

PrisonerGO

Employees

Employee ID	Employee Name
642115004	Kitdanai Palee
642115006	Jakkaphat Ploylake
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Product Request

Problem of the user

- Users may have limited access to healthcare services, and medical issues can be a significant concern.
- There are safety concerns for the users, both from other inmates and prison staff.
- Prison is very uncertain, risky situations can occur at every moment.
- There is no insurance for inmates in the Thailand market.
- Our users may be maltreated by prison staff.
- Users may not have a future after serving their sentence.

Goal and Objective

Goal

Increase insurance coverage for all types of demographics, bring attention to safety of inmates, and support their successful reintegration into society.

Objectives

1. Provide users with compensation for health-related problems concerning life in prison, this includes, violence from fellow inmates, or from prison staff.
2. Offer insurance products and services that support the successful reintegration of inmates into society upon release.
3. Cater specific needs and circumstances, policies should address their potential health, legal, and financial needs both inside and outside of prison.
4. Helps inmates in making their time serving a sentence go smoothly.

Project Description

PrisonerGO is an insurance plan that caters to inmates that are serving a sentence. Inmates or inmates-to-be can apply for our insurance. They may be accepted or denied based on their background, and offense.

This insurance plan covers: (1) Inmate's health-related problems in prison, (2) Inmate's rehabilitation, (3) Inmate's integration back to society.

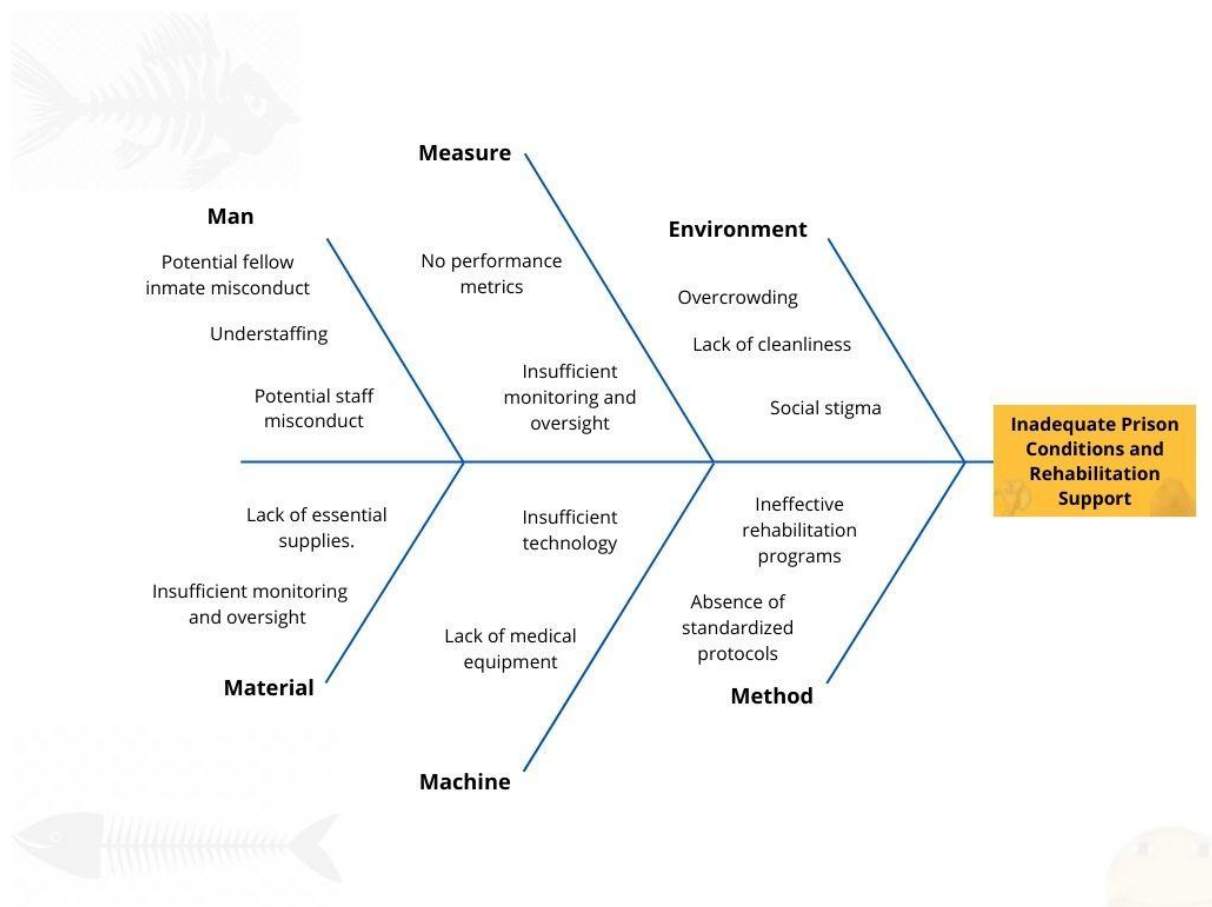
Benefits

1. Users can get better healthcare access.
2. Users can integrate back to society after serving their sentence.
3. Users can be compensated for health-related problems concerning life in prison.

