WORKING ON THE INSIDE - SUCCEEDING ON THE OUTSIDE

The TECHNOLOGY ACCESS CHALLENGE

NCIA thanks Kansas Correctional Industries for printing this publication.



National Correctional Industries Association 800 N. Charles St., Ste. 550B | Baltimore, MD 21201 410.230.3972 | <u>www.nationalcia.org</u>

A trusted resource. More training. More programs. More opportunities.

SCREENS AND GUARDS Panel Toppers, Surface Mount, Freestanding and Custom. Available now!

bay••• product

Committed to Correctional industries



Board of Directors

Chairman Mike Herron (IN)

President Danielle Armbruster (WA)

VP of Marketing Brian Radecki (AZ)

VP of Program Development Bobby Lumpkin (TX)

Treasurer Gayle Butler (MT)

Corporate Secretary/ Executive Director Gina Honeycutt

At Large Members

Lloyd Arnold (IN) Paul Campbell (FPI) Joe Flaherty (RI) David Hart (TN) David Lindsay (CO) Michael Parker (IN) Wes Ray (WI) Sarah Sytsma (WA)

Appointees

Michele Kane (CA), Western Region Chris Kamrada (MI), Central Region Jim Gaglione (CT), Northeast Region Amy Pataluna (GA), Southeast Region Jeremy Elder (NE), South Central Region Sean Smith, ACA

NCIA Staff

Director of Operations/ Grant Manager Wil Heslop Associate Director of Finance and Organizational Services Karl Wiley Associate Director of Events and National Sales Rebekah McWain Editor Rebecca Burr

ABOUT THE NATIONAL CORRECTIONAL INDUSTRIES ASSOCIATION

The National Correctional Industries Association (NCIA) is the only association solely dedicated to advancing the unique profession of Correctional Industries. For more than half a century, NCIA has operated as an international, non-profit professional organization of individuals, agencies and companies, both public and private, who are committed to:

- Promoting excellence and credibility in the field of Correctional Industries through the professional development of its members
- Increasing public awareness of the benefits of Correctional Industries as work/training programs funded in part or whole by the sale of goods, services and commodities produced by incarcerated individuals
- Supporting innovation in and the development of work programs for incarcerated individuals
- Promoting reentry and reducing recidivism by providing incarcerated individuals with real-world work experience that teaches transferable job skills, life skills and work ethic to prepare them for post-release reentry and employment

NCIA's Mission Statement

The National Correctional Industries Association (NCIA) is an international nonprofit professional association whose mission is to promote excellence in Correctional Industries through professional development and innovative solutions that improve public safety, business operations and successful reentry.

NCIA Members

NCIA members represent state Correctional Industry agencies, Federal Prison Industries and numerous county jail work programs, as well as private sector companies that work in partnership with Correctional Industries, both as suppliers/vendors and as partners in apprenticeship and work programs.

VISIT WWW.NATIONALCIA.ORG TO LEARN MORE ABOUT NCIA!



National Office: 800 North Charles Street, Suite 550B Baltimore, MD 21201 (410) 230) 3972 www.nationalcia.org

www.nationalcia.org

TABLE OF CONTENTS

- 4 President's Message
- **<u>6</u>** Executive Director's Update
- <u>8</u> Keeping Software Updated Clark DesSoye, Marketing Director, Arizona Correctional Industries
- **13** NCIA Welcomes New Members
- 14 Technology at Indiana Correctional Industries
 Tim Minnick, Deputy Director of Operations-Commissary & Warehouse
 Mike Jones, Special Projects Manager, Indiana Correctional Industries
- **<u>18</u>** NCIA Welcomes New Directors
- 22 Michigan State Industries ERP Software and Hardware Tech Challenge

Robert C. (Bob) Belmonte, Sr. Business Technology Consultant, Michigan Department of Corrections 27 Integrating and Monitoring Internet and Intranet Connectivity

Scott Willis, Information Technology Manager, Oregon Corrections Enterprises

- 30 Cl in the News
- 31 Cl Product Spotlight
- 34 Corporate and Corporate Plus Members
- 36 Ad Index

THE TECHNOLOGY ACCESS CHALLENGE

To ensure that incarcerated individuals use technology responsibly, as well as introducing, and managing advanced tech in corrections entails a tremendous amount of research, preparation, and risk mitigation. The winter edition of *NCIA News* features input from the field on common CI concerns like integrating and monitoring Internet and intranet connections, choosing software and hardware, training both staff and CI workers, and working with your state's DOC to implement new tech equipment and procedures.

NOTE: Statements contained in NCIA News are the personal views of the authors and do not constitute NCIA policy unless so indicated. NCIA does not assume responsibility for the content of NCIA News as submitted by contributors.

PARTNERING WITH CORRECTIONAL INDUSTRIES TO HELP BUILD LIVES, ONE JOB AT A TIME.





For more than 40 years, Keefe Group has been delivering innovative solutions and exceptional customer service to the corrections industry. We are proud to partner with Correctional Industries in their mission to help offenders develop marketable job skills, positive work ethic and better lives.

Because Keefe Group provides a wide variety of products and services to the corrections industry, we have many opportunities to develop custom inmate work programs. The possibilities are almost endless; if you have ideas, we're happy to partner with you. Contact us today to learn how we can meet your needs.



keefegroup.com • 800.325.8998

PRESIDENT'S MESSAGE

From Danielle Armbruster, President, NCIA

'Access to Technology' is a theme that has been everpresent and heavily discussed since the development of the Internet and the creation of the desktop computer. So much so, that secure Internet became a necessity to provide all organizations, like Correctional Industries, access to highly advanced modern-day technology while still assuring safety and security. Thus, the 'Intranet' was born, a highly advanced, personalized network that almost all CI's use to function and operate daily. With input from the field, this edition of *NCIA News* addresses common CI concerns such as integrating and monitoring Internet and intranet connections, training both staff and CI workers, and working with your state's DOC to implement new tech equipment and procedures.



This theme shines a spotlight on the challenges to acquire and access technology within a prison, let alone run CI programs where the use of technology is often essential ... whether when training incarcerated individuals to use the technology or utilizing it for the workflow of prison and daily CI operations. To ensure that incarcerated individuals use technology responsibly, the introduction and management of advanced tech in CI entail a tremendous amount of research, preparation, and risk mitigation. Throughout this magazine, you will read about highly sophisticated approaches to finding the best technologies that suit CI's specific needs from first-hand details on the use of Adobe software to multiple approaches for using an Enterprise Resource Planning (ERP) system within CI, including other top-of-the-line technology.

On a personal note, 2020 has forced us to face many unexpected challenges and adapt to new ways of living and working. It's been a tough year for everyone and continues to be tough, but I truly believe if we stick together, be kind, and stay focused, we will get through this together. As the new president of NCIA's Board of Directors, I would like to encourage everyone to stay engaged on CI's mission and encourage your staff to help incarcerated individuals work towards a successful transition back into the community. While in this leadership position I plan to focus on collaboration between CI's, reentry, expansion of partnerships with our vendors and most importantly to be a leader for this truly amazing organization. With these goals in mind, we can help incarcerated individuals have a successful transition back into the community. I'm looking forward to the next two years and I'm honored to serve as the new President of the NCIA Board of Directors.



Proud partner of Correctional Industries



nightingalechairs.com





EXECUTIVE DIRECTOR'S UPDATE

From Gina Honeycutt, Executive Director, NCIA

As we enter the winter season, I think we can all agree 2020 has been a year we will never forget...the challenges and heartache each of us faced, in our own way, will soon heal as we embrace the promise of a new year. In preparation for 2021, NCIA held its bi-annual Officer Transition Meeting last month, where outgoing and incoming officers met to update NCIA's Strategic Plan, legislative policies, and other guiding documents. Officers also discussed new committee initiatives that we believe will serve our membership in terms of more

regular roundtables and communication among our CI agencies. On behalf of NCIA and its members, I would like to thank our outgoing and incoming officers for their time, commitment, and dedication in leading our association, especially amidst a global pandemic.

