

Joint Committee on Corrections

Information for Legislative Institutional Visits December 2012

Facility Name: Northeast Correctional Center			
Custody Level	C-4	Warden	James A. Hurley
Total Acreage	112 Acres	Address	13698 Airport Rd.
Acreage w/in Perimeter	42 Acres		Bowling Green, MO 63334
Square Footage	1,829,520	Telephone:	(573) 324-9975
Year Opened	1998	Fax:	(573) 324-5339
Operational Capacity/Count (as of January 15, 2012)	2106/2099		
General Population Beds (capacity and count as of January 15, 2012)	1914/1841	Deputy Warden	Chantay Godert (Offender Management)
Segregation Beds (capacity and count as of January 15, 2012)	192/188	Deputy Warden	Vacant (Operations)
Treatment Beds (capacity and count as of January 15, 2012)	24/62	Asst. Warden	Richard "Scott" Griggs
Work Cadre Beds (capacity and count as of January 15, 2012)	0/8	Asst. Warden	
Diagnostic Beds (capacity and count as of January 15, 2012)	N/A	Major	Tim Truelove
Protective Custody Beds (capacity and count as of January 15, 2012)	N/A		

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution? *GOOD*
- b. What capital improvement projects do you foresee at this facility over the next six years?
 - 1) *Replacement of security system control computer and numerous control panels: Currently, the computer in use is in need of repair and often malfunctions causing doors to open without warning and/or causing areas in the institution to go into duress. These malfunctions range from the inability to secure doors, open doors, or allow doors to suddenly open which places staff and offenders in compromised situations. Also affected is the facility's intercom system. The estimated cost to replace the computer and software is \$70,000. No funding is available through the institutional budget for repairs. Based on the current agreement with FMDC, the replacement falls under their umbrella of responsibility.*
 - 2) *Del-Norte: Our security fence is obsolete and is difficult to find replacement parts to repair it. The Del-Norte is our first line of perimeter security.*
 - 3) *Heating loop replacement: Our current underground system has been a nightmare, deteriorating and often requiring costly repairs leading to increased heating costs.*

4) *Parking lot and perimeter road resurfacing: Currently the parking lot and perimeter road is in severe disrepair. Patching has been ongoing; however, due to a failing base under the asphalt, it needs a complete replacement. The present condition of these areas has led to numerous repair issues with perimeter patrol vehicles.*

- c. How critical do you believe those projects are to the long-term sustainability of this facility?
The above issues are listed in order of priority regarding sustainability.

2. **Staffing:**

- a. Do you have any critical staff shortages?
We do not have many vacancies at the present however; critical staffing issues still continue to be an issue due to extended FMLA covered leave, and Military leave. The current allotment of custody staff does not make up for the average vacancy rate and these absences.
- b. What is your average vacancy rate for all staff and for custody staff only?
1.67 for non-custody and 6 to 8 for custody.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
Yes it is difficult to manage due to vacancies and extended leave.
- d. What is the process for assigning overtime to staff?
NECC utilizes a rotation list for custody officers, dropping those who work overtime to the bottom of the list again. There is rarely a need for overtime on the part of noncustody.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
About 80% of accrued comp time is scheduled off, with the remainder being compensated.
- f. Is staff able to utilize accrued comp-time when they choose?
Yes if staffing levels on shifts allow. Very rarely is an employee denied time off when they are utilizing comp time.

3. **Education Services:**

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
Currently there are 147 offenders enrolled in school. This is 38% of the eligible offenders, those with E-Scores ranging from 2-5. These numbers are low due staff cuts from budget reductions in June of 2012.
- b. How many (and %) of inmate students earn their GED each year in this institution?
1070 offenders have earned their GED since 9/9/98, which is an average of 76 offenders attaining their GED each year. 78% of those offenders taking the test receive a passing grade.
- c. What are some of the problems faced by offenders who enroll in education programs?
When offenders enter the educational program, they face three basic problems. First, they see no need for having an education. They were making a living without an education prior to incarceration, so why attain one now? Secondly, they enter the educational program with learned failure. They have a limited concept of success. Thirdly, they lack the self-discipline to plan for the future. Therefore, they have difficulty goals for themselves. It is difficult to attain a GED when short-sightedness dominates your lifestyle.

