

Advances in Rural & Remote Community Safety Through Technology

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UNIVERSITY OF SASKATCHEWAN

Centre for Forensic
Behavioural Science
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USASK.CA/CFBSJS

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Community
Safety
Knowledge
Alliance

Research to Practice to Alignment

Matthew Swarney



MOTOROLA
SOLUTIONS



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Tech-Enabled Hubs

Building a Pilot Project

with Dr. Chad Nilson

Community Engaged Scholar



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Project Goals

- Explore intersect of ICT and CRDI.
- Gather lessons from similar ICT-enabled models.
- Determine a potential framework for rollout in Saskatchewan.
- Provide a pilot plan for implementation.



Project Need

- Limited to no services in some communities.
- Driving distances/costs are tremendous barrier.
- Anonymity in small communities is challenging.
- Accessing services is inefficient/expensive.



Collaborative Risk-Driven Intervention: *The Hub Model*

- Weekly venue for human service providers to collaborate in ongoing elevated risk detection; the sharing of limited information; and the planning and deployment of rapid interventions.



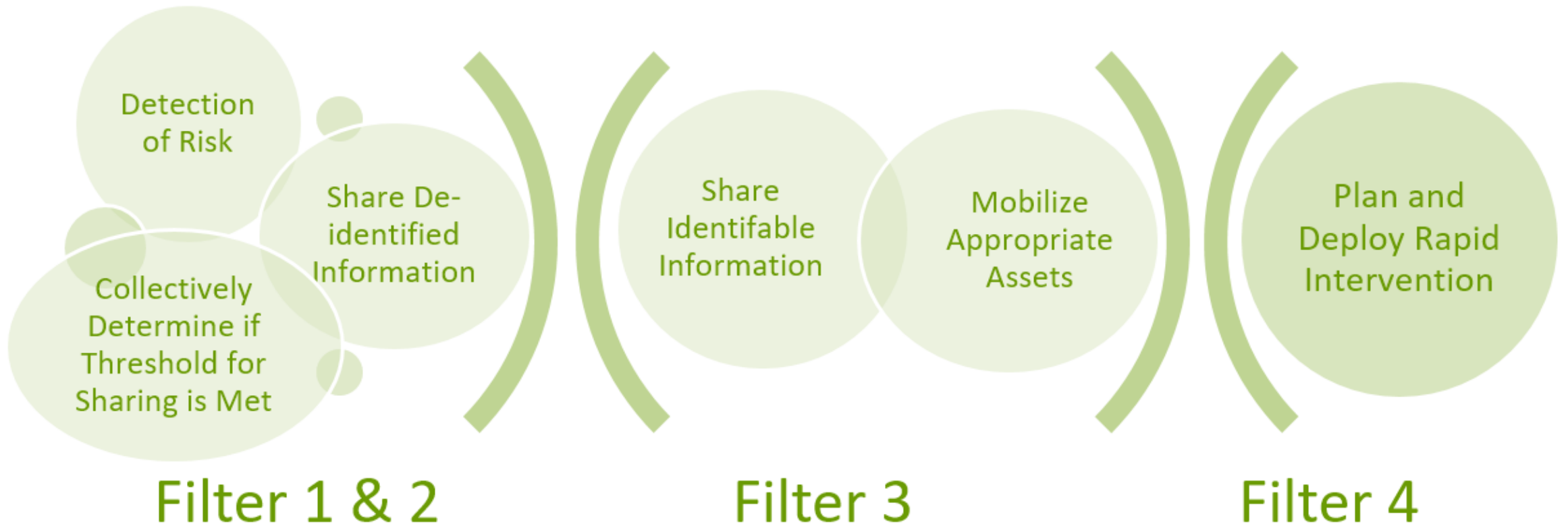
Multiple Sectors



Disciplined Process



Four Filters



Canada-Wide Replication



Consultation Process

- Hub practitioners ($N = 97$)
- Human service providers ($N = 65$)
- Model adapters ($N = 16$)
- ICT Experts ($N = 21$)



Consultation Results

Adaptability

- Full-time positions
- Filter Process remains same
- Interventions need onsite/remote participants
- Services must be integrated and ongoing
- Tech-Hub should be structured to meet regional needs



