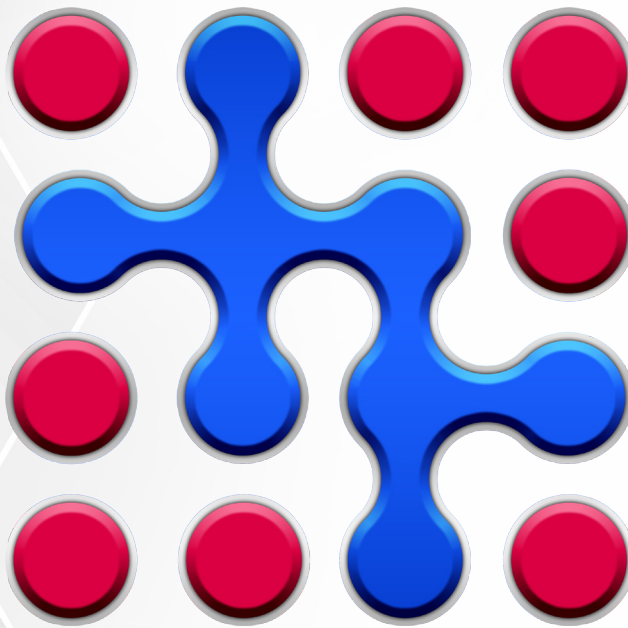TECHNOLOGY IN CORRECTIONS:

DIGITAL TRANSFORMATION

LISBON, PORTUGAL, 2-4 APRIL 2019

SUMMARY REPORT

ORGANISED BY

EVENT SPONSORS

EUROPRIS
PROMOTING PROFESSIONAL PRISON PRACTICE

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TIC 2019 SUMMARY REPORT

Introduction

On April 2nd and 3rd 2019, Lisbon was host to the third edition of the Technology in Corrections (TIC) conference. ICPA and EuroPris organized the event, and this edition had the support of the Portuguese Director-General of reintegration and prison services. The conference attracted over 259 attendees from 51 countries, demonstrating the interest and right-timeliness of the topic of technology within the corrections space. About half of the participants were first timers to Lisbon.

The Participants were warmly greeted by a sunset drink over the river Tagus and some local delicacies at the beautiful Condes d'Óbidos Palace dating back to the 18th century and exquisitely preserved. The reception had a strong appreciation from participants.

The World around us is moving at exponential speed due to the advent of digital technology. It brings with it enormous potential but also some cautionary tales as with anything moving so rapidly and inserting itself in the midst of every aspect of our daily life, both the sense of possibility and some latent dangers are present. Furthermore, other industries, such as healthcare, financial, mobility, energy and insurance just to name a few, are being disrupted by the move from non-digital to digital. This we call Digital Transformation and participants were quick to recognize that the main challenge in digital transformation lies more in the transformation aspect rather than on the digital and technological one.

Is it your first time in Lisbon?

No ●   37   39   ●Yes

⬛ Mentimeter   👤 76
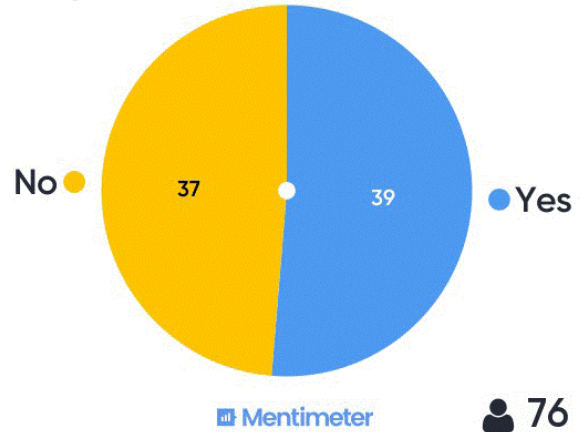
What is your emphasis on when thinking about digital transformation?

