

FRONTLINE

THE NATIONAL VOICE OF CORRECTIONS PROFESSIONALS



INAUGURAL EDITION | JULY/AUGUST 2026

**THE FUTURE IS ALREADY
HERE**

Artificial Intelligence,
Technology, and the Future of
Corrections

**ANSWERING
THE CALL**

Introducing the One Voice
United Intelligence Network

**YOUR VOICE
MATTERS**

Share Best Practices, Policies,
Recognize Staff and Strengthen
the Profession

WELCOME TO FRONTLINE



As the founder of One Voice United, I am proud to introduce the inaugural issue of **FRONTLINE**, our newsletter published every other month.

This publication is dedicated to the lives and contributions of Correctional Officers, Probation Officers, non-custody staff, and 911 dispatchers.

At OVU, we believe that effective communication and active engagement are what set us apart and I'm thrilled to highlight the work and contributions of industry professionals, our OVU team and the frontline professionals that do this work every day.

While I eagerly look forward to our Elevating Our Profession Conference and National Medal of Honor, I also recognize that ongoing challenges can't always wait for annual discussions. That's why we're excited to launch FRONTLINE.

Every other month, you'll receive an email with this newsletter, featuring:

- **An article discussing a specific issue or concern. In this issue, we look at AI.**
- **An Intel question, either from One Voice United or one of our partner organizations.**
- **An opportunity for you to let us know about any outstanding achievements by staff where you work, along with any incidents or information you feel might be beneficial for other professionals nationwide.**
- **A request that if your agency adopts a new policy or procedure that you let us know. Policy shifts often start locally and can trend nationally, so sharing this information can act as an early education or warning system for all of us.**
- **An event calendar outlining upcoming OVU events**

As the One Voice United Network continues to grow, we hope this newsletter fosters collaboration and innovation as we work together to advance our profession and find answers to issues we all face. I also kindly ask that you share this publication with your colleagues and promote it on any relevant social media platforms you utilize.

Lastly, your feedback on FRONTLINE and suggestions for improvement are always welcome. If you are interested in contributing an article, please do not hesitate to reach out!

Andy Potter
Founder and Executive Director
One Voice United

WANTED: ONE VOICE UNITED INTELLIGENCE OFFICERS

JOIN A GROUP OF PROFESSIONALS DEDICATED TO
MAKING A DIFFERENCE



Imagine you just get home after your most recent double, you're beat, it's been a tough 16 hours.

But minutes after you get in the door the phone rings. You pick it up and on the other end of the line is someone who identifies themselves as a fellow corrections professional. They say they need help.

Would you help if you could? We are certain that 99% of you, dead tired or not, would answer that call without hesitation, because that's who you are.

Well, your phone is ringing and it's time to answer that call. That's who the One Voice United Intelligence Officers (IOs) are, they answer the call.

**“YOUR PHONE IS RINGING.
IT'S TIME TO ANSWER THE CALL”**

WHAT IS IT?

The Intel Network was formed to provide union officials and staff an opportunity to see how their counterparts across the nation deal with the challenges we face in corrections and to provide an added resource for the men and women who represent and support our profession.

It is also intended to assist and strengthen existing unions, associations, and staff organizations, not replace them or go around them.

Where staff have an established collective voice, OVU wants to work with those leaders and include them in the process whenever possible.

WHAT DOES IT DO?

The Network is designed to be a rapid response system.

Our Intel Officers usually respond to our questions within 24 hours, allowing us to generate a report within 48-72 hours of receiving the initial request.

The Network also serves as an early warning system.

When departments started issuing body cameras, Intelligence Officers were asked to submit any information or policies addressing staff’s concerns.

Where staff are not represented, it is a tool that allows us to share best practices, policies, pilots, concerns, lessons learned, research and practical solutions.

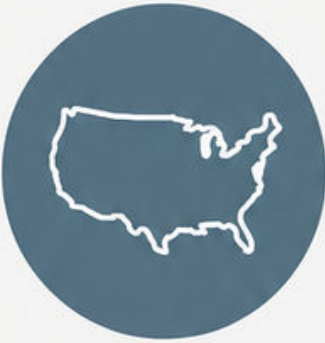
Although each department is different and no two prisons are identical, the network helps us recognize that the challenges we face are similar.

