

Video Conferencing Needs Assessment

Franklin | Oxford | Androscoggin | Somerset | Cumberland | Mid-Coast Reentry

Prepared By: IT Focus Group

Date Submitted: February 12, 2010

Table of Contents

Summary:.....	- 3 -
Contributing Members:.....	- 3 -
The Approach:.....	- 4 -
Oxford County (Priority Site).....	- 5 -
Androscoggin County (Priority Site).....	- 8 -
Somerset County (Priority Site).....	- 11 -
Franklin County (Priority Site).....	- 14 -
Midcoast Reentry (Waldo County – Priority Site).....	- 17 -
Cumberland County (Priority Site).....	- 20 -
State Juvenile Facilities.....	- 24 -
State Adult Facilities.....	- 25 -
Polycom – Discussion Items & Points of Interest.....	- 27 -
Conclusions & Recommendations.....	- 28 -
Statewide Snapshot.....	- 30 -
Project Management – Effort Estimate (WBS).....	- 32 -
Initial Implementation and Ongoing Cost Estimate.....	- 33 -
Summary Implementation Cost Analysis.....	- 34 -

Summary: In the fall of 2009, the Corrections Working Group requested that the IT Focus Group conduct needs assessments at three high priority sites they had identified → Oxford, Franklin and the Mid Coast Reentry Facility (Waldo). The goal of the assessments was to ascertain what it would take to get each site up and running with video conferencing; primarily to facilitate video arraignments.

Shortly after this original request, the focus group was approached by Scott Landry, Co-Chair of the Pretrial Focus group. He indicated that his group had identified 3 additional sites that should also be considered a priority for video arraignment → Androscoggin, Somerset and Cumberland. After consultation with Working Group members these sites were also added to the scope of this needs assessment effort.

This document outlines the results of the needs assessments conducted.

Contributing Members:

Judicial Branch

- Doug Birgfeld
- Hartwell Dowling

Pre-Trial Focus Group

- Scott Landry

Board of Corrections

- Laura Rodas, Director Pretrial Services

Polycom

- Ron Emerson, Director of Healthcare

IT Focus Group

- Everett Flannery, Kennebec County
- Chris Oberg, OIT – Dept. of Corrections
- John Hinkley, Knox County
- Mike Dean, Knox County
- Linda Golden, Penobscot County
- Cliff Warren, Penobscot County
- Martin Murphy, OIT – Dept. of Corrections
- Chris Coughlan, OIT – Dept. of Corrections
- Steve Hasson – Dept. of Corrections
- Henry Quintal, OIT – Dept. of Corrections

Oxford County

- Wayne Gallant, Sheriff
- Ernie Martin, Jail Administrator
- Ed Quinn
- Don Tripp

State Adult Facilities

- Nelson Riley, Maine State Prison
- Sue Dumond, Bolduc Correctional Facility
- Scott Jones, Downeast Correctional Facility
- Cliff Blakeslee, Central Maine Pre-Release

State Adult Facilities cont...

- Jim Howard, Maine Correctional Center
- Scott Burnheimer, Maine Correctional Center
- Leda Cunningham, Maine State Prison
- Jeff Morin, Charleston Correctional Facility
- Karen Carroll, Maine State Prison

Androscoggin County

- Guy Desjardins, Sheriff
- John Lebel, Jail Administrator
- Mike Lemay, Chief Deputy
- Jeffrey Chute

Somerset County

- David Allen, Jail Administrator
- Corey Swopes

Franklin County

- Dennis Pike, Sheriff
- Ray Meldrum, Chief Deputy
- Fred Hardy, County Commissioner
- Doug Blauvelt, Jail Administrator

Waldo County

- Scott Story, Sheriff
- Robert Walker, Jail Administrator
- Jim Arseneau, IT Director

Cumberland

- Wayne Pike, Asst. Jail Administrator
- Francine Breton, Jail Administrator
- Bruce Tarbox, Facility Manager

State Juvenile Facilities

- Barry Stoodley, Associate Commissioner
- Rae Oullette, Longcreek Youth Det. Center
- Tami Cooper, Mountianview Youth Det. Center
- Dyana White, Dept. of Corrections

The Approach: The IT Focus Group met internally and determined that a site visit to each location would be appropriate. Participants for the meetings would include Focus Group members, representatives from the Courts; along with the Sheriff and Jail Administrator for each respective site.

The site visits would serve as a mechanism for collecting data needed for the completion of the assessment(s); targeting three specific domains as follows:

- **Infrastructure** – To understand the current infrastructure of the facility i.e. Does the site have an adequate room to accommodate video conferencing? Is it within the secure perimeter? Are any upgrades needed, etc...?
- **Organizational Change** – What is the overall will and appetite for implementing video conferencing at both the facilities and surrounding courts? Are any potential issues foreseen?
- **Hardware and Services** – Determine initial and on-going expenses for a new install of video conferencing equipment. Does the facility have any existing hardware that can be used?

In addition, we also planned to meet with [Polycom](#) to help us determine industry standards, if any, and to understand potential cost models.

Polycom – is a worldwide leader in unified communication and collaboration, video conferencing, voice conferencing, data and Web communications solutions.

Oxford County (Priority Site)

Location: Oxford County Jail

Date: December 8, 2009

Site Visit Attendees: Chris Oberg, Everett Flannery, Wayne Gallant, Doug Birgfeld, Ed Quinn, Don Tripp, Ernie Martin

Immediate Catchment Area: Oxford County Jail, Androscoggin County Jail, Rumford District Court, South Paris District Court, Lewiston District Court, Bridgton District Court

Stated Purpose: The need for video conferencing has never been greater for Oxford County. Since being re-purposed as a 72 hour holding facility → Androscoggin County now boards the majority of their pretrial and sentenced population. This essentially means that whenever an inmate requires a bail hearing or other district court appearance, Oxford has to transport the inmates from Androscoggin to the appropriate court and then often return the inmate back to Androscoggin.

Video conferencing would also be very helpful for the arraignment of their new committals. On occasions when the local court is unavailable Oxford finds themselves having to transport the inmates to another court in their prosecutorial district to be arraigned. Having the ability to arraign inmates at any available court, from the secure confines of the facility, would help to minimize transport costs and security concerns.

In addition, having this equipment on site would also lend itself to 'online' medical screenings and civil court matters; to include Superior Court should they eventually come online.

Infrastructure: The facility has identified a large conference room within the secure perimeter that could be purposed for video conferencing. This room appears to be more than sufficient to support video conferencing in terms of space, lighting and acoustics. Security cameras are already equipped and can be monitored by the control room staff. The location of the room is also an advantage since it is positioned only a few feet away from the main entry way into the facility. This will cut down on the volume of traffic having to move throughout the physical plant and also benefit visitors.

It's believed that no additional staff would be needed to support video arraignment. Corrections Officers currently provide transportation services and the vision is that they would be responsible for overseeing the video arraignments.

Organizational Change:

Oxford County is very interested in pursuing video conferencing – no stated concerns.

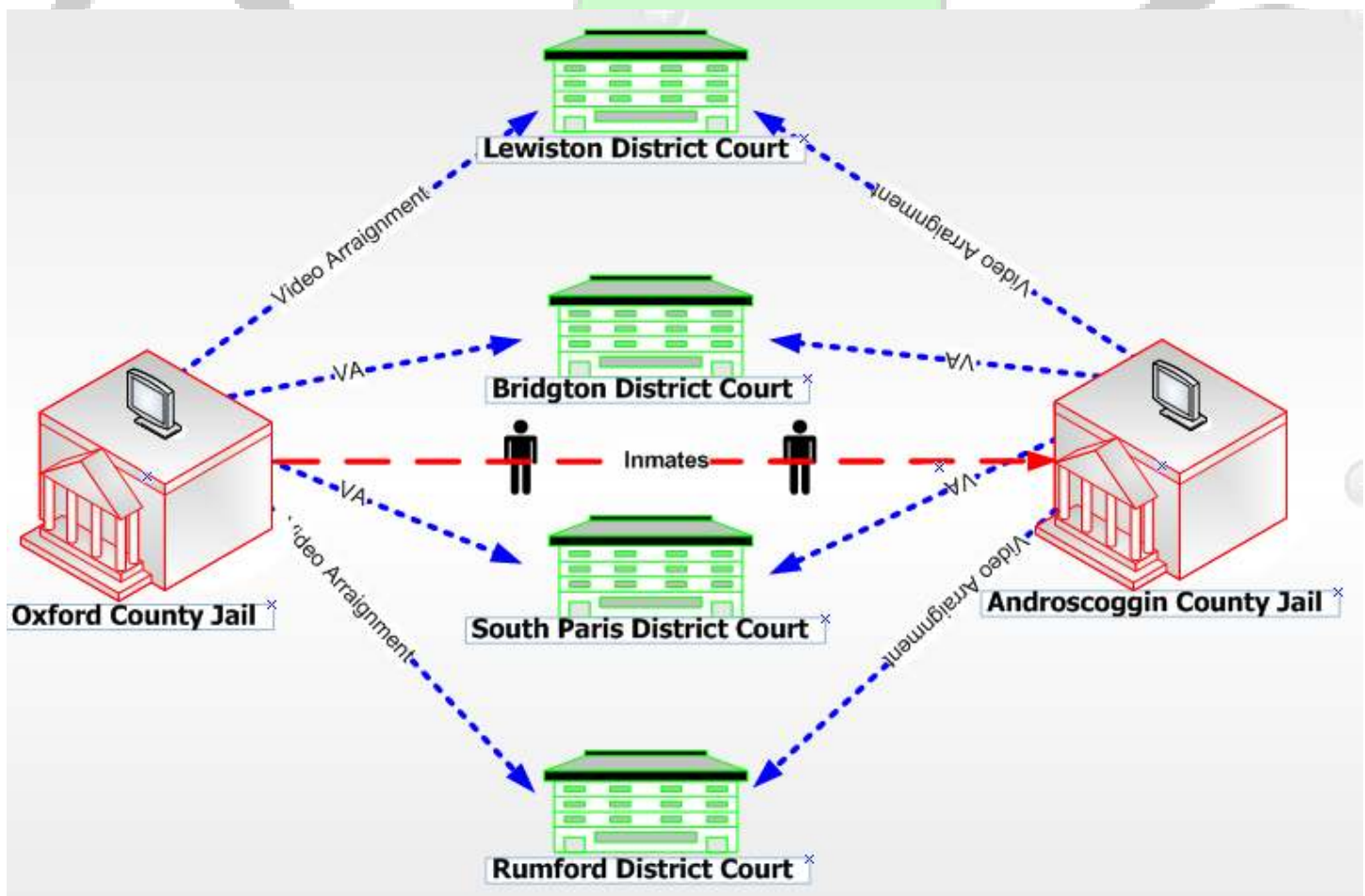
The Courts fully endorse video arraignment as a guiding principle and are welcome to future opportunities.

