

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: South Central Correctional Center			
Custody Level	Medium/Maximum	Warden	Michael Bowersox
Total Acreage	205	Address	255 West Highway 32
Acreage w/in Perimeter	45		Licking, MO 65542-9069
Square Footage	400,000	Telephone:	(573) 674-4470
Year Opened	2000	Fax:	(573) 674-4908
Operational Capacity/Count (as of December 20, 2013)	1692/1636		
General Population Beds (capacity and count as of December 20, 2013)	1152/1152	Deputy Warden	Terrena Ballinger
Segregation Beds (capacity and count as of December 20, 2013)	268/263	Deputy Warden	Roger Terry
Treatment Beds (capacity and count as of December 20, 2013)	0	Asst. Warden	Michele Buckner
Work Cadre Beds (capacity and count as of December 20, 2013)	192/183	Asst. Warden	N/A
Diagnostic Beds (capacity and count as of December 20, 2013)	0	Major	Anthony Williams
Protective Custody Beds (capacity and count as of December 20, 2013)	72/72		

1. Capital Improvement Needs:

- a. How would you rate the overall condition of the physical plant of the institution?
The overall condition of the physical plant of South Central Correction Center is fair. The roofs leak; metal doors are rusting; the top floor windows of the Custody Complex are cracked and their seals are broke and the locking systems fail due to the amount of wear they are subjected to on a daily basis. Our Del-Norte fence system is in need of updating-only one (1) of thirteen (13) zones has received updating.
- b. What capital improvement projects do you foresee at this facility over the next six years?
The Administration parking lot will be in need of paving within the next couple of years. SCCC currently seals the parking lot every other year. Replacement of all upper windows in the Custody Complex and Tower 1 and all entry door locks the Central Services building. The mobile office unit which currently houses our training department will require replacement within the next two (2) to three (3) years.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?
It is critical to the safety and security of our institution to ensure all locks associated with the entry to our Central Services building are in excellent working condition due to the amount of daily use they receive. The windows in the upper floors of the Custody Complex

and Tower 1 are also extremely critical in large part due to the communication equipment housed within.

2. Staffing:

- a. Do you have any critical staff shortages? *No.*
- b. What is your average vacancy rate for all staff and for custody staff only?
South Central Correctional Center's average vacancy rate for all staff is approximately forty-two (42). Of the total, approximately twenty-eight (28) were custody staff members.
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
The accrual and usage of compensatory time significantly impacts operations from a custody and food service staffing viewpoint and it negatively impacts staff morale. The accrual and usage of compensatory time by non-custody staff creates minimal impact.
- d. What is the process for assigning overtime to staff?
Custody staff overtime assignment is outlined in the union agreement. Officers are first given the opportunity to volunteer. If there still remains a deficiency in meeting minimum staffing levels, the mandatory overtime list is utilized. The mandatory list requires the officer(s) at the top of the list to report for duty, if not currently on duty.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
There were two (2) mandatory payouts in 2013. Approximately seventy (70) percent of compensatory time accrued at South Central Correctional was paid out and thirty (30) percent of the time was either utilized as paid time off or left "on the books."
- f. Is staff able to utilize accrued comp-time when they choose?
South Central Correctional Center makes every effort to allow both custody and non-custody staff members to use their compensatory time.

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?
Two hundred fifty-five (255) (55.7%) out of four hundred fifty eight (458) eligible inmates are currently enrolled.
- b. How many (and %) of inmate students earn their GED each year in this institution?
Fifty eight (58) inmates earned their GED. (23%)
- c. What are some of the problems faced by offenders who enroll in education programs?
Lack of motivation and poor attendance due to being placed in Administrative Segregation is the most prominent problem faced by offenders.