NCIA, in partnership with NIC, hosted our first virtual CI Leadership Training in October. Fifteen new directors and up-and-coming leaders participated in the training over the course of three weeks. Training participants utilized virtual platforms throughout the training to view weekly presentations, complete surveys, share documents, and work collaboratively in small groups on homework assignments. While we hope to re-engage in in-person training with NIC in the future, the virtual training was extremely well-received.

NCIA also rolled out our newest member initiative last month—Corporate Connect—an interactive webinar that enables members to network virtually with corporate sponsors. See the newest products and services, all while gaining leads and strengthening your current CI and business relationships!

While 2021 remains a bit uncertain, we have begun planning the 2021 NCIA Conference in Bellevue, WA on the eastside of Seattle. Together with Washington State Correctional Industries, we are committed to bringing our members the best training event and conference experience yet!

As the holidays flurry in, and yet another annual celebration or tradition may look or have to take place differently, we are still welcoming in a new year with new potential. Our staff wishes each and every one of you the happiest of holiday seasons and we look forward to seeing you again in 2021!



National Correctional Industries Association

Science. Applied to Life.™

Accelerate your operation with a 3M[™] Direct Fulfillment System.

Utilize 3M solutions to implement a direct registration fulfillment system to deliver license plates and registration forms directly to motorists, create less foot traffic in branch offices and reduce inventory of plates, stickers and forms.

- Customizable to meet your needs
- Keep your existing license plate manufacturing partner—no need to outsource
- Help increase efficiency by moving to an all-digital process
- Reduce delivery time of personalized and specialty plates

ABC 123

Find the right fulfillment solution at 3M.com/VehicleRegistration.

KEEPING SOFTWARE UPDATED

BY CLARK DESSOYE, MARKETING DIRECTOR, ARIZONA CORRECTIONAL INDUSTRIES



Even amid a worldwide pandemic, vital technology upgrades continue seemingly every week. Private businesses have many more options available to them when it comes to updating their software and security programs. But for Correctional Industries like Arizona Correctional Industries (ACI), there are many more challenges surrounding software updates and the migration of programs to 'The Cloud.'

As a part of the state government, all computer equipment and software are managed in the central administration offices (in Arizona this is the Department of Administration; ADOA). Information Technology (IT) officials determine what staff members throughout the state can use. Their IT team maintains all software licensing and equipment purchases and is responsible for keeping all software up to date and its networks secure. Within the Arizona Department of Corrections, Rehabilitation, and Reentry (ADCRR), there are further policies and restrictions regarding the use of these vital technologies. Unlike other areas of the department, ACI staff members include incarcerated individuals that perform valuable services across all of its operations. The IT staff and management at ADCRR and ACI work together to determine what software can be installed on incarcerated individual staff computers. A few years ago, these were simple decisions because most software could simply be installed and left to run. Even software that is connected through the department intranet, such as ACI's Enterprise Resource Planning (ERP) software could be closely secured to ensure that incarcerated individuals are not capable of getting onto the broader Internet.

Continued on page 10



With a huge assortment of apparel, bags and caps from the brands your customers want most, you can trust SanMar for the essentials you need to create colorful, sales-winning physical training kits.



Contact the SanMar team at **uniformingservices@sanmar.com** or call **800.346.3369 x5737** to learn more about our full PT lineup.



SANMAR IS A PROUD NCIA MEMBER

800.426.6399 • SANMAR.COM

Continued from page 8

But more often than not, enterprise software solutions require an Internet connection to verify licensing, get automatic updates, or use the shared storage cloud to improve collaboration between staff members. When Adobe Suite changed its model in 2019, the IT professionals had to come up with a way to have incarcerated individual computers ping the Adobe site for licensing verification and updates while still preventing incarcerated individuals from accessing other Internet sites. They are still looking into ways to provide access to the shared storage area.

Adob	e Creati	ive Suite	Vector	lcons
Ps	En	Ae	Pr	Id
FI	Fb	Ai	Br	Fw
Dw	Au	Sq	PI	Lr
Description	Andrea	Land Carl	Polada	Lightcom

Some of the Adobe Suite programs that are used throughout ACI operations include:

- Photoshop: used to manipulate photos for use in different media, such as print, slide decks, and on the web.
- Illustrator: used to create original graphics, such as logos, or transform existing graphic files into new formats.
- **InDesign:** used to layout print documents, such as Annual Reports, sales collateral, worksheets, specifications, etc.
- All of these programs can also be used to convert images into various formats that different types of production equipment recognize to do specialty large format printing, engraving, plasma cutting, and CAD work.



Above: The ERP software used throughout ACI shops and offices is vital to operations

10



Above: The latest edition of Epicor includes extensive training tutorials and videos that staff and inmates can learn at their own pace to earn certifications on different aspects of the ERP system.

Another huge technology solution that radically changed in its latest version is Epicor 10, the ERP software that ACI uses to do all of its accounting, materials management, order processing, and more. Every ACI location has access to this software that is vital to its many operations. Up until version 9, Epicor software could be run off of local servers in ACI's central office in Phoenix. But the migration to the next version involved moving the platform to The Cloud, again requiring that incarcerated individuals who use Epicor have access to the Internet. Again, the IT staff had to find ways to allow this access while prohibiting any other internet access from incarcerated individual computers. Many incarcerated individuals possess very advanced computer skills and have, over the years, found ways to penetrate IT security measures to abuse their work computers and access the Internet. IT staff must always stay a step ahead to ward off such abuses. The ADCRR IT staff make these connections possible while also maintaining the security of incarcerated individual computers.

This is essential to ACI's ability to operate its many businesses while fulfilling its mission to provide incarcerated individuals with job skills training that will help them find meaningful employment after release.



Continued from page 11

Being able to tell potential employers that they have experience in the latest versions of these software programs make formerly incarcerated individuals much more attractive to potential employers. For instance:



"Absolutely! Just knowing Epicor was huge – it's the ERP software we use at Wacomquartz, so the fact that I can help them make better use of it has been a big part of my advancement."

— Tami, Materials Supervisor (buyer) at Wacomquartz



"The opportunity to learn InDesign (and Illustrator and Photoshop) as part of the sublimation operation at ACI was amazing. With no previous graphic design skills, I never thought I'd get to the level of creating annual reports, catalogs, and sales collateral. But by the time of my release, I had

dozens of beautifully finished pieces in my portfolio. Having these skills was a major consideration when I was hired by ACI earlier this year. I look forward to working on many more annual reports."

> - Tana, Customer Service Representative (and lead graphic designer), ACI



"My work at ACI kept my skill-set up to date, especially with Excel and PowerPoint. I just moved right into using them here without missing a beat. Another important aspect of my ACI experience was the freedom I earned by showing management what I was capable of and being allowed

to develop projects and solutions to meet the needs of management."

--- Sandra, Assistant to the President at Precise Metal Products As a footnote, in 2018, ADOA decided to decommission the state's email servers and outsource email functionality to Google. The plan was to adopt the Google Suite, a cloud-based software, to replace Microsoft Office programs like Word, Excel, Powerpoint, and Outlook. Like the other software solutions discussed here, Google Suite is an Internet-based solution.

For incarcerated individuals to be able to use and share important documents, spreadsheets, and slide decks with ACI staff and other staff from the many state agencies that ACI does business with, they will eventually need to have access to Google Suite. For now, ADOA is allowing exceptions to the directive to replace Microsoft Office with Google Suite. But even the latest version of Microsoft Office requires Internet access for licensing checks and updates, so this is only a temporary solution.

The IT staff will continue to face many challenges, but ACI is confident that they will find ways to make it work for all staff, incarcerated individuals as well as civilians.





- John R. Wald Blanking Lines & Components
 - **Complete License Plate Manufacturing** and Distribution Solutions
 - 📌 Digital Printing
 - 🕇 Flat Plate Systems
 - 📌 Blanking
 - 📌 Embossing / Finishing
 - ★ Distribution / Direct Mail
 - The Inventory Management Software
 - Production Management Software

Offict/used 29448 33391 29448 32391 29448 32391 29448 32391 29448 32391 29448 32391 29448 32391 Perding Pending Pending Pending Pending Printed

Falested
 Printed
 Lebeled
 Eeved

Production & Inventory Management Software







TECHNOLOGY AT INDIANA CORRECTIONAL INDUSTRIES

BY **TIM MINNICK**, DEPUTY DIRECTOR OF OPERATIONS-COMMISSARY & WAREHOUSE **MIKE JONES**, SPECIAL PROJECTS MANAGER, INDIANA CORRECTIONAL INDUSTRIES

Conversations about technology rarely invoke visions about prison. Yet, prisons across the nation develop and utilize some of the highest 'tech' available. Indiana Correctional Industries (ICI) uses leading-edge technology to support its mission, "to provide incarcerated individuals real-world training programs that develop work ethics, skills, and abilities to support successful re-entry."

