

Joint Committee on Corrections

Information for Legislative Institutional Visits

Facility Name: Crossroads Correctional Center			
Custody Level	C-2 (Medium) - C-5 (Maximum)	Warden	Ronda J. Pash
Total Acreage	48 acres	Address	1115 E. Pence Rd.
Acreage w/in Perimeter	40 acres		Cameron, MO. 64429
Square Footage	580,800 sq. ft.	Telephone:	(816) 632-2727
Year Opened	1997	Fax:	(816) 632-2754
Operational Capacity/Count (as of December 20, 2013)	Capacity- 1470 Count- 1467		
General Population Beds (capacity and count as of December 20, 2013)	Capacity- 1125 Count- 1134	Deputy Warden	Chris McBee
Segregation Beds (capacity and count as of December 20, 2013)	Capacity- 273 Count-257	Deputy Warden	Terry Page
Treatment Beds (capacity and count as of December 20, 2013)	N/A	Asst. Warden	Todd Warren
Work Cadre Beds (capacity and count as of December 20, 2013)	N/A	Asst. Warden	Todd Warden
Diagnostic Beds (capacity and count as of December 20, 2013)	N/A	Major	Lauretta Aitkens
Protective Custody Beds (capacity and count as of December 20, 2013)	Capacity- 72 Count-65		

1. Capital Improvement Needs:

a. How would you rate the overall condition of the physical plant of the institution?

RESPONSE: The overall condition of the institution is still very good. There are some areas of concern needing replacement/repair/upgrade.

b. What capital improvement projects do you foresee at this facility over the next six years?

RESPONSE: The following capital improvement projects are needed at CRCC:

- Lagoon needs dredged and cover replacement
- Repair and upgrade is needed to current security camera system to include fence cameras
- Parking lot needs to be re-asphalted to include perimeter roads
- Fire Alarm System/Security Electronic System upgrade due to obsolete parts and support
- Boiler Replacement
- Replacement of both Gates, Fencing Tracks, and Controls at the Back Gate
- Upgrade Existing Lethal Electrified Fence System parts and support

- **Replacement of Walk-In Freezers and Compressors in Food Service, and Food Service Warehouse**
- **Upgrade the current BAS system.**

c. How critical do you believe those projects are to the long-term sustainability of this facility?

RESPONSE: We believe these projects to be crucial to the security of the institution to provide a safe, healthy and secure environment.

2. Staffing:

a. Do you have any critical staff shortages?

RESPONSE: Not at present.

b. What is your average vacancy rate for all staff and for custody staff only?

RESPONSE: Our vacancy/turnover rate is 20% for custody staff and 10.52% for non-custody staff. The average for all staff is 17.33%.

c. Does staff accrual or usage of comp-time by staff effect your management of the institution?

RESPONSE: No, first and foremost, we ensure safety and security needs of the institution are met to ensure the maximum results in regards to public safety. We are always aware and attentive to staff scheduling and/or requests to utilize comp time in an effort to ensure comp time balances are maintained at minimum levels.

d. What is the process for assigning overtime to staff?

RESPONSE: In accordance with Departmental Policy and Standard Operating Procedures for D2-8.11 Work Schedules, a compensatory time notification system has been developed, utilizing a mandatory and voluntary overtime list. When there is a need to request staff to work additional hours to provide shift coverage, a request for volunteers is made first. If volunteers are not available, the mandatory list will be utilized to provide shift coverage in the order of seniority (beginning with the most recent hire).

e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?

RESPONSE: Approximately 66% of comp time accrued is paid off; 34% is used.

f. Is staff able to utilize accrued comp-time when they choose?

RESPONSE: We make every attempt to give staff time off when requested dependent upon our current vacancies; however, at times this is not possible, i.e. major holidays, deer season, etc.

3. Education Services:

a. How many (and %) of inmate students at this institution are currently enrolled in school?

RESPONSE: Crossroads Correctional Center has a volunteer-facilitated Academic Education Class, with 5 offenders (0.34%) currently enrolled.

b. How many (and %) of inmate students earn their HSE each year in this institution?

RESPONSE: In 2014, a total of 15 offenders (1.026%) earned their High School Equivalency after taking the HiSET tests.

c. What are some of the problems faced by offenders who enroll in education programs?

RESPONSE: Volunteers facilitating this program report it is a challenge dealing with the number of offenders presented with learning disabilities. Maintaining adequate volunteers with regular attendance to facilitate the class also presents a challenge.

4. Substance Abuse Services:

a. What substance abuse treatment or education programs does this institution have?

RESPONSE: This institution has volunteered facilitated AA meetings once a week. How many beds are allocated to those programs?

