

## Joint Committee on Corrections

### Information for Legislative Institutional Visits

Facility Name:	<b>Northeast Correctional Center</b>		
Custody Level	C-4	Warden	James A. Hurley
Total Acreage	112 Acres	Address	13698 Airport Road Bowling Green, MO 63334
Acreage w/in Perimeter	42 Acres		
Square Footage	1,829,520	Telephone:	(573) 324-9975
Year Opened	1998	Fax:	(573) 324-5183
Operational Capacity/Count (as of January 15, 2012)	2106/2098		
General Population Beds (capacity and count as of January 15, 2012)	1914/1882	Deputy Warden	Chantay Godert, Offender Management
Segregation Beds (capacity and count as of January 15, 2012)	192/192	Deputy Warden	Alton Thompson, Operations
Treatment Beds (capacity and count as of January 15, 2012)	24/24	Asst. Warden	Richard Scott Griggs
Work Cadre Beds (capacity and count as of January 15, 2012)	N/A	Asst. Warden	N/A
Diagnostic Beds (capacity and count as of January 15, 2012)	N/A	Major	Timothy 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?

***Fair***

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

***1) Replacement of security systems 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 open without warning, which places staff and offenders in unsafe 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***2) Del-Norte: Our security fence system is obsolete and is difficult to find replacement parts to repair it.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 is deteriorating and often requires 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 importance regarding sustainability.*

## **2. Staffing:**

- a. Do you have any critical staff shortages? *Yes. We currently have 14 Corrections Officer I vacancies with an additional 9 Custody staff on extended leave of absence without pay. Six of those staff are on military leave, five of which have been gone at least six months.*
- b. What is your average vacancy rate for all staff and for custody staff only? *Average vacancy rate for all staff is 4%. Average vacancy rate for Custody is 4%. We are averaging 13 Corrections Officer I vacancies per month, plus an additional 8 to 10 on extended leave of absence. The extended leave absences were not counted as part of the vacancy percentages.*
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?
- d. What is the process for assigning overtime to staff? *Custody staff maintains a mandatory overtime list. Once a staff member on the top of the list works overtime, his/her name is placed on the bottom of the list. We do, however, allow staff to volunteer to work overtime in advance of being directed to do so to allow for more convenience.*
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?
- f. Is staff able to utilize accrued comp-time when they choose? *If we have enough staff to cover the shift, or if other staff have not previously requested the time period off, then staff may choose which time they use for comp time.*

## **3. Education Services:**

- a. How many (and %) of inmate students at this institution are currently enrolled in school? *NECC currently has 284 offenders enrolled in school (53% of eligible offenders with E-scores ranging from 2-5).*
- b. How many (and %) of inmate students earn their GED each year in this institution? *Ninety-nine offenders take the GED test per year, of which 78% 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 an education, as they believe they were making a living without one before. Secondly, they enter the program with 'learned failure' having had very little experience with success in their lives. Thirdly, many lack the self-discipline to plan for the future. They therefore have difficulty setting 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? *Gateway provides "Living in Balance" classes, "Relapse Prevention", "Reentry", Substance Abuse Classes (SBAR6M and LTARLT), and Education)*
- b. How many beds are allocated to those programs? *24 beds*
- c. How many offenders do those programs serve each year? *In 2011, 70 offenders participated in Gateway programs at NECC*

- d. What percent of offenders successfully complete those programs? **92.3%**
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting? *It can be difficult working around DOC schedule*

**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 Career and Technical Department. These classes are offered to students requesting them to expand the skills from the Microcomputer Repair Class. These classes are offered only occasionally as needed.*

*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” 6<sup>th</sup> Edition and test are based on the Mike Meyers 2009 A+ Standard.*

*The Microcomputer Programming Class is offered about once each year. This course is intended to introduce the concepts of programming lasting ten (10) weeks. These concepts include Structured Design, Problem Solving Strategies, Best Practices of Documentation and Naming, and Object-Oriented Design, among others. The class will be organized as a combination of Lecture and Lab. Lecture days will be alternated with Lab Days throughout the course. Programming will be done with a blend of pseudocode and the Python Programming Language. Instruction topics are based on “A Guide to Programming with Python.”*

*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 will cover the following Applications: Word, Excel, PowerPoint, Outlook and Access. Projects will be assigned to the students throughout the course. These projects will use the various*

*applications and will be geared towards practical, real-life activities. Instruction topics are based on current Microsoft Office guide manuals.*

*Topic specific courses are also being offered to a few students that have successfully completed multiple classes on a trial basis. We have 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 are being researched and planned for the future*

- 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. At present, we have approximately .04% of the population in the programs.*