Consistently providing and distributing consumer goods, also known as commissary, to incarcerated individuals is a monumental task for any Department of Correction. Some departments use third-party contractors, while others choose to manage their own commissary programs. Many select the former due to the ever-changing landscape of corrections. Additionally, incarcerated individuals learn valuable skills and gain experience in expanding occupations of distribution, inventory control, warehouse management, forklift operations, and more. ICI was challenged with the daunting task of consolidating state-wide commissary picking/packing and distribution under one roof.

The first challenge was to determine if the ERP system used by ICI was robust enough to handle the additional load. ICI was using an Enterprise Resource Planning (ERP) system, SYSPRO, which was determined to be robust enough to take on the challenge. SYSPRO has the capability needed to handle inventory, purchasing, billing, payables, general ledger, and material requirements planning.

In the years since, ICI has customized the ERP to fit the specific needs of the commissary operation to achieve greater efficiency and quality control, enabling ICI to pick and ship over 19 million items each year. ICI has customized the ERP in these ways:

 Picking – Pick tickets are generated using only barcodes for identification, keeping the recipient anonymous. Items on the pick ticket are listed in the order they are physically located on the pick racks.



Above: Commissary order production is tracked in realtime on monitors located throughout the commissary operation.

- Quality Control Each order's items are scanned to ensure that all items on the list are included in the package. A barcoded label is generated and placed on the completed order. The order is then sealed and taken to a secure weigh station. There the order label is scanned, placed on a scale to double-check that the order is at the proper weight, ensuring the correct items are inside. A final bar code label is generated and placed on the box. At this point, the incarcerated individual name or number is still not displayed on the box.
- Distribution At the facility, the incarcerated individuals upon entering the commissary have their ID

scanned, notifying staff of what orders to process first. The incarcerated individuals then go to a waiting area. When commissary personnel scan the barcode on the box, the name of the incarcerated individual appears on a computer screen in the waiting area to let them know their order is ready. The incarcerated individual then signs for the order electronically.

- **Productivity** Throughout the commissary process the incarcerated individuals who worked on the order can be identified. It can be readily seen which incarcerated worker:
 - o Picked the order
 - o Scanned the order
 - o Packed the order
 - o Preformed a final quality check for the order



Above: All commissary orders are scanned to ensure correct weight and content.

This allows mistakes to be isolated and helps determine if any further training is needed which is then given to those requiring it. ICI takes this information a step further and posts the productivity on a real-time monitor so that incarcerated individuals can see how their productivity ranks against their co-workers. It allows ICI staff to identify and reward the incarcerated workers who perform well with a more desirable job within the operation. Incarcerated individuals at the lower end of the productivity quota can be further trained. If, after several opportunities to increase their performance through counseling and training, this still results in no improvement toward the minimum standard, the incarcerated individual is released from the job.

Continued on page 16



START PRINTING!

SAVINGS

Fulfill plates on demand; no preprinted sheeting

FLEXIBILITY

Integrate with existing equipment or hardware

EFFICIENCY

Forecast periods of high plate demand

VARIETY

Increase specialty plates without increasing stock



Take a look at www.bit.ly/ITILicensePlate for one of our many success stories

www.nationalcia.org

15

Continued from page 15

After ninety days, the released incarcerated individual can reapply and is given another chance to meet minimal requirements. Many times the incarcerated individuals come back with a different attitude about work and can meet, even maintain, the performance requirements. This emulates work after incarceration and helps get them ready to meet performance expectations that will go a long way in helping them keep employment after release.

Other advances and efficiencies that ICI has seen include:

- Process Tracking Customization of the ERP has allowed ICI to track the progress of each order from the time it is downloaded up until it is on a pallet ready to be loaded on the truck. By tracking the orders in this way, ICI can efficiently manage the flow of production and control the orders for each facility.
- Reporting All receipts, reports, product returns, invoicing, and record-keeping are electronic, thus saving countless hours in filing and researching past orders. If an incarcerated individual has a question about any order placed in the last seven years, the information is available with a few keystrokes.
- Ordering Interface Originally orders were placed by the incarcerated individuals completing a 'bubble sheet' and were then scanned at each facility. Today, orders are placed electronically on tablets provided to the incarcerated individuals at no cost to the taxpayers. Completing the interface between the tablet software and ICI's ERP, required a great deal of customization. It since has proven to be convenient for the incarcerated individuals, reduced custody time spent handing out and collecting order sheets, as well as reduced the man-hours required to import orders into ICI's system.
- Re-entry Productivity improvements are some of the major focal points in this operation. By customizing the ERP to closely monitor productivity, ICI staff can generate a variety of reports which allow us to effectively communicate and mentor incarcerated individuals in improving their productivity, both as individuals and as a workforce. Attention to productivity serves as effective training that can be used by the individual in the private sector upon re-entry.

The training/mentoring varies based on the responsibilities of the incarcerated worker, which include all aspects of warehouse operations:

- o Picking/packing/shipping to shipping/receiving
- o Inventory control
- o Forklift operation
- o Shipping and receiving
- o Intermediate level computer skills

The reports mentioned above are an effective training tool for incarcerated individuals and are also used to better train the staff who are working with incarcerated workers to improve their productivity.

With the ERP and the customization, ICI can process over 600,000 commissary orders annually comprising nearly 19 million individual items. All the while, reducing the number of operation hours needed to process orders when compared to prior years. The ERP/customization has advanced productivity and provided more accountability for incarcerated workers and civilian staff. Other benefits include an increase in efficiency of the operation while providing incarcerated workers with real-world work experience.



Above: Managing ERP to maintain quality and efficiency

Productivity improvements are still ongoing, and this will lead to additional use of the ERP system and further customization. This should also lead to improvements in incarcerated worker productivity and training.



Innovative products. Hands-on training. Support you need.



PPG: your correctional industries coatings partner

As a proud member of the National Correctional Industries Association, PPG has experience working with multiple correctional shop facilities across several states. We offer not only a full range of tough, durable PPG TRUEFINISH® pretreatment, liquid and powder coatings, but also provide supplies, sundries, technical support, application training and local service that keep your shop running smoothly and efficiently.

To learn more, visit ppgtruefinish.com or call 1.866.PPG.TRUE.

The PPG Benefit

- Premium coatings and stains from a global leader
- One-stop shopping for coatings, supplies and sundries
- On-site, hands-on liquid and powder product and application training, including certification for applicators
- Full, ongoing technical support
- Testing on your coated parts performed at our facilities
- DATAPAQ[®] profiles to determine if your oven is operating at peak efficiency
- Training to teach your team how to perform regular adhesion and cure testing on coated parts
- Training and product/color marketing collateral to help your outside sales reps sell the value of our coatings on your parts







The PPG Logo and PPG TrueFinish are registered trademarks and We protect and beautify the world is a trademark of PPG Industries Ohio, Inc. Datapaq is a registered trademark of Fluke Corporation. ©2019 PPG Industries, Inc. All rights reserved.

NCIA NEWS WINTER 2020 **NCIA WELCOMES** NEW DIRECTORS!



BILLY HIRSCH, DIRECTOR MANUFACTURING, AGRIBUSINESS AND LOGISTICS DIVISION FOR THE TEXAS DEPT. OF CRIMINAL JUSTICE

Billy Hirsch was appointed Director of the Manufacturing, Agribusiness and Logistics Division for the Texas Department of Criminal Justice (TDCJ) on September 1, 2020. In 1986, Hirsch started work as a Correctional Officer at the Estelle Unit located in Huntsville, Texas. He then attended Sam Houston State University, graduating in 1999 with a Bachelors in Criminal Justice as well as a Masters in Criminal Justice in 2011.