Target Users

The main target users are inmates.

Fishbone diagram



Interview

Questions(Diamond structure)

Q1) Have you ever had a health-related problem while in prison? (CLOSED QUESTION)

Q2) Can you describe your experience with healthcare services in prison? (OPEN QUESTION)

Q3) Could you share more about any safety concerns you have had in prison? (OPEN QUESTION)

Q4) Can you elaborate on any instances where you felt maltreated by prison staff? (OPEN QUESTION)

Q5) How do you feel about your future after serving your sentence? (OPEN QUESTION)

Q6) Do you believe an insurance plan like PrisonerGO would be beneficial for inmates? (CLOSE QUESTION)

Q7) Would you consider applying for our insurance plan, PrisonerGO? (CLOSED QUESTION)

Interviewee #1

Mr.Rohin; 38 years old, currently serving a 13 months sentence for DUI (2nd Offense).

Q1) Yes, during my time in prison, I did experience a health-related issue. About six months into my sentence, I developed a persistent cough that wouldn't go away. I was eventually diagnosed with bronchitis. It was a challenging experience, and getting access to medical care in prison was not as straightforward as it should have been.

Q2) My experience with healthcare services in prison was mixed. While there were medical staff available, it often took a long time to get an appointment, and the quality of care varied. In some cases, I felt that my concerns were not taken seriously, and there was a lack of transparency about the treatment options available. The overcrowded conditions in the medical facility also made it challenging to maintain social distancing during the COVID-19 pandemic, which added another layer of stress.

Q3) Safety concerns were a constant worry in prison. While I did my best to keep a low profile and avoid trouble, there were still instances of violence and altercations among inmates. Security measures were in place, but they couldn't prevent every incident. It's difficult to feel completely safe when you're confined with a diverse group of people, some of whom may have a history of violence.

Q4) Thankfully, I didn't personally experience severe maltreatment by prison staff. However, I did witness instances where some inmates felt unfairly treated. There were times when staff members seemed dismissive of inmates' concerns or were overly authoritative in their interactions. It's essential for prison staff to treat all inmates with respect and fairness to maintain a safe and humane environment.

Q5) I have mixed feelings about my future after serving my sentence. On one hand, I'm determined to turn my life around and make better choices. However, I'm also aware that reintegration into society can be challenging, especially when you have a criminal record. Finding employment and reestablishing relationships will be difficult, but I'm committed to doing my best to become a productive member of society.

Q6) Yes, I believe an insurance plan like PrisonerGO could be highly beneficial for inmates. It covers essential aspects like healthcare, rehabilitation, and reintegration into society, which are crucial for an inmate's well-being and successful reintegration into society. Many inmates face significant challenges during and after their sentences, and having access to such support can make a meaningful difference in their lives.

Q7) Absolutely, I would consider applying for PrisonerGO insurance. Given the difficulties I've encountered during my sentence and the uncertainties I face upon release, having access to comprehensive support for healthcare, rehabilitation, and reintegration would provide me with a sense of security and a better chance at rebuilding my life. It's reassuring to know that there are programs like this that genuinely care about the well-being of inmates.

Interviewee #2

Ms. James; 30 years old, serving a 3 years sentence for Non-violent Drug Possession.

Q1) Yes, I have. During my time in prison, I experienced a few health-related issues, mainly minor illnesses like colds and occasional headaches. Access to medical care has been crucial for addressing these problems, especially considering the crowded conditions.

Q2) Healthcare services in prison have been decent for the most part. The medical staff generally provided the necessary treatment when I needed it. However, there have been times when the healthcare system felt overwhelmed due to the number of inmates seeking medical attention, leading to some delays.

Q3) Safety remains a significant concern in prison, especially given the nature of my non-violent offense. While I haven't experienced direct threats or violence personally, it's still challenging to feel completely secure in this environment, as tensions can escalate quickly among other inmates.

Q4) Fortunately, I haven't personally experienced maltreatment by prison staff. Most of them have treated me fairly and professionally. However, I am aware that such issues can occur in correctional facilities, and it's essential to have mechanisms in place to address them.

