

# REVEALING RESEARCH & EVALUATION (RREV)

A PUBLICATION BY BC CORRECTIONS

PERFORMANCE, RESEARCH AND EVALUATION (PREV) UNIT  
STRATEGIC OPERATIONS DIVISION

Issue #15 - Winter 2021

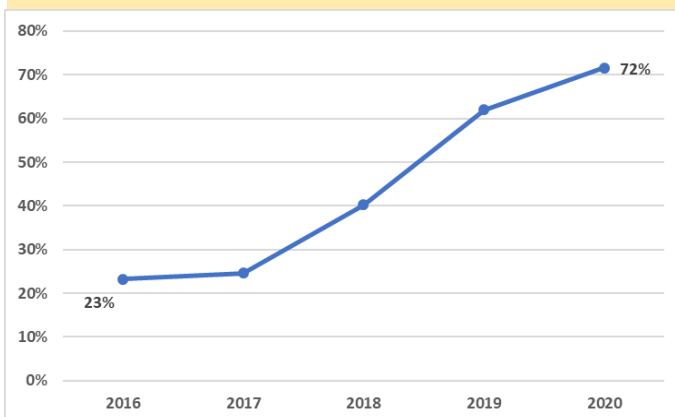
Enabling evidence-based decision making to advance BC Corrections' priorities by providing research expertise and data analytic support.

This issue profiles some of the technologies used by BC Corrections (i.e., eServices: eDevices, eReporting and Biometrics; Electronic Supervision; and Body Scanners), and provides an overview of the 2019 body scanner evaluation.

## eServices—Overview

- **Electronic Services (eServices):** enables individuals to access their personal information while under community supervision or while in a correctional centre.
- **Electronic device (eDevice):** secure computers located in Community Corrections offices and correctional centres. Once an individual logs in, they will have access to eServices.
- **Electronic reporting (eReporting):** a case management tool that allows community clients to report to probation officers using the eDevice.
- **Biometrics:** a digital representation of a fingerprint scan used in the identity management of individuals. To access eServices a **fingerprint biometric** and **correctional service (CS) number** are required.

Proportion of Community Corrections Clients Enrolled in eServices across 19 Community Offices



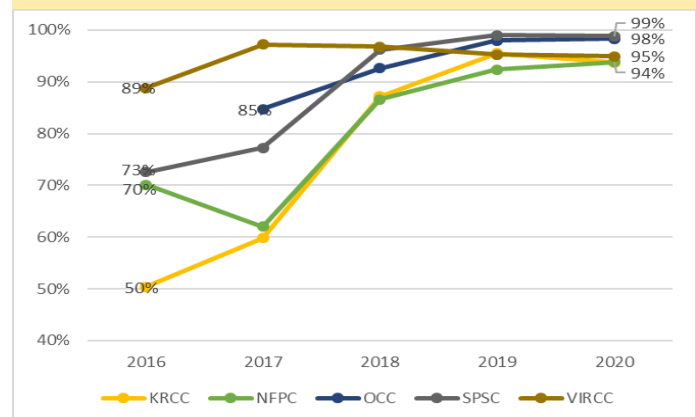
Based on data from 2016 to 2020

- eServices enrollment increased from 23% to 72% over the last 5 years.
- As of April 2020, eServices had been implemented in 19/46 Community Corrections offices.

\* Only data from January to April was included in 2020.

\*\*Percentages of average daily client count.

Proportion of Individuals in Custody Enrolled in eServices across 5 Correctional Centres



Based on correctional centre data from 2016 to 2020

- eServices enrollment across these 5 centres increased from 71% to 96% over the last 5 years.

**Custody Centre Acronyms:**

KRCC: Kamloops Regional Correctional Centre;

NFPC: North Fraser Pretrial Centre;

OCC: Okanagan Correctional Centre (opened in 2017);

SPSC: Surrey Pretrial Service Centre; and

VIRCC: Vancouver Island Regional Correctional Centre

\* Only data from January to April was included in 2020.

\*\*Percentages of average daily count of individuals in custody.

\*\*\*Additional 4 correctional centres to be set up with eServices by early 2021.