Hirsch's interest in Correctional Industries is twofold: understanding the revenue and cost avoidance that CI's bring to agencies in tandem with the technical and soft skills incarcerated

individuals gain to assist them in becoming successful citizens when released. With 34 years' experience, Hirsch brings a different approach and a 'walk in the warden's shoes' perspective. His experience working as a warden only adds to his credibility, leadership, and management styles. He currently resides in Huntsville, Texas with his wife, Sherry, of 31 years and their two children. Hirsch and his family have deep roots in their community, involved in the local fair, Boys and Girls Club, Child Protective Services Board, State Employee Charitable Campaign, and is a member of Fellowship of Huntsville Church.



JOHNNY LAMBERT, DIRECTOR OKLAHOMA CORRECTIONAL INDUSTRIES

Johnny Lambert was appointed Director of Oklahoma Correctional Industries (OCI) on August 1, 2020. Lambert has 29 years of experience in all facets of Correctional Industries operations. He started his professional career in 1991 as a Correctional Officer for the Oklahoma Department of Corrections. Lambert is most excited to create new opportunities for incarcerated workers to receive job skills, certifications, and licenses for their respective areas of expertise. He also will be creating manufacturing jobs for female incarcerated individuals, something that has not been available in Oklahoma for over 20 years. To tackle what some would call a challenge, Lambert can recognize and utilize the necessary resources to accomplish the envisioned goal.

He believes that Correctional Industries has the ability to change Oklahoma families and communities by releasing skilled, productive individuals that contribute to society, benefiting themselves and their families. Helping others is very important to him, especially his CI comrades, near and far during these challenging times. Lambert is married, has eight grown children and one grandson. He also attended the University of Oklahoma, located in Norman, Oklahoma, which is north of where he currently resides.

TECHNOLOGY ACCESS CHALLENGE



TODD PLIMPTON, DIRECTOR IDAHO CORRECTIONAL INDUSTRIES

Todd Plimpton was appointed Director of Idaho Correctional Industries (ICI) in September of 2020. Plimpton brings with him his experience as a business executive, senior legal counsel, consultant, lobbyist, and U.S. Army Veteran (Retired Brigadier General). His community engaged leadership approach, coupled with over 25 years of experience, fosters business growth and government relations. Plimpton also brings in-depth experience across different environments such as corporate governance/relations, facility development/maintenance, financial consulting, restructuring, and strategic planning. He has proven expertise in senior executive leadership of diverse organizations in public and private entities.

Plimpton's focus with ICI will be to improve business operations, identify new business and training opportunities, as well as work with all stakeholders on successful reentry of trainees. He hopes to strengthen ties between ICI and the Idaho community by communicating that ICI's programs are a net benefit to the entire community. Plimpton currently resides in Meridian, ID.



STEPHEN SANDERS, CEO MARYLAND CORRECTIONAL ENTERPRISES

Stephen Sanders was appointed as the CEO of Maryland Correctional Enterprises (MCE) on July 1, 2020. He brings with him over forty years of experience in manufacturing and operations. Sanders attended the State University of New York, Oneonta and in February of 1979, he started working for General Motors Corporation in Tarrytown, New York.

Sanders believes working in Correctional Industries is a rewarding career. Making a difference in the lives of men and women who need a second chance is his driving force because everyone deserves a second chance. Through his experience in manufacturing and business, he is determined to provide as many incarcerated men and women that chance to better their life. Sanders's focus at MCE will be on the training, rehabilitation, and pre-release phase of the incarcerated worker. He is divorced with two successful children and resides in Maryland.



MISTY STAGG, DIRECTOR LOUISIANA PRISON ENTERPRISES

Misty Stagg, the Interim Director of Louisiana Prison Enterprises (LPE), was appointed to Director on August 31, 2020. She began her professional career at LPE in 1997 as a student worker. Stagg attended Louisiana State University - College of Agriculture, graduating in December of 2000 with a Bachelor of Science in Animal Science. It was in 2001 when she became a permanent employee immediately following her graduation. Stagg has been an employee of LPE ever since in various capacities.

NEW DIRECTORS

CONTINUED...

Stagg has experience working in accounting, sales and marketing, quality assurance, and oversight within the industries, as well as the agricultural operations. She is excited to work with staff to grow CI into possible new arenas, whether it be program expansion or adding products to LPE's lines. She believes in the basic mission of CI, teaching marketable skills to incarcerated individuals to assist in the transition back into society upon release. Stagg is married with two children and currently resides in Zachary, LA.



MARVIN TUCKER, CEO ILLINOIS CORRECTIONAL INDUSTRIES

Marvin Tucker was appointed CEO of Illinois Correctional Industries (ICI) on July 1, 2020. Tucker started his career as an Accountant with the Federal Bureau of Prisons, UNICOR, in Memphis, Tennessee. He has also served in positions of increased authority: USP Lee County, VA, (UNICOR Business Manager), FCI Estill, SC (Superintendent of Industries), USP Atwater, CA, and FCI Jesup, GA (Associate Warden, Industries & Education). Tucker attended Arizona State University, Tempe earning a Bachelor of Science in Business Administration and a Master of Accountancy from Southern Illinois University-Carbondale.

Correctional Industries interests Tucker because he can teach "life skills" and provide incarcerated individuals the opportunity to prepare themselves for life after prison... like learning a trade. He is most excited to lead a group of professionals that take pride in their work, visit all the factories, and see all the different products ICI produces. He currently resides in Illinois with his wife Sarah, a state he called home growing up. They have two sons who have also chosen a career working in corrections; Tyler is a Program Manager for UNICOR in Washington, DC and Zac is a Case Manager at FCI Estill, SC.

Learn Online With NCIA!



NCIA's **E-Learning Program** is an online professional development platform tailored to the needs of Correctional Industries professionals like you. Developed by subject matter experts in the field of CI, our online courses aim to help you strengthen your skills, learn new ones, and discover new ways of thinking about CI in disciplines including:

- Post-Release Employment Services (NEW!)
- Shop Finances (NEW!)
- Dynamic Sales Teams
- Soft Skills
- Certified Technical Skills/Apprenticeships
- Career Resource Centers
- Inventory Management

- Situational Awareness (NEW!)
- Safety & Security
- Operations Management
- Marketing
- Financial Self-Sufficiency
- Managing the Workplace Environment

PACKAGE PRICING FOR YOUR CI AGENCY INCLUDES:

50 courses for \$1,500 (\$30/course)

100 courses for \$2,500 (\$25/course)

200 courses for \$4,500 (\$22.50/course)

THE MORE YOU ORDER IN BULK, THE MORE YOUR AGENCY SAVES!

Contact memberservices@nationalcia.org or call 410-230-3972 for even deeper discounts!

Visit <u>www.nationalcia.org/e-learning</u> to take your first course!

MICHIGAN STATE INDUSTRIES ERP SOFTWARE AND HARDWARE TECH CHALLENGE

BY ROBERT C. (BOB) BELMONTE, SR. BUSINESS TECHNOLOGY CONSULTANT, MICHIGAN DEPT. OF CORRECTIONS

Choosing the right software and hardware for any business organization can be challenging, risky, and time-consuming, and often very frustrating, especially for Correctional Industries and state governments.

Why is this? Well, technology is a highly sophisticated industry with thousands of vendors, millions of products and services, and a language dictionary all its own, laced with numerous acronyms. Also, you have to consider the disparities amongst people's skills, experience, and knowledge on the business side vs. the technology side, increasing the risk of misunderstanding, misrepresentation, and false assumptions. During negotiations regarding technical requirements, vendor selection, product comparisons, as well as terms and conditions can reveal the software or hardware's overall value by divulging how it can be implemented with maximum utilization and return on investment (ROI).

BUSINESS TECHNOLOGY INVESTMENTS — COMMON SENSE VS. NONSENSE

"It is unwise to pay too much, but it's worse to pay too little. When you pay too much, you lose a little money -- that is all. When you pay too little, you sometimes lose everything because the thing you bought was incapable of doing the thing it was bought to do. The common law of business balance prohibits paying a little and getting a lot -- it can't be done. If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that you will have enough to pay for something better."