Q5) I'm optimistic about my future after serving my shorter sentence. I've been actively working on my rehabilitation, particularly addressing my substance abuse issues. I've also been participating in educational programs that I believe will help me reintegrate into society more smoothly. I'm committed to breaking free from the cycle of addiction and making better choices moving forward.

Q6) Yes, I do believe an insurance plan like PrisonerGO could be beneficial, even for inmates with shorter sentences. It could provide additional support for our healthcare needs and rehabilitation efforts. In my case, it's about preparing for a successful reintegration into society, and any assistance in that regard would be appreciated.

Q7) Absolutely, I would consider applying for PrisonerGO. Given the potential benefits it offers to inmates like myself, it seems like a valuable resource that could help improve our overall well-being and increase our chances of successful reintegration into society, even with a shorter sentence.

Interviewee #3

Anonymous Prisoner; 27 years old, currently serving a 25 years sentence for Murder.

Q1) Yes, I have experienced some health-related issues during my time in prison. One of the most significant health challenges I faced was a recurring toothache that became unbearable. It took quite some time to get the dental care I needed, and the pain was extremely distressing.

Q2) Healthcare services in prison have been a source of frustration for me. As I mentioned, it took a long time to receive dental care, and the overall quality of medical attention can vary widely. It's not uncommon to wait for hours or even days to see a healthcare professional, and the conditions in the medical facilities are far from ideal. The focus often seems to be on treating the most severe cases, leaving less urgent medical issues unresolved for extended periods.

Q3) Safety concerns are a constant presence in prison, and I've had my share of worries. Given the nature of my offense and the long sentence, I've had to be vigilant to avoid conflicts with other inmates. It's an environment where tensions can escalate quickly, and security measures don't always prevent violence. It's challenging to feel safe when you're surrounded by individuals with various backgrounds and histories.

Q4) While I can't deny that I've had my disagreements with prison staff, I wouldn't say that I've been subjected to severe maltreatment. However, I have observed instances where staff members could be unnecessarily harsh or dismissive toward inmates. It's crucial for the prison system to prioritize respectful and fair treatment to maintain a sense of justice within the facility.

Q5) My future after serving my sentence looks bleak, to be honest. A 25-year sentence for murder is a significant burden to carry, and I know that reintegration into society will be extremely challenging. Finding employment, building relationships, and regaining trust will be formidable hurdles to overcome. I'm apprehensive about the road ahead, but I'm committed to working on personal growth and rehabilitation during my time in prison.

Q6) Yes, I do think an insurance plan like PrisonerGO could provide essential support for inmates. While my circumstances are different from others, I recognize that many inmates face a range of challenges, including healthcare needs, rehabilitation, and reintegration into society. Such a comprehensive support system could be beneficial in addressing these issues and giving inmates a better chance at a successful post-prison life.

Q7) Given my long sentence and the nature of my offense, I'm uncertain if I would be eligible for PrisonerGO insurance. However, if I were eligible, I would consider applying. The prospect of having access to healthcare, rehabilitation, and reintegration support could potentially help improve my quality of life during my time in prison and offer a glimmer of hope for a better future upon release.

Features

Life in prison benefits:

Mental Health Support: Recognize the importance of mental health in the inmate population and provide access to mental health professionals and services, including counseling and therapy.

Preventative Care: Include preventative healthcare measures, such as regular health check-ups and vaccinations, to address health issues proactively.

Substance Abuse Treatment: Implement substance abuse treatment programs and counseling to address addiction issues among inmates.

Family Support: Extend support services to inmates' families, as their well-being and stability can significantly impact an inmate's chances of successful reintegration into society.

Rehabilitation benefits:

Community Engagement: Encourage inmates' involvement in community service or volunteer programs within correctional facilities to foster a sense of responsibility and give back to society.

Education Opportunities: Provide access to educational programs, including GED preparation and vocational training, to enhance inmates' skills and employability.

Life after prison benefits:

Reentry Coordinators: Appoint reentry coordinators who can work closely with inmates to create individualized reintegration plans, addressing their unique needs and challenges.

Employment Assistance: Offer job training programs and assistance with job placement to facilitate inmates' transition to the workforce upon release.

Family Reunification Support: Facilitate family reunification efforts by providing resources and counseling to strengthen familial bonds, which can be crucial for an inmate's rehabilitation.

Peer Mentorship: Establish peer mentorship programs where former inmates who have successfully reintegrated into society can guide and support those still in prison.

Convenience benefits:

Website: Our insurance plan can be registered through our website.