RESPONSE: Not applicable.

b. How many offenders do those programs serve each year?

RESPONSE: 545 offenders participated in AA during 2014

What percent of offenders successfully complete those programs?

RESPONSE: Not applicable; this program is ongoing.

What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

RESPONSE: Not applicable.

5. Vocational Programs:

a. What types of vocational education programs are offered at this institution?

RESPONSE: Crossroads Correctional Center does not offer any type of vocational programs to the offender population.

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

RESPONSE: Not applicable.

c. Do the programs lead to the award of a certificate?

RESPONSE: Not applicable.

d. Do you offer any training related to computer skills?

RESPONSE: Not applicable.

6. Missouri Vocational Enterprises:

a. What products are manufactured at this institution?

RESPONSE: The products manufactured at the MVE/CRCC Consumable Products Factory are toilet tissue (both 1 and 2-ply), plastic trash bags of assorted sizes in clear and black, pleated and fiberglass HVAC filters in standard sizes and special sizes upon request.

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

RESPONSE: CRCC MVE presently employs 48 offenders, which is 3.06% of the offender population.

c. Who are the customers for those products?

RESPONSE: Customers consist of the Missouri Department of Corrections and all other Missouri state agencies. We also sell our products to schools, churches and other not-for-profit organizations in Missouri, as well as any State of Missouri employee. Besides these Missouri customers, we also sell toilet tissue to PEN Products, MVE's counterpart in Indiana, for adding value to their prison industries program and resale to their state customers in Indiana. We also sell to Iowa Prison Industries for resale and distribution to Iowa Department of Corrections.

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

RESPONSE: The mission statement of Missouri Vocational Enterprises is "to provide employment for offenders that will encourage them to develop favorable attitudes and useful skills. Enhance public safety by maximizing education and job training of offenders for success, while incarcerated and upon release." But more simply stated, MVE/CRCC Consumable Products Factory instills the responsibility to have offenders report to work, on time, on a daily basis. For some, this may be the first time in their lives when they have had to take on this responsibility. For others who have worked previously outside a prison setting, it reinforces this ethic. We teach or reinforce the skills to produce quality products at competitive costs which our end customers can be satisfied using. Staff try to lead by example and always attempt to demonstrate to offenders the standards for living which will make them more prepared to reenter society.

7. Medical Health Services:

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

RESPONSE: Yes.

b. How many offenders are seen in chronic care clinics?

RESPONSE: There are currently 1041 offenders enrolled in chronic care.

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

RESPONSE: Conditions such as, back pain and chronic medical conditions such as hypertension, asthma, diabetes, common colds, allergies, headaches, rashes, recreation-related injuries, requests for medication renewals

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

RESPONSE: Annual health fair, sick call education handouts, flyers posted in medical waiting area, education during chronic care visits, newly-implemented focused training/education for those patients found to be noncompliant with chronic illness treatments.

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

RESPONSE: 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.

RESPONSE: Yes, it is affecting health care in prisons. We are seeing more permanent patients in the infirmary, as well as more admissions to the infirmary. In general, more patients are requiring the use of wheelchairs, more medications being ordered and more medications needing to be “watch-take” status as the elderly are unable to maintain control of multiple medications and the dosages for such. There is an increased need for Enhanced Care Units for elderly offenders who may not need hospital/infirmary admission, but need assistance with activities of daily living.

8. Mental Health Services:

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

RESPONSE: Offenders may request an individual encounter with a qualified mental health professional by submitting a medical services request. Once a request is received, the offender is sent a reply that the request was received and scheduled for an appointment to address their concerns. Staff referrals also generate individual encounters and are handled in a similar fashion. Additionally, offenders transferred into the institution are seen and evaluated by a qualified mental health professional according to their determined mental health level and needs.

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

RESPONSE: There was 1 successful suicide at CRCC in the last year. When an offender feels suicidal or makes a statement of harming himself, he is placed on suicide watch and is assessed daily by a qualified mental health professional. Additionally, all DOC staff members are trained in suicide prevention to recognize verbal and behavioral cues that indicate potential suicide. This training is provided to staff during initial training and annually thereafter.

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

RESPONSE: There are 153 offenders receiving psychotropic medications, which is 10.91% of the offender population.

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

RESPONSE: There are currently 181 offenders who are considered to have a moderate level of mental health needs and 14 offenders who are considered to have serious functional impairment due to a mental disorder. 153 offenders are on psychotropic medication, with 7 offenders currently having an involuntary medication order in place. Those offenders under an order of involuntary medication are seen every two weeks. All of these offenders meet with a qualified mental health professional at a minimum of once every month. Additional therapy sessions are scheduled in response to medical services requests submitted by offenders and staff referrals.