4. **Substance Abuse Services:**

- a. What substance abuse treatment or education programs does this institution have?
We have Pathways to Change, Inside-Out Dads, Living in Balance, Men's Work, and several education classes that provide knowledge on mental health, drugs, recovery, relapse prevention, re-entry, DWI/DUI, parenting and employment.
- b. How many beds are allocated to those programs?
62 beds

- c. How many offenders do those programs serve each year?
In 2011, NECC had 70 offenders enrolled in the program. However, the program was significantly expanded this summer (a new contract went into effect July 1st) and we increased participation from 24 offenders at a time to 62, so the number of graduates will be growing. So far this year we have had 111 offenders enrolled in the program—58 of these are currently enrolled. Forty offender have successfully completed the program in 2012, and 13 have not successfully completed the program.
- d. What percent of offenders successfully complete those programs?
92.3% successfully completed the program in 2011
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?
Difficulties include keeping everyone on the same page for the treatment and maintaining separation with the treatment offenders from those in General Population.

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution?
The Microcomputer Repair Program was originally established at Northeast Correctional Center in November 1998 with the first Microcomputer Repair and Refurbishing class. This program was developed to have educational courses and a “Computers for Schools” program to offer both knowledge and experience to the students in this correctional facility.
Students begin course work in this program with the Microcomputer Repair and Refurbishing class which is offered several times each year. They begin with five weeks of classroom instruction. This instruction provides students with the necessary tools to prepare them to enter the competitive field of PC repair. Topics discussed include personal computer hardware architecture and related operating systems. Students will learn individual system components, command line syntax, I/O Operations, Number Systems, Bus Architecture, IRQ-DMA, Multimedia Components and System Troubleshooting – Diagnostics. This course continues with five weeks of laboratory experience. It is the goal of this portion of the class to be able to verify the theory taught in the first part of the class by working on actual systems. Any student taking this class should be able, by its completion, to take all of the various pieces of a modern computer and assemble it into a complete, fully functional system. The student will complete a Pentium 4 system with DVD, surround sound, network card, updated video, and running Windows 7. He should have a full understanding of how to manage, upgrade, and repair this system as well as add it to a home network.
Additional classes are available to the students in Northeast Correctional Center by the St. Charles Community College Career and Technical Department. These classes have been offered to students requesting them to expand the skills from the Microcomputer Repair class. These classes have been offered occasionally as they ad been requested, but only some of them can be continued to be offered under current contract as amended reducing instructional staff.
The Microcomputer A+ Certification Preparatory class is offered to students about twice each year. It is the goal of the A+ class to become familiar with the industry standard A+ exam and to gain an understanding of areas of improvement needed to pass the test. This class contains ten (10) weeks of instruction and experience in the Computer Lab. Instruction topics are based on “Mike Meyers A+ Repair” 7th Edition and test are based on the Mike Meyers 2009 A+ Standard.
The Microcomputer Programming class was offered about once each year. This course was intended to introduce the concepts of programming lasting ten (10) weeks. These concepts included Structured Design, Problem Solving Strategies, Best Practices of Documentation and Naming, and Object-Oriented Design, among others. The class was organized as a combination of Lecture and Lab. Lecture days were alternated with Lab Days throughout the course. Programming was done with a blend of pseudocode and the Python Programming Language. Instruction topics were based

on “A Guide to Programming with Python.” This class will not be available under current staffing conditions.

The Microcomputer Applications class is offered about once each year. This ten (10) week course provides students with practical, hands-on training in the current Microsoft Office. The course covers the following Applications: Word, Excel, PowerPoint, Outlook and Access. Projects are assigned to the students throughout the course. These projects use the various applications and are geared towards practical, real-life activities. Instruction topics are based on current Microsoft Office guide manuals.

Topic specific courses have been offered to a few students that have successfully completed multiple classes on a trial basis. We had some students working on an Advanced Programming course. In this class, students developed a project proposal with goals to effectively measure its progress. Weekly, the instructor advised the student on additional resources in addition to examining progress. Upon completion, the student showcases the project to this instructor and class. Additional classes of this nature can not be offered under reduced staff situation.

- b. How many offenders (and %) participate in these programs each year?

The following chart shows our enrollment in classes. The following are the actual class names from the abbreviations used in the chart.

MCR – Microcomputer Repair and Refurbishing Class

A+ - A+ Certification Test Preparation Class

Prog – Microcomputer Programming Class

Appl – Microcomputer Applications Class

Adv Prog – Advanced Computer Programming Class

Total – This is the total enrollment of all the classes of the year.

Note: Since I do not have a record of the population counts of the time periods, I am unable to provide percentages for this question.

