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CRIMINAL SANCTIONS AGENCY

Technology developments in the Probation App, Jersey Supervision Skills Checklist and in rehabilitative work of crime related gambling problems.

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CEP Technology Expert Group meeting

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The Probation App is a strategical goal

- A strategical goal is to enhance the clients involvement and self activity in his/her own change process.
- Using digitalisation possibilities in the client work is also a goal in the strategy of the Prison and Probation Service.

The Probation App in a nut shell

The Probation App is meant to be an extra helpful tool

- for the client and the case manager to keep contact with each other
 - It will not replace the one to one work/ face to face work during the implementation of a community sanction.
- to make it possible for the client to follow digitally his/her own progress in the change process
 - by using self help features in the App
 - by keeping a diary in the App
 - by reminders in the calendar in the App
 - by the digitally given support from the case manager

Some principles and challenges

- A very small budget to build the App, which makes restrictions to the content of the App.
- Using service design method and approach in building the App
 - started with interviews with clients and probation officers
 - user profiles were made
 - descriptions of the features were written
 - after this the procurement process was started
- There is an challenge when the procurement process is not in the hands of Prison and Probation Service

The Jersey Supervision Checklist in Finland

- A seminar was held in June 2014 about the Jersey Supervision Skills Checklist with Peter Raynor as the key note speaker. This seminar was held as part of the 3 year Probation Work Development project we had in Finland (5/2013-5/2016).
- We have had a pilot in using the Jersey Supervision Skills Checklist during autumn 2014.
- The manual was translated into Finnish in 2015.
- In summer 2016 it was decided that the Checklist will be used in all the Probation offices.

The Jersey Supervision Checklist in Finland

- We organized three national two day trainings about the Jersey Supervision Checklist: In November 2016, February 2017 and March 2017.
 - The participants in these trainings got the qualification to be trainers for the rest of the Probation Officers. Also managers and deputy directors of the Probation Offices attended these trainers' trainings.

- In 2017 it was decided that all the Probation Officers should get the experience of being observed and being in the role of an observer according to the manual of the Supervision Skills Checklist.

The Jersey Supervision Checklist in Finland

- In the beginning of year 2018 we finalized a electronical format of the Checklist.
- In September 2018 the "e- Checklist" was approved to be used by the board of the Prison and Probation Service and by the Probation Officers Trade Union.
- The purpose is to collect long term data about how the one to one work skills are used by the probation officers and are the use of skills improved by using the Supervision Checklist.

The "e- Checklist"

- It is build on webropol platform
- It can be filled in parts and be saved in between, which makes it easier to use.

- The data is collected with certain principles:
 - secure data saving,
 - no register will be formed,
 - users are autonomous,
 - data collection on region level,
 - only two persons in the HQ deal with the electronical data.

The Jersey Supervision Checklist in Finland

- In October 2018 a national development meeting was held and it was decided that further national development steps about using the Checklist will be made and agreed on after the National Probation Seminar days in November 2018.
- 21-22 November 2018 the National Probation Seminar was held and the key note speaker was Mr. Brian Heath from Jersey Probation and Aftercare Services. The interest was to hear about Jersey Probation Services practical experiences about using the Checklist and also to benchmark good practices in using it.

The Jersey Supervision Checklist in Finland

- We are now writing national standards of using the Supervision Checklist. Four main principles will be included:
 - The training about the supervision skills and the use of the Checklist will be part of the ongoing supplementary training for the probation officers.
 - Continuous study circles will be held in each Probation Office in which the supervision skills and the use of the Checklist will be the topic.
 - Giving constructive feedback about the use of the supervision skills will be a joint learning process without classifying PO in "good or less good" skills users.
 - The methods of strengthening the skills and following the use of the Checklist will be part of all management work.

Technological developments in rehabilitative work of crime related gambling problems

- There is a change in the client profiles from before.
- The needs and skills of the clients are different nowadays than they were before. The question was: How to meet the needs of the clients and still make community service possible for them?
- A national project about developing new contents to the community service has begun in 2018. The goal is to avoid social exclusion and enhance the possibility to impose community service to clients with different kind of needs.

The pilot

- Two different pilots are ongoing between the Probation Service and NGOs. In on of these also the health service sector is a partner.
 - Building a module for clients with crime related gambling problems and testing it. Includes staff training, making and using a screening tool and individual rehabilitation work. Using a online rehabilitation platform as part of the module.
 - Building a module for clients with neuropsychiatric symptoms and testing it. Includes staff training, making and using a screening tool and individual rehabilitation work.

The module for the crime related gambling problems

- Screening tool in the presentence report phase and in the beginning of the execution of the community service. When needed the screening tool is used also during the community service work.
- The module, max 30 hrs, is included in the individual sentence plan, which is made together with the client.
- Individual therapist or counselling meetings
- Rehabilitation program on a digital platform
- Peer group and family meetings are included
- Meetings between client, case manager (PO), NGO worker and therapist/counselor in the beginning, in the middle and in the end of the module.



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THANK YOU

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