●Digital

28

70

Transformation ●

⬛ Mentimeter   👤 98
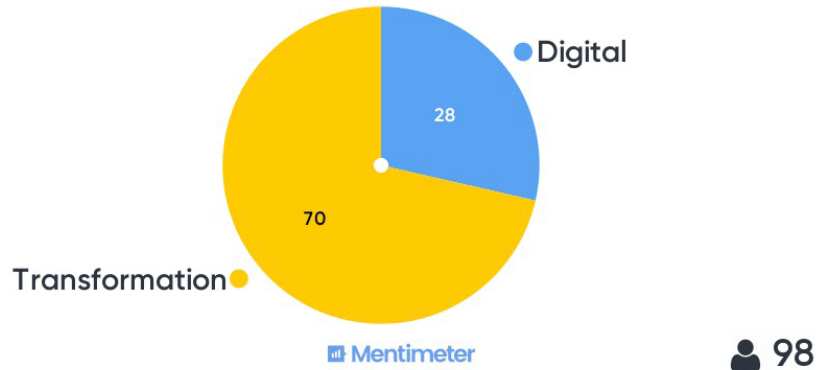
Did you appreciate the opening reception?

⬛ Mentimeter

No

Very well appreciated

7.7

👤 79

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The Structure

The conference was organized around three main themes, which guided its progress throughout the two days. They were 1) Finding an equilibrium, 2) Evidence based and 3) Looking over the wall. This general structure allowed participants to plan their attendance according to these axes and the conference as a whole made sure that they were constantly used as a lens to look at both, the sector challenges as well as the opportunities and case studies being presented and shared.

Finding an equilibrium

Both prison and probation services are challenged to increase efficiency (do better or different with less), focus much more on rehabilitation whilst keeping society safe. To find a good balance between efficiency, security and rehabilita0on we need to look at new recipes. For the first topic, we would like to challenge public sector, researchers and private sector companies to highlight new ideas and innovative approaches where technology plays a central role to address all three aspects in a balanced way: efficiency, security and rehabilitation.

Evidence based

ICPA and EuroPris as professional organizations promote the implementation of evidence-based approaches for corrections. The speed in which technology is changing is often overwhelming our world. This makes it difficult to analyze and evaluate technology-driven projects and measure if initial objectives are met or secondary effects are appearing.

Looking over the wall

Digital transformation is not something that is only relevant for prisons and probation services. To be called innovative a new approach or solution needs to be transformative but does not necessarily have to be completely new. Many innovations are mainly the use of idea's or products in a new context. As we are convinced that both prison and probation services can learn a lot from other sectors, we would like to challenge public sector, researchers and private sector companies to share with the audience innovative technology solutions and/or project approaches that successfully bring idea's and products from other sectors into our domain.

The program was divided into 3 main formats that allowed participants to both experience plenary sessions with topics and experts that were cross theme as well as breakout sessions on each of the themes. Finally, participants had the opportunity to see five live demonstrations of technology. In addition, there was a large market place of private companies presenting their technology solutions for corrections.

As a kick-off, the TIC conference welcomed her Excellency the Portuguese Minister of Justice Francisca Van Dunem (https://en.wikipedia.org/wiki/Francisca_Van_Dunem), who delivered some frank words of recognition of the importance and relevance of the prisons and corrections sector. Hans Meurisse (Senior Adviser - International Expert, EuroPris) also weighed in on the proceedings and gave context on both the conference organization and its main topics.

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Plenary Sessions

During the course of the TIC conference there were seven plenary sessions covering core topics that motivate the conference.

The first one, by Manuel Tânger (Global Track Chair, Head of Innovation at Beta-I, Portugal) covered how digital technology is changing the world in general and asking what impact this may have in the prisons and corrections sector. With an emphasis on the exponential growth of both the amount of information and its use, some eye opening examples were shown to make the point that the world is indeed changing at an accelerated pace.