-- John Ruskin (1819 - 1900)

Good reason and business logic prevent us from paying thousands for a USB drive and help pinpoint the wealth beyond the dollar of a 50-user Enterprise Resource Planning (ERP) software system. It is paramount to remember all technology purchase decisions must move the needle forward strategically to achieve business goals. CI leadership must establish clear goals that are well communicated and documented throughout the DOC, IT, and Procurement. Examples of concise technology goals:

- Achieve GAAP compliance (General Accepting Accounting Practices)
- Timely and accurate financial reporting
- · Limited dependence on state IT support
- Unified technology experience for all incarcerated workers

While purchasing technology to support your goals, which could be similar to the ones above, remember that this is a tool that staff use daily to implement the business plan. Having the right tools and technology can either enhance or hinder your ability to execute your Cl business strategy. But, have you factored in the risks?

Technology purchases all require human interaction both in the pre-sale phase and the post-purchase phase. The technology alone does not guarantee success or absence of risk in achieving desired business results. These buying decisions require essential human interaction, communication, and collaboration across many departments in Cl like sales, accounting, purchasing, manufacturing, to the states' IT organization, DOC Procurement, and DOC Leadership. Simple purchases like a wireless printer for a factory can become complex and time-consuming, but it would not seem so compared to the daunting task of replacing an entire ERP software with a new solution. Emphasizing another important factor to consider, the true cost of every technology purchase for Cl organizations.

National Correctional Industries Association



This includes the vendor's purchase price plus the internal costs added for everyone's time charged to the purchase, especially if it is an approved project purchase, is very important.

For example, an \$800,000 new ERP purchase from the vendor can cost the CI over \$2,000,000 when every state department charges their time to the project.

The most critical factors that must be included in every strategic or enterprise technology purchase are listed in table #1 and #2 (on pages 24 and 25). These factors must be ranked in priority and voted on by everyone who has a formal vote in the final selection of the technology purchase. However, it can also be extremely beneficial to have non-voting staff rank the criteria using score cards, vote, and remain involved in the technology research,

requirements, and recommendation tasks. By including non-voting staff in the process, in turn they provide valuable support to the voting members to further solidify their decision-making process.

First, all voting members must individually rank from 1 to 8 how they would prioritize the decision making factors at bay, helping the team narrow down the most applicable technology that can be purchased. The table serves as the documented blueprint for evaluating how applicable the vendor solutions are. Each vendor is evaluated by the voting members independently, by placing values of 1-10 according to the specified criteria, with 10 being the best score. The documented results are a clear trail that leads straight to the top 1 or 2 vendor/product solutions up for purchase.

Continued on page 24

We simplify your manufacturing.™

Global Shop SOLUTIONS ERP SOFTWARE

globalshopsolutions.com • 800-364-5958

HEADQUARTERED IN THE WOODLANDS, TEXAS WITH 7 GLOBAL OFFICES United States | Mexico | Indonesia | Singapore | Australia | New Zealand | United Kingdom

Continued from page 23

Below is an example of what the state of Michigan DOC and CI ranked their decision-making criteria on their ERP software technology purchase review:

ERP Software Session: Voting Members = 6, Non-Voting Members = 7, All members = 13

RESULTS OF VOTING

Results from the voting members yielded no identical scores in the ranking order of priorities. There was a significant variation when comparing all individual scores. (See table #1 below). This is extremely common amongst technology decision-makers in all industries, public and private sectors, and for all enterprise technology categories.

	Vo	ting Memb	ers		Non-	Voting Mei	mbers		Compo	Composite All Members		
	Total	Average			Total	Average			Total	Average		
Criteria:	score	score	Rank	Criteria:	score	score	Rank	Criteria:	score	score	Rank	
Software Fit/features/functionality	16	2.67	1	Vendor Support	18	2.57	1	Vendor Support	36	2.77	1	
Vendor Support	18	3.00	2	Software Fit/features/functionality	21	3.00	2	Software Fit/ features/ functionality	37	2.85	2	
Ease-of Use	23	3.83	3	Ease-of Use	26	3.71	3	Ease-of Use	49	3.77	3	
Platform/Archtitectural Fit	27	4.50	4	Speed of Deployment/Ease of	31	4.43	4	Speed of Deployment/Ease of	65	5.00	4	
TCOTotal Cost of Ownership	31	5.17	5	Education & Training	32	4.57	5	Education & Training	66	5.08	5	
Flexibility/Agility	33	5.50	6	Flexibility/Agility	34	4.86	6	Flexibility/Agility	67	5.15	6	
Education & Training	34	5.67	7	TCOTotal Cost of Ownership	41	5.86	7	Platform/Archtitectural Fit	69	5.31	7	
Speed of Deployment/Ease of	34	5.67	7	Platform/Archtitectural Fit	42	6.00	8	TCOTotal Cost of Ownership	72	5.54	8	

Below: Table #1 - Voting Members - Results

Priorities of E	RP Software	•							
Criteria:	Voter 1 Rank 1-8	Voter 2 Rank 1-8	Voter 3 Rank 1-8	Voter 4 Rank 1-8	Voter 5 Rank 1-8	Voter 6 Rank 1-8	Total score	Average score	Rank
TCOTotal Cost of Ownership	8	6	7	3	2	5	31	5.17	5
Initial software licenses, annual maintenance & support, implementation, training, hardware and maintenance, upgrades, new modules, 3rd party software & hardware with maintenance fees									
Platform/Architectural Fit	6	2	5	2	4	8	27	4.50	4
Software architecture in comparison to current infrastructure, i.e., Database software, programming language, SAS, vs. on-prem, thick vs. thin clients (web browser), Internet browsers supported, network compatibility, data integration									
Software Fit/ features/ functionality	7	1	3	1	1	3	16	2.67	1
DOC Factory Environment, Breadth & depth of applications modules business functionality fit, Fully integrated soft- ware, decision support / analytics / KPM's, Reporting,									
Ease-of Use	2	3	4	4	6	4	23	3.83	3
Navigation by user to perform all business tasks, menu's, functionality, inquiries, look-up's, filtering, data entry, searches,									
Education & Training	4	7	2	8	7	6	34	5.67	7
Types of learning delivery methods available: classroom, self-study manuals or online tutorials, business concepts vs. end -user software how-to functions, knowledge, and experience of training staff									
Flexibility/Agility	5	4	8	6	8	2	33	5.50	6
Configurability of software to support business functions without custom software modifications									
Vendor Support	1	5	1	5	5	1	18	3.00	2
Business background and history, technologies experienced with & supported, implementation & consulting services team, location proximity, support line or helpline, training tutorials, documentation, training resources and options, user groups, references									
Speed of Deployment/Ease of Implementation	3	8	6	7	3	7	34	5.67	7
Time from contract signing to Production Go-Live, intuitive design of software to support a variety of implementation strategies and methodologies (Waterfall, Agile). All sites at once for all app's vs. phased approach. Database migration automation tools. Test vs Production environments comparison									



Here are the top 3 priorities of voting members:

• **Software Fit/Features/Functionality:** DOC factory environment, breadth, and depth of: applications, modules business functionality and fit, fully integrated software, decision support/analytics/KPM's, and reporting.

• **Vendor Support:** Business background and history, technology experience and support, implementation and consulting services team, location proximity, support line or helpline, training tutorials, documentation, training resources and options, user groups, and references.

• **Ease-of-Use:** Navigation by the user to perform all business tasks, menus, functionality, inquiries, look-ups, filtering, data entry, searches.

Non-voting members (See table #2 below) heavily agreed that Vendor Support & Software Fit/Features/ Functionality were the top two priorities with Ease-of-Use being #3. Although Vendor Support was ranked #1 overall above, it did not receive a #1 voter rank from any voter.

All #1 rank votes went to Speed of Deployment (1), Easeof-Use (2), and Software fit/features/function (3). This result goes to show that while no non-voter ended up having the #1 priority they voted for, they can all agree as a team that this priority is #1 when comparing and evaluating vendors.