From assaults, to equipment failures, to staffing mandates, to new policies and procedures, to infectious disease and environmental exposures, we are all dealing with a basic set of “universal” issues.

The same was true when departments began issuing tablets to inmates, and again when we were asked how local recruitment by ICE was affecting recruitment and retention within correctional systems.

Those Intel requests alerted everyone of what was happening in real time and allowed multiple jurisdictions to share their response and approach with others.

THE NETWORK
AT A GLANCE



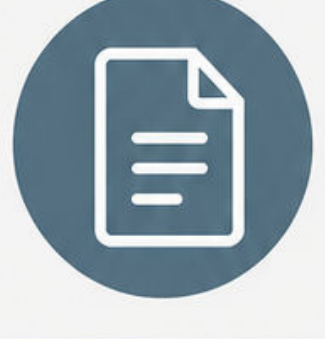
Nationwide
information
sharing



Responses
typically within
24 hours



Reports issued
within
48–72 hours



Policies,
practices and
lessons learned

3

HOW DOES IT WORK?

Intel Officers can be individual employees participating as points of contact or where staff have a collective voice, they can be representatives identified by a union or association.

Participation in the Network does not mean someone is speaking on behalf of a union, association, department, or agency.

Our goal is to build a trusted information sharing network that works with existing staff organizations and helps everyone access timely, accurate, and useful information.

The best way to describe the network is to visualize a spoked wheel. At the hub of that wheel is One Voice United. Each one of those spokes represents an Intel Officer (IO). The more spokes the stronger the wheel. When we receive a question from one of those IOs (spokes), we email that question through the Network to all the OVU IOs. Those IOs are asked to respond within 24-48 hours.

We gather those responses, prepare a report for the requesting party, and share it with the rest of the Network so everyone has access to the same information. If more responses are received, we will update the report approximately a week to two weeks later, issue a final report and then retain the information in our archives.



- 1 QUESTION RECEIVED**
A question is submitted by a partner organization or Intel Officer.
- 2 SENT TO NETWORK**
The question is shared with Intel Officers across the country.
- 3 RESPONSES IN 24-48 HRS**
Intel Officers provide the best information, resources and examples they can.
- 4 REPORT SHARED WITH EVERYONE**
A summary report is created and sent back to the requester and entire network.

Reports are updated as additional responses arrive, ensuring the most complete and accurate information possible. Every report is retained in the OVU archives, creating a growing library of real-world solutions for corrections professionals

HOW MUCH TIME DOES IT TAKE TO BE AN INTEL OFFICER?

**3-4
HOURS
PER YEAR**

**The network usually receives between 8
and 12 requests each year**

Most questions can be answered in minutes

**Occasionally, an IO may forward a policy,
contract or research paper for review or
ask for help on a specific issue**

MINUTES TO RESPOND, NATIONWIDE VALUE

ARE YOU IN?

Ideally we would like at least one corrections officer and one non-custody staff member representing every state, county, federal and juvenile facility across the U.S.

We also need at least one Intelligence Officer from parole and probation agencies in each state.

Your Voice Matters. Your knowledge helps others. Together, we make each other stronger

**[Contact Us Today](#) to Become a Part of the
Greatest Think Tank in Corrections**

THE FUTURE IS ALREADY HERE

A DIVE INTO THE USE OF NEW TECHNOLOGY AND
ARTIFICIAL INTELLIGENCE IN CORRECTIONS



In an industry that is seldom characterized as being on the leading edge of innovation, corrections finds itself at a crossroads.

Across the country, agencies are facing real strain. Recruitment and retention challenges continue to deepen, budgets are tightening or being cut, and facilities grow older every year while operational demands keep rising.

At the same time, an entirely new wave of technology is emerging that offers real promise. Tools that once felt like science fiction or seemed futuristic are now becoming a part of daily operations with more possibilities being offered or developed every day.

We see these advancements in many forms. Automated reporting tools are being adopted to reduce the paperwork burden and give officers and administrators more time to engage with the incarcerated population. Digital communication systems are offering assistance by recording, categorizing, and flagging ingoing and outgoing calls with a level of analysis and speed far beyond the capacity of any one individual or team. Tablets and secure handheld devices are being used to help manage caseload information and support safer operations through features like fingerprint access, tamper alerts, and location tracking. And emerging above all of these tools is artificial intelligence, a technology offering significant potential to fill critical gaps, identify risks, support stronger decision making, and improve outcomes for those who work and live behind the walls.

