

# Joint Committee on Corrections

## Information for Legislative Institutional Visits

Facility Name: <b>Western Missouri Correctional Center February 3, 2012</b>			
Custody Level	C-4	Warden	Jean Ann Johnson
Total Acreage	385	Address	609 East Pence Road Cameron MO 64429
Acreage w/in Perimeter	54		
Square Footage	96 (cell)	Telephone:	816 632-1390
Year Opened	1988	Fax:	816 632-2562
Operational Capacity/Count (as of January 15, 2012)	1958 / 1948		
General Population Beds (capacity and count as of January 15, 2012)	1758 / 1778	Deputy Warden	Lori Lakey, Offender Management
Segregation Beds (capacity and count as of January 15, 2012)	198 / 170	Deputy Warden	Chris McBee, Operations
Treatment Beds (capacity and count as of January 15, 2012)	N/A	Asst. Warden	Shanna Stark
Work Cadre Beds (capacity and count as of January 15, 2012)	200 / 37	Asst. Warden	
Diagnostic Beds (capacity and count as of January 15, 2012)	N/A	Major	Marvin Gregg
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? Average – for the age of the institution.
- b. What capital improvement projects do you foresee at this facility over the next six years?  
Perimeter Fence Alarms; Heating System upgrade; Resurfacing Perimeter roads and parking lots; Housing Unit Cell Windows; High mast Lighting; Administration Building sky light, Administration Building Chiller; Domestic hot and cold water isolation valve replacement, Energy Efficient windows throughout; Repair and/or replace sidewalks.
- c. How critical do you believe those projects are to the long-term sustainability of this facility?  
Perimeter Fence Alarm System – 1

Housing Units 1, 2, and 3 need heating system updated. They were too small when the institution opened. Have always had trouble heating the back offices and control modules. They require electric heaters in both areas to make it tolerable for staff to work. With the energy cuts, electric heaters are not desirable. Staff members complain daily in cold weather.

Resurfacing Perimeter Roads and Parking Lots – The parking lots are in terrible shape; they may need to be completely resurfaced – 1

Housing Unit Cell Windows – They leak air so bad we have been putting plastic over the inside of the windows in the winter for the last 10 years. They are rusted out and need replaced – 2

High Mast Lighting on Perimeter Fence / Energy Efficient – 4

Administration Building Skylight – needs repairs or removed – 4

Administration Building Chiller – 3

Domestic hot and domestic cold water isolation valves – need replaced in Housing Units 2 – 10. Officers have no way to shut water off if needed – 5

Energy Efficient Windows throughout – 5

Repair and/or replace Sidewalks – 6

## 2. **Staffing:**

- a. Do you have any critical staff shortages? Cooks at times.
- b. What is your average vacancy rate for all staff and for custody staff only? 1.5 and 1.5
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution? Yes, compensatory time that is earned is to be flexed off as soon as possible, preferably within the same week it is earned. Shift supervisors work with the employee to schedule this time off.
- d. What is the process for assigning overtime to staff? We have both a voluntary and mandatory overtime procedure in place.
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? 23% time off; 77% paid
- f. Is staff able to utilize accrued comp-time when they choose? Yes

## 3. **Education Services:**

- a. How many (and %) of inmate students at this institution are currently enrolled in school? We currently have 489 offenders enrolled in GED classes which makes up approximately 35% of the offender population.
- b. How many (and %) of inmate students earn their GED each year in this institution? We had 77 offenders receive their GED in the past 12 months, or approximately 15.7% of enrolled offenders. Approximately 3.9% of the population received their GED last year.
- c. What are some of the problems faced by offenders who enroll in education programs? I don't want to get a full time job; I don't want to work in the kitchen; I have been without my GED this far in life and done alright, so why do I need it now; I make more money than you do with your GED.