Cost (\$) and Time (months) analysis

Name	Round 1		Round 2		Round 3	
	Cost	Time	Cost	Time	Cost	Time
Kitdanai	300,000	6	0	0	0	0
Jakkaphat	550,000	6	80,000	4	0	0
Thanyatorn	500,000	6	330,000	6	150,000	4
Ratchaporn	0	0	250,000	6	130,000	4
Sarin	0	0	0	0	180,000	4

Risk identification and Solutions

Market risk

Risk ID	Header	Decription	Priority Level	Impact	Likelihood od Event	Mitigation Strategy
M-1	Increased Costs for Inmate Insurance	Providing comprehensive healthcare, rehabilitation, and reintegration support can lead to increased costs for the insurance plan, potentially affecting pricing and market competitiveness.	H	Higher premiums may deter potential users, reducing the insurance plan's market penetration.	Moderate	Conduct a thorough cost-benefit analysis to strike a balance between offering comprehensive services and maintaining affordability. Seek partnerships or grants to supplement funding.
M-2	Competitive Market for Inmate Insurance	The market for inmate insurance may be competitive, with other insurance providers or programs offering similar services to inmates.	N	High competition could result in pricing pressures, making it challenging for PrisonerGO to maintain affordability while providing comprehensive services.	High	Conduct a thorough competitive analysis to identify unique value propositions and pricing strategies. Continuously monitor the market and adapt offerings to remain competitive. Explore partnerships with correctional facilities for exclusive agreements.

Financial risk

Risk ID	Header	Decription	Priority Level	Impact	Likelihood od Event	Mitigation Strategy
F-1	Resource Constraints in Correctional Facilities	Correctional facilities may face resource constraints in implementing rehabilitation and support programs, including staff shortages, facility limitations, and budget constraints.	H	Limited resources could hinder the effective delivery of rehabilitation services, potentially reducing their impact	High	Advocate for increased funding for correctional facilities to support the implementation of rehabilitation programs. Explore cost-effective program delivery methods.

Technology risk

Risk ID	Header	Decription	Priority Level	Impact	Likelihood od Event	Mitigation Strategy
T-1	Data Privacy and Security	Managing inmates' personal information and ensuring data privacy within a prison environment can be challenging, potentially leading to breaches of confidentiality.	H	Data breaches could expose sensitive inmate information, eroding trust in the insurance plan.	Moderate	Implement robust data encryption and access controls. Train staff on data privacy best practices and conduct regular security audits.