Hardware and Services:

Oxford and Androscoggin County Jails: Currently have no equipment and the cost of an initial purchase and implementation should be anticipated. [Please see initial and ongoing cost estimate end of the document.](#)

Courts: All four district courts in the immediate catchment area already have video conferencing equipment in place and ready for use. While none of these courts are actively using the equipment it's believed that they could be relatively easily.

Conceptual Design: The diagram below depicts Oxford and Androscoggin Counties utilizing video arraignment (District Court). Please Note: Red indicates sites without equipment – Green indicates sites with equipment



Other Comments/Concerns:

Sheriff Gallant indicated that his FY 10 budget allotted \$13,500 for the purchase and implementation of video conferencing equipment. This has since been confirmed with the BOC Fiscal Agent → (\$12,000 installation/equipment & \$1,500 maintenance contract).

While Androscoggin is listed as its own priority site ([see Androscoggin assessment](#)) → it also will need to be equipped and online in order for Oxford to take full advantage of video conferencing; as described in the stated purpose above. This does however raise some interesting questions such as will Androscoggin Staff oversee the video arraignments of Oxford inmates -or- will Oxford have to provide staff; something that can be determined in the development of future MOU's.

Summary “What Will it Take”:

- Purchase and install equipment at both Oxford and Androscoggin County.
- Review and assess overall equipment readiness at Courts.
- Develop MOU's between the Jails, Courts and District Attorney's Office
- Establish protocols to identify how video arraignments will be conducted.
- Train Staff and implement.

Androscoggin County (Priority Site)

Location: Androscoggin County Jail

Date: January 7, 2010

Site Visit Attendees: Chris Oberg, John Lebel, Guy Desjardins, Kevin Chute, Mike Lemay

Immediate Catchment Area: Oxford County Jail, Androscoggin County Jail, Lewiston District Court, Androscoggin Superior Court

Stated Purpose:

The Androscoggin County Jail appears to be in a good position when it comes to having to arraign inmates. The jail itself is located within the same complex as the Superior Court / Sheriff's Office and they also benefit from having a single District Court, about 1 mile away, to arraign inmates at.

For these reasons consensus seems to be that they would benefit mostly from a security stand point should video arraignment been implemented at the facility. In addition, having video conferencing equipment would allow Oxford County to take full advantage → utilizing the equipment for their inmates housed at Androscoggin. It is also assumed that existing staffing would support video conferencing for their inmates.

Infrastructure: The facility is very limited in terms of accommodations for video conferencing. Consensus seems to be that about the only option would be to re-purpose one of their two existing 'non-contact' visit rooms; leveraging an adjacent multipurpose room as a staging area. Some work will also be required in order to ready the visit room for video conferencing. One known item is that a 'document pass' would need to be built to allow for the passing of documents between parties. Additional analysis and cost estimates would need to be done to determine the full extent of work needed.

The jail only has two non-contact visit rooms and can not however afford to give up one in its entirety for video conferencing. As a result this will require the video conferencing equipment to be setup as a mobile unit → allowing for the equipment to be quickly set setup for video arraignments and then torn down for visit sessions.

Storing the mobile unit when not in use may also be a challenge. Space is very limited but there is a bathroom in the adjacent multipurpose room that may be able to be stripped and utilized as a closet. Additional analysis would need to be done to determine if the closet would sufficiently house the conferencing equipment

The video conferencing room itself is located within the secure perimeter and because it has a public facing entrance for visitors → it will lend itself well to visiting attorneys and other. Security cameras are also in place and the area can be monitored by control room staff.

Organizational Change:

Androscoggin County is interested in pursuing video conferencing however consideration should be given to the comments/concerns stated below.

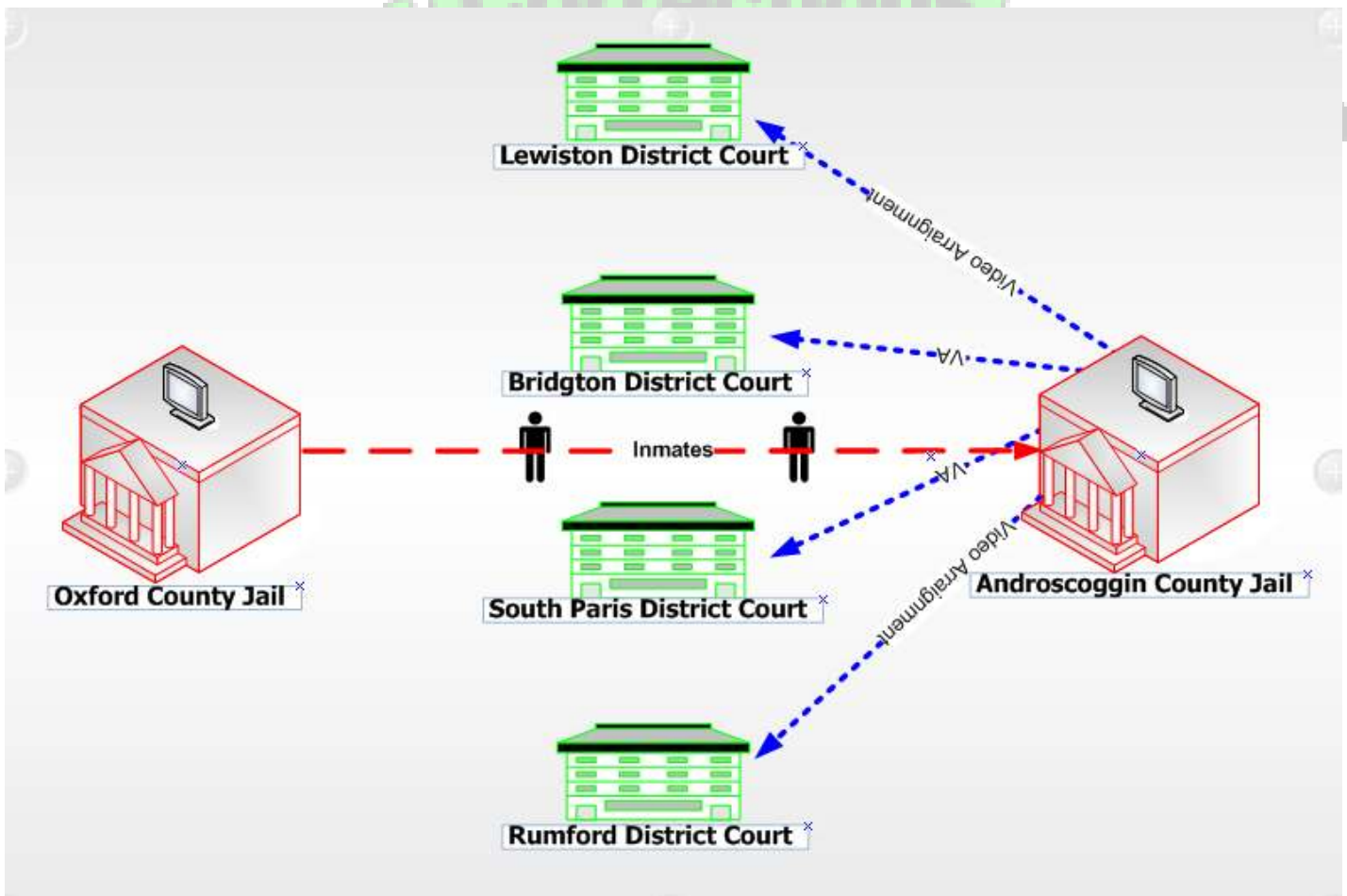
The Courts fully endorse video arraignment as a guiding principle and are welcome to future opportunities.