Consultation Results

Key Ingredients

- Clear cost-effectiveness
- Fidelity to original model
- Community ownership
- Strong protocol within an ICT environment
- Dedicated positions
- Technology access/capacity/coverage
- Onsite support to provide ICT access



Consultation Results

Potential Barriers

- Limited risk detection in rural/remote areas
- Loss of face-to-face interaction
- Limited skills/comfort with ICT
- Loss of local familiarity with remote presence
- Limited access to reliable technology
- Historical distrust for outside agencies



Consultation Results

Technology Considerations

- Connectivity, access, strength, reliability, capacity, affordability
- Local bandwidth, data coverage, network access
- Single provider of ICT solutions
- Local knowledge on operating ICT
- Mobile video devices are critical to intervention
- Stationary devices suitable for discussion

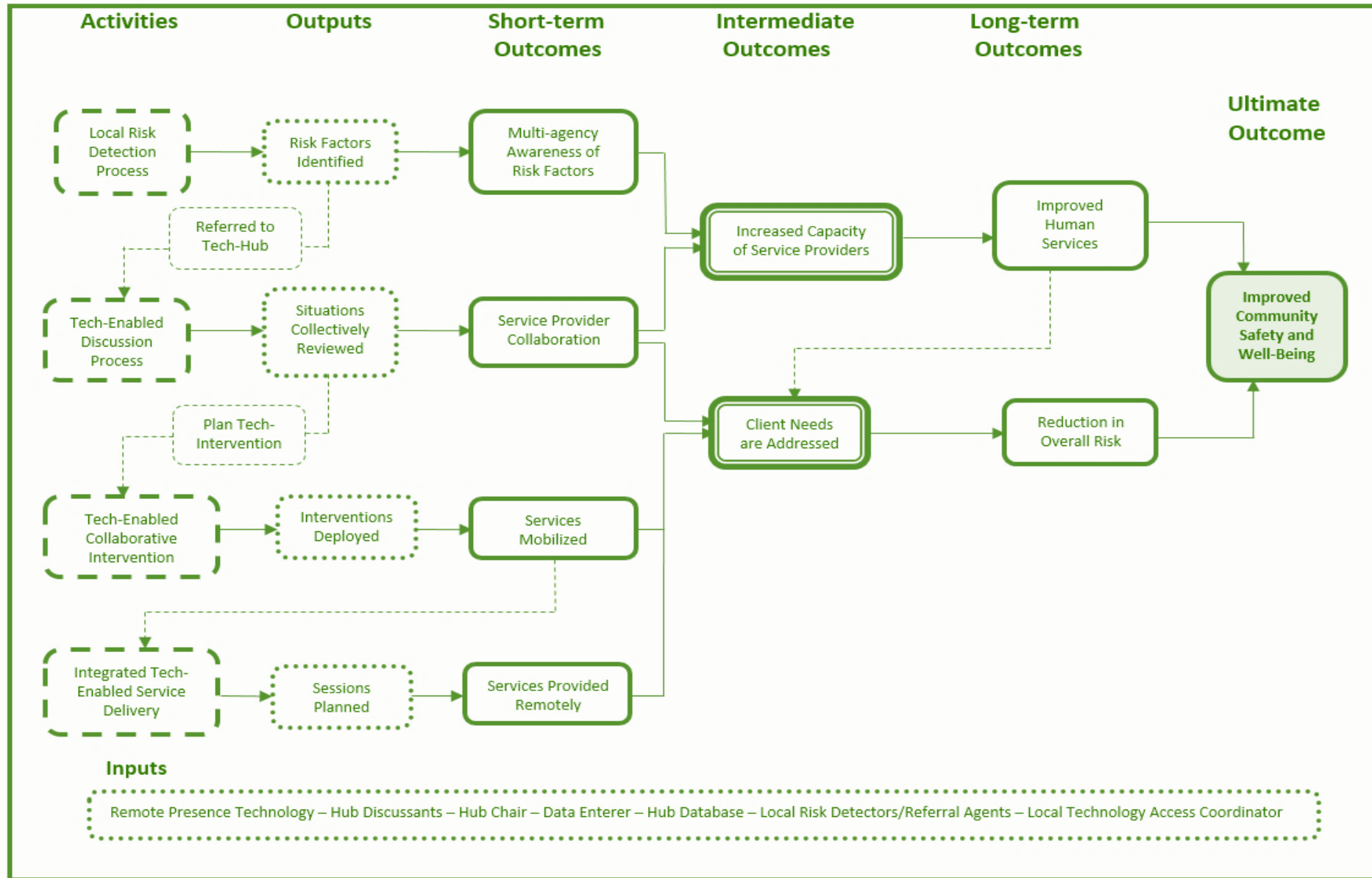


The Pilot Project

- Tech-enabled Discussion Process
- Tech-enabled Collaborative Interventions
- Tech-enabled Service Provisions



