

Joint Committee on Corrections

2014-2015

Information for Legislative Institutional Visits

Facility Name:	NORTHEAST CORRECTIONAL CENTER		
Custody Level		Warden	James A. Hurley
Total Acreage	112 Acres	Address	13698 Airport Rd.
Acreage w/in Perimeter			Bowling Green, MO 63334
Square Footage	1,829.520	Telephone:	(573) 324-9975
Year Opened	1998	Fax:	(573) 324-3559
Operational Capacity/Count (as of December 1, 2014)	2106/1995		
General Population Beds (capacity and count as of December 1, 2014)	1844/1747	Deputy Warden	Chantay R. Godert (Operations)
Segregation Beds (capacity and count as of December 1, 2014)	192/184	Deputy Warden	William E. Jones (Offender Management)
Treatment Beds (capacity and count as of December 1, 2014)	62/59	Asst. Warden	Richard (Scott) Griggs
Work Cadre Beds (capacity and count as of December 1, 2014)	8/5	Major	Timothy P. Truelove
Diagnostic Beds (capacity and count as of December 1, 2014)	N/A		
Protective Custody Beds (capacity and count as of December 1, 2014)	N/A		

1. Capital Improvement Needs:

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

- 1) *Heating & Domestic Hot Water Loops: If we don't replace our current heating system, we could encounter a crisis situation in the middle of winter with no heat and the necessity of finding emergency housing for over 2,000 offenders. Even without total failure of our current loop, we have lost up to 12,000 gallons of heated water per day, which results not only in increased gas bills, but water and sewer costs of \$9.54 per thousand gallons of water, and \$10,000 of chemical treatment costs every couple of months. Work on this project is set for bids next year.*
- 2) *Lethal Fence Problems: NECC has an ongoing concern with one of the grounding relays for shutting down the fence, as well as a communication problem between the two zones. Although we still are able to shut down safely, the process has slowed and become much more time consuming, which can be problematic if it becomes necessary to get into the fence in an emergency. We are currently awaiting specific information regarding the cost to a necessary part, but are estimating the cost to be in excess of \$10,000.*

- 3) *Continued Upgrading of the Building Automation System: The components are obsolete and we cannot get replacement parts. Without the controls, it is impossible to regulate the heat in the housing units, the heat or air-conditioning for Medical, Education, Food Service, HU #17, or the Administration building. The costs to the upgrades are approximately \$200,000, which is currently being implemented.*
- 4) *Fire Alarm System: The existing system is obsolete. There are no parts and there is only one person in the state certified to work on it. NECC has two control panels that are not working efficiently. If we were to have a fire in the area, they might not alarm. The cost to upgrade would be about \$300,000.*
- 5) *Roof Repair Issues: We have encountered numerous roofing and leak issues since the facility opened, which we have been unable to correct. Our major concern is that mold could develop, causing shutdowns of the areas affected with leaks. However, the leaks have also impaired work conditions for staff in those areas. The cost for the repairs would be \$90,000. The more critical areas in our Recreation buildings have been temporarily fixed by caulking them, but we will need to make permanent repairs to those and to several leaking housing units.*
- 6) *Parking Lot and Perimeter Road Repairs: When the engineers came out to evaluate these areas, NECC was informed that the root cause of the problem was a failed base. Any improvements on our part would be only temporary if the base itself is not fixed. Failure to do so would result in continued deterioration and will drastically increase future costs for repairs. Also, the poor condition will shorten the life on patrol vehicles, damage staff vehicles, and will affect our snow removal efforts in the winter months. The cost estimate is based solely on yardage and doubled for labor. The cost to repair the base is not included, due to inability to determine the extent of work involved. The cost of asphalt material and labor-only is estimated at \$1,200,000.*
- 7) *Feeder from MVE Transformer: The feeder from the transformer to the MVE area is the same as the feeder to the Food Service area. If the same failure issues we experienced with the Food Service feeder were to happen with the MVE transformer feeder, we would lose perimeter and yard lighting for the rear half of the facility, which includes our only sallyport providing entrance for vehicles. The cost would be approximately \$100,000. If the feeder shorts out, this cost would be increased to around \$400,000.*

- b. *What capital improvement projects do you foresee at this facility over the next six years? Each will be critical, as described per issue.*
- c. *How critical do you believe those projects are to the long-term sustainability of this facility? The above concerns are listed in order of priority. Each includes the consequences of not addressing the issues. Of major concern is our heating loop, which has become quite critical. However, the other items run closely behind in priority.*