**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?
- c. How many offenders do those programs serve each year?
- d. What percent of offenders successfully complete those programs?
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

**5. Vocational Programs:**

- a. What types of vocational education programs are offered at this institution? WMCC has nine vocational education classes. Eight are in the area of Industrial Trades and one is computer skills. They are: Auto Mechanics, Diesel Mechanics, Small Engine Mechanics, Residential Carpentry, Modern Woodworking, Residential Plumbing, Residential Electrical Wiring, Basic Welding, and Applied Computer Technology.
- b. How many offenders (and %) participate in these programs each year? During FY11, 410 male offenders participated in vocational classes. This number is approximately 25% of the institution's population.
- c. Do the programs lead to the award of a certificate? Two certificates are awarded to each offender who completes a class. A DOC completion certificate is given to each man. It includes information on the topics studied and an evaluation ranking for each topic. The classes are registered with the apprenticeship program under the U. S. Department of Labor. All offenders who complete one of those classes also receive an apprenticeship certificate.
- d. Do you offer any training related to computer skills? A class in computer skills is offered. The curriculum includes basic typing skills, and the study of Windows, Excel and Access plus a unit on basic care and maintenance of a computer.

**6. Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution? N/A
- b. How many (and %) of offenders work for MVE at this site?
- c. Who are the customers for those products?
- d. What skills are the offenders gaining to help them when released back to the community?

**7. Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care? Yes. Re-accreditation was granted November 2008 and again with our survey November 2011.
- b. How many offenders are seen in chronic care clinics? At this time there are 1,305 patients currently enrolled in the Chronic Care Clinics and Infection Control Clinics. This is an increase of 51 patients from last year. Their care with scheduling of appointments along with laboratory test is guided by protocols for each clinic.
- c. What are some examples of common medical conditions seen in the medical unit?  
Western Missouri Correctional Center is a level 5 Medical facility, many patients are transferred to WMCC to accommodate their health care needs. The facility is extremely accommodating to patients with debilitating diseases because of the handicap accessibility and the flat landscape.

The Medical unit sees a wide variety of health issues from acute to chronic health problems. WMCC Medical Department is one of three facilities in the State of Missouri considered a "Center of Excellence" for their management of Hepatitis C. The top four diseases managed in the Chronic Care Clinics are Cardiovascular, Pulmonary/Asthma, Hepatitis C and Diabetes. Our Emergency Department is staffed and equipped to manage care ranging from Cardiac events, trauma, exacerbation of disease process and seizures. Weekly Health Care Management Meetings by the Physicians coordinates care of the disease process of the patients. With the installation of the Telemed equipment it has improved the time and cost of sending patients out to specialist for consults.

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

Our Mission has been to correctly inform the patients regarding current health status, treatment modalities, and disease prevention. The Medical Unit contains current literature on site for offenders' access. We provide an annual Health Fair for the offenders to attend, obtain pamphlets and have minor routine examinations performed. The Medical Department also supplies the educational films to be viewed over the institutional TV system. We have mailings and internet accessibility to provide the most current health care information available. By providing patients with health education, we are empowering these adults to take a proactive role in their health care.

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 any active Tuberculosis cases within this past year. We do have protocols in place if the situation arises.

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

We are for offenders ranging from 90 to 19 years of age, as our population ages as a whole, the acuity of the medical conditions rises. We are treating medical conditions often limited to long term care facilities such as Dementia and Alzheimer's. These issues present various health and safety risks for patients within the correctional environment. As people age they are less likely to be able to perform all of their activities of daily living. We have a significant population that requires mobility devices such as wheelchairs, canes, braces and walkers. With the increase of Hepatitis C in the communities and institutions, we are taking care of a lot more patients during their last stages of life providing supportive care to them and their families.

## 8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services? Offenders are able to obtain mental health services through the MSR process. Referrals by staff are also scheduled for an initial evaluation.
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides? None
- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications? About 15% of the population are prescribed psychotropic medications.
- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them? There are currently 233 offenders in Chronic Care. Mental health provides psychotropic medication, psychiatric appointments at least once every three months, chronic care appointments/counseling at least once a month with QMHP, mental health groups, and referral to special units as needed.