NECC/SCC Course Enrollment

Period	MCR	A+	Prog	Appl	Adv Prog	Total
July 1, 1999 thru June 30, 2000	113	0	0	0	0	113
July 1, 2000 thru June 30, 2001	68	17	18	0	0	102
July 1, 2001 thru June 30, 2002	82	17	16	0	0	115
July 1, 2002 thru June 30, 2003	113	17	16	0	0	146
July 1, 2003 thru June 30, 2004	114	16	17	0	0	147
July 1, 2004 thru June 30, 2005	100	17	0	16	0	133
July 1, 2005 thru June 30, 2006	66	35	17	16	0	134
July 1, 2006 thru June 30, 2007	99	17	0	17	0	133
July 1, 2007 thru June 30, 2008	81	16	0	17	0	114
July 1, 2008 thru June 30, 2009	105	18	0	17	0	140
July 1, 2009 thru June 30, 2010	85	118	33	0	0	136
July 1, 2010 thru June 30, 2011	71	33	0	17	6	127
July 1, 2011 thru June 30, 2012	99	19	17	0	0	135
July 1, 2012 thru June 30, 2013	36	0	0	19	0	55

- c. Do the programs lead to the award of a certificate?
- *Students that successfully complete our classes receive the following: Microcomputer Repair and Refurbishing class students receive a certificate from St. Charles Community College, three (3) college credits from St. Charles Community College, and a certificate for a completed U.S. Department of Labor Apprenticeship.*
 - *A+ Certification Test Preparation class students can receive a letter for completing the course from St. Charles Community College and may schedule to take the A+ Repair Certification Test upon their release.*
 - *Microcomputer Programming class students received a letter from St. Charles Community College for completion with basic computer programming skills.*
 - *Microcomputer Applications class students receive a St. Charles Community College letter for completion with knowledge and skills for using Microsoft Office applications.*
 - *Advanced Computer Programming class students received a St. Charles Community College letter for completion with knowledge and skills in computer programming*
- d. Do you offer any training related to computer skills?
- All St. Charles Community College Career and Technical Courses provide skills in various areas of computer skills.*

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution?
- MVE Office Systems Factory (OSF) produces office systems that include fabric covered panels, laminated work surfaces, and laminated file cabinets.*

The panels produced by OSF are hollow on the inside with a poplar frame assembled with corrugated fasteners. The maximum number of panels that can be constructed is 25 panels per hour. The frame is constructed of poplar lumber that is first cut to length using a chop saw. Once the panel is framed it then has the exterior "skin" attached. The skin is made from ¼" Masonite cut to size on a table saw. The next step in panel fabrication is to drill pilot holes in both ends of the panel. After drilling the pilot holes the panel then has foil-faced fiberglass insulation attached. The final step is to cover the panel with fabric and attach the hardware.

The laminated products other than file cabinets manufactured by OSF are commonly referred to as flatwork. Flatwork production is limited to the 30-minute drying cycle in Glue Room. The flatwork includes work surfaces, countertops, end panels, flipperdoors and their end panels. A flipperdoor is an overhead storage cabinet with a cloth-covered front, laminated sides, and steel shelves. The flatwork is made from 1 1/8" and ½" particleboard. The laminate and backing is adhered to the particleboard. After the laminate is adhered to the particleboard the stock is then transferred to the horizontal panel saw to be cut into smaller pieces prior to being cut to its finished size.

The next stage of fabrication for flatwork is contingent upon the product being fabricated. All 1 1/8" stock will be sent to have a groove routed in the side of the stock so that t-mold can be attached. Once the 1 1/8" stock is routed and has the t-mold attached it is complete.

The ½" stock is routed on a router table. If the item being produced is an end panel then the item would be complete after t-mold and hardware is attached. Additional steps are required to complete a flipperdoor front. A flipperdoor front would then be taken to have the fabric adhered and hardware attached. Once the fabric is adhered and the hardware attached the flipperdoor is complete.

The final item manufactured by OSF is a laminated file cabinet. The shell of the cabinet is made from ¾" particleboard that is cut to shape using a vertical panel saw. Prior to the

shell being assembled the sides and tops have to be routed to ensure a snug fit. This routing is done on a router table. The shell of the cabinet is assembled with wood glue and staples. After the shell of the cabinet has been assembled it is taken to the Boxfile Fabrication Area to have the laminate adhered. Once the laminate is adhered the cabinet is returned to Boxfile Fabrication & Assembly Area to have the drawers installed. The drawers are made from ½” birch plywood. The next step is to dovetail the drawers. The drawers are assembled with wood glue. The drawer fronts are laminated with an Edge Bander. The cabinet is complete once the drawer fronts are attached to the drawers and the drawers aligned inside the shell.