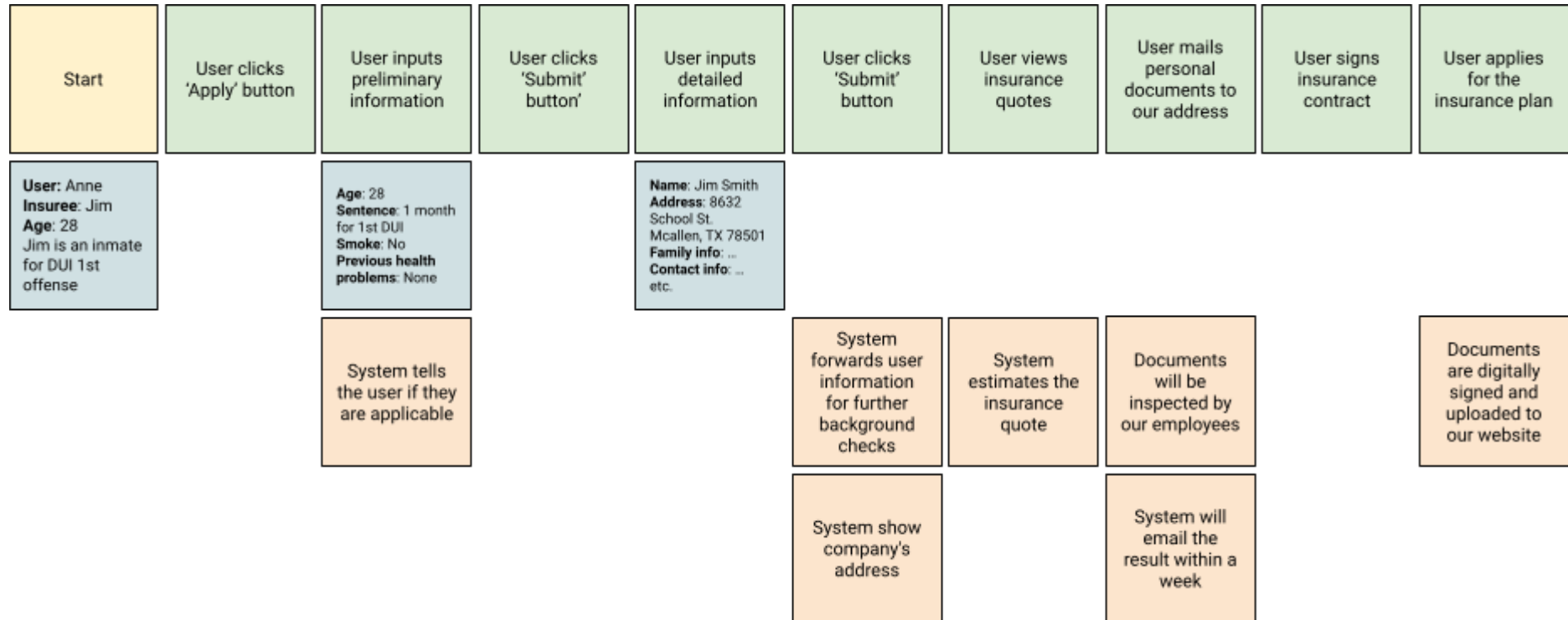
People risk

Risk ID	Header	Decription	Priority Level	Impact	Likelihood od Event	Mitigation Strategy
P-1	Public Resistance to Reentry Programs	Some communities may resist the placement of reentry programs and supportive housing for released inmates, potentially creating friction with local residents.	N	Community resistance could hinder the successful implementation of reentry initiatives.	Moderate	Engage with local communities through public awareness campaigns, community meetings, and collaboration with local leaders to address concerns and build support.

Structure/Process risk

Risk ID	Header	Decription	Priority Level	Impact	Likelihood od Event	Mitigation Strategy
S-1	Bureaucratic Hurdles in Program Implementation	Complex application and approval processes for support services can create bureaucratic hurdles and delays in inmates receiving necessary assistance.	N	Bureaucratic hurdles may frustrate inmates, potentially affecting their motivation to participate in rehabilitation programs.	High	Streamline and simplify application processes, reduce paperwork, and provide support staff to assist inmates in navigating the system.