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have? *N/A*
- b. How many beds are allocated to those programs? *N/A*
- c. How many offenders do those programs serve each year? *N/A*
- d. What percent of offenders successfully complete those programs? *N/A*
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? *N/A*

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? *N/A*
- b. How many offenders (and %) participate in these programs each year? *N/A*
- c. Do the programs lead to the award of a certificate? *N/A*
- d. Do you offer any training related to computer skills? *N/A*

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?
The SCCC Furniture Restoration Factory is a two-phase operation within the Missouri Vocational Enterprises. The first phase is the new line manufacturing. In this phase we manufacture new furniture; for example, executive, conference room, and waiting room style chairs, couches, and tables from solid wood. The furniture, if necessary, can then be upholstered with fabric, vinyl, faux leather, or real leather. The second phase is furniture restoration. In this phase furniture is restored for courthouses, state departments, public schools, and libraries in addition to personal furniture for any state employee who requests refinishing. We have a set fee for manufactured items and the fee for restoration is based upon the item(s).
- b. How many (and %) of offenders work for MVE at this site?
SCCC currently has sixty-eight (68) workers consisting of 5.28% of our population.
- c. Who are the customers for those products?
Any Missouri State agency, Missouri State employee, or any Missouri non-profit organization.
- d. What skills are the offenders gaining to help them when released back to the community?
MVE is an on-the job training program. The skills an offender is offered at the SCCC factory range from upholstery to woodworking/carpentry. There are also a few offenders who are afforded the opportunity to learn more advanced skills such as recordkeeping, clerical skills and small business operation. MVE is committed in creating relevant job training for offenders so they may become productive citizens. We strive to promote personal attributes, as well as, offering the offender job skills. At the same time, the offender must maintain proper institutional behavior and conduct in order to remain employed within the factory. The offenders in MVE receive special classroom training, which is from a PBS series titled "Workplace Essential Skills". This training will develop workplace skills in employment, communication and writing, math, and reading. This is presented from a VCR tape or CD. Computer literacy training will be offered from a CD (Jan's Illustrated Computer Literacy 101) and a stand-alone computer. Upon completion of these two programs, certificates are issued to the offender.

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?
Nine hundred seventy (970) offenders are enrolled in chronic care clinics. Offenders are seen monthly, every three (3) months, or every six (6) months, depending on the clinic they are enrolled in.
- c. What are some examples of common medical conditions seen in the medical unit?
The most common medical conditions seen in the SCCC Medical unit include injuries, pain, dental complaints, sinus problems, constipations, and medication needs/questions.
- d. What are you doing to provide health education to offenders?
SCCC offers one-on-one education at the time of the nurse/doctor visit, as well as chronic care education, information provided via the offender information channel, and hosts an annual health fair.
- 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 effecting health care every where else? If yes, please explain

Yes, the aging population requires more assistive devices such as wheelchairs, canes, and walkers; as well as experience failing eyesight, memory problems, exacerbations of chronic illnesses, and inability to function in general population.

8. Mental Health Services:

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

Offenders utilize a Medical Services Request (MSR) form for mental health treatment. They can also be referred to mental health by custody, medical, or any other DOC staff member.

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

South Central Correctional Center has had zero (0) successful suicides during the past year. (0% of the population) The Mental Health department has multiple interventions for the prevention of suicide. The department participates in CORE Training providing suicide prevention and mental illness classes multiple times throughout the year for SCCC staff. Offenders are afforded prevention and intervention strategies to include individual, grief and crisis counseling services as warranted. "You Can Prevent Suicide" posters are strategically placed noting the warning signs and what to do if they suspect themselves or another offender is at risk. Offenders may also "self declare" a mental health emergency.

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

One hundred eighty-seven (187) offenders (8.78%) were prescribed psychotropic medications during the month of November.

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

There are two hundred three (203) offenders at South Central Correctional Center who are currently documented as chronically, mentally ill (MH3 or above). The chronically mentally ill are systematically seen by the psychiatrist based upon their mental health level i.e., MH03 (at least once every thirty (90) days and MH04 (once every 14 days). The institution has ten (10) MH 4 offenders of which four (4) are on Involuntary Medications. Upon arrival an Intake Evaluation and Individual Treatment Plan is completed. The treatment Plan is reviewed by a treatment team and updated as needed but no later than every six months. Counselors are required to see Chronic Care Clinic offenders at least once every thirty days. All offenders placed on Suicide Watch or Close Observation status require twenty-four hour monitoring and are seen daily until resolution of the presenting issues. Offenders that remain on Suicide Watch for over three days (72 hrs) are considered for a higher level of care. Offender cases that meet criteria are forwarded to the Special Needs Unit (SNU), Social Rehabilitation Unit (SRU), or the Secure Social Rehabilitation Unit (SSRU) for consideration for admissions.