The potential here is enormous. When applied with input, purpose and care, these products can help restore stability, provide continuity and give corrections professionals more time to be present in housing units where communication, trust, and sound judgment are essential for safety and rehabilitation. They can also expand access to education and personal development so that more individuals leave custody prepared to return home. In short, technology can help us meet the very goals that corrections has always embodied and aspired to but rarely had the resources to fully achieve.

“The corrections professionals who work inside these institutions know better than anyone what is needed, what works and what isn’t working”

Yet, progress and improvement are not always the same and this cannot be understated. Innovation can move faster than caution dictates if we are not guiding its direction. It can reshape the work without strengthening the mission behind it. It can promise efficiency while introducing new blind spots and vulnerabilities. Most concerning, it can shift authority and responsibility from trained professionals to automated systems or for-profit developers that do not understand the human realities inside a correctional environment.

So where do we go from here? With all of this opportunity also comes responsibility. We cannot embrace technology simply because it is new or promises convenience. As a society, we must ask difficult questions and begin the process of oversight before making long term commitments that will undoubtedly impact the public good or change our inherent obligation when depriving someone of their liberty.

While we do not propose to have the answers to these questions, there are fundamental issues and questions that should be debated and discussed. For instance, what role should private companies have in decisions that affect public corrections institutions and the people inside them? How is information collected, protected, and used? Who controls that information and who benefits from it?

How do we support staff when systems malfunction? Who is held accountable if data or information is misapplied or gives false direction? What protections exist to ensure new tools support constitutional rights and human dignity? How do we measure success beyond efficiency or cost savings?

Artificial intelligence makes the answers to these questions even more critical. While it’s easy to imagine AI as a neutral or objective helper, in truth every system reflects the choices and values of the people who design and train it.

Left unchecked, it can reinforce bias or remove human understanding from situations where compassion, awareness, and relationships matter.

There is also a cultural challenge we cannot ignore. Corrections has often been labeled as resistant to change. That skepticism is not rooted in fear of new tools. It is rooted in experience. Staff have seen policies and technology arrive with big promises, only to later be abandoned, add confusion or roll out without training or feedback on its effectiveness. When success becomes a mandate rather than a truth, it can foster cynicism, especially when staff feel expected to produce positive outcomes and show results, regardless of whether the tool or technology works or not.

We cannot allow those missteps to repeat. The corrections professionals who work inside these institutions know better than anyone what is needed, what works and what isn't working. Their voice should not be a courtesy to consider at the end of a conversation but a requirement, and value added from the beginning.

If we get this moment right, corrections can move from being a late adopter of change to becoming a leader in responsible innovation.

If we ignore these conversations or delay them too long, we risk a system shaped entirely by outside forces masked in technical jargon.

Either way, one thing is clear, the future is not coming, it is already here!



WHAT'S HAPPENING IN YOUR JURISDICTION?

HELP US TELL THE STORIES THAT MATTER TO PROFESSIONALS NATIONWIDE



**STAFF TO
RECOGNIZE?**

TELL US WHO IS MAKING A DIFFERENCE



**NEW POLICIES OR
DIRECTIVES?**

SHARE CHANGES OTHERS SHOULD
KNOW ABOUT



**GOOD NEWS OR
INNOVATIVE PROGRAMS**

LET US HELP AMPLIFY AND SHARE WHAT IS
WORKING

HELP SHAPE THE NEXT ISSUE
INFO@ONEVOICEUNITED.ORG

ONE TEAM ONE VOICE

THE PEOPLE BEHIND THE MISSION



ANDY POTTER
FOUNDER + EXECUTIVE DIRECTOR



BRIAN DAWE
NATIONAL DIRECTOR



JEREMY TRIPP
POLICY DIRECTOR



COREY POST
PROGRAM DIRECTOR



SIMON GREER
SENIOR ADVISOR



JENELLE WOOLDRIDGE
DIRECTOR OF COMMUNICATIONS + EVENTS



BRENT KOWITZ
PROGRAM ASSISTANT

WORKING NATIONWIDE TO CONNECT CORRECTIONS PROFESSIONALS,
AMPLIFY THEIR VOICES, TELL THEIR STORIES
AND ELEVATE THE PROFESSION