The second plenary session was designed for four CIOs to share their experience, expertise and outlook on the intersection of technology and corrections sector. It counted on the perspectives of Simon Bonk (CIO, Correctional Service Canada and Chair of the ICPA Technology Solutions Network), Häkan Klarin (CIO, Swedish Prison and Probation Service and Chair of the ICT Expert Group), Teck En Loh (Director (Transformation & Technology Division), Singapore Prison Service) and Russ Nichols (CIO, California Department of Corrections, USA).

This rich conversation covered topics such as the challenges implementing technologies in a balanced way in terms of efficiency, security and rehabilitation. All the speakers agreed that this is the ideal but pointed that challenges exist in terms of having these three aspects in every single initiative and that some institutions have separate departments for each one of these topics, which makes it even more difficult. While all speakers agreed on the necessity and power of the digital transformation for evidence-based decision making, there were differences in the level of implementation and the types of technologies being used. Finally, the topic of using existing technology from other industries was covered and it was noted that sector specificity was a barrier to some of these technologies as well as the need to avoid "re-inventing the wheel". Various examples of such technologies and case studies were shared with the audience.

Following this plenary session and still in the first morning of the conference, participants had the chance to get a glimpse of the different initiatives being developed in Portugal by its institutions and the roadmap for future developments. Jorge Monteiro (Head of Unit, Programs and Projects Department, Directorate-General of Reintegration and Prison Services, Portugal) and Luis Guedes (CIO, Directorate-General of Reintegration and Prison Services, Portugal) displayed the national plan for digital transformation and its vision. In particular, highlights were provided of the biometric identification shopping solution being implemented, as well as the one-stop-shop portal for inmates with all procedural information called Citizen Spot.

Still within the Portuguese perspective panel, Pedro das Neves (CEO, IPS Innovative Prison Systems and Board Member, ICPA) gave a provocative overview of what going
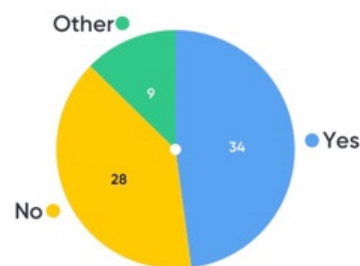
digital really means and the deep challenges it raises, most noteworthy, fear of change. Furthermore, connections between other industries such as healthcare were noted and a strong case for knowledge sharing and awareness creation was made as a way to accelerate digital transformation.

The forth plenary session was held at the end of the first day of the TIC conference by Victoria Knight (Senior Research Fellow, De Montfort University, United Kingdom) and Steven Van De Steene (Corrections Technology Consultant, Smart Corrections, Belgium and ICPA Board Member). In this stimulating and deeply intellectually probing talk, the speakers went down to first principles in order to discuss the ethical conundrums that arise with the application of technology in digital prisons. Important questions such as "what are the limits of technology" were posed, and some open examples provided. Fundamental questions such as what digital rights do people have, who have some of their rights and freedoms reduced? Guided by Cesare Beccaria's "On crime and punishments", the speakers cover key principles such as principle of normality, of legality, of proportionality and personality to name a few.

In two shorter plenary sessions, participants had the chance to hear about the work of the ICPA and EuroPris technology expert groups and then follow the work being developed in Italy by the Experimental Lab of Penitentiary Forensics through Sergio Bianchi (Researcher of the Italian Ministry of Justice) and Sara Gambino (Pedagogical Juridical Officer, Ministry of Justice – Penitentiary Department, Triveneto Office, Italy)

Simon Bonk (CIO, Correctional Services Canada and Chair of the ICPA Technology Solutions Network) and Hakan Klarin (CIO, Swedish Prison and Probation Service and member of EuroPris ICT Expert Group) covered core initiatives being rolled out by the bodies within ICPA and EuroPris on the technology front. When asking the audience what activities these two bodies should continue to engage in, an interesting response was given pointing to all of the activities proposed. This means that they are seen as useful and the sentiment is that even more should be done, thus valuing the work.

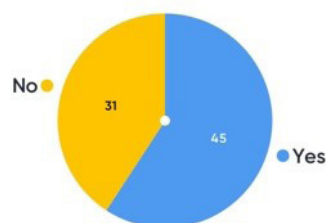Do your legal frameworks allow prisoners to have access to the internet?

