Virus

**Features**
- UV-C Lamps with 360° Coverage
- Tablet for Remote Movement Control
- Pre-set Patrol Route for Disinfection

**Application**
- Disinfection in High Risk Areas (e.g. Centre Hospital & Reception Office)
- Used in Reception Centres with High Turnover Rate of New Admissions
UV Disinfection Robot

**UV-Disinfection of High Risk Areas for Prevention of Spread of Virus**

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- UV-C Lamps with 360° Coverage
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**Application**
- Disinfection in High Risk Areas (e.g. Centre Hospital & Reception Office)
- Used in Reception Centres with High Turnover Rate of New Admissions
Intelligent Disinfection Channel

Full Body Disinfection of Target Users
Prevention of Spread of Virus

Features
- 3-in-1 Disinfection Installation
  - Sanitizing & Purifying Technology
  - Photocatalysis Technology
  - Negative Room Pressure Design
- Disinfection takes 20 seconds

Application
- Full Body Disinfection of Target Users
- Used in Reception Centres with High Turnover Rate of New Admissions

Recurrent cost
Approximate HK$150,000 (Annual)

About HK$520,000 (including hardware, software, license, development and implementation service)
**Disinfection** of High Risk Areas for Prevention of Spread of Virus

### Features
- To produce Disinfectant Fog Droplets to Eradicate Virus in Air & Surfaces
- Commonly Used in Aircrafts

### Application
- Intensive Cleaning in All Institutions
- Intensive Cleaning in Staff Barracks
- Intensive Cleaning in Escort Vehicles
Intensive Steam Cleaning for Prevention of Spread of Virus

Features
- Intensive Steam Cleaning without the Use of Detergents & Chemicals
- Accessories for Different Cleaning Purposes

Application
- Intensive Cleaning in All Institutions
- Intensive Cleaning in Staff Areas
Professional Steam Cleaner

Intensive Steam Cleaning for
Prevention of Spread of Virus

Features
- Intensive Steam Cleaning without the Use of Detergents & Chemicals
- Accessories for Different Cleaning Purposes

Application
- Intensive Cleaning in All Institutions
- Intensive Cleaning in Staff Areas
HEPA Filter

Air Purification in High Risk Areas for Prevention of Airborne Infection

Features
- HEPA Filters for Capturing Ultra-fine Particle, Bacteria & Virus

Application
- Air Purification in High Risk & Crowded Areas
- Extensive Use in Different Institutions
INTRODUCTION OF NEW TECHNOLOGY DURING COVID-19

CHALLENGES

URGENCY
- Brief Planning & Testing
- Higher Risk of Failure

FRONTLINE RESISTANCE
- Additional Workload
- Change in Work Routines

KEEN COMPETITION
- Difficulty in Procurement
- Delay in Delivery

BORDER CONTROL

FINANCIAL ISSUE
- Seeking Funding in Short Time
THANK YOU