2. Staffing:

- a. *Do you have any critical staff shortages? Our Recruiting Team has done an outstanding job helping us keep our front line custody positions filled. However, we continue to face challenges with unavoidable shortages with staff we already have due to military leave, extended FMLA leave, departures to better paying employment and a relatively large number of staff placed on light-duty this year.*

- b. What is your average vacancy rate for all staff and for custody staff only? *NECC is experiencing approximately 2% of vacancies across the board for custody and for non-custody, as well.*
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution? *It can. Ensuring that the minimum staffing levels are met while at the same time being fair to staff is sometimes a challenge.*
- d. What is the process for assigning overtime to staff? *NECC has worked hard to reduce overtime by emphasizing the use of flex time. Those mandated to work overtime are pulled from a rotating list. Once overtime is served, employees drop to the bottom of the list. Overtime is rarely required of non-custody staff.*
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? *Approximately 67% of comp time accrued is paid off; 33% is used.*
- f. Is staff able to utilize accrued comp-time when they choose? *If we are able to maintain our minimum staffing requirements, we try to allow staff to take off their comp time at their convenience.*

3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school? *Currently there are 217 inmates enrolled in school. This is 46% of the eligible inmates, those with E-scores ranging from 2-5.*
- b. How many (and %) of inmate students earn their HSE each year in this institution? *1157 inmates have earned their HSE since 9/9/98, which is an average of 72 offenders attaining their HSE each year. 79% of those offenders taking the test pass it.*
- c. What are some of the problems faced by offenders who enroll in education programs? *First, they see no need for having an education. They have a mind-set that questions the value of attaining an education, as they were previously making a living without it. Secondly, they enter the educational program with learned failure. The students have been consistently told they would fail, and their behaviors have supported and furthered their defeats. They have very little concept of what success can be. Thirdly, they lack the self-discipline to plan for the future; therefore, they have difficulty setting goals for themselves. It is challenging to attain an HSE when short-sightedness dominates your lifestyle.*

4. Substance Abuse Services:

- a. What substance abuse treatment or education programs does this institution have? *Gateway provides a 180-day and 365-day therapeutic community treatment*
- b. How many beds are allocated to those programs? *62*
- c. How many offenders do those programs serve each year? *Approximately 139*
- d. What percent of offenders successfully complete those programs? *Approximately 75.05%*
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? *Having limited time with clients in treatment due to counts, and DOC call-outs. It is challenging working the program around the institution's schedule (i.e., canteen, count, med-line and various other activities that can interfere with a daily treatment schedule). The program accommodates these unavoidable interruptions as well as possible. The DOC and Gateway work together to provide a continuation of services. The offender's ability to sign out at will after being stipulated to treatment is also a challenge. It decreases their motivation to participate in and successfully complete the program.*

5. Vocational Programs:

- a. What types of vocational education programs are offered at this institution? *NECC currently offers Professional Gardening, Building Trades, and Microcomputer Repair. Auto Mechanics and Commercial Vehicle Operator classes will be added in FY 2015.*
- b. How many offenders (and %) participate in these programs each year? *There were 90 offenders involved in the FY2014 Building Trades and Professional Gardening classes combined. The computer program served approximately 96 students. Program participation totaled 8.97% of the offender population.*
- c. Do the programs lead to the award of a certificate? *Each class provides a completion certificate and Department of Labor certificate. The Building Trades class also receives a NCCER certificate. The computer program provides offenders with three college credits through the St. Charles Community College, as well as a certificate through the Department of Labor.*
- d. Do you offer any training related to computer skills? *The classes have computers that can be used by students to enhance their classwork. The computer program offers the Basic Computer Repair course, Applications (Microsoft Office), as well as an A+ course.*

6. Missouri Vocational Enterprises:

- a. What products are manufactured at this institution? *MVE Office Systems Factory (OSF) produces office systems that include fabric and laminated panels, laminated work surfaces and file cabinets, and indoor or outdoor signs. They also make plaques and frames for pictures.*
- b. How many (and %) of offenders work for MVE at this site? *NECC's OSF currently employs 56 offenders, roughly 3% of the population.*
- c. Who are the customers for those products? *NECC OSF sells 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 program assists offenders learn good habits by developing strong work ethics, proper hygiene, and courteous behavior towards staff and other offenders. Secondly, a Workplace Essential Skills course is offered to teach necessary skills to obtain employment upon release, including filling out a resume, interview presentation, developing communication skills and basic reading, writing and math skills. Finally, it offers a US Department of Labor Apprenticeship program to certify their learned skills, which can be very useful when seeking gainful employment.*