# REVEALING RESEARCH & EVALUATION (RREV)

## Benefits of Using eServices

### For Individuals in Custody:

- ◆ Submit and view Health Service Requests
- ◆ View one-way messages sent from BC Corrections or Health Care staff
- ◆ View trust account balance, future court or pending discharge dates, and visit schedule

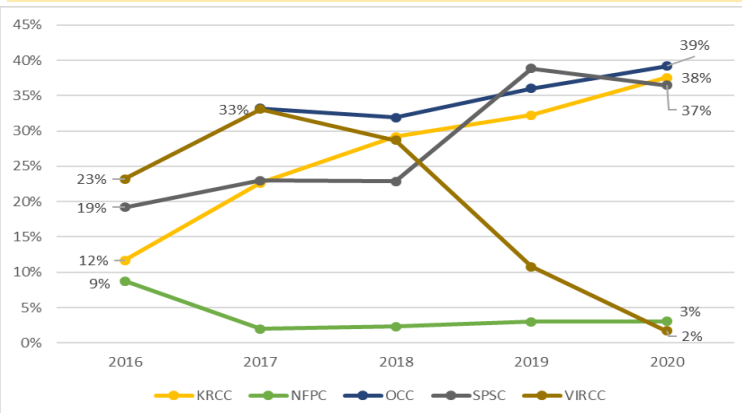
### For Community Clients:

- ◆ View court orders, court dates and conditions; community supervision end dates and completed Core programs
- ◆ Access messages sent by probation officers

### For Corrections Staff:

- ◆ Allows staff to focus on higher priority work (vs. administrative requests)
- ◆ Helps staff confirm the proper identity of individuals
- ◆ Prevents duplicate CS numbers

## Average Daily Usage of eServices across 5 Correctional Centres



Based on data from 2017 to 2020

- OCC: increased from 33% to 39%

Based on data from 2016 to 2020

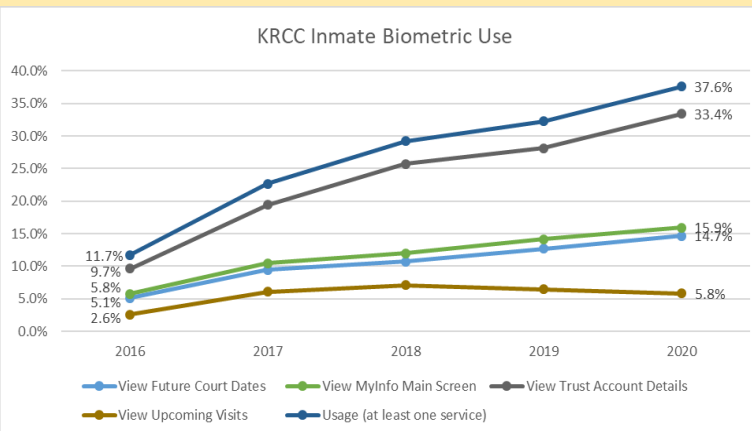
- KRCC: increased from 12% to 38%
- VIRCC: decreased from 23% to 2%
- SPSC: increased from 19% to 37%
- NFPC: decreased from 9% to 3%

\* Only data from January to April was included in 2020.

\*\* NFPC houses primarily remanded individuals in custody.

\*\*\* Due to device vandalism, usage at VIRCC was discontinued.

## Case Study: Average Daily eService Usage by Individuals in Custody at Kamloops Regional Correctional Centre



Based on data from 2016 to 2020

- Usage increased from 11.7% to 37.6%
- Viewing trust account details increased from 9.7% to 33.4%
- Viewing MyInfo Main Screen increased from 5.8% to 15.9%
- Viewing future court dates increased from 5.1% to 14.7%
- Viewing upcoming visits increased from 2.6% to 5.8%

\* Only data from January to April was included in 2020.

## Biometrics: What's New?

- ⇒ The switch to capacitive touch screen eDevice monitors provides sharper images, higher touch sensitivity and better reliability and durability.
- ⇒ Improvements to the enrollment process decreased the time required to enroll and reduced errors.
- ⇒ Staff and Contractor biometrics enrollment via StaffNet has been implemented at the OCC to assist Door Control Operators with confirming identification.

## eServices: What's Next?

- ⇒ Remaining offices/centres will have eDevices installed; existing eDevices will be upgraded.