Theory of Change



Assumptions

- Group of interested/available practitioners
- Support from various levels of government
- Accessible/user-friendly/reliable ICT
- Locally-based ICT coordinators
- Local engagement in risk detection
- Mobile technology provision to clients

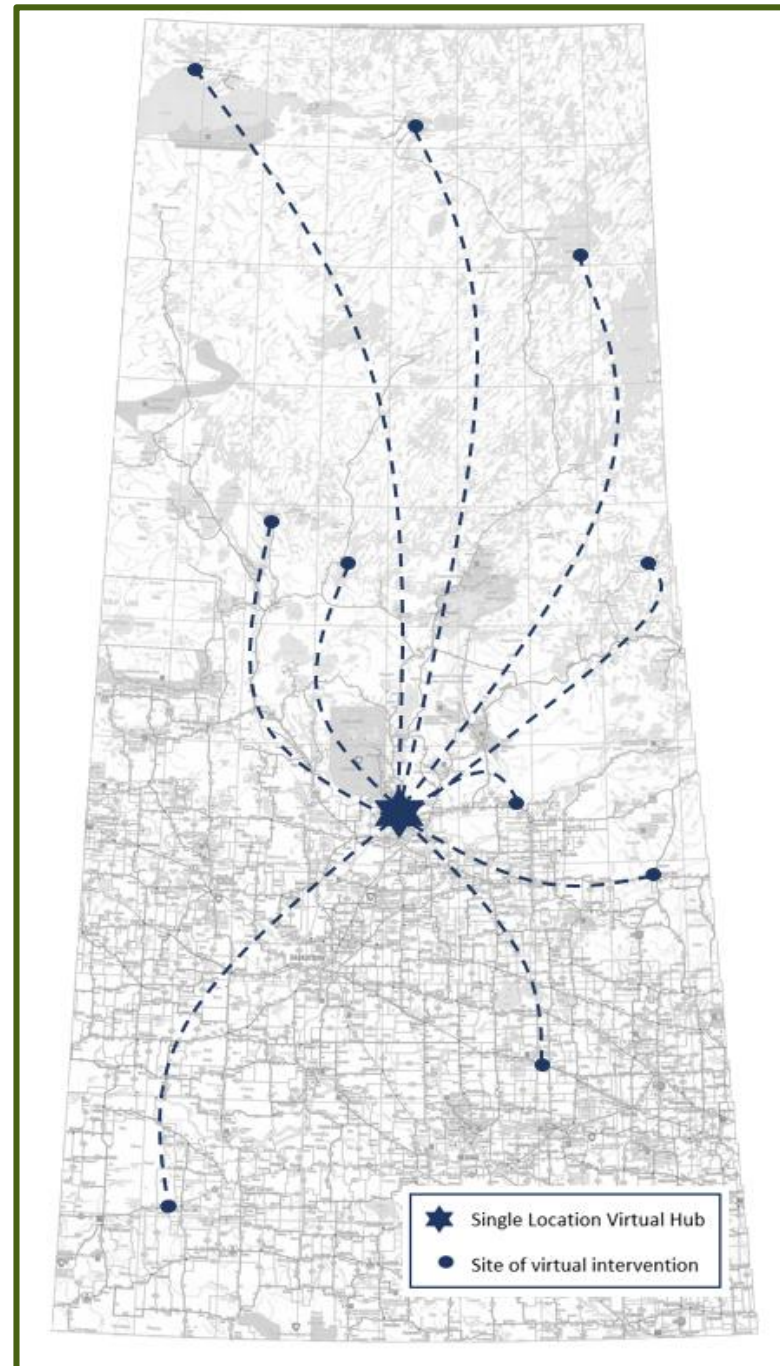


Configuration Options

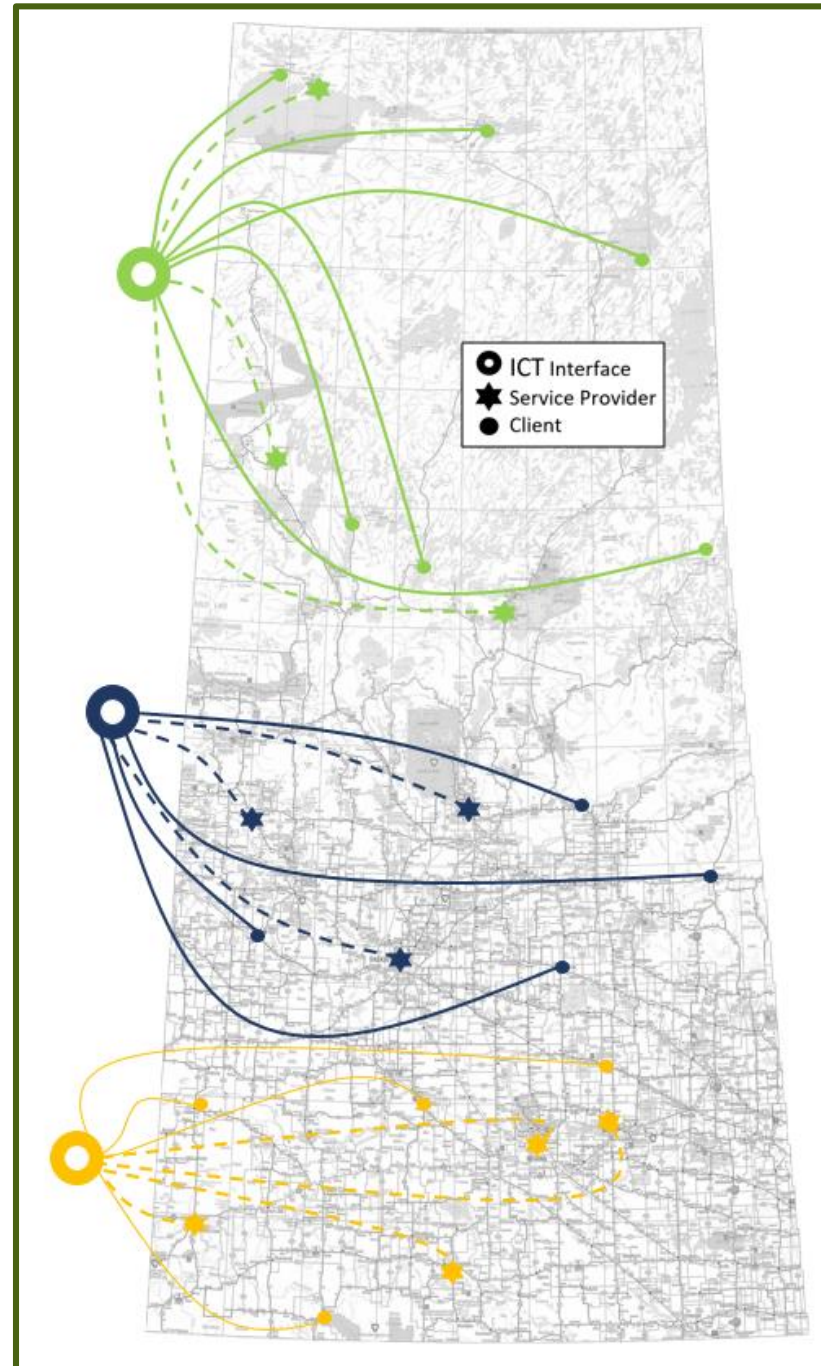
- Single Location Tech-Enabled Hub
- Regional Tech-Enabled Hub
- Provincial Tech-Enabled Hub