Mentimeter

Other ● 10
Yes 25
No 39
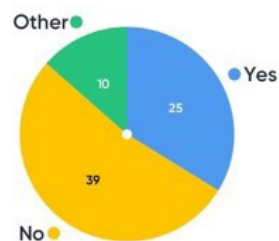
👤 74

Does your prison context have a video visit program?

Mentimeter

No ● 31
Yes 45

👤 76

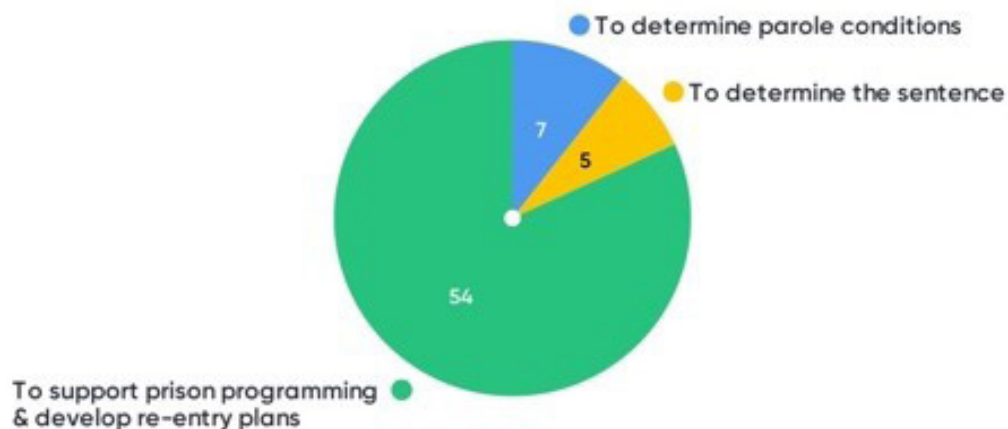## We can gather and use data about prisoners and offenders...

Mentimeter

With the exception of medical data ●

With the exception of personal data ●
(e.g. an online diary, letters/emails, ...)

7

14

10

8

● Without limits

● Only with their consent

28

When it is motivated to serve specific ●
security purposes
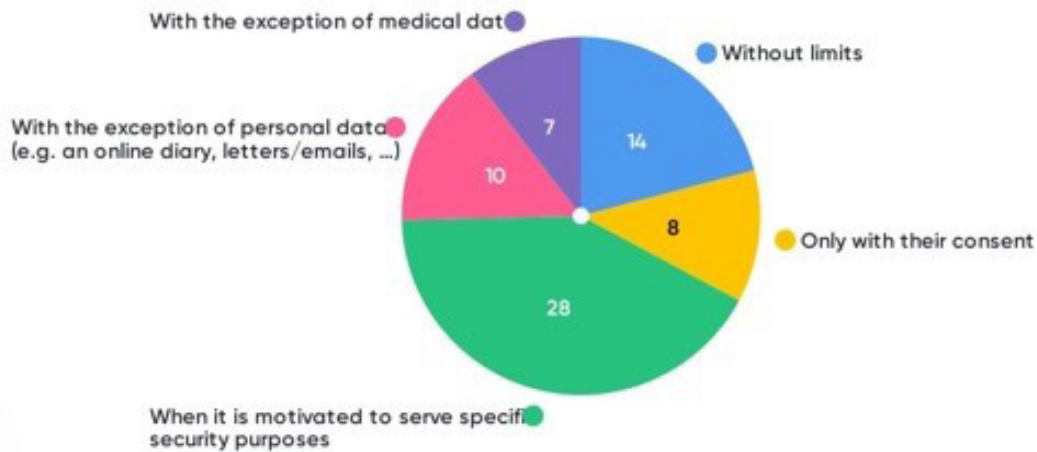
👤 67

Risk assessment tools based on predictive algorithms can be used:

Mentimeter

● To determine parole conditions

● To determine the sentence

7

5

54

To support prison programming ●
& develop re-entry plans

👤 66

Predictive algorithms need to be:

- Used more to increase objectiveness — 9
- Transparent to the public (not closed based on IP – proprietary constraints) — 3
- Conform to legal standards — 3
- Used as an additional source of information, not determining decisions — 40
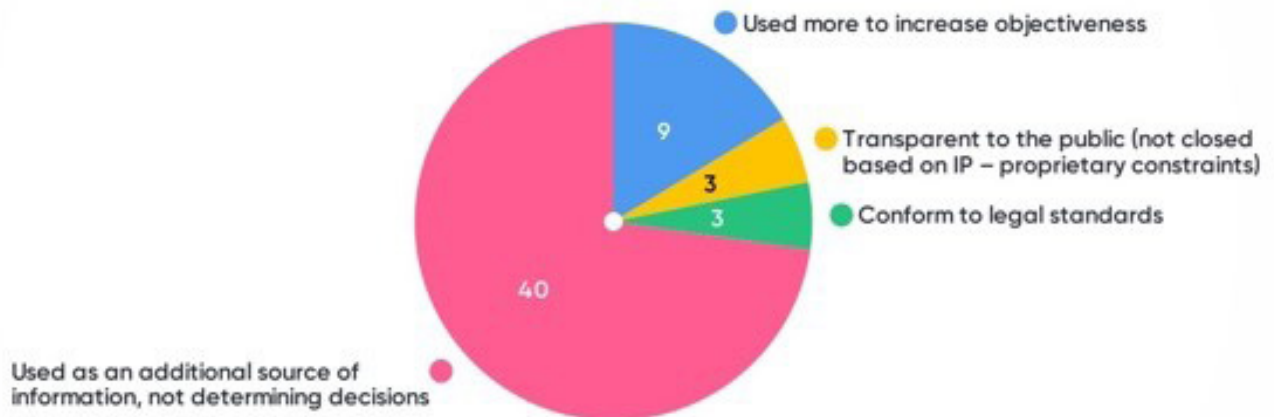
👤 55

We should give prisoners (controlled) access to internet because:

- We should not give internet access — 7
- It is a legal requirement — 5
- It is useful — 27
- There is a need — 29

👤 68
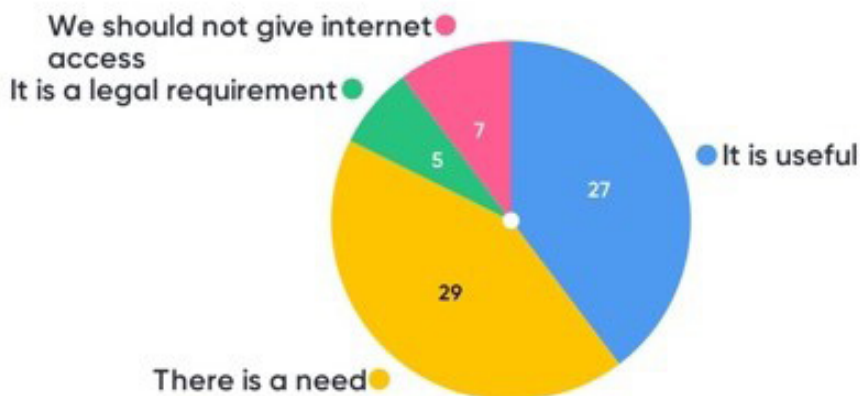
Access to technology should mainly be determined by…

What families can pay for
Competence and ability
Risk

10 1 3

50

Needs
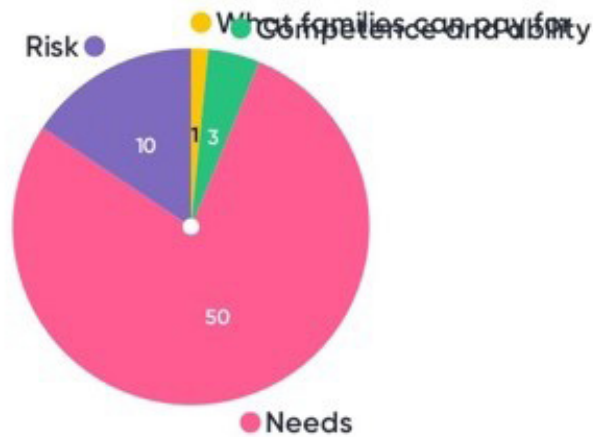
64

What could those associations do to improve their value for you?