Hardware and Services:

Androscoggin County Jail: Currently has no equipment and the cost of an initial purchase and implementation should be anticipated. [Please see initial and ongoing cost estimate end of the document.](#)

Courts: The Lewiston District Court does video conferencing equipment in place and ready for use. While this court is not actively using the equipment it's believed that they could be relatively easily.

Conceptual Design: The diagram below depicts Androscoggin County utilizing video arraignment (District Court) for both their inmates as well as Oxford County's. Please Note: Red indicates sites without equipment – Green indicates sites with equipment.



Other Comments/Concerns:

Video Conferencing is not a new concept for Androscoggin County. Approximately 4 years ago the County tried to budget nearly \$20,000 to implement video arraignment but it was later decided that it would prove to not be cost effective and that any financial return on investment would take years to recoup.

Sheriff Desjardins indicated that he currently does not have staffing to oversee the arraignment of Oxford inmates but would be agreeable should the Board decide to perform a staff analysis and designate additional staffing.

One other note of interest is the Lewiston District Court recently relocated (within last few years) to a newly renovated building. As part of the new complex a 3-4 cell holding area was installed in the basement of the Courthouse to allow for the holding of inmates awaiting court appearances. There is concern that this investment may be lost or under utilized should the County move forward with fully implementing video arraignment.

Summary “What Will it Take”:

- Determine / complete work needed to ready the visit room for video conferencing. Cost is unknown at this time.
- Determine / complete work needed (cost) to ready the bathroom for storage of the mobile unit. Cost is unknown at this time.
- Purchase and install equipment at Androscoggin County.
- Review and assess overall equipment readiness at the District Court.
- Develop MOU's between the Jails, Courts and District Attorney's Office
- Establish protocols to identify how video arraignments will be conducted.
- Train Staff and implement.

Somerset County (Priority Site)

Location: Somerset County Jail

Date: January 12, 2010

Site Visit Attendees: Everett Flannery, Corey Swopes, Chris Oberg, David Allen, Chris Oberg

Immediate Catchment Area: Somerset County Jail, Skowhegan District Court, Franklin County Jail, Somerset Superior Court, Franklin Superior Court

Stated Purpose:

The Somerset County Jail has been successfully utilizing video arraignment at their facility since April of 2009. It is currently limited to the arraignment of District Court inmates only, however they do have a strong interest in extending it to the Superior Court for both security and financial reasons.

Major Allen indicates that they on average arraign 15 – 20 inmates a week at the Superior Court and could realize a significant cost savings through the implementation of video arraignment. In addition, ongoing security concerns of having inmates for arraignment at the Superior Court would be greatly reduced if not eliminated.

One other item of interest is that Somerset County also holds a majority of Franklin County's inmates. As a result Franklin travels almost daily to Somerset to transport inmates for court appearances. It is believed that these transports may be greatly reduced with the utilization of video conferencing equipment. Aside from some scheduling issues that will need to be worked out Major Allen feels that his facility could support the video arraignment of Franklin inmates, should they come on line. ([See Franklin County Assessment](#)).

Infrastructure:

Somerset County Jail is integrated with the Sheriff's Department in a brand new complex that recently opened last year. The facility has a single dedicated room with stationary conferencing equipment that it primarily uses for all their video arraignment needs. They also have a mobile unit that can be used for unique situations such as the arraignment of unruly inmates or medical screenings. All equipment was purchased from Maine Telemedicine.

The Skowhegan District Court is already online using video arraignment and is believed to be running a successful program with the Somerset County Jail.

The Somerset County Superior Court is not on line with video arraignment but is confirmed as having the equipment needed to do so. As stated above there is a strong interest from the Jail in moving forward with this.

Organizational Change:

The Somerset County Jail is well vested in usage of video arraignment and welcomes the opportunity to bring the Superior Court online.

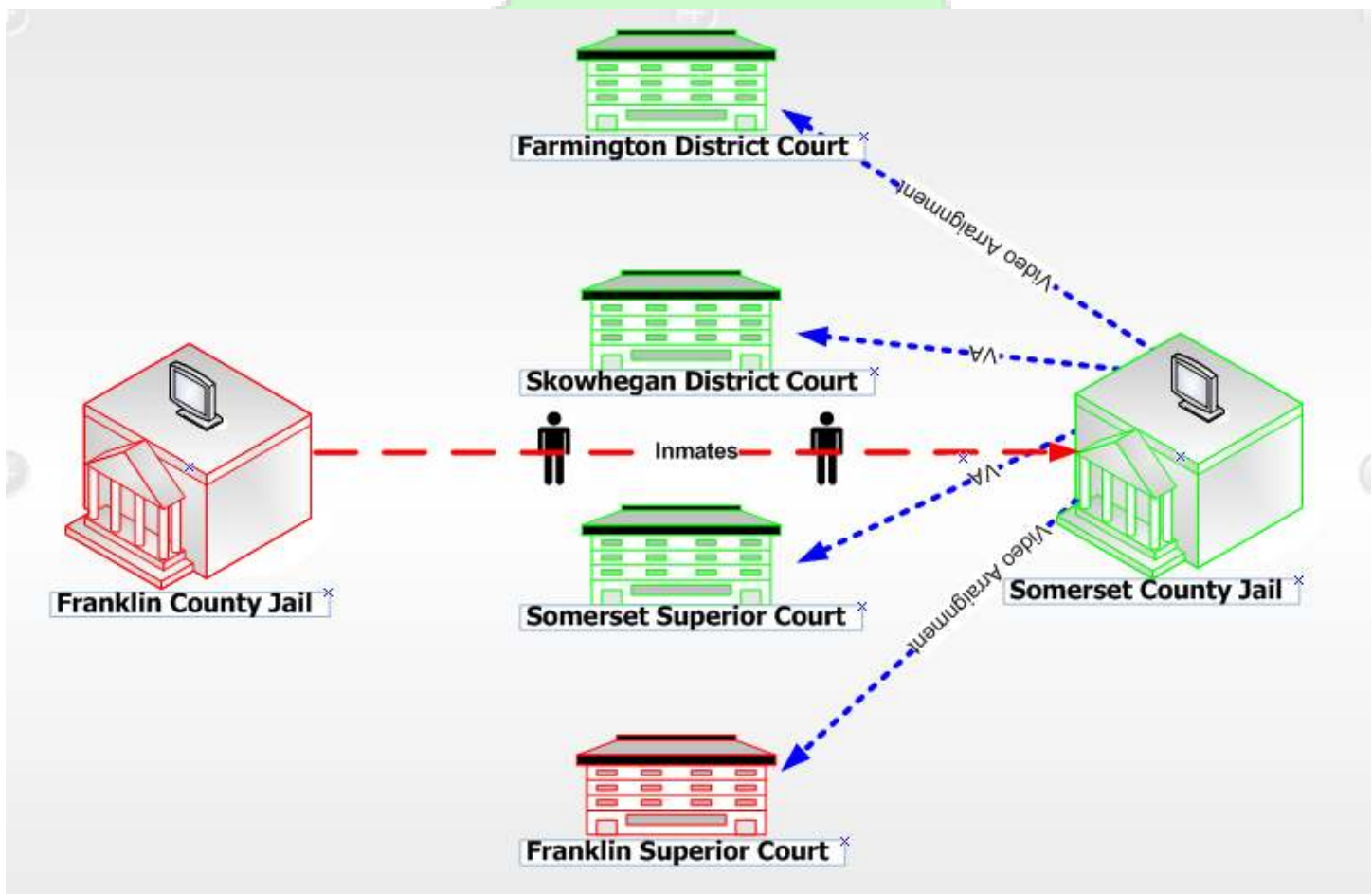
The Courts fully endorse video arraignment as a guiding principle and are welcome to future opportunities.

Hardware and Services:

Somerset County Jail: Currently has all equipment needed to support its video arraignment needs.

Courts: The Somerset Superior Court does have video conferencing equipment in place and ready for use. While this court is not actively using the equipment it's believed that they could be relatively easily. The Skowhegan District Court is already on line with video arraignment.

Conceptual Design: The diagram below depicts Somerset County utilizing video arraignment (District and Superior Courts) for both their inmates as well as Oxford County's. Please Note: Red indicates sites without equipment – Green indicates sites with equipment.



Other Comments/Concerns:

According to Sean Maguire, Compliance Manager for Somerset County Jail, the County has been able to realize a total cost savings of \$14,287.50 for 2009 (program inception was April, 2009)

Summary "What Will it Take":

For Somerset Superior Court Only

- Review and assess overall equipment readiness at the Superior Court.
- Develop MOU's between the Jail, Court and District Attorney's Office
- Establish protocols to identify how video arraignments will be conducted.
- Train Staff and Implement.

