

CORRECTIONAL INSTITUTION INSPECTION COMMITTEE  
INSPECTION REPORT

INSTITUTION: North Central Correctional Institution

DATE OF INSPECTION: February 12, 2004

TYPE OF INSPECTION: Unannounced

CIIC MEMEBERS AND STAFF PRESENT: Representative Bob Latta  
Shirley Pope, Executive Director  
Elizabeth Curtis, Inspector  
Greg Geisler, Inspector  
Adam Jackson, Inspector

INSTITUTION STAFF PRESENT: Gordon Lane, Warden, Nancy Kegley, Administrative Assistant, Linda Bond, Deputy Warden of Administration, John Coleman, Deputy Warden of Operations, Captain Roger Buck, STG Coordinator, Becky Riggio, Health Care Administrator, Dr. Lenzy Southall. Additional staff were contacted in their respective areas, including but not limited to: Food Services staff, Corrections Officers, Adult Basic Education Teacher, and Case Managers.

AREAS/ACTIVITIES INCLUDED IN INSPECTION:

Entry Building	Segregation
Entry/exit interview with Warden	General Population Housing: Crawford A/B
Food Services and Inmate Dining Hall	Ohio Penal Industries (OPI)
Education Building	Magellan Unit for Sex Offenders
Medical Services and Infirmary	

ATTENDANCE AT A REHABILITATIVE OR EDUCATIONAL PROGRAM:

GED Program	The Pilot Dog Program
Pre-GED	The Magellan Program
Computer Aided Drafting (CAD)	

ATTENDANCE AT GENERAL MEAL PERIOD:

The CIIC attended the lunch meal in the Inmate Dining Hall. The meal consisted of turkey sausage, refried beans, rice, greens, cornbread, banana and orange flavored juice.

## **FINDINGS:**

### **INSTITUTION OVERVIEW:**

Per information on the North Central Correctional Institution (NCCI) website and additional written information provided on site, the facility opened on November 1, 1994. Their mission includes protecting and serving the communities of Ohio, providing a safe and secure environment for staff and adult offenders, and offering offenders meaningful work, programs, and educational and restorative justice opportunities to enable them to become productive citizens.

NCCI is located on 100 acres but no farmland is reported. There are 70 acres with 17 buildings inside the fence, and 30 acres with two buildings outside the fence. A Horticulture Building was part of an expansion project in August of 2001.

For fiscal year 2004, their annual operating budget was \$32,656,154.00, with a daily cost of \$39.80 per inmate, based on a daily census factor of 2,300 inmates.

Per the written information provided, NCCI has a total staff of 406, of which 239 are Correctional Officers. The inmate to officer ratio is reported to be 9.5 to one. Of the 406 total employees, 224 or 55.2% are white men, 118 or 29.1% are white women, 38 or 9.4% are minority men, and 26 or 6.4% are minority females. In all, there are 342 white employees comprising 84.2% of the staff, and 64 minority employees comprising 15.8% of the NCCI staff.

The original design capacity of NCCI is 1,855. The institution design is that of an open campus, dormitory style. Each unit includes two buildings, with two separate dorms in each building, and 112 beds in each dorm.

The inmate population on the day of the inspection was 2,245. Per written information provided on site, as of February 1, 2004, the inmate population totaled 2,282, with 1,316 or 57.7% White, 893 or 39.1% Black, 38 or 1.7% Other, and 35 or 1.5% Hispanic.

NCCI houses Level 1 (formerly known as minimum security) and Level 2 (formerly known as medium security) inmates. The average length of stay was reported to be 2.5 years. Reportedly, NCCI has had no escape or walk away in its 10 years of operation.

NCCI received ACA accreditation in 1995, and was reaccredited in 1998 and 2002.

### **PROGRAMS:**

Extensive program information was provided on site. Inmate programs are detailed below, and are grouped as follows: Academic/Educational, Vocational/Educational, Apprenticeships, Career Technical Education, Mental Health, Recovery Services, Unit Management, Community Service, Religious Services and Re-entry (Pre-Release).

### **ACADEMIC/EDUCATIONAL PROGRAMS:**

The **Mandatory Literacy Program** for those with a 0 to 6.0 grade level, provides one-on-one tutoring with inmate tutors trained in Laubach Way to Read and Ready to Read. Tutors and students work under the direct supervision of the Literacy Coordinator. The work is individualized for each student, and a computer lab is used as part of the program. The Computer Lab was visited during the inspection. The lab provided 13 individual stations. Instructors were enthusiastic.

The **GED Preparation Program** for those in grade level 6.1-12.0, provides classes in major areas of Language Arts, Mathematics and English. Course work developed specifically for the GED test, and is suited to each student's needs. A computer lab was added for individualized study.

