

Workforce Challenges in Corrections

Statewide Professional Development and Communications Delivered to Every Facility



The work of correctional officers is increasingly complex.

“High scalability is one of the main reasons we chose One Touch. With One Touch we can quickly reach and communicate with massive numbers of people who otherwise wouldn't have had the opportunity.”

Luisa Hill
Learning Resource Officer
Veterans Benefits
Administration

The challenges facing corrections departments across America have been well documented — overcrowded facilities, insufficient staffing, and reduced funding. Critical components to addressing the challenges are the knowledge, skills and experience of corrections officers and administrators. Providing effective and accessible professional development, leadership training and statewide communications programs opens numerous doors for improving the nation's correctional organizations. One Touch Systems offers a proven solution that fills the critical need to deliver **cost effective, high quality, professional development programs to corrections officers and administrators.**

Challenges in Corrections

Many of the challenges facing corrections departments are tied to the need for expanded learning and communications programs with improved delivery capabilities.

- > As the work of correctional officers becomes more and more complex, the need for effective professional development programs becomes increasingly important.
- > Mechanisms for sharing best practices between facilities are needed so that under-performing locations have the opportunity to learn from their top performing peers.
- > Rapid turnover of corrections leadership destabilizes the entire system and drives the need to develop and retain new leaders.
- > Corrections officers need ongoing training to identify physical and mental health problems of inmates and to more effectively work with healthcare personnel.
- > Corrections departments about to face the largest wave of retiring employees in history need a system to capture the institutional knowledge of retiring workers, as well as develop and groom their replacements.
- > Effective implementation of new policies and procedures in corrections necessitates a method for delivering timely, consistent and comprehensive statewide communications.
- > Many correctional departments have limited technology and connectivity infrastructure to support distance learning and communications initiatives.
- > Corrections departments need a way to provide inmate educational programs in the areas of high school diploma requirements for juveniles and job skills training for adults.

The One Touch Solution

One Touch provides a solution that addresses the various needs for professional and leadership development, statewide communications, inmate education and other training programs. One Touch's highly scalable solution is capable of reaching thousands of participants at hundreds of locations with measurable, certifiable training and the highest levels of live, face-to-face-like interactivity. No other technology has so effectively replicated the live classroom environment.

The solution also helps organizations go beyond traditional training to collaboratively communicate across the enterprise in a clear, uniform way — enabling all employees to understand the vision, mission, goals and objectives of the organization. One Touch provides organizations and individuals the opportunity to learn, and share information and experiences, where they work, when they need it.

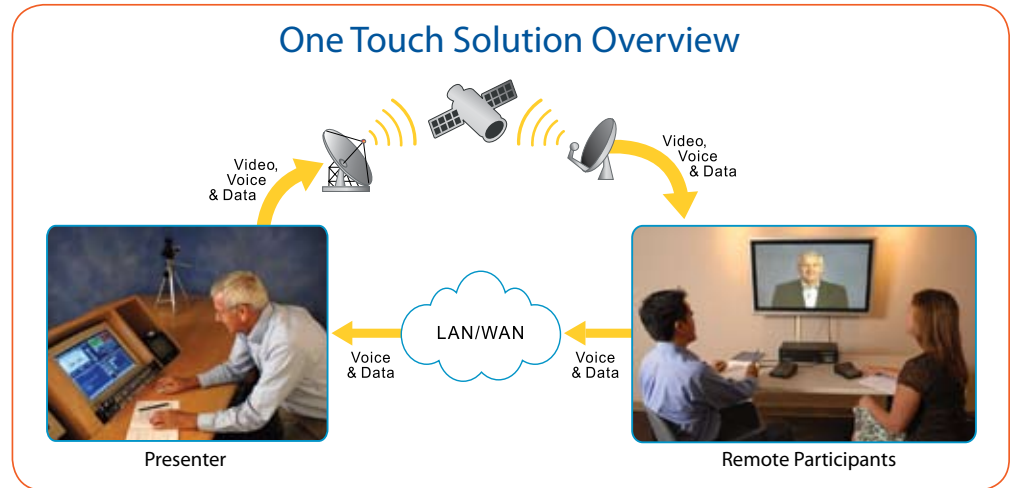
“Taking individuals away from their homes and front-line duties for protracted training in Oklahoma City is no longer a necessity in a great many cases. Now, with the One Touch solution, we can reach and train hundreds of students simultaneously while maintaining a high level of training quality.”

Rich Schrum

Interactive Video Teletraining

Operations Manager

Federal Aviation Administration



Benefits for a Department of Corrections

For a corrections department, the One Touch solution creates benefits never before possible, including:

- > Easy access to recurring training, professional development and elective career enhancement for all officers and staff members regardless of their location
- > Greater effectiveness of learning programs with increased comprehension, measurability, flexibility and accountability
- > Alignment of the organization through statewide communications with greater clarity on the mission and direction
- > Instant delivery of vital communications and consistent messages across the organization
- > Two-way communication across the department with the opportunity to share best practices
- > Expanded access to educational programs for inmates regardless of their locations or security level
- > Safer teaching environments — attracting and leveraging higher quality teachers

The solution will enable a corrections department to introduce an interactive distance classroom and meeting room model as a key component of its professional development and communications strategy, and as a means of addressing the various challenges.

About One Touch

One Touch Systems is the world’s leading provider of live, interactive distance communications and learning solutions. The One Touch solution integrates video, voice and data over any broadband network with measurable and certifiable results. One Touch extends the reach of communication and learning sessions to geographically dispersed participants in networked classrooms as well as at individual PCs. Many of the world’s largest organizations, including Social Security Administration, Federal Aviation Administration, Safeway, General Motors and Ford Motor Company, are One Touch customers. One Touch solutions are deployed on five continents reaching an estimated 3 million employees annually.



40 Airport Parkway
San Jose, CA 95110
408-436-4600

www.onetouch.com