To Support Bringing Franklin County Online

- Develop MOU's between the Jails, Courts and District Attorney's Office
- Establish protocols to identify how video arraignments will be conducted.
- Train Staff and Implement

Franklin County (Priority Site)

Location: Franklin County Jail

Date: February 1, 2010

Site Visit Attendees: Laura Rodas, Everett Flannery, Fred Hardy, Chris Oberg, Doug Blauvelt, Denis Pike, Raymond Meldrum

Immediate Catchment Area: Somerset County Jail, Farmington District Court, Franklin Superior Court, Franklin County Jail

Stated Purpose: The Franklin County Jail would benefit greatly from having video arraignment capabilities. This jail is now serving as a 72 hour holding facility and as a result Somerset now boards the majority of their pretrial and sentenced population. Sheriff Pike indicates that they find themselves providing transportation to and from Somerset on almost a daily basis → something he feels may be alleviated with the implementation of video conferencing. This situation may also be a bit simpler to implement than others given that Somerset is already online with video conferencing and is agreeable to assisting Franklin with their effort.

Video conferencing would also be very helpful for the arraignment of their new committals. On occasions when the local court is unavailable Franklin finds themselves having to transport the inmates to Lewiston District Court. This is an arrangement that has been established with the Courts and Administrator Blauvelt feels that this may occur 1 -2 times per month. Video conferencing would provide them with the ability to arraign inmates at any available court, from the secure confines of the facility and would also help to minimize transport costs and security concerns.

As was also stated in Cumberland, transportation of juveniles to and from the Mountainview Youth Detention Center is a significant consumer of resources for them. → please see section in this document named '[State Juvenile Facilities](#)' for further details.

Infrastructure: The Franklin County Jail is limited in terms of space for video conferencing but feels that they can utilize the existing library for video arraignment. The library is a large room located within the secure perimeter and appears to be more than sufficient to support video conferencing in terms of space, lighting and acoustics. Security cameras are already equipped and can be monitored by the control room staff. The location of the room is also an advantage since it is positioned only a few feet away from the main entry way into the facility. This will cut down on the volume of traffic having to move throughout the physical plant and also benefit visitors.

It's also believed that no additional staff would be needed to support video arraignment. Current Transport and Corrections Officers would be responsible for overseeing the video arraignments.

Organizational Change:

Franklin County is very interested in pursuing video conferencing – no stated concerns.

The Courts fully endorse video arraignment as a guiding principle and are welcome to future opportunities.

Hardware and Services:

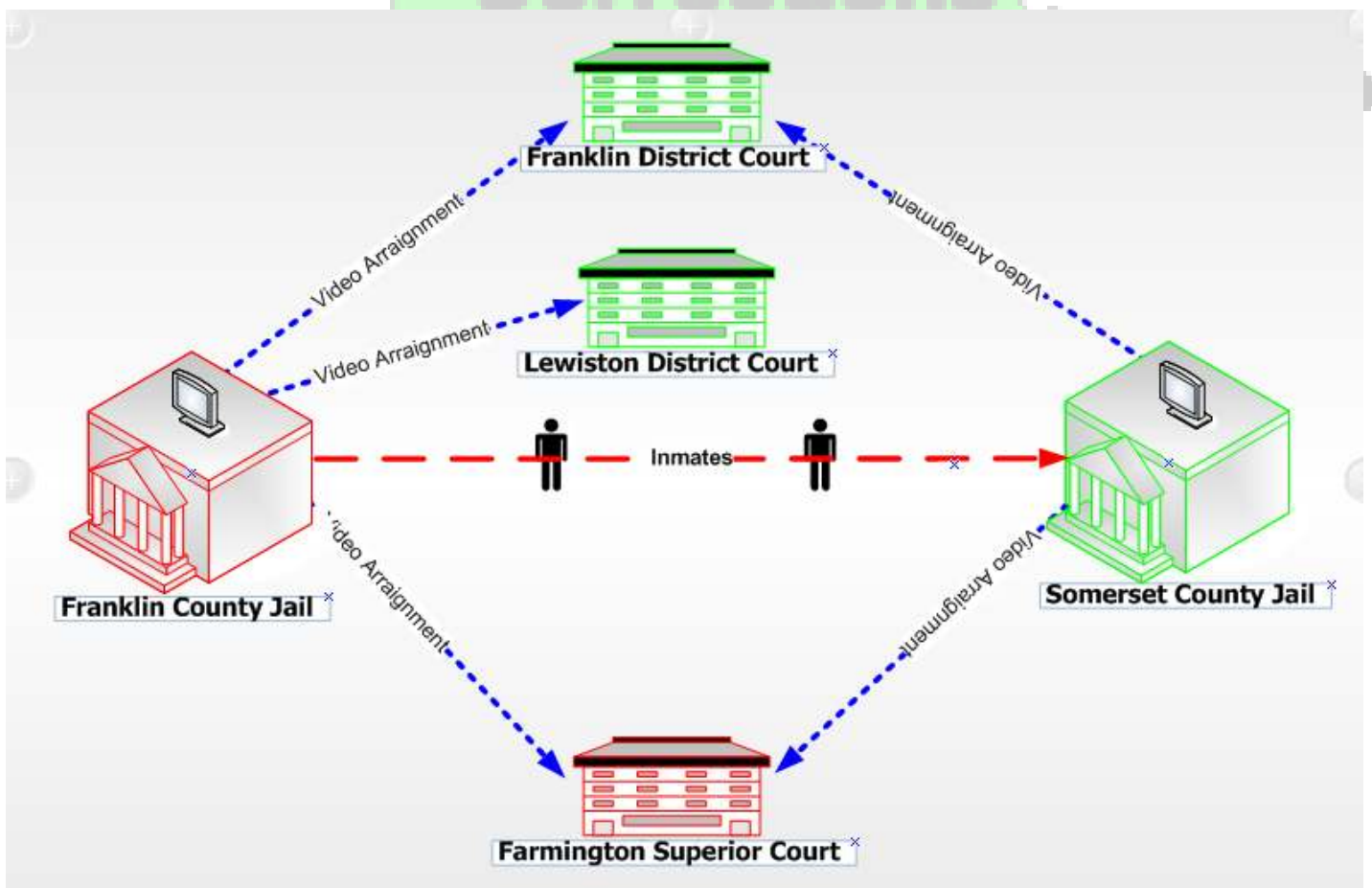
Franklin County Jail: Currently has no equipment and the cost of an initial purchase and implementation should be anticipated. [Please see initial and ongoing cost estimate end of the document.](#)

Somerset County Jail: Has all equipment needed to support video conferencing

The Farmington District Court already has video conferencing equipment in place and ready for use. While this court is not actively using the equipment it's believed that they could be relatively easily.

The Franklin Superior Court has no equipment and the cost of an initial purchase and implementation should be anticipated.

Conceptual Design: The diagram below depicts Franklin and Somerset Counties utilizing video arraignment. Note: Red indicates sites without equipment – Green indicates sites with equipment



Other Comments/Concerns:

Sheriff Pike also indicated that since being re-purposed as a 72 hour holding facility → his facility now has open beds that aren't being utilized. As a result of this the Sheriff would like to stress the fact that he has significant interest in seeing the beds being utilized for reentry purposes. This would be same situation as that in Waldo and is something that the Sheriff feels there is a strong need for in Western Maine.

Summary "What Will it Take":

- Purchase and install equipment at both the Franklin County Jail and Superior Court.
- Review and assess overall equipment readiness at Farmington District Court
- Develop MOU's between the Jails, Courts and District Attorney's Office
- Establish protocols to identify how video arraignments will be conducted.
- Train Staff and implement.

Midcoast Reentry (Waldo County – Priority Site)

Location: Midcoast Reentry Facility

Date: January 5, 2010

Site Visit Attendees: Doug Birgfeld, Scott Story, Jim Arseneau, Robert Walker, Everett Flannery, Chris Oberg

Immediate Catchment Area: Waldo County Jail, Belfast District Court, Rockland District Court, Wiscasset District Court. Two Bridges Regional Jail

Stated Purpose: The Waldo County Jail was recently re-purposed as both a re-entry and 72 hour holding facility. As a result the jail was completely renovated to support its new mission and as part of the transformation is working towards implementing video arraignment at the facility. The equipment has already been purchased and will be installed as soon as the protocols and MOU's have been established. Once in place they will be able to leverage video conferencing for their pre-trial inmates as well as their sentenced population. The equipment was purchased and will be installed by Maine Telemedicine.

Two Bridges Regional Jail now boards a majority of Waldo's inmate population and since Two Bridges and the Belfast District Court are already on line with video conferencing → they rely on it heavily for court appearances in order to reduce the transport costs. This is a fairly a new initiative and appears to now be successful despite some minor growing pains.

Staffing to facilitate the video court appearances of Waldo inmates at Two Bridges is currently a shared effort where each County provides one staff.

Infrastructure:

The newly renovated facility is integrated into the same complex as the Sheriff's Office's. A couple of different rooms are currently being targeted and have been identified for video conferencing. The first room is small room that also functions as the intoxilyzer room. This room has a dedicated ISDN line installed but may also need to have a fax and phone line installed. There is some concern over the usage of this room since it is not with the secure perimeter and its relatively small size.