User Journey - Registration



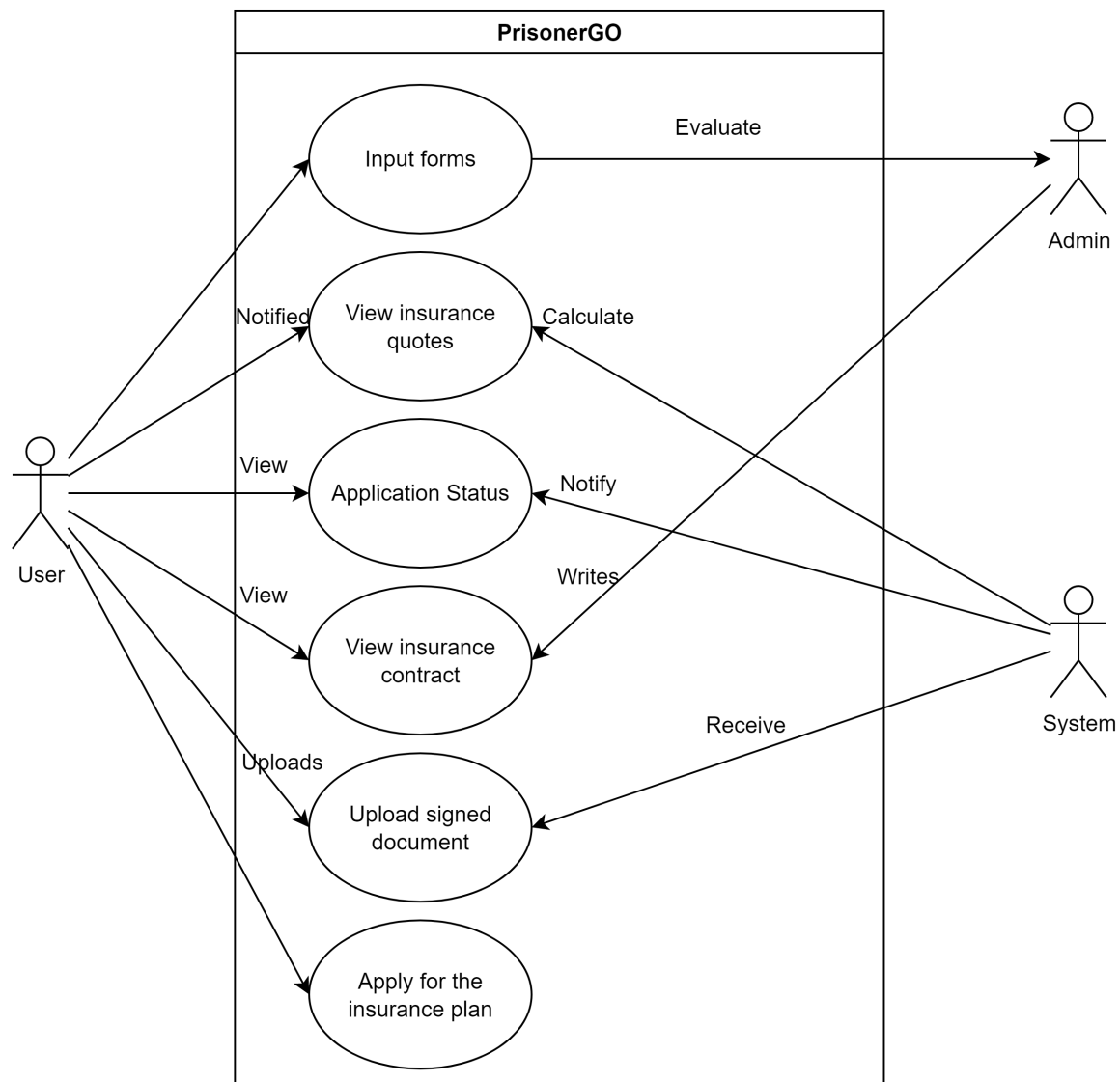
URS

- 1) Users should be able to enter forms.
- 2) Users should be able to view the insurance quote.
- 3) Users should be able to sign legal documents.
- 4) Users should be able to apply for the insurance plan.

SRS

- 1) System should provide user status whether they are able to use the insurance.
- 2) System should give preliminary information on whether the user is applicable.
- 3) System should keep user information for background checks.
- 4) System can display insurance quotes.
- 5) System can send email notifications.
- 6) System can receive uploads from users.