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

RESPONSE: Managing available resources – Over recent years, the Department has experienced multiple reductions in both staffing and funding. These issues, in conjunction with the Department’s historic high employee turnover rates and growing workloads, make it evermore difficult to fulfill the institution’s mission.

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

RESPONSE: The staff at the institution and support structure provided by Central Office.

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

RESPONSE: Fair condition; we have the following vehicles in our fleet:

2007 Crown Vic	178556 miles
2007 Crown Vic	67260 miles
2006 Dodge Van	184185 miles
2007 Crown Vic	114264 miles
2005 Ford Van	77412 miles
2007 Crown Vic	124812 miles
2007 Crown Vic	107297 miles
2002 Crown Vic	124589 miles
2007 Crown Vic	132035 miles
2008 Chevy Uplander	124589 miles
2008 Crown Vic	134026 miles
2014 Dodge Caravan	14299 miles

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

RESPONSE: Over the past several years, staff have been requested and expected to do more with less during these tough economic times. Through the continued effort put forth by the administrative team and supervisory staff, I would consider custody staff morale at the medium-high level.

13. Caseworkers:

A. How many caseworkers are assigned to this institution?

RESPONSE: CRCC has 16 case manager positions and 2 corrections classification assistants.

B. Do you currently have any caseworker vacancies?

RESPONSE: We currently have 1 case manager vacancy.

C. Do the caseworkers accumulate comp-time?

RESPONSE: No.

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

RESPONSE: As required.

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

RESPONSE: By completion of an offender request form from staff.

F. Average caseload size per caseworker?

RESPONSE: 144 offenders.

• # of disciplinary hearings per month?

RESPONSE: 312 disciplinary hearings per month.

• # of IRR's and grievances per month?

RESPONSE: Approximately 150 IRR's/74 grievances per month.

• # of transfers written per month?

RESPONSE: 23 transfers per month.

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

RESPONSE: Approximately 140 RCA's per month.

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

RESPONSE: No.

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

RESPONSE: Not applicable.

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

RESPONSE: Impact of Crime on Victims, Restorative Justice, Pathways to Change, Inside/Out Dads, Anger Management, New Leash on Life Dog Program.

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

RESPONSE: Family contact, process and track food visit applications, visiting applications, return family phone calls, complete PREA risk assessments, conduct protective custody hearings, conduct classification hearings, determine enemy situations, crisis counseling, monitor laundry, monitor cleanliness, processing of new offenders, visiting room liaison, general liaison, involvement in litigation, involvement in clothing and property, complete institutional transitional accountability plan, restorative justice projects, process and review Honor Dorm applications, interviewing using motivation interviewing techniques, conduct meetings, facilitate offender room moves, etc.

14. Institutional Probation and Parole officers:

A. How many parole officers are assigned to this institution?

RESPONSE: 2.5

B. Do you currently have any staff shortages?

RESPONSE: Yes; we are currently sharing a full-time clerical with Western Missouri Correctional Center and currently working on getting the second PO position filled.

C. Do the parole officers accumulate comp-time?

RESPONSE: No.

D. Do the parole officers at this institution flex their time, work alternative schedules?

RESPONSE: As required.

E. How do inmates gain access to meet with parole officers?

RESPONSE: Offenders can request an appointment with the institutional parole officer in writing.

F. Average caseload size per parole officer?

RESPONSE: There are 1470 offenders at CRCC. If any of the offenders have questions, whether they have not yet had a parole hearing, or are scheduled for Maximum, Conditional or Parole Release, they submit written correspondence to the institutional parole officer, who then responds to them. Due to the fact that we at this time, we actually have 1 1/2 parole officer positions filled, I would say the actual caseload for a full time PO position is easily 100 offenders, whether it is to interview them for a Pre-Hearing Report, obtain a home plan, sign release paperwork, answer written correspondence, or counsel them.

- # of pre-parole hearing reports per month?

RESPONSE: 25

- # of community placement reports per month?

RESPONSE: 5

- # of investigation requests per month?

RESPONSE: 25

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

RESPONSE: No.

H. If so, what are the barriers that prevent officers from delivering these services?

RESPONSE: Not applicable.

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

RESPONSE: Programs are generally handled by classification staff.

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

RESPONSE: The Warden has no other issues to discuss or bring to the attention of members of the Joint Committee on Corrections.

16. Does your institution have saturation housing? If so, how many beds?

RESPONSE: No.

17. **Radio/Battery Needs:**

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

RESPONSE: 227

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

RESPONSE: Yes.

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

RESPONSE: Yes.