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

Effectively addressing staff abuse of attendance procedures is a challenge.

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

Staff is our greatest asset in managing South Central Correctional Center.

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

SCCC has several 1999 vehicles utilized by our maintenance department. The oldest vehicle utilized for inmate transportation is a 2004 (SCCC has a car and van of this model year). The vehicle with the highest mileage is a 2001 Chevrolet pickup utilized by our maintenance

department with 233,694 miles on it. The average mileage of our fleet utilized for inmate transportation is 94,456.

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. *Medium. The major complaints staff voice concern health insurance cost and coverage and lack of raises.*

13. **Caseworkers:**

A. How many caseworkers are assigned to this institution? *19 Case Managers.*

B. Do you currently have any caseworker vacancies? *No.*

C. Do the caseworkers accumulate comp-time? *No.*

D. Do the caseworkers at this institution work alternative schedules?

Yes, some work four (4) ten hour days, 6:30 a.m. to 3:00 p.m., 7:00 a.m. to 3:30 p.m., 7:30 a.m. to 4:00 p.m., or 8:00 a.m. to 4:30 p.m.

E. How do inmates gain access to meet with caseworkers?

During their established "open office hours", while making rounds in the housing unit, and/or by submitting their request in writing.

F. Average caseload size per caseworker? *144*

• # of disciplinary hearings per month? *30*

• # of IRR's and grievances per month? *20*

• # of transfers written per month? *10*

• # of re-classification analysis (RCA's) per month? *60*

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

South Central Correctional Center Case Management staff are currently providing all essential departmental services currently available.

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

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

Anger Management

ICTC

ICVC

Inside Out Dads

Pathways to Change

Restorative Justice

Substance Abuse

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

Provide Offender Notary Services

Prepare and hold Administrative Segregation, TASC, Protective Custody, and Initial Classification Hearings

Transitional Accountability Plans

Offender Property Processing

Processing Offender Legal Mail and assist offenders with making legal copies

Processing Green Checks/Personal Property Orders

AICS/RCA's

Re-entry Services

Offender Birth Certificates/Social Security Cards/DOR Identification

Facilitate staff training classes

Facilitate various offender behavior modification programming

Work Release Screening/Applications
Security Inspections
Assist custody staff with escorts, searches, etc. when needed
Answering offender correspondence
Respond to phone calls and correspondence from offender friends/family members
Conducting Offender Classification file audits
Submitting Requests for Investigation
Writing and Interviewing Offender Conduct Violations
Processing Offender's visiting applications
Screen and assign offenders to Institutional jobs
Offender PREA Screener Assessments
Prepare and hold offender disciplinary hearings
Respond to offender Informal Resolution Requests and Grievances
Process offender custody level scores
Prepare offender transfers
Process Privilege Unit applications
Process Medicaid applications
Retrieval and paperwork processing of offender DNA
Process offender veteran benefits paperwork/applications
Offender room/cell assignment changes
Process offender requests to purchase appliances
Manage/coordinate offender Restorative Justice Activities
Conduct random classification file and individual confinement record audits
Large volume of data entry

14. Institutional Probation and Parole officers:

- A. How many parole officers are assigned to this institution? *Two.*
- 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? *Flex their time.*
- E. How do inmates gain access to meet with parole officers?
Open office hours and through written correspondence.
- F. Average caseload size per parole officer?
 - # of pre-parole hearing reports per month? *Ten*
 - # of community placement reports per month? *Six*
 - # of investigation requests per month? *Ten*
- G. Are there any services that you believe parole officers should be providing, but are not providing? *None*
- H. If so, what are the barriers that prevent officers from delivering these services? *N/A.*
- I. What type of inmate programs/classes are the parole officers at this institution involved in?
None.

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

South Central Correctional Center does not have any other issues to discuss with or bring to the attention of the members of the Joint Committee on Corrections.

16. Does your institution have saturation housing? If so, how many beds? *Yes-SCCC has sixteen (16) beds.*

17. Radio/Battery Needs:

a. What is the number of radios in working condition?

South Central Correctional Center currently has 461 radios in working condition.

b. Do you have an adequate supply of batteries with a good life expectancy?

South Central Correctional Center has an adequate supply of batteries on hand with a good life expectancy.

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

South Central Correctional Center's conditioners/rechargers are in good working order.