Improve collaboration between the different associations

Publishing more information online (research, best practices, …)

Support development of & share open source software

23 36

18

18 43

15

Supporting online networking (e.g. forums, webinars, …)

Develop standards and best practices

Organise more events
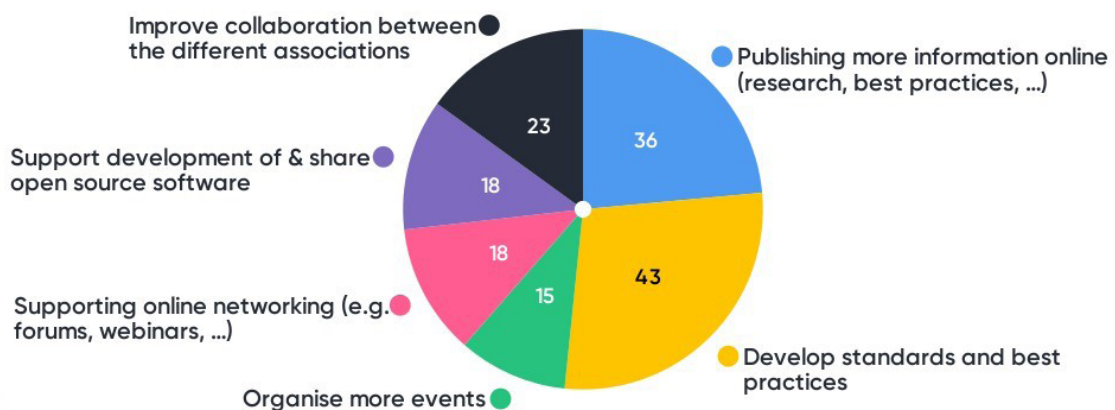
67

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The seventh and last plenary session was conducted by Manuel Tânger just before the closing at the second day. He proceeded to present what he noticed were the big takeaways from the two days of the TIC conference, namely that the prisons and corrections sector is suffering a change but not at the full pace of technology or other more edgy sectors like healthcare, financial services or mobility. A point was made that the large majority of technologies being tested and implemented in the prison setting were of the previous generation (telemedicine, social networks, VoIP communications etc.) and only AI and Big Data were prevalent from the newer generation of technologies. The issue of re-inventing the wheel was raised multiple times during the TIC conference and seems to be a recurrent problem. It was also noted that change in the digital transformation process was the biggest difficulty and the speaker demonstrated a positive outlook on the fact that most initiatives being developed stemmed from inmate-centered concerns.
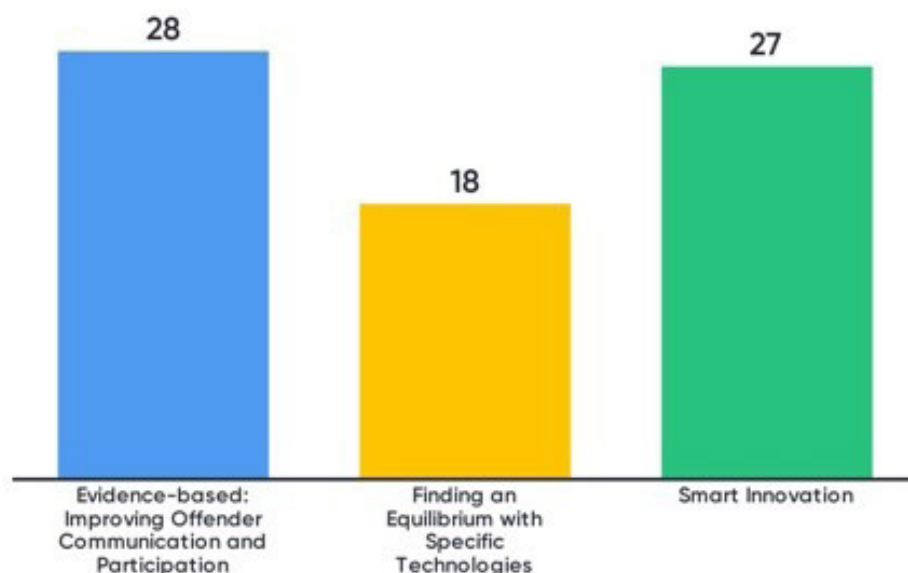
TIC Talks