The second room being targeted is a training room in the basement. This room is sufficient in terms of size and is within the secure perimeter of the facility. This room also has a dedicated ISDN line installed and appears to be the best fit for video conferencing. As with the intoxilyzer room a fax and phone line may need to be installed.

Organizational Change:

The Midcoast Reentry Facility is moving forward with its own video arraignment implementation and endorses the relationship it has with Two Bridges and the Belfast District Court.

The Courts fully endorse video arraignment as a guiding principle and are welcome to future opportunities.

Hardware and Services:

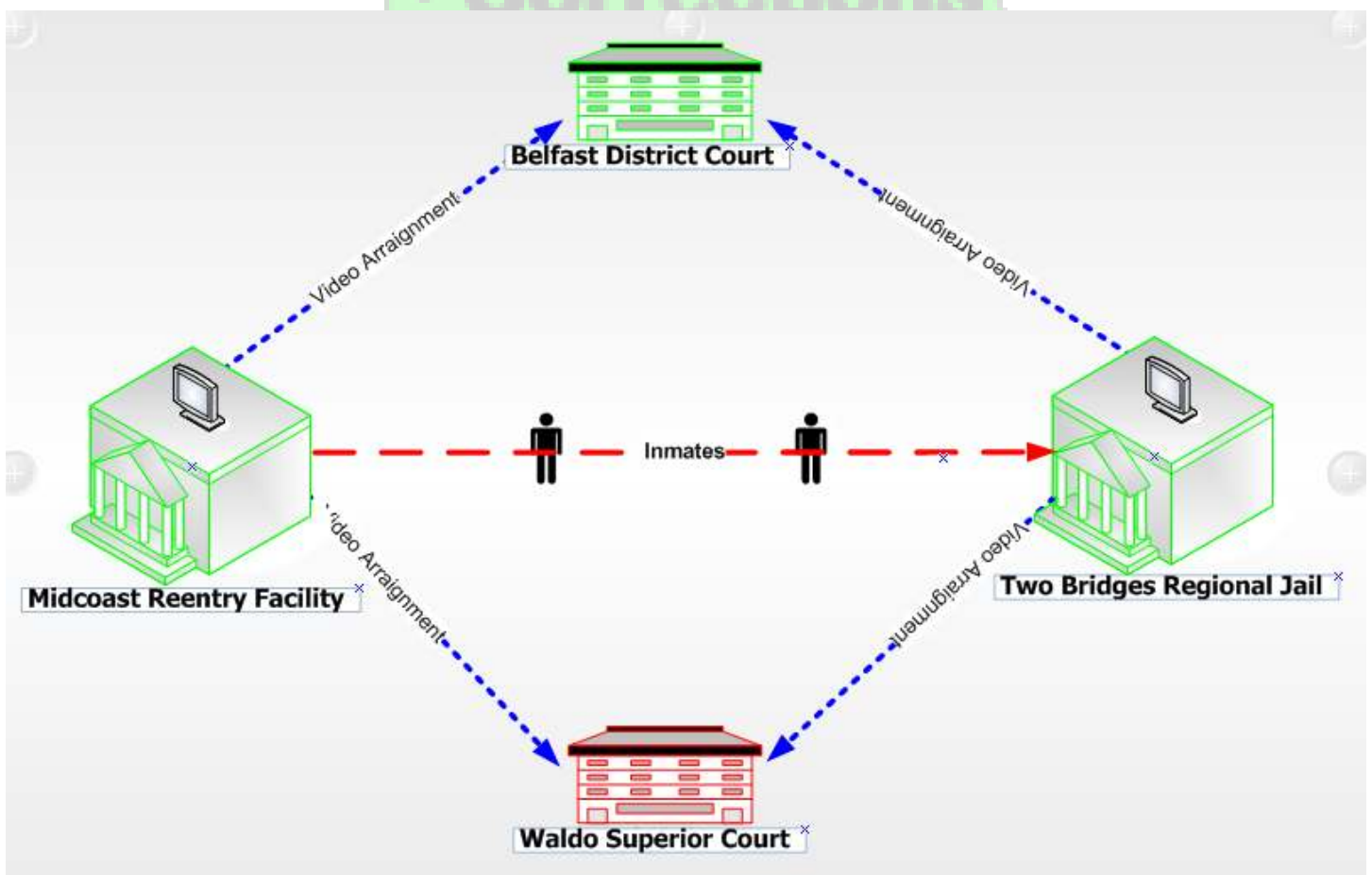
Midcoast Reentry: As stated above the facility has already purchased the equipment and it will be installed soon. It is a mobile unit which adds flexibility for the facility however there is one additional piece of equipment that they are considering to purchase. It is an adapter costing approximately \$2,700 → this will allow for multi-point video conferencing. Their current equipment will only support point to point which has limitations given the geographical size of their district.

Two Bridges Regional Jail: Currently has all equipment needed to support its video arraignment needs.

Belfast District Court: Currently has all equipment needed to support its video arraignment needs.

The Waldo Superior Court: Currently has no equipment and the cost of an initial purchase and implementation should be anticipated. [Please see initial and ongoing cost estimate end of the document.](#)

Conceptual Design: The diagram below depicts Waldo County utilizing video arraignment (District and Superior Courts) for both their inmates onsite as well as at Two Bridges. Please Note: Red indicates sites without equipment – Green indicates sites with equipment



Other Comments/Concerns:

One item that needs to be researched is the rate per minute that is currently being charged to Waldo. They have 3 lines that they will be charged .45 per minute for or .15 each. It's believed that the State pays as low as .4 per minute for the same service. Both contracts are held through Fairpoint and this should be researched to see if any 'contract sharing' opportunities exist.

Summary "What Will it Take":

- Develop MOU's between the Jail, Courts and District Attorney's Office
- Assess/purchase/install a mutli-point adapter as needed.
- Assess/install lines and equipment to support phone and fax service in identified rooms.
- Have equipment installed
- Review and assess overall equipment readiness at the Superior Court.
- Establish protocols to identify how video arraignments will be conducted.
- Train Staff and Implement.

Cumberland County (Priority Site)

Location: Cumberland County Jail

Date: January 26, 2010

Site Visit Attendees: Francine Breton, Everett Flannery, Laura Rodas, Chris Oberg, Wayne Pike, Bruce Tarbox

Immediate Catchment Area: Cumberland County Jail, Cumberland Unified Court (Superior/District), Bridgton District Court, West Bath District Court

Stated Purpose: The Cumberland County Jail deals with perhaps the highest volume of prisoners in the state. While on average they transport approximately 20 inmates a day for arraignment, the facility can see as many as 40-50 inmates on a typical Monday morning.

The overall process however is now much more efficient and streamlined than it has been in the past → given the implementation of a 'Unified' Court. This new model allows the County to transport both Superior and District Court inmates to a single court for arraignment. Prior to this inmates had to be transported separately to the respective courts. Outside of transporting inmates to the 'Unified' Court it is reported that they may also travel 1 – 2 times per week to other courts in their catchment area → Bridgton and West Bath District Courts.

It's believed that the use of video arraignment would not only minimize security concerns but also help to realize cost savings overtime. Other benefits of having video conferencing would include civil proceedings, medical screenings and potentially screenings for inpatient rehabilitation facilities such as Wellspring, Crossroads, Spruce Street and Limestone. While it's unknown if any of the treatment facilities have video conferencing equipment; one thought is that they may be able to travel to a local Community Corrections Office (State) to participate in the online screening sessions. Regardless, should this be able to be worked out it would benefit other Counties as well and not just Cumberland. It's also envisioned that current transportation staff would oversee video conferencing activities.

One other interesting note is that the Jail also provides transportation services for detained juveniles. This means that whenever a juvenile is arrested and transported to a State Juvenile Facility (Long Creek or Mountainview) the Jail is responsible for transporting the juvenile for their arraignments/detention hearings. Cumberland indicates that they provide transport 1-2 per week for juveniles; more when drug court is in session. This is not a new concept and is something that all counties experience – it's however the first time that we have heard this as a stated purpose. In response to this the IT Focus Group did explore the overall 'video arraignment' readiness of the Juvenile Facilities → please see section in this document named ['State Juvenile Facilities'](#) for further details.

Infrastructure:

The Jail already has one instance of video conferencing in place. The equipment is owned and utilized at least 1 time each week by I.C.E (US Immigration Customs and Enforcement). Cumberland does have permission to use the equipment for their own purposes however it's currently setup in one of their small interview rooms and the size will not support their high volume of inmates. It's unknown if this equipment could be moved and utilized within one of the potential areas earmarked to be repurposed for video conferencing / arraignment. This would need to be explored further.

Cumberland has identified two potential areas to be used for video conferencing. While it has not yet been determined they are considering using either the library or one of their learning labs. Both of these areas are within the secure perimeter of the facility and are positioned such that they lend themselves well to visiting attorneys, etc and also have nearby staging areas to secure inmates waiting to be arraigned or to be used for private discussions. The areas are also equipped with security cameras.

One potential issue does present itself however for the learning lab. This is currently one large room that is separated by a temporary partition/separator that allows it to serve as a dual purpose room. As a result a more permanent and soundproof wall may need to be constructed should they consider to use the learning lab for video arraignment. This issue may also be alleviated by scheduling activities in the other room around video conferencing activities however this will result in the Jail losing the flexibility it currently has with the learning lab.