### **NECC/SCC Course Enrollment**

<b>Period</b>	<b>MCR</b>	<b>A+</b>	<b>Prog</b>	<b>Appl</b>
<i>July 1, 1999 thru June 30, 2000</i>	<i>113</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>July 1, 2000 thru June 30, 2001</i>	<i>68</i>	<i>17</i>	<i>18</i>	<i>0</i>
<i>July 1, 2001 thru June 30, 2002</i>	<i>82</i>	<i>17</i>	<i>16</i>	<i>0</i>
<i>July 1, 2002 thru June 30, 2003</i>	<i>113</i>	<i>17</i>	<i>16</i>	<i>0</i>
<i>July 1, 2003 thru June 30, 2004</i>	<i>114</i>	<i>16</i>	<i>17</i>	<i>0</i>
<i>July 1, 2004 thru June 30, 2005</i>	<i>100</i>	<i>17</i>	<i>0</i>	<i>16</i>
<i>July 1, 2005 thru June 30, 2006</i>	<i>66</i>	<i>35</i>	<i>17</i>	<i>16</i>
<i>July 1, 2006 thru June 30, 2007</i>	<i>99</i>	<i>17</i>	<i>0</i>	<i>17</i>
<i>July 1, 2007 thru June 30, 2008</i>	<i>81</i>	<i>16</i>	<i>0</i>	<i>17</i>
<i>July 1, 2008 thru June 30, 2009</i>	<i>105</i>	<i>18</i>	<i>0</i>	<i>17</i>
<i>July 1, 2009 thru June 30, 2010</i>	<i>85</i>	<i>118</i>	<i>33</i>	<i>0</i>
<i>July 1, 2010 thru June 30, 2011</i>	<i>71</i>	<i>33</i>	<i>0</i>	<i>17</i>
<i>July 1, 2011 thru June 30, 2012</i>	<i>50</i>	<i>19</i>	<i>17</i>	<i>0</i>

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

*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 may receive a letter from St. Charles Community College for completion with basic computer programming skills.*

*Microcomputer Applications Class students may receive a St. Charles Community College letter for completion with knowledge and skills for using Microsoft Office Applications.*

*Advanced Computer Programming Class students may receive 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? *Yes. 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.*
- b. How many (and %) of offenders work for MVE at this site?  
*There are currently 62 offender workers in the program, varying slightly at any given time. The maximum 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.*

**7. Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care? *Yes – NECC has been accredited by NCCHC since September 2001.*
- b. How many offenders are seen in chronic care clinics? *Total chronic care clinic enrollments for NECC 1,493. Some offenders are in more than one clinic.*
- c. What are some examples of common medical conditions seen in the medical unit? *In addition to the chronic care conditions to include but not limited to pulmonary, cardiac, hypertension, diabetes conditions are; minor injuries, complaints of feet problems – wanting special shoes, back pain/past injuries, lots of chronic pain related to orthopedic problems or past injuries.*
- d. What are you doing to provide health education to offenders? *During offender chronic care encounters with nurse, education is provided with regard to specific conditions which affect their related diagnosis such as diets, exercise, insuring medication regimen ordered by the doctor is as prescribed and why such is necessary. Smoking cessation classes are offered to interested offenders. Postings are done to encourage sign up for classes. Additional education is done when an offender/patient is identified as being non-compliant with medications*
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? *We have not had an active case of tuberculosis at this facility. We have housed offenders with suspected for isolation in a negative air room however none have been identified with active disease*
- 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, with activities of daily living. Ambulation for elderly offenders accessing food service areas and walks to medical clinic is challenging for those that require assistive device or just take longer to get from one place to another. In the past year an area was identified within the facility to house those requiring the use of oxygen concentrators. This became*

*necessary because NECC only has a 10 bed infirmary and with limited inpatient beds these are needed for more acute patients returning from surgery, unable to take care of themselves such as a quadriplegic, patients requiring skilled care such as recovering from long term effects of cancer treatments and those with other end stage diseases.*

**8. Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services? *The number one way for offenders to access Mental Health Services is by MSR. The MSR's are triaged by the psychiatric nurse upon receipt and assigned to QMHP's to be seen. After evaluation, the offender would be referred to a psychiatrist, if appropriate. OR- We would also respond to an offender's correspondence requesting to be seen following the above procedure. OR- An offender could inform any staff that they are having mental health issues and the staff member could send a request for the offender to be seen.*
  - b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? *There were no offenders who had a successful suicide attempt in 2011.*
  - c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? *At present (monthly report for December 2011), there were 377 offenders taking psychotropic medication.*
  - d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? *As of January 16, 2012, there are 290 offenders who are chronically or seriously mentally ill. The following lists options available to fit their needs:*
    - 1) *Each MH 3, 4, or 5 is seen once every month by an assigned therapist.*
    - 2) *Each MH 3,4 or 5 is seen once every 90 days or more by the Psychiatrist to manage medication*
    - 3) *Rounds are conducted each week to see MH 3, 4 & 5's while they are in the AdSeg unit (puzzles and other programming is administered weekly, or as needed)*
    - 4) *The Mental Health unit offers a number of groups to assist the offenders at NECC*
    - 5) *The Mental health offices see all MH 3, 4, and 5's upon arrival at NECC, along with other offenders.*
    - 6) *Mental Health conducts rounds on a weekly basis in TCU, seeing all offenders and addressing their mental health needs.*
    - 7) *Mental Health assists MH 3's and 4's in preparing for release to ensure a seamless transition to society.*
    - 8) *Mental Health coordinates with medical, custody and administrative staff to ensure proper treatment and placement of mental health patients*
    - 9) *Mental Health is on call 24 hours a day if any issues arise after hours.*
9. What is your greatest challenge in managing this institution? *Staff vacancies coupled with extended and intermittent FMLA medical leave, as well as management with compensatory time. The loss of experienced staff to retirement and/or jobs with better pay and benefits also hits us hard. In addition, the institution has experienced turnover in key administrative positions at the level of Warden, Deputy Warden and Chief of Custody. As with any change in leadership, it takes time for staff to adapt and embrace new leadership styles and philosophies.*
10. What is your greatest asset to assist you in managing this institution? *The experience and knowledge of staff in administrative, mid-level management and in line staff positions.*
11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