The TIC conference had three time slots with breakout sessions and speakers would present the work they submitted as papers in the three core themes of the conference. One TIC Talk was held on the first day and two on the second.

Each TIC Talk had a Track Chair that moderated the session. All the tracks in all the TIC Talks proved interesting as roughly one third of the participants were present in any given one. This demonstrates the importance and relevance of the track themes as well as the quality of the speakers and work being presented.

Which session will you attend?

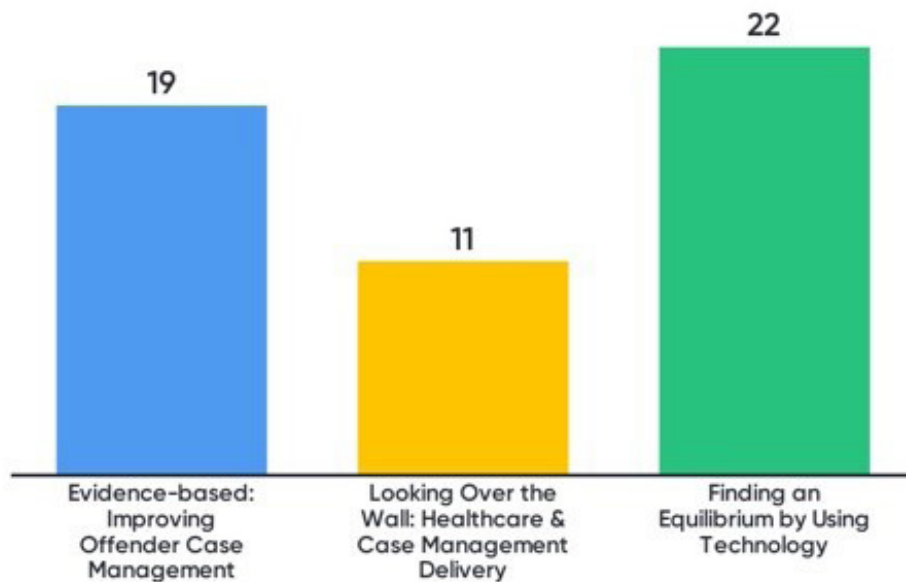At the close of the second day, all the track chairs presented briefly their impression and summaries of their track. Häkan Klarin (CIO, Swedish Prison and Probation Service), George Jackson (CIO, Irish Prison Service), Steven Van De Steene (Corrections Technology Consultant, Smart Corrections, Belgium), Zoran Brzakovic (Chief Information Officer, ACSO, Australia), Simon Bonk (CIO, Correctional Service Canada and Chair of the ICPA Technology Solutions Network), Hans Meurisse (Senior Adviser - International Expert, EuroPris, Belgium), Patrick Fransen (Prison Service, Belgium), Jacques Hensen (ICT Manager, Centre Pénitentiaire de Luxembourg) and Russ Nichols (CIO, California Department of Corrections, USA), all complemented the speakers and their presentations as well as the commonalities and main topics running through the set of international speakers. The key insights, as captured by the Track Chairs, were:

TIC Talks 1

Theme 1: Evidence-Based: Improving Offender Communication and Participation

- **A practical guide, from a US-perspective, on how to increase inmate communication by procedural, equipment and communication change.**
- **In Singapore DIRECT transforms the concepts by increased connectivity with family and friends, better access to self-learning materials, more intensive counselling and user driven development.**
- **The French approach on how to save prison officers' time, and in the same time empowering the inmate.**
- **Summary: Empowering the inmate, with the aid of a digital resource, can easily create positive effects within the correctional space.**

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Theme 2: Finding an Equilibrium with Specific Technologies

Canada:
- Innovative use of 3D printed RFID tags and smart devices to record prisoner numbers.
- Constant measurement of costs.

South Korea:
- However, use of EM recidivism reduced by 1/8.

Australia:
- Friends and family can sometimes be a negative influence on juvenile offenders;
- Audio books are often the only books these types of offenders will engage with.

Theme 3: Smart Innovation

- Change Management;
- Context;
- Manage Change;
- Social Network;
- Change Management.

TIC Talks 2

Theme 1: Evidence-Based: Collaboration Development Technology

- Clear business opportunity identified and benefit realisation;
- Leveraged technology to augment the business solution;
- Change management critical to success;
- Innovative solutioning - how it was executed;
- Collaboration - enhances the chance of end user buy in and value.

Theme 2 – Finding an Equilibrium with Specific Technologies

- Artificial Intelligence was a fascinating suite of presentations with a great overview of the technology and potential of it;
- Benny gave a great presentation of some of the technologies used including across prisons and their security services;
- Chris Grieg outlined the work he has done on specifically addressing the need to support Security Services with predicting violent behavior and detecting contraband;
- Anusha of McKinsey outlined the fascinating work they have done with a number of US jurisdictions who are using modelling, analytics and AI to detect Risk, Opportunities, as well as the use of Design Thinking to use those findings to build physically supportive facilities;
- A great discussion ensued discussing how to further the work as well as 'Algorithmic governance'.

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Theme 3 – Looking over the Wall: Sharing & Cross-Jurisdiction Collaboration

- Governance of the model of exchange (National information exchange model). The importance of Business Intelligence. Standards & Common Framework;
- Technology is not a barrier, but an enabler of better human contact. Data quality. Single entry of data for multiple use. Joint Digital Strategy (Architecture and Design Principles);
- Static Towards dynamic risks. Use of data to improve rehabilitation. Connecting the dots for an efficient case planning.

TIC Talks 3

Theme 1: Evidence-Based: Improving Offender Case Management

- Continuum approach;
- Individual case plan;
- Centralized data sets;
- Involvement of personal;
- Involvement of the offender.

Theme 2 – Finding an Equilibrium by Using Technology

- Common Practices;
- Repeatable;
- Agility;
- Measurement;
- Dynamic;
- Interactive.

Theme 3 – Looking over the Wall: Healthcare & Case Management Delivery

Health Care in Prison:
- Out of the wall technology to be used inside;
- No "one-size-fits-all" answer;
- Opportunities to connect different systems.

Body Scanner:
- Ethical issues;
- Health issues.

Regulation offices

Closing remarks

Closing the TIC conference was the Executive Director of EuroPris Kirsten Hawlitschek who thanked all participants for their presence and engagement as well as speakers and their contributions.

When summing up the conference, Kirsten asked the audience what the overall impression of the conference was and an overwhelmingly positive response was promptly given with words like "excellent" and "inspiring" showing most prominently. As per direct feedback from participants, the TIC conference was particularly useful to share and get new ideas and inspiration as well as to make new connections. Finally, when asked if participants would go to a next event, 100%, without exception, stated that they would, which is a positive statement reflecting the quality of the TIC Conference 2019!
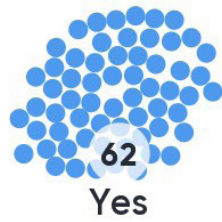
Technology
in Corrections

Global Corrections
Digital Technology Conference