Organizational Change:

Despite the concerns stated below, the Cumberland County Jail welcomes the opportunity to implement video arraignment at the facility.

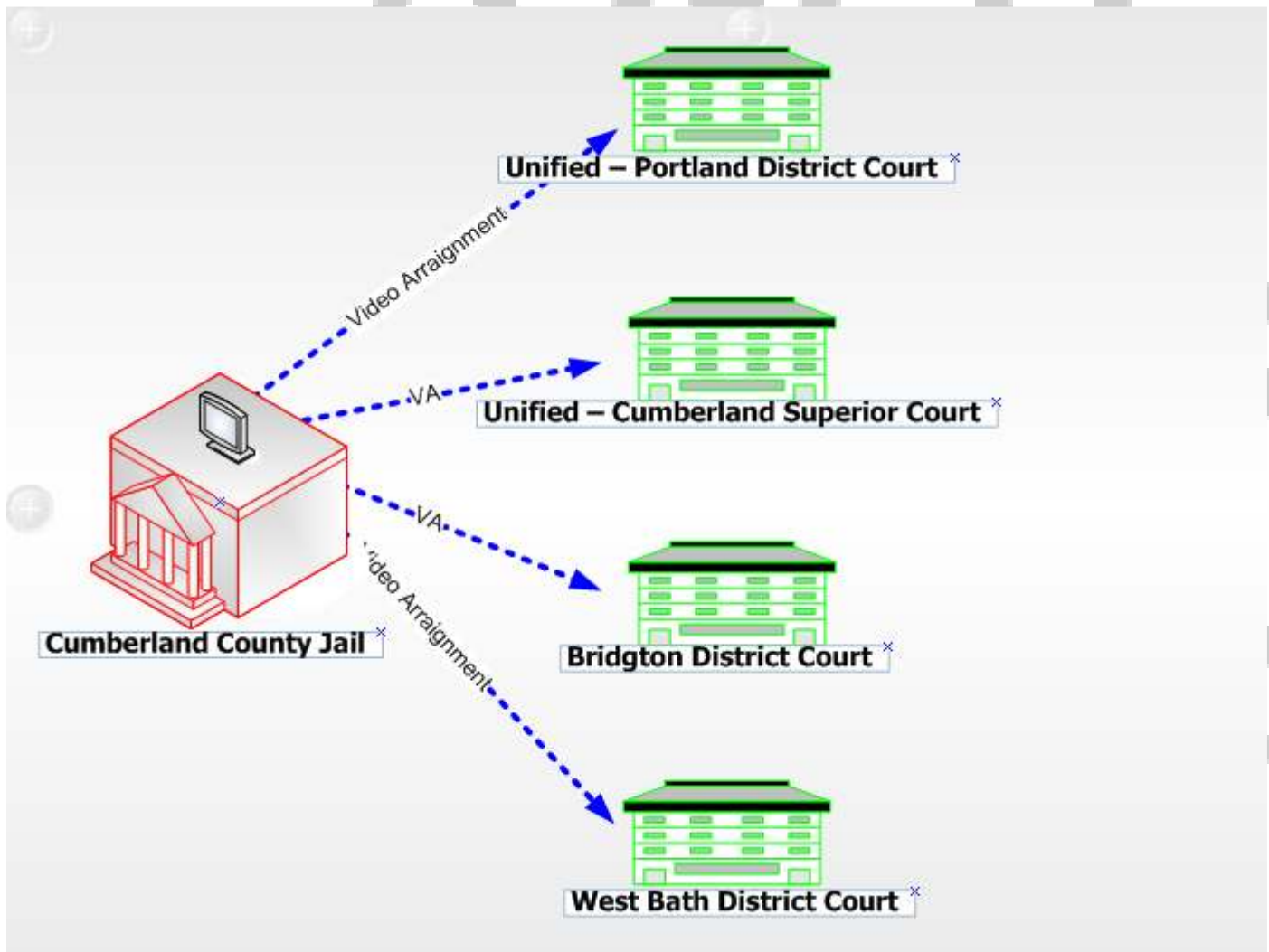
The Courts fully endorse video arraignment as a guiding principle and are welcome to future opportunities. However, the District Attorney is not favorable towards video arraignment.

Hardware and Services:

The Cumberland County Jail has one instance of equipment as stated above. It's unknown to what extent the equipment could be used, if at all, for their own purposes. Should this facility not be able to leverage this equipment or a potential extra set from the courts → the cost of an initial purchase and implementation should be anticipated. [Please see initial and ongoing cost estimate end of the document.](#)

The Courts currently have 2-3 sets of equipment already and currently use if for mental health screenings.

Conceptual Design: The diagram below depicts Cumberland County utilizing video arraignment (District, Superior Courts and new Unified Model) for their inmates. Please Note: Red indicates sites without equipment – Green indicates sites with equipment. While the jail does have equipment it's being considered as not having any since the equipment is not currently owned or operated by the Jail, as described above.



Other Comments/Concerns:

This is not the first time that Cumberland County has expressed interest in video arraignment. A prior implementation was performed at this facility nearly 15 years ago. It's reported that the experience was not a pleasant one and was removed shortly thereafter. While there may have been many problems contributing to the failure it's believed that the major factor was contributed to 'new' and poor technology. As a result of this experience its thought there could be strong resistance from other stakeholders should they undertake another effort to implement video arraignment.

Summary “What Will it Take”:

- Assess overall political will of the implementation effort.
- Determine area to be repurposed for video arraignment and assess if any construction will be needed.
- Develop MOU’s between the Jail, Courts and District Attorney’s Office
- Determine opportunities to leverage existing equipment for usage at the Jail – If none, equipment will need to be ordered, purchased and installed.
- Assess/install lines and equipment to support phone and fax service in identified areas.
- Make room modifications as identified.
- Review and assess overall equipment readiness at the court houses.
- Determine viability of inpatient treatment facilities using video conferencing to screen inmates. Additional protocols may also need to be established – applicable to all Counties.
- Determine viability of arraigning juveniles using video conferencing. Additional protocols may also need to be established – applicable to all Counties.
- Establish protocols to identify how video arraignments will be conducted.
- Train Staff and Implement.

State Juvenile Facilities

Event: Conference Call with State Juvenile Facilities

Date: February 4, 2010

Attendees: Steve Hasson, Rae Ouellette, Dyana White, Tami Cooper

This purpose of this call was to understand the viability of using video conferencing to arraign juveniles detained at both LCYDC and MVYDC. The highlights of this conversation are as follows:

- There are no rules of court that prevents juveniles from being arraigned or having detention hearings with the use of video conferencing equipment.
- Video conferencing is not a new concept to either facility. In fact both of them already have the required equipment and a designated room. Mountainview's set up is reported as being fully equipped and ready to support the effort. Longcreek is reported as having the room and equipment with a phone and fax machine located in a nearby room.
- Each facility has also experimented in the past with the usage of video conferencing with Mountainview having conducted one civil case and one arraignment from the facility. Longcreek is reported as having used it at least once as well. The occurrences are reported as having been successful.
- There has even been an effort to establish protocols for Mountainview. These were established in collaboration with Judge Field for Sagadahoc and Lincoln Counties. The documented protocols thus far are described as serving as a good baseline but they need to be developed further to address other situations such as; what happens a juvenile is released?and when the parent doesn't show up? Scheduling of the activities is also something that would need to be reviewed.
- When the facilities were asked about potential obstacles that would prevent them from adopting video conferencing as a standard business practice, they indicated that their current staffing structure could not support it. The equipment and set ups that the facilities have now are designed to be used only for emergency situations only.

State Adult Facilities

Event: Conference Call with State Adult Facilities

Date: March 22, 2010

Attendees: Susan Dumond, Scott Jones, Scott Burnheimer, Jim Howard, Karen Carroll, Jeff Morin, Nelson Riley, Leda Cunningham, Cliff Blakeslee, Margret, Charlie

This purpose of this call was to understand both the current 'footprint' and future opportunities of video conferencing usage at the 6 State Adult Facilities → Maine State Prison, Downeast Correctional Facility, Charleston Correctional Facility, Maine Correctional Center, Bolduc Correctional Facility and the Central Maine Pre Release. The highlights of this conversation are as follows:

Stated Purposes: The majority of the facilities all have equipment (see matrix below) and are actively using it for a wide variety of reasons → civil and criminal inmate court appearances, DHHS hearings, telemedicine, out-of-state parole matters, staff training and administrative meetings...etc.

Current Process: Whenever the need for a court appearance of a State Inmate is determined → the courts contact Scott McCaffrey, Director of Classification. The Director then makes a determination as to whether or not video conferencing can be utilized.