9. What is your greatest challenge in managing this institution? WMCC, as with the other institutions, has been asked to maintain operations with fewer resources. As the physical plant ages, repairs and upkeep become more demanding. This period of economic strain has required the administrative team and staff to “think outside the box” to provide services and remain within budgetary limits.
10. What is your greatest asset to assist you in managing this institution? Staff are the greatest asset in managing this institution.
11. What is the condition of the facilities’ vehicle fleet? (mileage, old vehicles etc?) See Attached Report.
12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)** I would consider the morale of custody staff at Western Missouri Correctional Center at medium. Currently most COI positions and custody supervisory positions are filled. There still seems to be several staff with FMLA certifications and/or unscheduled leave. This contributes to some staffing issues at times, resulting in volunteer or mandatory overtime. There have been several complaints and comments regarding the amount of time it takes to get results back on disciplinary action packets sent to Central Office.
13. **Caseworkers:**
- A. How many caseworkers are assigned to this institution? 22 Case Managers, 3 CCA’s
  - B. Do you currently have any caseworker vacancies? 1 Case Manager
  - C. Do the caseworkers accumulate comp-time? No
  - D. Do the caseworkers at this institution work alternative schedules? No
  - E. How do inmates gain access to meet with caseworkers? Open door policy
  - E. Average caseload size per caseworker? 100
    - # of disciplinary hearings per month?
    - # of IRR’s and grievances per month?
    - # of transfers written per month?
    - # of re-classification analysis (RCA’s) per month?

	<b>September</b>	<b>October</b>	<b>November</b>
Conduct Violations	446	465	438
IRR’s and Grievances	387	312	311
Transfers	101	54	70
RCA’s	422	367	361

- F. Are there any services that you believe caseworkers should be providing, but are not providing? Due to the heavy workload, staff cannot offer re-entry services to the extent we would like to.
- G. If so, what are the barriers that prevent caseworkers from delivering these services? Workload and large caseload size.
- H. What type of inmate programs/classes are the caseworkers at this institution involved in?

**Therapeutic Community:** This is a voluntary self-help program where offenders must show a true desire to want to make changes. They are able to address just about any issue while they are in the program such as substance abuse, relationships, employment, etc.

**Impact of Crime on Victims:** This class provides participants with insight as to how crimes directly or indirectly impact families and communities. Guest speakers are invited to speak about how crime has impacted their lives. This class meets once a week for 10 weeks.

**Pathways to Change:** This is a Cognitive Skills class full of activities designed to assist participants to recognize their decision making habits through exploring perceptions and intuition in an alternative learning environment. Pathways to change helps participants learn more about themselves and why they react to certain situations the way they do. This class meets once a week for 12 weeks.

I. What other duties are assigned to caseworkers at this institution? Case Managers assist with the processing of visiting applications, job changes and room moves when necessary. They conduct disciplinary hearings, investigate and complete Informal Resolution Requests and complete transfer requests. Case Manager staff assist with wing tours and institutional counts. The Case Managers are actively involved in the Missouri Reentry process by completing Transitional Accountability Plans. This includes case management, assisting the offender in the development of a plan for successful release, and providing community contacts.

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

- A. How many parole officers are assigned to this institution? 6 PO II's and 1 PO III
- 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? Several officers work four 10-hour days.
- E. How do inmates gain access to meet with parole officers? All parole officers have open door for two hours weekly, and they also see offenders by appointment.
- F. Average caseload size per parole officer? 280
  - # of pre-parole hearing reports per month? 55
  - # of community placement reports per month? 25
  - # of investigation requests per month? 60
- G. Are there any services that you believe parole officers should be providing, but are not providing? More offender access to Institutional Parole Officers.
- H. If so, what are the barriers that prevent officers from delivering these services? Lack of office space. The caseload on B-side really requires four (4) IPO's. However, there is only office space for three (3). There is not a place in the hearing room vicinity or Administration Building where victims can be held privately prior to parole hearings. The IPO is required to talk with victims and explain the parole hearing procedure to them. There is no office consistently available which is private.
- I. What type of inmate programs/classes are the parole officers at this institution involved in? None currently.

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections. None

16. Does your institution have saturation housing? If so, how many beds? No.

**17. Radio/Battery Needs:**

- a. What is the number of radios in working condition? Approximately 228 in working condition and 32 broken.
- b. Do you have an adequate supply of batteries with a good life expectancy? Yes, we have approximately 175 batteries being used and an additional 73 new batteries stored.
- c. Are the conditioners/rechargers in good working order? We currently have (1) six pack charger in the A-Side Sergeants Office; (1) six pack charger in the B-Side Sergeants Office; (2) six pack chargers in the Control Center, which one is equipped to recharge batteries. We have (1) six pack charger at the back gate; (1) six pack charger in the warehouse; (2) six pack chargers in maintenance; (1) single battery charger in Reception and Orientation, and (1) single battery charger in each housing unit control module (two of these do not work).