Use case diagram

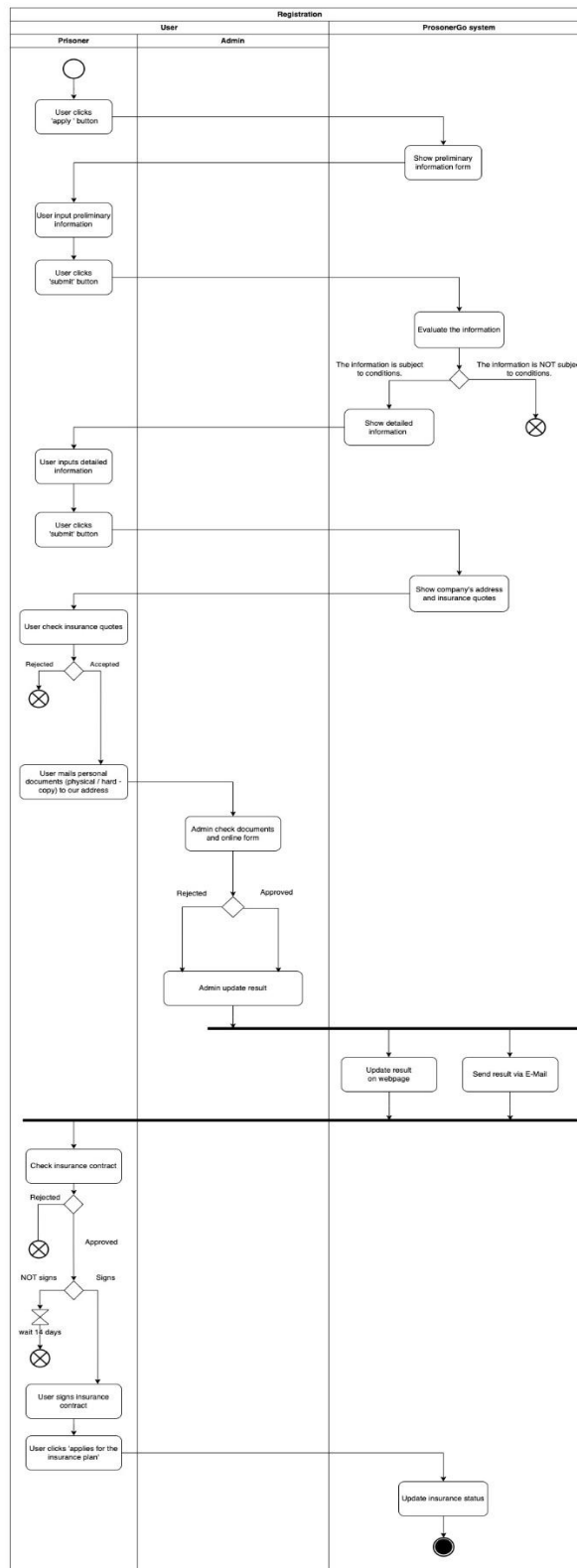



Use case description

Use Case ID	UC-01		
Use Case Name	User can apply for insurance		
Created By	PrisonerGO Collective	Last Update By	18/09/2023
Date Created	18/09/2023	Last Revision Date	18/09/2023
Actors	User, System, Admin		
Description	This system will allow user to access our website and click the apply button to start the process to make an insurance contract, system will ask user to input their preliminary information and tell them whether they are able to apply according to the information the user has input, user must hit the submit button to proceed, the system will ask the user to input their detailed information, the system will then take the users background information for further inspection, user must hit the submit button to proceed, the system will tell users what type of personal documents the user must mail to the institution for inspection, documents will be inspected by employees, results will be returned to user within a week, digital documents are emailed to the user to sign whether they agree to legal terms of our insurance company, user must agree to the terms and sign the contract (digitally), once all the process has finished the user will then be applied to using our insurance plan		
Trigger	User enters the Apply page		
Preconditions	All systems are working properly, User can send mail, User is not the person being incarcerated.		
Use Case Input Specification			
Input	type	Constraint	Example
Offense	String	From given choices	DUI - 1st offense
Age	Integer	Age > 0	28
Previous Conditions.	String[]	From given choices	[Asthma, Arthritis]
Smoke	Boolean		False
Post conditions			
Normal Flows	User	System	
N-1	User inputs preliminary information		

N-2	User submits the information	Show preliminary evaluation (A-1)
N-3	User inputs personal/detailed information	
N-4	User submits the information	Calculate and display the insurance quote (A-2)
N-5		Show shipping information for hard-copy of personal documents
N-6	User mails hard-copy of personal documents to our company	Admin evaluates the result
N-7	User views the insurance contract	Email the result to the user (A-3)
N-8	User signs the insurance contract and uploads (A-4)	Store the signed contract and add the user to insuree database
Alternative Flow	A-1: Rejected - System shows rejected screen A-2: Rejected - System shows rejected screen A-3: Rejected - System shows rejected page - System deletes all stored information from the user A-4: User hasn't signed the contract after 14 days - System deletes all stored information from the user	
Exception Flow		
Assumption	User offenses are at acceptable degree	

Activity diagram



Source:  PrisonerGo-Activuty-Diagram.jpg

Non-functional requirement with fit criteria

Feeling of the UI: Maintains a modern design, easy to navigate through and visually appealing for users

Usability: Every user must be able to access the system, the system must provide clear instructions and must be user-friendly to improve the experience for the user

Performance: The system must be able to handle a high volume of data, data must be processed quickly with the least amount of downtime, even during peak hours of use

Support and Maintainability: The documents and other private documents must be secure and well-documented, easy to maintain, security check-ups should be conducted regularly for safeguarding user data and privacy of user data

Monitoring and Maintenance: The system will be monitored and have alerting systems to track the system's compliance in real-time. Procedures, ongoing maintenance and updates will be established for best server performance

Reliability: System must specify systems uptime or availability requirements, system must be able to handle failures and errors without data loss, after failure system must be quick to recover

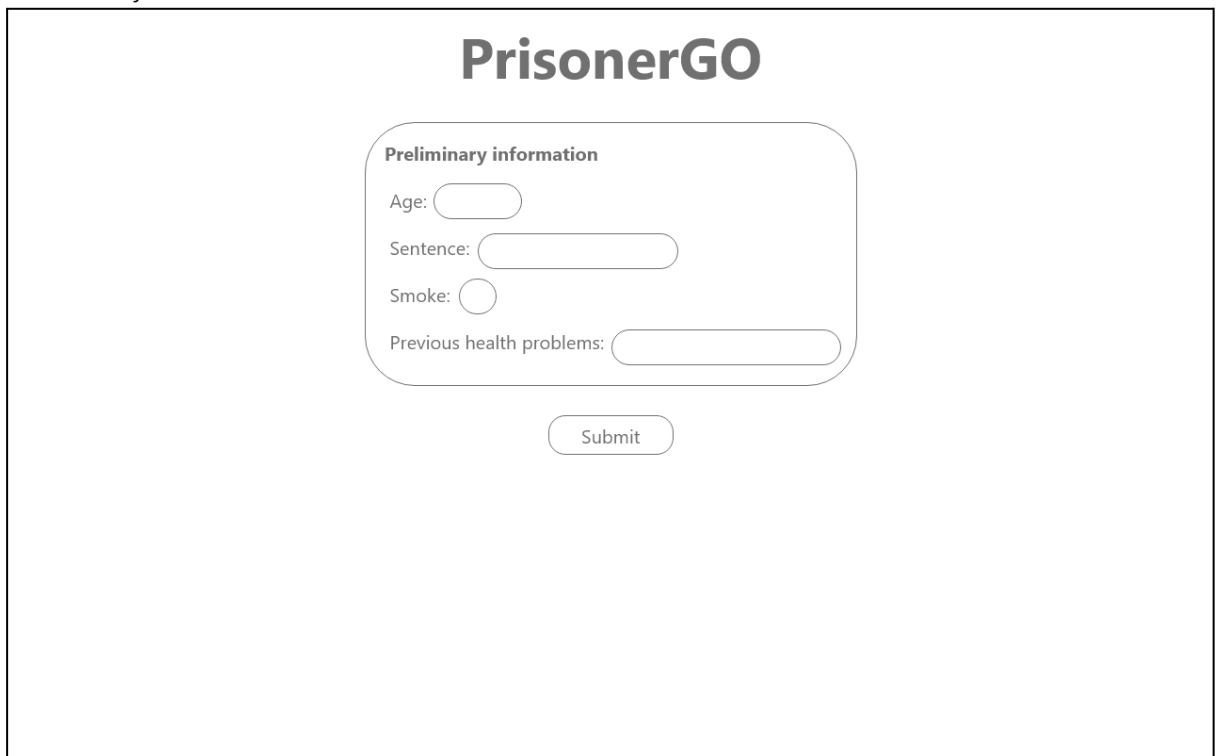
UI (wireframe or prototype)