Continued on page 26

	ue	TOT ERP 3	oftware			-					
Criteria:		Non Voter 1 Rank 1-8	Non- Voter 2 Rank 1-8	Non- Voter 3 Rank 1-8	Non- Voter 4 Rank 1-8	Non- Voter 5 Rank 1-8	Non- Voter 6 Rank 1-8	Non- Voter 7 Rank 1-8	Total score	Average score	Ran
TCOTotal Cost of Ownership		8	3	5	8	8	5	4	41	5.86	7
Initial software licenses, annual maintenance & support, implementation, training, hardware and maintenance, upgrades, new modules, 3rd party software & hardware with maintenance fees											
Platform/Architectural Fit		6	8	6	7	4	3	8	42	6.00	8
Software architecture in comparison to current infrastructure, i.e., Database software, program- ming language, SAS, vs. on-prem, thick vs. thin clients (web browser), internet browsers support- ed, network compatibility, data integration,											
Software Fit/ features/ functionality		5	1	1	2	3	8	1	21	3.00	2
DOC Factory Environment, Breadth & depth of applications modules business functionality fit, Fully integrated software, decision support / analytics / KPM's, Reporting,											
Ease-of Use		1	4	4	6	1	7	3	26	3.71	3
Navigation by user to perform all business tasks, menu's, functionality, inquiries, look-up's, filter-ing, data entry, searches,											
Education & Training		4	7	3	4	2	5	7	32	4.57	5
Types of learning delivery methods available: classroom, self-study manuals or online tutorials, business concepts vs. end -user software how-to functions, knowledge, and experience of training staff											
Flexibility/Agility		3	6	7	5	7	1	5	34	4.86	6
Configurability of software to support business functions without custom software modifications											
Vendor Support		2	2	2	2	6	2	2	18	2.57	1
Business background and history, technologies experienced with & supported, implementation & consulting services team, location proximity, support line or helpline, training tutorials, documen-tation, training resources and options, user groups, references											
peed of Deployment/Ease of Implementation		7	5	3	1	5	4	6	31	4.43	4
Time from contract signing to Production Go-Live, intuitive design of software to support a variety of implementation strategies and methodologies (Waterfall, Agile). All sites at once for all app's vs. phased approach. Database migration automation tools. Test vs Production environments com-parison											

Continued from page 25

SUMMARY

Remember, technology is only a tool and requires people to maximize their effectiveness and return on interest (ROI). Document and communicate your Cl's business objectives and make all technology purchases support those achievements. Always confirm your final decision through live customer references/reviews before you sign the contract or issue the purchase order. And last but not least, take the time upfront to get your voting members all on the same page by ranking their decision criteria so that they will have clear blueprints of how to score and compare vendor offerings and proposals.

Right: MSI License Plate Factory worker using a bar code scanner





INTERNET AND INTRANET CONNECTIVITY

BY SCOTT WILLIS, INFORMATION TECHNOLOGY MANAGER, OREGON CORRECTIONS ENTERPRISES

The terms Artificial Intelligence, Machine Learning or Deep Learning, and Deep Packet Inspection sound like futuristic sci-fi concepts that no one fully understands. What is this technology, is it readily available, and can we use it in our 21stcentury correctional industry programs to create new work and education opportunities for Adults in Custody (AIC) via the Internet?

- Artificial Intelligence (AI) is a science like mathematics or biology. It studies ways to construct intelligent programs and machines that can creatively solve problems.
- Machine Learning (ML) is a subset of AI that provides systems the ability to automatically learn and improve from experience. ML has to be explicitly programmed because it employs various algorithms that assist in problem-solving.
- Deep Learning (DL) is a subset of ML, utilizing neural networks to analyze various factors similar to our human neurological system (brain).
- An algorithm is a set of steps that are followed in order to solve a mathematical problem or to complete a computer process.
- Machine Learning Algorithms learn from data and improve from experience with no requirement of human intervention.
- Deep Packet Inspection evaluates the data part and the header of a packet that is transmitted through an inspection point, weeding out any non-compliance to the protocol, spam, viruses, intrusions, and any other defined criteria to block the packet from passing through the inspection point.

The COVID-19 pandemic has created a shift in how organizations manage their human capital. Many staff are now deployed at home with all of their technology resources, now known as "Teleworkers." This business model brings new concerns to leadership including monitoring employee productivity and security of network systems as this off-site workforce idea becomes 'the norm.' Many are now leveraging AI technology that offers behavior analytics and employee monitoring features. A quick Internet search on this topic will reveal a large number of companies now competing in this technology space with various subscription-based pricing models and performance ratings.

We all have seen the rise in cyberattacks with ransom threats realized, with the release of the captured systems held hostage by malware coming at a high price ransom. Our network administrators have deployed robust firewalls and educated

Continued on page 28



Above: Oregon State Penitentiary CAD Group



Above: Coffee Creek Correctional Facility Office Services

us all about the sophistication of email phishing scams. As corrections professionals managing networks we do double duty, keeping the hackers out of our systems and focusing heavily on how to keep the AICs within our secure computer network perimeter. This public safety focus often leaves us unable or unwilling to risk granting AICs access to outside internet cloud-based platforms including educational resources and new business opportunities. With the nation's economy in a recession, most organizations right now are under financial pressure asking our staff to "do more with less," including reductions in Information Technology (IT) departments. It's time to ask ourselves if we can leverage AI and other emerging technologies to further automate systems and mitigate public safety risks? In turn, greater rewards for providing 21st Century work and educational opportunities for AICs.

Our organization is in the early stages of evaluating emerging technology resources with limited pilot deployments of some of these tools on a small scale. For many years our IT group focused heavily on knowledge gained through third-party network vulnerability audits with remediation, and live realtime monitoring of AICs on our networks. The focus now is to work smarter as an "artificially intelligent IT department."

EDUCATION AND CERTIFICATIONS

Educational opportunities have greatly diminished for AICs as a byproduct of the COVID-19 pandemic. Instructors' ability to be onsite at the correctional facilities is currently very limited to curb the pandemic's spread, and automated learning tools are being evaluated as long-term solutions.

Virtual Meeting Platforms – Leveraging virtual meeting platform technology to instruct AICs live is now a very viable proposition. These systems are more reliable and secure than they were in the past, and off-site instruction with student interaction should be a strong consideration for correctional education departments as a more cost-effective method of service delivery.

Correctional Notebooks (Laptops) – Secure portable notebooks are available for the correctional environment that allow AIC's ability to complete homework assignments in their cells or other study areas without a network connection. These devices are "hardened" to mitigate the risk of misuse, and each day the device can be delivered to a supervisor to upload completed assignments to the local intranet via a docking station.

Learning Management Systems (LMS) – Many colleges and universities have fully invested in LMS technology following the pandemic for off-campus remote education. These technologies can be effectively secured and administered in the correctional environment utilizing firewall technology with Deep Packet Inspection technology to secure access with Al security software deployed as an additional precaution.

Industry-Specific Certifications – Most industry-recognized certifications are now web-based, providing students the ability to register and complete courses online. Firewall technology with Deep Packet Inspection can provide secure student access. Al security software deployed on the computers designated for testing work stations with algorithms and keyword notifications employed can provide an additional layer of network security. In-house mail systems configured by network administrators and monitored by supervisors allow for secure email registration (typically a requirement) with specific mail flow rules and secure supervisor retrieval of PIN codes and/or passwords.

BUSINESS SERVICES

New work and training opportunities are often presented to us as corrections professionals. One recurring question from business partners that seems to always be at the forefront is "Can your AICs have access to the Internet, and/or can they have email?"

Internet Access and Transaction Archiving – AI security software deployed on the AIC production computers with algorithms and keyword notifications employed, will provide a necessary layer of network security. (Note: there will be a period of Machine Learning via the Algorithms to gain intelligence of 'the norm.') 100% off-site cloud archiving of the network transaction activity should be the standard to retrieve information for security reviews and investigations leading to termination of the AICs' work assignment if necessary. Web filtering rules will be employed at the firewall level to miti-

gate the risk of access to non-business websites. If web access is singular to accommodate the business need, Deep Packet Inspection technology will be employed for access to that particular site only.

Email Administration and Archiving – Mail flow rules, alias accounts, supervisor administration of mailboxes, and 100% email archiving are all tools that can be utilized with creativity in the business environment to allow contact by AICs with customers in the outside world for business purposes.