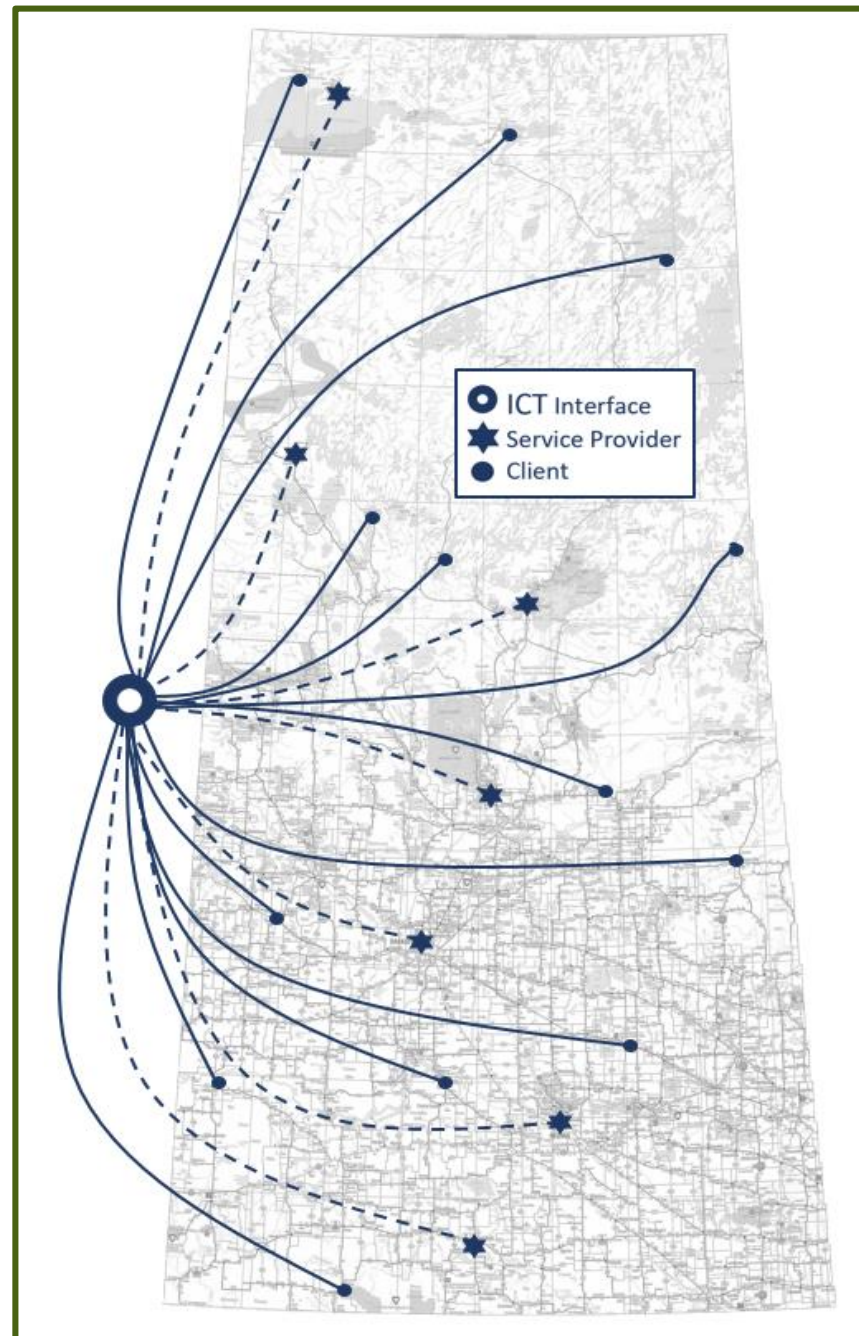
Single Location Hub



Regional Hub



Provincial Hub



Cost Simulations

SOLUTION	1 client	10 clients	50 clients
In-person visits (everyone visits)	\$13,680	\$136,800	\$684,000
Mobile Telepresence Device (industry-grade)	\$30,212	\$54,440	\$162,120
Commercial Grade Tablet (coordinator every session)	\$5,312	\$29,520	\$137,220
Commercial Grade Tablet (coordinator only 3 sessions)	\$4,232	\$18,740	\$83,220



ICT Application of Hub

- Weyburn/Estevan/Carlyle Hub
- Durham Connect Situation Table
- Chatham-Kent FIRST

Discussion
Stage



Remote Presence Potential



Discussion: ROLES

- Role of non-profit sector in social innovation.
- Role of private sector in social innovation.
- Role of academic sector in social innovation.
- Role of government in social innovation.

Discussion: COLLABORATION

- Across domains (e.g. private, non-profit)
- Across sectors (e.g. police, addictions)
- Across jurisdictions (e.g. provincial, federal)

Discussion: OUTCOMES

- Shared outcomes
- Measureable outcomes

General Questions



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