Snapshot:

	Has Equipment	# of Units	Actively Using	Approx. Frequency of Usage For Court Appearances
Maine State Prison	Y	3	Y	2x/week
Bolduc Correctional Facility*	Y	1	N	1x/month (potential)
Downeast Correctional Facility	Y	2	Y	1 – 2x /week
Charleston Correctional Facility	Y	1	Y	1x/month
Maine Correctional Center	Y	4	Y	1x/week
Central Maine Pre Release*	N	0	N	1x/month (potential)

Facility Comments:

- Bolduc - has the equipment but was not able to use it due to a technical issue. It's believed the technical issue is now resolved but the unit has yet to be used.
- Central Maine Pre Release – Has no equipment and it's believed the facility would need internal wiring work done to support the effort. They do however use video conferencing for court appearances of inmates via the local probation office equipment.

Future Opportunities: Consensus was that video conferencing could also be expanded in general for educational and religious programming services.

Stated Concerns:

- Staff resource is a concern for the facilities. While there are many advantages and cost savings associated with video conferencing → it is offset by the facility staff and resources required to oversee and facilitate video appearances. As video conferencing opportunities increase; as will the demand on facility resources.

- Scheduling of court appearances is often done at the flexibility of the courts and regardless of the facilities schedule and activities. Scheduling should be organized in such a way that it lends itself to be more conducive with the facilities schedules. NOTE: An upcoming facility tour is being planned for Maine State Prison. A group of Judges/Justices will be using the tour to understand impact that video conferencing has on the facility.

Other Comments:

- Arraignments are much more infrequent with adult inmates given the 'post-conviction' domain.
- The established protocols and MOU's are held with the Dept. of Corrections as a whole and not with each individual facility.
- All facilities widely recognize the benefits of video conferencing and are welcome to future opportunities. Consideration however should be given the stated concerns above.

Polycom – Discussion Items & Points of Interest

Event: Meeting with Ron Emerson, Global Director of Healthcare for Polycom.

Date: January 15, 2010

Attendees: Everett Flannery, Chris Oberg, Ron Emerson

Ron Emerson is the former Director for Maine Telemedicine Services and now serves as the Global Director of Healthcare for Polycom. He is no stranger to the Corrections Industry in Maine and has a great deal of knowledge regarding past implementation efforts in the state. His prior work includes working with other stakeholders to develop an initial implementation plan to implement video arraignment statewide.

- There are no real predefined industry standards in terms of conducting video arraignments. The standards are developed as the protocols are defined - making them unique to each region or area.
- The only equipment standard is that a recommended minimum 32 inch monitor be used when conducting video arraignment. It's hard to identify other equipment standards due to the ever changing technology.
- There are no real advantages in terms of leasing versus purchasing the equipment. It all comes down to the customer and how they want to structure the financial arrangements.
- Ron strongly recommends that no equipment be purchased until the protocols have been fully defined. This will ensure that the technology will fully support the video arraignment needs of the region.
- As bandwidth increases across the state → Agencies should look for opportunities to implement dedicated IP lines and move away from the more expensive and less supported ISDN Lines.
- Technology has come a long way over the last few years and as a result has allowed for higher quality voice and video (including high definition) → using less bandwidth and at a cheaper cost than many of the current units being used today. Ron is willing to help agencies with equipment recommendations as needed.

Ron is truly vested in implementing video arraignment across the state. His prior and current work in this industry makes him a valuable partner and he welcomes any future opportunity to work with us on this effort.

Conclusions & Recommendations

- Each site we visited seems to welcome the opportunity to utilize video conferencing and also recognizes the potential cost savings, security benefits and other potential advantages.
- We found the sites to all be at different stages of implementation, everything from contemplation → to having budgeted for/ purchased the equipment → to actually already being online with video conferencing.
- In order for the 72 hour holding facilities to take full advantage of video conferencing → this means that their associated or boarding county will also need to be on line video conferencing. Staffing arrangements should also be looked at for opportunities to gain maximum efficiency.
- We found that all District Courts already have the equipment but it is not actively being used where the Superior Courts have no equipment at all.
- The majority of work involved with getting a site up and running is in the establishment of the MOU's and Protocols.
- Transportation of juveniles also appears to be a significant consumer of transportation resources for some Counties. This is something that may be alleviated should the State facilities come on line with video conferencing.
- Site summary snap shot:

	Has Equipment	Actively Using
Oxford County Jail	N	N
South Paris District Court	Y	N
Bridgton District Court	Y	N
Rumford District Court	Y	N
Oxford Superior Court	N	N
Androscoggin County Jail	N	N
Lewiston District Court	Y	N
Androscoggin Superior Court	N	N
Somerset County Jail	Y	Y
Skowhegan District Court	Y	Y
Somerset Superior Court	Y	N
Franklin County Jail	N	N
Farmington District Court	Y	N
Franklin Superior Court	N	N
Waldo County (Midcoast Reentry)	Y	N
Belfast District Court	Y	Y
Waldo Superior Court	N	N
Two Bridges Regional Jail	Y	Y
Cumberland County Jail	N	N
Unified Court (District & Superior)	Y	N
West Bath Distirct Court	Y	Y

- While a summary of 'what will it take' is listed for each facility in this document, it's important to note that those listings are at a very high level and that the actual implementation will be much more detailed. Therefore the IT Focus group recommends that the any and all future implementations follow the guidelines and considerations as listed:
 - A project manager should be assigned to each implementation.
 - A detailed implementation or project plan should be developed for each site and account for, but not limited to, the following:
 - A construction analysis should be completed to determine extent and cost of any needed facility repairs/upgrade, if any.
 - A connectivity analysis would need to be done to determine if the site is better equipped for an IP based solution versus ISDN lines. **NOTE: It's highly recommended that careful consideration be given before implementing an IP based solution. While this will prove to be more cost effective for the region or area it's installed at → it will however prevent them from communicating with other ISDN based sites. That said the communication between ISDN and IP solutions is possible but it does require the purchase and installation of a piece of equipment known as a 'bridge'. Unfortunately these units are quite costly (up to several thousand dollars). The good news is that the bridge(s) can have capacity to support more than one area.**
 - To our knowledge there are only 2 areas that currently have IP based solutions → Kennebec and Penobscot. Kennebec has ISDN lines in place that allow them to 'switch over' should they need to call an ISDN site. Penobscot has a small 'bridge' that allows them to call ISDN sites as needed.
 - MOU's and Protocols will need to be established and agreed upon for each location.
 - Equipment will need to be ordered and installed however it's recommended that the MOU's and protocols first be established **before the equipment is ordered.** This will ensure that the functionality will support the video conferencing needs of the region. This is something that Ron Emerson from Polycom has agreed to assist with, if needed.
 - The absolute cost of a site implementation will not be known until the analysis of the construction, connectivity and equipment needs has been completed.
 - An analysis should be done to see if there are any cost sharing opportunities with the per minute line charges. Combining of contracts may allow for a reduced rate per minute or other cost savings. (Per minute is only applicable to ISDN solutions)
 - An implementation team should be assembled for each region. This team should have representatives from each stakeholder group and will work directly with the project manager on executing the implementation plan.
 - There are also a couple of potential grant opportunities that may be worth checking into. They are the [JAG program](#) and [RUS Grants](#). (FY10 solicitations are not yet available and are anticipated to be posted soon).

Statewide Snapshot

Summary: The following is a 'statewide' summary snapshot of video conferencing abilities. The County and Court information was compiled by Hartwell Dowling, Administrative Office of the Courts and has been previously provided to the Chair of the Board of Corrections. Please note that this snapshot is 'County' based and not necessarily by prosecutorial district(s).

Hartwell Dowling: "Attached is a spreadsheet detailing the courts with videoconferencing equipment, the jails with equipment so far as the Judicial Branch knows, and use in regards to video arraignments...."

Snapshot:

Video Conferencing Capabilities					
County/State	Location	Has Equipment	Actively Using	Connection	Comment
<i>Androscoggin</i>	Auburn Superior	Y	N	ISDN	Occasional for DOC inmates?
	Lewiston District	Y	N	ISDN	
	County Jail	N	N	n/a	
<i>Aroostook</i>	Houlton Superior	Y	Y	ISDN	
	Caribou Superior	Y	Y	ISDN	
	Fort Kent District	Y	Y	ISDN	
	Houlton District	Y	Y	ISDN	
	Presque Isle District	Y	Y	ISDN	
	Madawaska District	N	N	n/a	
	County Jail	Y	Y	ISDN	
<i>Cumberland</i>	Portland UCD	Y	N	ISDN	Mental health cases only?
	Bridgton District	Y	N	ISDN	
	County Jail	N	N	n/a	
<i>Franklin</i>	Farmington Superior	N	N	n/a	
	Farmington District	Y	N	ISDN	
	County Jail	N	N	n/a	
<i>Hancock</i>	Ellsworth Superior	Y	N	ISDN	
	Ellsworth District	Y	N	ISDN	
	County Jail	N	N	n/a	
<i>Kennebec</i>	Augusta Superior	Y	Y	ISDN - IP	Have both ISDN and IP lines
	Augusta District	Y	Y	ISDN - IP	
	Waterville District	Y	Y	ISDN - IP	
	County Jail	Y	Y	ISDN - IP	
<i>Knox</i>	Rockland Superior	Y	N	ISDN	use with MSP and other courts
	Rockland District	Y	N	ISDN	