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? *The chronic care clinic has an average of 273 offenders visit each month (3278 in the past 12 months).*
- c. What are some examples of common medical conditions seen in the medical unit? *The majority of conditions were Hypertension, chronic pain, muscle strains, fractures, cancer, cardiac disease, pulmonary disease, infectious disease, Endocrine-DM, Hepatitis B, seizure disorders, hemorrhoids, testicle pain allergies and headaches.*
- d. What are you doing to provide health education to offenders? *Medical provides one-on-one education, pamphlets, posters, group education and 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. As our geriatric population increases, the*

following issues need to be considered: Inability to climb into bunks, inability to climb stairs to upper walk, thin mattresses for patients with severe osteoporosis, cold intolerance and inability to come to medical for medication, special dietary needs, increased need for medical assistive devices (wheelchairs, canes, walkers, etc.), increased need for oxygen tanks for those who suffer from chronic pulmonary illnesses, inability to bathe or use toilet by themselves and/or the need for assistive devices to utilize toilet and shower, increased chronic illnesses, which drive up the cost of medical care (medications, medical outcounts, inpatient care), increased need in infirmary beds due to the extremely ill and/or dying, safety issues due to frail conditions, need to educate non- medical staff to identify changing physical and mental conditions (such as dementia), and the need for increased monitoring to prevent the elderly from being victimized.

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 a HSR requesting to be seen by mental health. Offenders are also referred to mental health by medical, custody, substance abuse treatment staff 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.) they can come to medical and request to see a mental health staff member.*
- b. *How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? NECC had no successful suicides in the past year. If an offender states they are suicidal or any staff member believes that an offender is suicidal they are placed on suicide watch and are 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 30, 2014, there were 326 offenders enrolled in the Mental Health Chronic Care Clinic. This is 16.2% of the population at this camp as of November 30, 2014.*
- d. *How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? As of December 17, 2014, at NECC we have 328 offenders in the Mental Health Chronic Care Clinic. Of those offenders 320 have a mental health score of a 3; 8 have a mental health score of a 4. One of those who have a mental health score of a 4 is 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, they are seen 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 with a mental health score of a 4 are seen at least every 30 days by the psychiatrist 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?** *It is becoming more difficult to uphold morale with our staff. Their workloads are increasing due to ongoing projects, additional security measures, absences, etc., and they are becoming discouraged, as they feel they are working more for less. I believe the majority struggle with the continued rise in insurance costs, lack of substantial salary increases and criteria changes that make it more difficult for them to promote to a better paying position. It is also arduous to retain experienced staff, as larger numbers are retiring, seeking better pay elsewhere, or are promoting to other facilities. This not only depletes our veteran and more knowledgeable workforce, it increases overhead for the Department due expenses for training novice staff and cost of supervisory time dealing with related issues (increased mentoring,*

disciplines, staff grievances, etc.). Of secondary concern is the cost to maintain the facility, as the institution is aging and areas of the facility are deteriorating and require repairs.

10. **What is your greatest asset to assist you in managing this institution?** *Staff. Our employees are the backbone of the facility and everything that we accomplish is due to their assistance. I am very proud of the work that they do each day, and of the commitment they have to our mission.*

11. **What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)** *Most of our fleet is in fair condition. The 2000 Jeep, our highest mileage vehicle, has 281,000 miles and the majority of those remaining are well over 100,000. Due to the impact of the poor condition of our perimeter road, our vehicle patrol cars are frequently requiring repairs. Complicating matters has been the sacrifice of our garage supervisor in exchange for a vehicle mechanics instructor position, so our vehicles are being serviced by regular maintenance staff until we can hire an instructor and the course can begin. The following is a list of our vehicles and their mileage:*