## Electronic Supervision in the Community

### Electronic Supervision (ES)

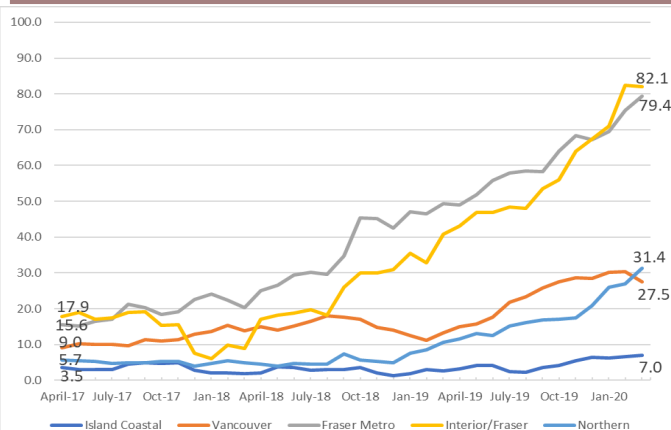
- ES is the use of wearable technology (smart tags) by clients in the community to ensure compliance with court-ordered curfew or house arrest and/or geographic restrictions.
- ES can be a condition on any type of Court order but it is most suitable for clients needing intensive supervision.
- If a client violates a condition or if there is an equipment issue, an alert is received and analyzed by Probation Staff at the Central Monitoring Unit, which operates 24 hours a day, 7 days a week.
- In December 2015, BC Corrections implemented a new Electronic Supervision system that utilizes GPS enabled ankle-bracelets for improved monitoring of clients.
- As the number of clients with ES has increased, so has the number of alerts. By December 2020, the average number of daily alerts that required follow up reached 261.6.



### ES: How the Equipment Works

- ◆ Smart Tags utilize cellular, GPS, radio frequency, and Wi-Fi technology
- ◆ All communication occurs over cellular networks via an integrated international sim card
- ◆ Smart Tags seek out the strongest 2G and/or 3G cellular signal and are not tied to a single network provider
- ◆ Under optimal conditions, ES equipment is able to identify a client's location within 10 metres
- ◆ Clients must have a residence with power and cellular service among other criteria to be suitable candidates for ES
- ◆ The Home Beacon allows radio frequency monitoring in the residence while preserving the Smart Tag battery

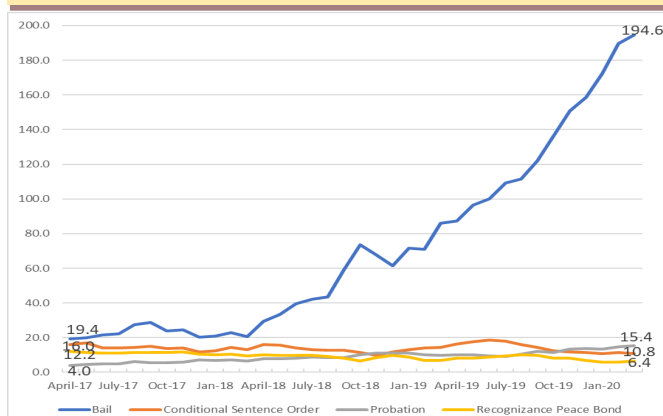
### Average Daily ES Client Count by Region



Based on data from April 2017 to March 2020, the average daily count of clients in the:

- Fraser Metro region increased from 15.6 to 79.4 clients
- Interior/Fraser region increased from 17.9 to 82.1 clients
- Vancouver region rose from 9 to 27.5 clients
- Northern region rose from 5.7 to 31.4 clients
- Island Coastal region doubled from 3.5 to 7 clients

### Average Daily ES Client Count by Court Order



Based on data from April 2017 to March 2020

- ES clients on bail increased from 19.4 to 194.6
- ES clients on a Conditional Sentence Order decreased from 16.0 to 10.8
- ES clients on a Recognizance Peace Bond declined from 12.2 to 6.4
- ES clients on Probation increased from 4.0 to 15.4

\*Almost the entire increase in ES clients was related to Bail clients.

### Correctional Centres introduce Body Scanner Technology

- Body scanners to intercept contraband were placed in correctional centres across BC to improve the safety of individuals in custody and staff, as well as centre security.
- The scanning process takes approximately 10 seconds and produces a skeletal x-ray image showing the entire body and any potential contraband.



### Additional Search Protocols

**Frisk searches...**involve searching a clothed individual in custody using a hand-held screening device and/or the officer uses their hands to pat over the clothing of the individual being searched.