1. Home page



A wireframe of the PrisonerGO home page. It features a large, empty rectangular area with the title "PrisonerGO" centered in a bold, sans-serif font. Below the title is a small, rounded rectangular button with the text "Enter".

2. Preliminary Information form



A wireframe of the Preliminary Information form. It features a large, empty rectangular area with the title "PrisonerGO" centered at the top. Below the title is a rounded rectangular form container. Inside the container, the text "Preliminary information" is centered. Below this text are four input fields: "Age:" followed by a small rounded rectangular input field, "Sentence:" followed by a medium rounded rectangular input field, "Smoke:" followed by a small circular input field, and "Previous health problems:" followed by a medium rounded rectangular input field. Below the form container is a small, rounded rectangular button with the text "Submit".

3. Detailed information form

PrisonerGO

Personal Information
Name:
Surname:
Date of Birth:
Gender: ☐ Male ☐ Female
Marital Status:

Contact Information
Address:
(including street address, city, state, and ZIP code)
Phone Number:
Email Address:

Submit

PrisonerGO

Family name:
Insurance for:
Case:

Apply

4. Quote display page

PrisonerGO

Insurance quotes

Named Insured

Name: Jim Smith

Address: 8632 School St. Mcallen, TX 78501

Phone Number: (123) 123-0000

Email Address: jjim@example.com

Insurance Detail

Estimated Cost of Insurance: 3700 THB

Total Tax (10%): 370 THB

Total Estimated Cost: 4070 THB

Next

5. Insurance Contract page

The image shows a digital document viewer interface. At the top, there's a header bar with a menu icon, the text 'Manulife Par - Single, Cash & Paid-up insurance dividends', a page indicator '2 / 13', a zoom level '100%', and icons for print, share, and search. The document content is displayed in a white area with a dark grey background. The title 'PrisonerGO' is prominently displayed at the top in a large, bold, black font. Below it, the subtitle 'Manulife Par - Single, Cash & Paid-up insurance dividends' is visible. The document is watermarked with a large, light grey 'X' and the text 'PrisonerGO' diagonally across the center. The main content includes a section titled '1 Dividends' with sub-sections for 'Paid-up Insurance' and 'Cash'. The 'Paid-up Insurance' section states that dividends are paid as a percentage of the cash value, and the 'Cash' section states that dividends are paid directly to the policyholder. The second section is titled '2 Paying your premium' and mentions that premiums are paid in Canadian dollars. The document is presented in a clean, professional layout with clear headings and sub-sections.

6. Rejected page

PrisonerGO

Insurance Rejection

We regret to inform you that your insurance application has been declined. After careful review of your application, we are unable to offer you coverage at this time. The decision is based on the following reasons:

Underwriting Criteria: Your application did not meet our underwriting criteria, which take into account various factors such as age, health status, and risk assessment.

Incomplete Information: The information provided in your application was incomplete or inaccurate, making it difficult for us to assess your eligibility for coverage.

High-Risk Profile: Your application indicated a high level of risk, which is beyond the scope of coverage we currently offer.

Prior Claims or History: A review of your past claims history or insurance coverage revealed issues that prevent us from extending coverage.

We understand that this may be disappointing, and we encourage you to reach out to us if you have any questions or require further clarification regarding the rejection decision. It's possible that there may be alternative coverage options available to you.

Please feel free to contact our customer service team at 123-456-789 or PrisonerGO@example.com to discuss your situation in more detail and explore potential options.

Thank you for considering PrisonerGo for your insurance needs, and we apologize for any inconvenience this decision may have caused.

Sincerely,
PrisonerGo
Customer Service Team

Home