- b. How many (and %) of offenders work for MVE at this site?

NECC Office Systems Factory currently employees 50 offender workers. This number varies slightly with the volume of production at any given time. The maximum total is roughly 3% of the NECC population.

- c. Who are the customers for those products?

NECC OSF produces its products and sells them to various State departmental agencies, cities, counties and to the Arkansas Department of Corrections.

- d. What skills are the offenders gaining to help them when released back to the community?

The factory has numerous skills that offenders may gain through employment.

First, working at NECC OSF helps offenders develop good habits through developing strong work ethics, proper hygiene, and courteous behavior towards staff and other offenders.

Second, we offer a Workplace Essential Skills course where each offender has the opportunity to learn necessary skills to obtain employment upon release. These include but are not limited to:

- 1. Filling out a résumé.*
- 2. Presenting one’s self at an interview.*
- 3. Developing communication skills.*
- 4. Basic reading, writing and math skills.*

Finally, there is a United States Department Of Labor Apprenticeship Program in place that offers offenders certification of their skills through the DOL. This program is an ongoing project that offers offenders who are employed for extended periods a legitimate certification that can be used to obtain employment upon return to the community.

7. Medical Health Services:

- a. Is the facility accredited by the National Commission on Correctional Health Care? *Yes*

- b. How many offenders are seen in chronic care clinics? *1,623*

- c. What are some examples of common medical conditions seen in the medical unit?

Cardiovascular, Asthma, Diabetes, Seizures, Chronic Pain and Hepatitis C.

- d. What are you doing to provide health education to offenders?

Pamphlets, Visit encounters

- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

No

- f. Is the aging of the population effecting health care in prisons as it is affecting health care every where else? If yes, please explain

Aging offenders often require special care and greater attention from the Medical staff due to increasing forgetfulness and the inability to care for themselves. 'Round the clock care is needed for offenders who are incapacitated.

8. Mental Health Services:

- a. How do offenders go about obtaining mental health treatment services?

When an offender has a mental health concern, they complete an MSR requesting to be seen by Mental Health staff. Offenders are also referred to Mental Health by Medical, custody and classification staff when they feel there is a mental health concern. When an offender is in crisis (death in the family, panic attack, etc.) he can come to Medical and request to see a Mental Health staff member. If a Mental Health staff member is on site and available, he/she will meet with the offender.

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

There were no successful suicides in the past year. If an offenders states he is suicidal, or if any staff member believes that an offender is suicidal, the offender is placed on suicide watch and is subsequently evaluated by a Mental Health staff member. Mental Health staff members provide suicide prevention training to staff members during their annual CORE training.

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

As of November 1, 2012, there were 379 offenders prescribed a psychotropic medication, which is 18% of the population at this institution.

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

As of November 28, 2012 we have 292 offenders in the Mental Health Chronic Care Clinic at NECC. Of those offenders, 285 have a mental health score of a 3; six have a mental health score of a 4. Five of those who have a mental health score of are also on involuntary medication status. All offenders in the Mental Health Chronic Care Clinic are seen by a qualified mental health professional at least once per month and more often if necessary. Offenders with a mental health score of a 3 are seen by the psychiatrist at least every 90 days for medication evaluation. Offenders who are on involuntary medication status are seen by the psychiatrist at least every 14 days for medication evaluation.

9. What is your greatest challenge in managing this institution?

Filling and keeping front line supervisory positions full, as well as past staffing cuts in line staff positions.

10. What is your greatest asset to assist you in managing this institution?

Experience staff who step in and share the workload when needed.

11. What is the condition of the facility's vehicle fleet? (mileage, old vehicles, etc?)

Overall our fleet is in fair condition, with 4 vehicles over 200,000 miles and 15 vehicles over 100,000 miles. Our fuel economy ranges from 9mpg to 32mpg, with a combined average of all vehicles at 18.5mpg. The model ages of the vehicles range from 1996 to 2009 (our oldest vehicle is a 1996 Chevrolet P/U Truck and newest a 2009 Ford Crown Victoria). Vehicle mileage ranges from 19,900 to 232,600 with our Inmate transportation bus being the highest.

NECC classifies its vehicles as follows:

Vehicle Perimeter Patrol: 3 vehicles and one specialty 4WD vehicle for inclement weather

Inmate transportation: 18 vehicles including a handicap van and a large capacity transportation bus.

Staff pool vehicles: 3 Vehicles used for transporting staff members to training or special job duties.

