

DOC Modernization – Wi-Fi expansion phase

Title	DOC Modernization – Wi-Fi expansion phase
Sponsoring Agency & Division	AHS / DOC
Requestor Name	Dana Bianchi on behalf of Kristin Calver
Job Title	IT Mgr / DOC Deputy Commissioner
Email	Dana.Bianchi@vermont.gov and kristin.calver@vermont.gov
Problem / Opportunity Statement	<p>The absence of secure Wi-Fi in all areas of correctional facilities significantly impacts several critical operational areas. Communication among staff is compromised, leading to delays in coordination and response times when managing incarcerated individuals. This lack of real-time connectivity results in operational inefficiencies, as staff cannot access digital records and management systems on-the-go, increasing reliance on paperwork and less streamlined processes. Safety is also at risk, as limited access to information and communication tools reduces situational awareness and response capabilities. Furthermore, inefficient manual processes and outdated systems lead to suboptimal resource allocation and increased operational costs. Decision-making is adversely affected without real-time data and analytics, resulting in less informed management strategies and outcomes. Collaboration with external agencies and stakeholders is limited, reducing overall efficiency in correctional facility operations. Finally, a weak digital infrastructure stifles innovation and adaptability, preventing the adoption of new technologies and practices in correctional management.</p>
Business Outcome 1	<p>The expansion of the current wired connection to a wireless network will enable the facility to offer additional and modernized services. This upgrade allows for the provision of services up to, and within, the cell, with the ability to document these services in real-time. Furthermore, staff will be able to conduct cell checks, make logbook entries, and perform other necessary oversight tasks using handheld devices, enhancing efficiency and accuracy.</p>
Business Outcome 2	<p>Implementing a secure Wi-Fi network for corrections staff can lead to several desired business outcomes: 1.Enhanced Communication: Secure Wi-Fi enables real-time communication among staff, improving coordination and response times in managing incarcerated individuals. 2.Increased Efficiency: Staff can access digital records, schedules, and management systems on-the-go, streamlining operations and reducing paperwork. 3.Improved Safety: Quick access to information and communication tools can enhance situational awareness and response to incidents, improving overall safety. 4.Resource Optimization: Efficient digital tools can help in better resource allocation, 5.Better Decision-Making: Access to real-time data and analytics can support informed decision-making, improving management strategies and outcomes. 6.Enhanced Collaboration: Secure Wi-Fi allows for better collaboration with external agencies and stakeholders, improving</p>

	<p>overall correctional facility operations. 7.Innovation and Adaptability: A robust digital infrastructure supports the adoption of new technologies and practices, fostering innovation and adaptability in correctional management 8.Staff Retention: Retention of staff can be realized through modernization and improvements in how we conduct business. 9.Health Outcomes: Real-time monitoring of health markers of incarcerated individuals will allow us to see early warning signs and provide timely and potentially life-saving interventions.</p>
Legislation/ Statute/ Federal Mandate	No
List the Legislation/Statute	This request is not associated with a current legislative request or mandate; however, our committees of jurisdiction (House Corrections and Institutions, and Senate Institutions) have been supportive of efforts so far and have voiced their intention unofficially that they would like this work to proceed.
Alignment to Agency/Dept. Strategy	This project aligns with the Governors priority to Protect the most vulnerable. Services that are currently provided through DOC will be further automated with the ability to document actions as they occur, without the need for paper processes within the facilities providing alignment with the department’s Modernization priority within its Strategic Plan roadmap
Desired Start Date	2026-07-06 00:00:00
Additional Information	<p>In September 2022, the Department of Corrections (DOC) engaged Presidio to create heat maps of six facilities, providing a detailed report on the requirements for comprehensive Wi-Fi coverage. In September 2023, the estimated cost for network hardware, installation, wiring, and project management based on these heat maps was \$3,306,400 and \$140,000 for ongoing maintenance and operations. DOC has been actively seeking funding for this project including an unsuccessful Capital Bill request in October of 2023 (2023-2024 biennium) and has participated in legislative testimonies to emphasize the need for Wi-Fi and funding.</p> <p>In May of 2024, House Corrections and Institutions provided a letter of support for the project to the Executive Director of the Vermont Community Broadband Board in hopes of accessing funding from President Biden’s 2021 Infrastructure Investment and Jobs Act which dedicated \$65 billion to broadening access to affordable high-speed broadband. The legislation explicitly identified incarcerated individuals as a covered population in its focus. Additionally, the rural nature of our facilities was also a qualifying factor to access the funds. That effort was not successful.</p> <p>On February 4th, Deputy Commissioner Calver and Chief of Operations Denton were asked to testify on Wi-Fi facility efforts and were asked to take some proactive measures to get this effort moving forward. Deputy Commissioner Calver arranged a meeting with ADS Field Services and Networking to discuss the overall Wi-Fi needs in the facilities and also the urgent Wi-Fi needs in two facilities [Chittenden Regional Corrections Facility (CRCF) & Northwest State Correctional Facility (NWSCF)] to enhance interpreter services amid legislative and media scrutiny regarding language access for ICE detainees and their legal counsel.</p>

	<p>Currently, (SOV) Wi-Fi is available in administrative areas of the facilities. There is vendor provided Wi-Fi in the housing areas for inmate tablets, for Risk Intervention Services (RIS) programs using laptops, and the Health Services Provider is also planning to add Wi-Fi to their network. To address immediate needs at CRCF and NWSCF for interpreter services, a SOV WAP will be installed in the visitor rooms of both facilities. Other areas requiring Wi-Fi for interpreter services will be part of the broader initiative to extend Wi-Fi throughout DOC facilities presented herein.</p> <p>At the Deputy CTO's recommendation, Field Services engaged Fidium to explore scalable managed network services for Wi-Fi and requested a budgetary estimate. This estimate included internet connection, switches, wireless access points (WAP), and management under a monthly lease model, excluding network wiring and initial installation costs.</p> <p>The project is now ready for submission to the Intake process for review and feedback on next steps.</p>
Attachments	DOC Modernization Attachments
Triage Date	2026-03-23 00:00:00
Notes	<ul style="list-style-type: none"> * Wi-fi limitation in the facilities, looking to automate some of the manual processes. Working on an RFP for new vendor mgt system. Currently working to identify funding, and have been asked to reengage with ADS to move this forward. * James and CTO recommended moving forward with a managed services approach. * Business needs to draft information on cost estimate for house of appropriations. * Need to determine if needs/business processes are documented and identified * Video/phone call * Document which SSI is used for security, not use of a guest system. * Would need support form networking team
ADS Lead	TBD
Next Steps	<ul style="list-style-type: none"> * Take conversation offline to determine funding information and other details. Tracey, Dana, Mark, Jim, Alex, Helen
ADS Portfolio	Enforcement & Regulation
Deputy Director	Helen Tanona