**North East Correctional Center's Vehicles Range from year 1996 to 2009, our oldest vehicle is a 1996 Chevrolet p/u truck, our newest vehicle is a 2009 Ford Crown Victoria.**

**Vehicle Mileage ranges from 42,200 to 213,595 with Our Inmate transportation Bus having the highest. Overall our fleet is in Good condition. Our Fuel Economy Ranges from lowest @ 9 mpg to highest @ 28-30 mpg. We classify our vehicles as follows:**

**Vehicle Perimeter Patrol:** Three vehicles and one specialty backup 4wd for inclement weather.

**Inmate Transportation:** Fourteen vehicles including a handicap van and large capacity transportation bus.

**Staff Pool Vehicles:** Three vehicles used for transporting staff members to training or specific job duties.

**Maintenance Special Vehicles and Trucks:** Eight vehicles used for maintaining Institution (snow removal, dump trucks, pulling heavy loads, etc.)

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

**The morale at NECC is currently at about medium range. Morale has been impacted by rising insurance costs, staffing shortages, and no cost-of-living/pay raises in several years.**

13. **Caseworkers:**

- A. How many caseworkers are assigned to this institution? **NECC has 22 caseworkers (21 in position)**
- B. Do you currently have any caseworker vacancies? **NECC has two (2) vacancies as of 2/1/12**
- C. Do the caseworkers accumulate comp-time? **Seldom. If they do, they are asked to use it as soon as they can.**
- D. Do the caseworkers at this institution work alternative schedules? **No.**
- E. How do inmates gain access to meet with caseworkers? **Open office hours, offender requests and call outs.**
- F. Average caseload size per caseworker? **Average case load is 95.7/1**
- # of disciplinary hearings per month? **578.67**
  - # of IRR's and grievances per month? **138.08**
  - # of transfers written per month? **120.91**
  - # of re-classification analysis (RCA's) per month? **410.92**
- G. Are there any services that you believe caseworkers should be providing, but are not providing? **None.**
- I. If so, what are the barriers that prevent caseworkers from delivering these services?
- J. What type of inmate programs/classes are the caseworkers at this institution involved in? **ESLS, Homeward Bound (Puppies for Parole), Anger Management, Inside Out Dads, Hospice, Pathways to Change, and Impact of Crime on Victims Class.**
- K. What other duties are assigned to caseworkers at this institution? **Assisting Custody as needed, participating with institutional emergency scenarios, participating on committees (Special Olympics, Crime Victims Week, DNA Collection).**

14. **Institutional Probation and Parole officers:**

- A. How many parole officers are assigned to this institution? **NECC has five (5) Institutional Parole Officers and one (1) 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 (4) Institutional Parole Officers, work five days a week, eight hours a day. Arrival times vary**

*from 7:00am to 7:30am. One (1) Institutional Parole Officer works four ten-hour days. With prior approval from the Unit Supervisor, staff is allowed to flex their schedule within that week.*

- E. How do inmates gain access to meet with parole officers? *All offenders 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 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, return answer, etc.*
- F. Average caseload size per parole officer? *Approximately 421*
- # of pre-parole hearing reports per month? *Approximately 75 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? *No*
- 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? *NECC has two officers that help facilitate the Impact of Crime on Victims Class. Another staff person is actively involved in the Inside Out Dads program.*

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. *No major issues at this time.*

16. Does your institution have saturation housing? If so, how many beds? *NECC does not*

**17. Radio/Battery Needs:**

- a. What is the number of radios in working condition? **339**
- b. Do you have an adequate supply of batteries with a good life expectancy? *We currently have 32 new batteries in the Armory and 15-20 extras to be used as replacements (though some have only one tap left before they are useless)*
- c. Are the conditioners/rechargers in good working order? *Five of the 27 rechargers are useful. Six bank chargers are broken, but currently we are getting by with the single chargers. Note: In 2012 the institution will be receiving and installing a completely new base station, radios and batteries obtained through a federal grant.*