Maintenance/ Specialty Vehicles: 7 vehicles used for maintaining institution (snow removal, Dump trucks, pulling heavy loads)

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

“After much thought, I come to the conclusion that morale is on the low-medium side of the Morale Meter. The reason it is not higher is due to the following:

- 1. Breakdown of the family structure*
- 2. The economics of the past 10 years*
- 3. The cutbacks in staffing / greater workloads due to increased programming”*
- 4. Continued increase of cost for medical insurance with less benefits*
- 5. Lack of pay raises*

13. Caseworkers:

- a. How many caseworkers are assigned to this institution?

NECC has 22 caseworkers

- b. Do you currently have any caseworker vacancies?

None

- c. Do the caseworkers accumulate comp-time?

No

- d. Do the caseworkers at this institution work alternative schedules?

No. They all work a 8-4:30 shift.

- e. How do inmates gain access to meet with caseworkers? *Offenders write to their caseworker for an appointment or an open door period is conducted every Wednesday, offenders can access their caseworker during these times with out appointments.*

- f. Average caseload size per caseworker?

- # of disciplinary hearings per month? An average of 20 per month*
- # of IRR's and grievances per month? An average of 9 per CCM per month*
- # of transfers written per month? An average of 6 per CCM per month*
- # of re-classification analysis (RCA's) per month? Approximately 17 RCA's and 18 TAP's are completed per CCM per month.*

- e. Are there any services that you believe caseworkers should be providing, but are not providing?

No

- f. If so, what are the barriers that prevent caseworkers from delivering these services? *N/A*

- g. What type of inmate programs/classes are the caseworkers at this institution involved in?

AIC's, Puppies for Parole, PACT, Hospice, Anger Management, ICVC, ICTC, Criminal thinking, Pathways to Change, Inside-Out Dads

- h. What other duties are assigned to caseworkers at this institution?

As previously mentioned, CCM's complete TAP's for offenders at the time their RCA's come due. CCM's also review offender files for accuracy, respond to emergencies, assist custody staff when needed, assist other housing units when staff are on vacation or extended leave to ensure that work is completed in a timely manner, and other tasks as assigned to ensure the institution is run at optimum efficiency.

14. Institutional Probation and Parole officers:

- a. How many parole officers are assigned to this institution?
NECC has five Institutional Parole Officers and one Unit Supervisor
- b. Do you currently have any staff shortages?
No
- c. Do the parole officers accumulate comp-time?
No
- d. Do the parole officers at this institution flex their time, work alternative schedules?
Four Institutional parole Officers work five days a week, eight hours a day. Arrival times vary from 7:00am to 7:30am. One Institutional Parole Officer works four ten-hour days. With prior approval from the Unit Supervisor, staff are allowed to flex their schedules within that week.
- e. How do inmates gain access to meet with parole officers?
All offenders can use the "kite" system and write their Institutional Parole Officer a note that is reviewed by the IPO. The offender either receives a reply by mail or he is put on a call-out to see his Institutional Parole Officer. Officers also have call-outs for offenders they need to see to complete a report, home plan, or to deliver written responses, etc. At the present time, the IPO's go to the offenders assigned to treatment, the reception and orientation wings, and those assigned to segregation. Appointments are made with staff to use office space in each of these sections.
- f. Average caseload size per parole officer? *Approximately 419*
of pre-parole hearing reports per month? *Approximately 46 per month*
of community placement reports per month? *Approximately 5 per month*
of investigation requests per month? *Approximately 24 per month*
- g. Are there any services that you believe parole officers should be providing, but are not providing?
Resources for housing offenders with medical and mental health needs and sex offenders
- h. If so, what are the barriers that prevent officers from delivering these services?
Barriers include funding and appropriate housing for offenders with mental health and medical needs, as well as for sex offenders, for placement across Missouri. We need more residential placements like the Reality House in Columbia in other parts of the state.
- i. What type of inmate programs/classes are the parole officers at this institution involved in?
Because of changes in workload, we are not currently involved in any programs. We are working on an informational paper to give to offenders during orientation to help them prepare for a parole hearing. At NECC, one staff person oversees the 64-bed treatment program, Another institutional Parole Officer oversees the Parole Officer

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.
Employee Benefits

16. Does your institution have saturation housing? If so, how many beds?
NECC does not have saturated housing at this time.

17. Radio/Battery Needs:

- a. What is the number of radios in working condition?
383 working radios
- b. Do you have an adequate supply of batteries with a good life expectancy?
Yes, 766 batteries on site

c. Are the conditioners/rechargers in good working order?

Yes. The units are new, as NECC recently transitioned to a new radio system entirely. The new radios should be more reliable than those formerly used.