**Screening searches...**include the use of urinalysis, drug detection dogs, ion spectrometry devices, CO2 detectors, visual scans, walk-through/sit-down or hand-held metal detectors, and other screening devices.

**Strip searches...**involve a visual search of unclothed individuals in custody with no physical contact and may also involve visual checks of body cavities.

### Body Scanner Program and its Implementation

#### Body scanners:

- offer an efficient alternative or addition to traditional search methods.
- detect and prevent contraband from entering the correctional centres.
- reduce incidents of violence and overdose death that result from drugs entering into the correctional centres.

**January 2017:** the first body scanner was introduced at OCC.

**July 2017:** body scanners were operational at ACCW, SPSC, and NFPC.

**2018:** six body scanners were placed in five centres across BC.

There are currently ten body scanners in nine correctional centres, with one centre having two scanners.

Ford Mountain Correctional Centre does not have a body scanner as this center only accepts transfers from other centres.

Individuals in custody are scanned when:

- entering and leaving the correctional centres, or
- they are suspected of possessing contraband.

#### Body Scanners: How they Work

- Utilizes low doses of x-rays to scan the body and produce a visual skeletal image.
- Effectively detects solid materials, including items such as metal, plastic, organic and inorganic contraband in clothing or the body.
- An automatic safety control ensures the system operates within recommended radiation dose levels for singular and cumulative exposures for each individual scanned.



## Body Scanner Evaluation—November 2019

To remain consistent with its commitment to practice “what works,” a preliminary examination of the effectiveness of body scanners was carried out in 2019. The evaluation examined the extent to which body scanners have 1) been successful at detecting contraband, and 2) led to changes in the total number of contraband incidents and incidents of violence at ACCW, OCC, NFPC, and SPSC.

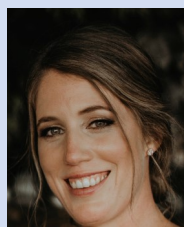
### Highlights of Results

- ◆ There were 43,749 scans administered in 2018 at the four centres examined. Of these, 3% were positive, representing 1,318 instances of possible contraband interception (1,228 Miscellaneous, 82 Drugs, 2 Weapons) across the four centres.
- ◆ Interestingly, there was significant variability in the proportion of **positive scans** across the four centres. At ACCW, approximately 10% of scans were positive, in contrast to only 1.0% at OCC.
- ◆ Individuals in custody who scanned positive tended to be younger than those who scanned negative, and were less likely to have completed a high school education.
- ◆ There was significant variability in the proportion of positive scans between the male and female centres. Perhaps not surprisingly, the female correctional centre had the highest proportion of positive scans, likely due to the fact that females are anatomically better equipped to carry contraband into the centres.
- ◆ At SPSC and ACCW, body scanners have had a negligible and insignificant effect on **incidents of contraband** and a small though insignificant decrease in **incidents of violence**. In contrast, the impact at NFPC appears to be larger, with significantly fewer contraband incidents post implementation. However, only negligible differences were seen in incidents of violence.
- ◆ It is important to note that BC Corrections’ body scanner policy dictates that suspected contraband need only to be logged as an incident in the BI system when/if the contraband is physically recovered. Therefore, individuals in custody who are scanned and suspected of carrying contraband are placed in a separate confinement cell with an operational toilet and may flush the contraband to avoid recovery. Notably, this practice was also in place prior to the installation of body scanners for individuals suspected of carrying contraband. **As such, quantifying the impact of the body scanners on incidents of suspected contraband is extremely challenging, and is likely significantly higher than reported above.**

Average Monthly Incidents, One Year Pre-Post Implementation						
	ACCW		NFPC		SPSC	
Type of Incident	Pre	Post	Pre	Post	Pre	Post
Contraband	4.8	4.2	27.1	13.7*	27.4	28.0
Violence	4.3	2.8	25.8	23.0	24.4	23.7



“Enabling evidence-based decision making to advance BC Corrections’ priorities by providing research expertise and data analytic support.”



### The Performance, Research and Evaluation (PREv) Unit

Contact us! If you have comments, questions, or ideas about this publication, please contact:

**Leigh Greiner, Ph.D.**

Director, Research and Strategic Planning

Tel: (778) 698-8197

Email: Leigh.Greiner@gov.bc.ca

Evidence-Based Practice - What Works!