	County Jail	N	N	n/a	
Lincoln	Wiscasset Superior	Y	Y	ISDN	
	Wiscasset District	Y	Y	ISDN	
	County Jail	Y	Y	ISDN	TBRJ
Oxford	South Paris Superior	N	N	n/a	
	South Paris District	Y	N	ISDN	Occasionally?
	County Jail	N	N	n/a	
Penobscot	Bangor UCD	Y	Y	ISDN - IP	Has a bridge in place
	Lincoln District	Y	Y	ISDN - IP	
	Millinocket District	Y	N	ISDN - IP	
	Newport District	Y	Y	ISDN - IP	
	County Jail	Y	Y	ISDN - IP	
Piscataquis	Dover-Foxcroft Superior	N	N	n/a	
	Dover-Foxcroft District	Y	Y	ISDN	
	County Jail	Y	Y	ISDN	
Sagadahoc	Bath Superior	Y	Y	ISDN	
	W. Bath District	Y	Y	ISDN	
	County Jail	Y	Y	ISDN	TBRJ
Somerset	Skowhegan Superior	N	N	n/a	
	Skowhegan District	Y	Y	ISDN	
	County Jail	Y	Y	ISDN	
Waldo	Belfast Superior	N	N	n/a	
	Belfast District	Y	Y	ISDN	Used with TBRJ
	County Jail	Y	N	ISDN	Has equipment not yet installed
Washington	Machias Superior	Y	Y	ISDN	
	Machias District	Y	Y	ISDN	
	Calais District	Y	Y	ISDN	
	County Jail	Y	Y	ISDN	
York	Alfred Superior Court	N	N	n/a	
	Biddeford District Court	Y	Y	ISDN	
	Springvale District Court	Y	Y	ISDN	
	York District Court	Y	Y	ISDN	
	County Jail	Y	Y	ISDN	
Adult Prisons	Maine State Prison	Y	Y	ISDN	
	Bolduc Correctional Fac.	Y	N	ISDN	
	Downeast Correctional Fac.	Y	Y	ISDN	
	Charleston Correctional Fac.	Y	Y	ISDN	
	Maine Correctional Center	Y	Y	ISDN	
	Central Maine Pre Release	N	N	n/a	
Juvenile Facilities	Longcreek Youth Dev. Ctr.	Y	Y	ISDN	
	Mountainview Youth Dev. Ctr.	Y	Y	ISDN	

Project Management – Effort Estimate (WBS)

Summary: The following is an attempt at capturing the high level effort that a project manager would perform in an implementation. The amounts listed are based purely on estimates and experience of effort in past projects. This analysis also assumes a single site implementation at a time. The duration depicted below is meant to give a ball park timeframe of how long an implementation may take. ← This assumes that the project has dedicated resources, a working budget and minimal constraints.

Task(s)		Est Effort Hours	Est Duration Days
Implement Video Conferencing			
1	Initial Kick Off		15
2	Work to determine stakeholder group	2	
3	Compile and distribute 'Project Charter'	8	
4	Schedule and conduct 'kick off' meeting	4	
5	Compile and distribute 'Work Plan'	16	
6	Develop Business Protocols and MOU's		20
7	Organize and facilitate a series of workshops with the stakeholder group	24	
8	Conduct stakeholder field trip (to a live site)	4	
9	Compile Protocol Document - Obtain Signoff - Distribute	8	
10	Compile MOU's - Obtain Signoff - Distribute	8	
11	Conduct Site Assessments		5
12	Work with stakeholder group to complete Construction - Structural Assessment	3	
13	Work with stakeholder group to complete Connectivity Analysis	3	
14	Perform Construction - Structural Upgrades		10
15	Coordinate any and all construction or structural upgrade work that may be needed	4	
16	Install Connectivity		10
17	Oversee installation of ISDN or IP connections	4	
18	Determine/Obtain Equipment		5
19	Review business needs (protocols) with vendor to determine equipment/support needs	4	
20	Work with stakeholder group on purchase of equipment	2	
21	Coordinate site installations with vendor and local IT staff.	4	
22	Provide Training		5
23	Compile - Distribute and Manage a 'Training Plan'	3	
24	Coordinate a pilot test or dry run	3	
25	Compile training materials as needed -- Quick Reference Cards	4	
26	Other Activities		5
27	Manage Budget	4	
28	Manage Risks	2	
29	Manage Work Plan	8	
30	Compile - Distribute and Manage a 'Communications Plan'	3	
31	Compile - Distribute a 'Support Plan'	2	
32	Implement Video Conferencing		1
33	Develop - Distribute and Communicate Implementation Activities	3	
Total Effort Hours		130	
		+/- 25%	
Total Duration Days			76
		+/- 25%	95 / 57

Initial Implementation and Ongoing Cost Estimate (Provided by Doug Birgfeld)

<i>Video Conference Equipment</i>	<i>Funding Source</i>	<i>Frequency</i>	<i>Unit Costs</i>	<i>Qty</i>	<i>Total Cost (First Year)</i>	<i>Ongoing Annual Costs</i>	<i>Comments</i>
Video Equipment Unit Cost Per County - single point	Capital	One Time	\$9,000	1	\$9,000		Polycom VSX 7000s bundle, includes: Network Terminator (NT3), Quad BRI: Inverse Multi-plexor (IMUX), 32" Monitor, Cart, Delivery and Installation, Service contract
ISDN Lines							
Line Installation Costs	All Other	One Time	\$150	2	\$300		One time installation costs for two ISDN Lines
Monthly Recurring Costs (\$100 per month per line)	All Other	Ongoing	\$1,200	2	\$2,400	\$2,400	Monthly Costs of using ISDN Lines is \$100 per month = \$1200 annually
Other Costs							
Fax Machine	All Other	One Time	\$400	1	\$400		
Fax Line Installation	All Other	One Time	\$150	1	\$150		
Fax Line Monthly Recurring (\$29/month) = \$348 Annual	All Other	Ongoing	\$348	1	\$348	\$348	12 Months at \$29 per month
Phone Line Installation	All Other	One Time	\$150	1	\$150		
Phone Line Monthly Recurring (\$29/month) = \$348 Annual	All Other	Ongoing	\$348	1	\$348	\$348	12 Months at \$29 per month
Total					\$13,096	\$3,096	

First Year

Total Capital Costs = \$9,000

Total "All Other" Costs = \$4,096

Total First Year Costs = \$13,096

Ongoing Costs for Years 2 thru "X"

Total "All Other" Costs = \$3,096

NOTE: The above cost breakdown should only be used as a baseline estimate for determining implementation costs

Summary Implementation Cost Analysis

NOTE: Estimated implementation costs broken down by priority site.

Summary Implementation Cost Analysis*		
Oxford - Androscoggin		
Location	Activities	Est. Cost
Oxford County Jail	Full Site Equipment Installation	\$13,096
Androscoggin County Jail	Full Site Equipment Installation	\$13,096
Androscoggin County Jail	Potential Construction Costs ~Modify non-contact visit room ~Modify bathroom for storage	\$3,000
Total Estimated Cost		\$29,192
+/- %25		\$36,490/ \$21,894
Comments and Assumptions*		
o ISDN based solution		
o Does not include Oxford Superior Court		
o Full site equipment installation costs taken from cost estimate (see page 28)		
o These are 'hard' implementation costs and do not include items such as time and effort of stakeholder members.		
o The +/- .25% is contingency to account for the following items...		
o Multi point connections if needed		
o Potential reduced equipment costs		
o Misc unknown items		
Franklin - Somerset		
Location	Activities	Est. Cost
Franklin County Jail	Full Site Equipment Installation	\$13,096
Total Estimated Cost		\$13,096
+/- %25		\$16,370/ \$9,822
Comments and Assumptions*		
o ISDN based solution		
o Does not include Franklin Superior Court		
o Full site equipment installation costs taken from cost estimate (see page 28)		
o These are 'hard' implementation costs and do not include items such as time and effort of stakeholder members.		
o The +/- .25% is contingency to account for the following items...		
o Multi point connections if needed		
o Potential reduced equipment costs		
o Misc unknown items		
Mid-Coast ReEntry		
Location	Activities	Est. Cost
Waldo County Jail	Purchase Multipoint Adapter	\$3,096
Total Estimated Cost		\$3,096
+/- %25		\$3,870/ \$2,322
Comments and Assumptions*		
o Assumes that a 'multi-point' solution is needed		
o Does not include Waldo Superior Court		
o The +/- .25% is contingency for unknown costs of mutlipoint solution		

Cumberland County Jail		
Location	Activities	Est. Cost
Cumberland County Jail	Full Site Equipment Installation	\$13,096
Cumberland County Jail	Potential Construction Costs <i>~Modify learning lab if needed</i>	\$1,500
	Total Estimated Cost	\$14,596
	+/- %25	\$18,245/ \$10,947
Comments and Assumptions*		
o ISDN based solution		
o Construction costs may not be needed if 'Library' is used		
o Equipment costs may not be needed if 'Federal' unit can be used		
o Full site equipment installation costs taken from cost estimate (see page 28)		
o These are 'hard' implementation costs and do not include items such as time		
o The +/- .25% is contingency to account for the following items...		
o Multi point connections if needed		
o Potential reduced equipment costs		
o Misc unknown items		