'09 Ford Crown Vic – 98,735 miles	'98 International 4700 – 21,682
'85 Ford F800 – 148,053	'98 Ford F700 – 51,804
'07 Ford Crown Vic – 143,983	'97 Dodge Ram 350 – 125,958
'07 Ford Crown Vic – 130,041	'05 Ford E150 Econoline – 142,459
'07 Ford Crown Vic – 145,191	'04 Ford F350 1 ton – 91,497
'97 Ford F250 ¾ ton P/U – 50,226	01 Ford Taurus – 112,517
'97 Ford F250 ¾ ton P/U – 74,102	'08 Chev Impala – 110,866
'96 Chev C1500 – 131,236	'08 Chev Uplander – 121,979
'05 Ford Explorer – 132,006	'08 Chev Uplander – 125,475
'00 Jeep Cherokee – 281,669	'08 Chev Uplander – 122,322
'04 Chev Impala – 205,064	'92 International (range bus) – 99,247
'06 Ford Crown Vic – 152,476	'07 Ford Crown Vic – 62,737
'06 Ford Crown Vic – 137,322	'07 Chev Impala – 138,663
'08 Chev Uplander – 115,338	'09 International (bus) – 99, 657
'08 Ford E350 Club Wagon – 134,563	'14 Dodge Caravan – 15, 237

12. **Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. (Please have the Major answer)** *Staff morale is at a medium level here at NECC. It is affected mostly by moderately low income and cost of living. New employees have to work 10 years to be vested and they have to pay on their retirement. Last issue is the amount of education that has been emphasized to promote from custody to classification.*

13. **Case Managers:**

- How many case managers are assigned to this institution? *Eighteen*
- Do you currently have any case managers vacancies? *Three current vacancies*
- Do the case managers accumulate comp-time? *Comp time is rare and is usually accrued by issues such as emergency situations, training (and travel), institutional searches, etc. Most comp time is flexed off when possible.*
- Do the case managers at this institution work alternative schedules? *If approved, an Inside/Out Dad's class will be held on Thursday evenings and will require one case manager.*
- How do inmates gain access to meet with case managers? *Offenders submit written requests for an appointment, or meet with classification staff during open office hours.*
- Average caseload size per case manager? *Each case manager has an average of 200 offenders per housing unit.*
 - # of disciplinary hearings per month? *18.63*

- # of IRR's and grievances per month? *10.27*
- # of transfers written per month? *6.36*
- # of re-classification analysis (RCA's) per month? *18.91*
(NOTE: The above totals for the month of November 2014 and are a relatively accurate average for any month)

14. Are there any services that you believe case managers should be providing, but are not providing?
No

15. If so, what are the barriers that prevent case managers from delivering these services? *N/A*

16. What type of inmate programs/classes are the case managers at this institution involved in? *ICVC, Pathways to Change, Inside/Out Dads, Anger Management, Puppies for Parole, ES/LS*

17. What other duties are assigned to case managers at this institution? *Case managers assist with custody duties when called upon (searches, etc.), serve as Acting Functional Manager when necessary, and participate in policy review committees. One case manager is assigned the duties of Institutional Grievance Officer.*

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? *Three Institutional Parole Officers work five days a week, eight hours a day. Arrival times vary from 7:00am to 7:30am. Two Institutional Parole Officers work four days a week, ten hours a day. With prior approval from the Unit Supervisor, staff are allowed to flex their schedule within the week.*

E. How do inmates gain access to meet with parole officers? *Offenders use the "kite" system and write their IPO a note for review. The offender either receives a reply by mail or is put on a call-out to see his IPO. Officers also have call-outs for offenders they need to see to complete a report, home plan, offender response, 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 units.*

F. Average caseload size per parole officer? *Approximately 415 offenders per officer*

- # of pre-parole hearing reports per month? *Approximately 66 per month*
- # of community placement reports per month? *Approximately 16 per month*
- # of investigation requests per month? *Approximately 43 per month*

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? *Because of changes in workload, NECC IPO's are not currently involved in any programs. However, one staff person does oversee the 64-bed treatment program, another staff person oversees the Institutional parole Officer's role in the Transitional Housing Unit, and one oversees the offenders' release plans who have a mental health score of 4 or 5.*

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

As our geriatric population rapidly increases, so does our need for handicap vehicles. Medical staff attempt to schedule outcounts to work around the limitations of our single handicap vehicle, but it is definitely a growing concern. On numerous occasions, we have scrambled to borrow a handicapped

accessible vehicle to accommodate our physically challenged offenders. We foresee the number of these individuals expanding in the coming years and would like to add another handicapped-accessible vehicle to our fleet to operate more efficiently.

16. Does your institution have saturation housing? *N/A* If so, how many beds? *N/A*

17. Radio/Battery Needs:

- a. What is the number of radios in working condition? *327 radios in good working condition*
- b. Do you have an adequate supply of batteries with a good life expectancy? *We currently have approximately 654 good batteries.*
- c. Are the conditioners/rechargers in good working order? *Yes*