SUMMARY

Corrections professionals have a unique opportunity to leverage the emerging technology currently available to us by deploying AI tools that will assist in expanding our programs to achieve financial self-sustainability. More opportunities can also be afforded for AICs to receive a quality education and industry-recognized certifications.

If we are good stewards and manage these opportunities wisely, we can offer value and a sustainable business model to our financial partners/stakeholders. Society will also greatly benefit as we successfully allocate relevant technology to the AICs. These real-world job skills combined with quality education and certifications will be a strong contributor to the AICs success upon re-entry to society. When released, no longer an AIC, but an owner of highly desired skill sets required for obtaining a living wage job that directly aligns with the employment trends in our state.



CI IN THE NEWS:

CORRECTIONAL INDUSTRIES IN THE MEDIA



DEMOTTE COMPANY LOOKS TO UPSKILL INDIANA'S INMATES

Gold Standard Truss is partnering with Indiana Correctional Industries to give incarcerated individuals at Westville Correctional Facility a unique opportunity. The nearly \$1.5 million investment turned the once-empty building on the prison grounds into a firstrate manufacturing facility about the size of a football field that will employ about 30 inmates beginning next month.

MASKS, SANITIZER WERE ON HAND FOR VOTERS ON ELECTION DAY

Mississippi Prison Industries Corporation donated hand sanitizer and 12,000 masks to all 108 precincts in Hinds County. "All of this is handmade by our guys at our facilities. The purpose of what we do is to give job opportunities to our inmate population to ensure that they have skill sets that can translate out to when they get released," said Mississippi Prison Industries Corporation CEO, Bradley Lum.





BUSINESSES IN ROCKWELL CITY AND PANORA RECEIVE EMPLOYER INNOVATION GRANTS

Through this initiative, Iowa Prison Industries was awarded \$100,000 which will be used to provide vocational training to men incarcerated at the North Central Correctional Facility in Rockwell City. Those who are being released soon will receive training, testing, and work opportunities leading to an American Welding Society qualification and OSHA 10 certification.

CALIFORNIA GOVERNOR SIGNS BILL GIVING PRISONERS BATTLING WILDFIRES A SHOT AT BECOMING PRO FIREFIGHTERS

California's Governor Gavin Newsom passed a bill, California bill AB2147, that will give prisoners battling the state's massive wildfires a chance to have a firefighting career after release. "California inmate firefighter program is decades-old and has long needed reform," Newsom said on Twitter. "Inmates who have stood on the front lines, battling historic fires should not be denied the right to later become a professional firefighter."



Send your recent CI news stories to Rebecca Burr via email (rburr@nationalcia.org) to get them posted.

CI PRODUCT SPOTLIGHT

New offerings from **NCIA News** advertisers!



3M[™] HIGH DEFINITION LICENSE PLATE SHEETING

3M[™] High Definition License Plate Sheeting Series 6700 provides high definition legibility at short distances so law enforcement and drivers can read plates faster. Series 6700 has a white background, which means sharper-looking graphics and better plate aesthetics than traditional beaded license plate material. Series 6700 sheeting with Dynamic Security Script Technology can include a range of very secure, tamper-resistant retroreflective security marks that can help authorities assure authenticity, defend against counterfeiting, and provide production traceability.



BAY PRODUCT

SCREENS AND GUARDS for Social Distancing in the workplace are now available complete and with CI value-add. Glass, Acrylic and Lexan available in permanent and temporary applications. Let us help you determine the best solutions, we have them all; panel toppers, surface-mount, freestanding and custom. Please contact your Bay Product partner for more detail.



CALIFORNIA PRISON INDUSTRY AUTHORITY

While washing your hands with soap and water is ideal, it isn't always possible. Cut down on the spread of germs in your facility. Choose between Alcohol or Alcohol-Free Sanitizer formulas. Offered in 32 FL OZ pump bottles.



GLOBAL SHOP SOLUTIONS

Take back control of your shop floor with Global Shop Solutions' Shop Floor Data Collection stations. Workers can clock in and out of jobs and machines giving you real-time and accurate data. Use the data to manage productivity, predict delivery dates, and make informed decisions.

CI PRODUCT SPOTLIGHT cont'd.



ITI'S TOTAL LICENSE PLATE SOLUTION

ITI's new inkjet license plate printing technology and custom PRISM monitoring software, puts correctional institutions in the driver's seat. Train your staff with transferable skills on modern technology to reduce recidivism and increase visibility at the institutional and state levels with complete real-time inventory and deliverables management. ITI's License Plate Solution allows you to DO MORE WITH LESS. <u>www.iti4dmv.com</u>



JOHN R. WALD

With an innovative tri-panel mesh backrest that provides custom back and lumbar support and a lightweight design, Diffrient World is, like all of Humanscale's products, simple, beautiful and functional. Diffrient World offers the ultimate user-friendly sitting experience." Feature Humanscale's 15 Year, 24/7 Warranty.



KEEFE GROUP

Partnering with ACI, Keefe Group operates a 60,000 square foot Tucson warehouse that employs Arizona DOC inmates. Inmates fulfill commissary and care package orders, performing such tasks as item picking, inventory replenishment, staging and shipping/receiving. The inmate workforce processes nearly 120,000 orders a month.



MISSOURI VOCATIONAL ENTERPRISES

MVE makes consumable products to manage a wide variety of applications: air filters, cartons, janitorial products, laundry products, kitchen products, hospital-grade sanitizer, personal products, plastic bags and more. And if you're looking for "Environmentally Friendly" products, our Good Earth lineup provides the "green" solution. Call 800-329-8486 or go to our website: https://docservices.mo.gov/mve/

WANT TO PROMOTE YOUR NEW PRODUCTS?

TECHNOLOGY ACCESS CHALLENGE



Nightingale manufactures a wide variety of leading edge office seating products that compete with the best in our industry. We offer products such as stacking, ergonomic task, conference, executive, healthcare, nesting, lounge, 24 hour and specialty seating. We look forward to helping you with your seating program.





PPG is your correctional industries coatings partner. We offer not only a full range of tough, durable PPG TRUEFINISH® pretreatment, liquid and powder coatings, but also provide supplies, sundries, technical support, application training, certification for your applicators and local service that keep your shop running smoothly and efficiently.

SANMAR

BUILDING PT KITS? NO SWEAT. With a huge assortment of apparel, bags and caps from the brands your customers want most, you can trust SanMar for the essentials you need to create colorful, sales-winning physical training kits. Contact the SanMar team at <u>uniformingservices@sanmar.com</u> or 800.346.3369 x5737 to learn more. **SANMAR IS A PROUD NCIA MEMBER**



TEXAS CORRECTIONAL INDUSTRIES

Texas Correctional industries produces a variety of garment and leather products. From jail clothes and towels to mattresses and leather gas and handcuff holders. We offer windbreakers and hats to sheets and socks.



UNION SUPPLY GROUP

You don't have to be Hispanic to love rice and beans and we have a full lineup to stock your commissary! Seven exciting flavors that include jalapenos, chorizo, chili flavor, spicy cheese and rice. Throw them in one of our Sayulita tortillas and you have a burrito to go. It doesn't get any better than this! Call your Union Supply Group Account Manager for your free samples today! For more information please contact: Debbi Drewry at Direct 310.604.4626, <u>ddrewy@unionsupplygroup.com</u> or visit <u>www.unionsupplygroup.com</u>.

Contact Rebekah McWain at (410) 230-3972 or <u>rebekah@nationalcia.org</u> to reserve ad space and your complimentary Product Spotlight listing in *NCIA NEWS*!

NCIA CORPORATE MEMBERS

Be recognized for actively supporting CI! Learn more at www.nationalcia.org/corporate-corner



Corporate Reentry Partners hire formerly incarcerated individuals



Green Suppliers provide green products/services

CORPORATE PLUS

3M (651) 733-4040 www.mmm.com



www.bayproduct.net BHC, Inc. (317) 923-3211 x3730

www.bhcinc.com

Braun, Inc. (315) 475-3123 www.gabraun.com

> Burch (616) 698-2800 www.burchfabrics.com

CAPRI Optics/Menizzi Evewear (800) 221-3544 www.caprioptics.com

Chestnut Ridge Foam, Inc. (724) 537-9000 x265 www.chestnutridgefoam.com

CorrectPac (800) 289-7725 / (312) 226-0400 www.portionpaccorp.com

Dauphin (973) 263-1100 x118 www.dauphin.com

FHI 360 www.fhi360.com **Henderson Sewing Machine** Co., Inc. (800) 824-5113 www.hendersonsewing.com

Indiana Chair Frame (336) 622-0121 www.icfnet.com

Intellectual Technology, Inc. (260) 459-8800 www.iti4dmv.com

Interstate Narrow Fabrics, Inc. Standing Inovation (336) 578-1037 www.interstatenarrowfabrics.com

John R. Wald Company (814) 643-3908 www.jrwald.com

Keefe Group (314) 301-3343 www.keefegroup.com

Maroon Group, LLC (561) 995-0070 www.maroongrouphii.com

Mayer Fabrics, Inc. (317) 267-2626 www.mayerfabrics.com

OEI (920) 468-2788 www.oei-inc.com

Plascon Work Programs (231) 935-1580 www.plascongroup.com

Quality Metals, Inc. (651) 645-5875 www.gualitymetalsinc.com

Safety Vision (713) 929-1044 www.safetyvision.com/ prisoner-transport

SanMar (206) 727-3200 www.sanmar.com

(844) 746-3375 www.standinginovation.com

SyMed Corporation (707) 255-3300 www.svmedcorporation.com

The Change Companies (888) 889-8866 www.changecompanies.net

Union Supply Group (310) 603-8899 x4670 www.unionsupply.com

VF Workwear (615) 565-5000 www.vfworkwear.com

CORPORATE

ActiveLED, Inc. (512) 288-9080 www.activeled.com

Altex Solutions Group, LLC (251) 504-4125 www.altexsolutionsgroup.com

American & Efird LLC (704) 951-2338 www.amefird.com

Atlantic Coast Cotton (703) 753-7000 x9304 www.orderacc.com

Avery Dennison (877) 214-0909 www.reflectives.averydennison.com

Biotech Screening (925) 899-0615 www.biotechscreening.com

Bob Barker Company, Inc. (919) 552-3431 x2174 www.bobbarker.com

Bruin Plastics Company, Inc. (800) 556-7764 www.bruinplastics.com

Burlington Industries (336) 379-2698 www.burlingtonfabrics.com

C.P. Bourg (508) 998-2171 www.cpbourg.com

CA Specialities, Ltd. (803) 581-5800 www.ca-specialities.com

TECHNOLOGY ACCESS CHALLENGE

CORPORATE (cont'd.)

California Chair, A CoMotion LLC Company (714) 944-4796 www.cachair.com

ChemTick Coated Fabrics, Inc. (516) 997-0900 www.chemtick.com

Coats North America (704) 617-8530 www.coats.com

Contract Connections Inc. (CCI) (301) 937-7900 www.ccimd.com

Coville, Inc. (336) 759-0115 www.covilleinc.com

DAF Products, Inc. (800) 228-9837 www.dafproducts.com

Douglass Industries, Inc. (609) 965-6030 www.douglassfabric.com

Dunlap Industries, Inc. (800) 251-7214 www.dunlapworld.com

Epilog Laser (303) 277-1188 www.epiloglaser.com

> Ergonomic Comfort Design, Inc. (951) 277-1558 www.ecdonline.net

Fabric Supply Incorporated (612) 588-0715 www.fabricsupply.com

Fibrix (336) 210-3391 www.fibrix.com

FlexTex, Inc. (561) 789-8490 www.flextexinc.com

Fulterer USA, Inc. (336) 404-8224 www.fultererusa.com **Geographic Solutions** (727) 786-7955 www.geographicsolutions.com

Global Precision Signage (902) 406-7448 www.printandcutadasigns.com

Global Shop Solutions (281) 681-1959 www.globalshopsolutions.com

Groz-Beckert USA, Inc. (800) 431-2765 www.groz-beckert.com

Hart Specialties, Inc. (800) 221-6966 www.newyorkeye.net

Herculite Products, Inc. (717) 764-1192 x2257 www.herculite.com

Hirsh Industries (800) 383-7414 www.hirshindustries.com

Ink2Work, LLC (804) 412-5711 www.ink2work.com

Ivars USA (920) 459-0704 <u>www.ivarsusa.com</u>

Knape and Vogt (616) 295-8429 www.kv.com

Lectra (770) 422-8050 www.lectra.com

MasterWord Services (866) 716-4999 www.masterword.com

Milliken (864) 503-2966 www.milliken.com

Momentum Group (949) 833-8886 www.memosamples.com New England Woodcraft (802) 247-8211 www.newenglandwoodcraft.com

Nightingale Corporation
 (800) 363-8954
 www.nightingalechairs.com

NORIX Group, Inc. (630) 231-1331 x239 <u>www.norix.com</u>

Orafol Americas Inc. (860) 676-7100 www.orafolamericas.com

Parisian Knitting Mills LTD. (514) 457-2115 www.parisian-knitting.com

PPG Truefinish® Industrial Coatings (724) 742-5492 www.ppgtruefinish.com

ShopBot Tools, Inc. (888) 680-4466 www.shopbottools.com

Spec-Tex, Inc. (954) 796-7641 www.spectexinc.com

SteelSummit Holdings (330) 760-7163 www.steelsummit.com

Sunburst Chemicals (952) 884-3144 www.sunburstresults.com

Tabb Textile Company, Inc. (334) 745-6762 www.tabbtextileinc.com

ThinkEDU (469) 269-5920 www.thinkedu.com

Tönnjes (440) 358-9488 www.utsch.com United Fabrics, Inc. (856) 665-2040 www.unitedfabrics.com

Unitex International, Inc. (770) 232-0060 www.unitexonline.com

VIA Seating (800) 433-6614 www.viaseating.com

Vistar, A Division of PFG (303) 662-7349 www.vistar.com

Wave Optiks (800) 800-9495 www.waveoptikseyewear.com

ava.io.Print

35

AD INDEX

3M <u>Z</u>
Bay Product Inside Front Cover
California Prison Industry
Authority <u>Inside Back Cover</u>
Global Shop Solutions
Intellectual Technology, Inc <u>15</u>
John R. Wald Company, Inc

Keefe Group <u>3</u>
Missouri Vocational Enterprises <u>26</u>
Nightingale Corporation <u>5</u>
PPG Truefinish [®] Industrial Coatings <u>1</u> 7
SanMar <u>9</u>
Texas Correctional Industries
Union Supply Group <u>Back Cover</u>

2021 National Training Conference

National Correctional Industries Association

www.nationalcia.org

NC

June 14 - 16, 2021 Hyatt Regency Bellevue Bellevue, Washington On Seattle's Eastside

CLEANING PRODUCTS ENTERPRISE

CALPIA HELPS to STOP the SPREAD by providing Disinfectants and Hand Sanitizer to State Agencies in California

Qty Sold March 2020 - September 2020: • Cell Block-64: 77,644 gallons • Sani-Guard 24-7: 15,244 gallons • Hand Sanitizer: 149,316 bottles

CELL BLOCK 6

CALPIA Cleaning Products include: Kitchen Power Commercial Cleaning Products, Powerhouse Janitorial Cleaning Products, California Green Cleaning Products, Laundry Products, Carpet Care Products, Hard Floor Care Products, and Personal Care Products.

ļ

- Revenue generated FY 19/20: \$8,206,257
- Units sold FY 19/20: 506,446

0

nMotion

- CALPIA offers 12 accredited certifications
- In FY 19/20, employees earned 65 certifications



California Prison Industry Authority

560 East Natoma Street Folsom, CA 95630-2200 calpia.ca.gov

UNION SUPPLY Group NE AREHEREFOR LET US HELP YOU MEET YOUR MISSION PROVIDING SUCCESSFUL OFFENDER WORK, TRAINING & RE-ENTRY OPPOPHINITIES

PARTNERING WITH CORRECTIONAL INDUSTRIES ACROSS THE NATION UNIONSUPPLYGROUP.COM