**Marion Technical College** offers a one or two year certificate in Business.

The **Learning Lab** Program for those above the ninth grade level, is for inmates who have full-time jobs elsewhere in the institution. They may attend a computer aided instructed program one night per week from 6:30 PM until 8:30 PM.

**Special Education** Services are offered to inmates under the age of 22 who have a disability. The specific service provided depends on the disability.

### **VOCATIONAL EDUCATIONAL PROGRAMS:**

An eighth grade reading level is required to be eligible for vocational programs. Such programs are designed to give each student fundamental knowledge and skills necessary to obtain a job in the particular vocation upon release. Individualized instruction is the primary teaching method, with as much "hands-on" work as possible, and as required for certification. The vocational programs offered are:

Auto Mechanics	Auto Body Detailing
Computer Troubleshooting	Barbering
Turf Management	

### **APPRENTICESHIP PROGRAMS:**

Apprentice Programs provide structured training designed to prepare individuals for jobs in skilled trades and crafts. Experienced workers provide on-the-job training with related classroom instruction. The following programs are offered:

Cooking	Building Maintenance
Alteration Tailoring	Boiler Operator
Janitorial Services	

**MENTAL HEALTH PROGRAMS:**

Programs offered through Mental Health Services include:

Psychotherapy	Life Skills
Family Connections	Depression Management
Anger/Violence	Travel Adventure
Medication Education	Sleep Wellness

**MAGELLAN SEX OFFENDER PROGRAM:**

The Sex Offender Treatment Program is also provided by Mental Health Services Staff. Staff relayed on site that the program has the potential for 350 participants. There were 106 inmates enrolled, with 106 awaiting placement into the program. The overall framework for treatment in the Magellan Program involves living in the “Therapeutic Milieu” in part of the Wyandot Housing Unit. In addition to a four to nine month Extended Group Therapy Phase, the program consists of four phases of ten weeks each in the following areas:

Victim Empathy	Psychodynamics
Management of Cycles	Relapse and Communication.

The Magellan Sex Offender Unit was observed during the inspection. The atmosphere in the dormitory was good. It was quiet and some inmates were sleeping. One inmate relayed concerns about being “forced” to attend the program. That is, he believes he does not need the program and does not want it.

A staff person was conducting a class on Anger Management. The inmates were attentive and participated in the discussion led by staff. The Instructor invited the CIIC to address the group. The inmates then described the steps or phases of the class instruction. They discussed victim empathy, types of sex offenders, orientation and anger management. It was noted that sex offenders must accept responsibility for their crime, and develop empathy for the victim.

**RECOVERY SERVICES VOLUNTARY TREATMENT PROGRAM:**

The Recovery Services Department at NCCI uses the “Motivational Model” of treatment. There are three phases of the Voluntary Treatment Program of Recovery Services.

**Phase One** is considered pre-treatment, lasts for three weeks, and offers information and/or experience in the following areas:

Basic Drug Education	Life Without a Crutch
Group Dynamics	Communication Skills

The information is expected to assist those in the pre-contemplation/contemplation stage of change by providing information about the biological, psychological and social effects of alcohol and other drug abuse or dependency. Participants are expected to self-diagnose, identify strengths and weaknesses, and set goals for the treatment experience.

**Phase Two** lasts for seven weeks, and offers information in the following areas:

Big Book/Basic Text	12-Steps of Recovery
Principles and Promises	Lifestyles and Values
Seven Habits of Highly Effective People	Living Holistically/Balanced

In addition, participants begin the process of identity level change through the development of a personalized mission statement. This phase begins the treatment process and is designed to meet participants in the contemplation and preparation stage, and facilitate movement to the action stage.

**Phase Three** lasts for three months and is intended for those in the preparation and action stage who have identified and committed to the need for change. Phase Three includes:

Addictive Personality- 6 weeks	Anger Management- 6 weeks
Domestic Violence- 5 weeks	Emotional Management- 4 weeks
Free Your Mind- 5 weeks	Goal Setting- 5 weeks
Money Management- 5 weeks	Moral Reasoning- 10 weeks
Relapse Prevention- 10 weeks	Relationships- 5 weeks
Self-Defeating Behaviors- 6 weeks	Stress Management/Relaxation- 4 weeks

Other programs offered through Recovery Services include: Alcoholics Anonymous, Narcotics Anonymous, Cocaine Anonymous, and Big Book Study Class.

### **RECOVERY SERVICES MANDATORY EDUCATION PROGRAM:**

The goal of the Mandatory Education Program is to deter inmate drug use and trafficking, and to provide a measuring tool to evaluate drug interdiction efforts in compliance with ODRC policy and procedure regarding the use of illicit substances. The program also serves as a sanction for the unmotivated participant, while also allowing the motivated participant to evaluate the effects of alcohol and other drug abuse on their life.

Urine screen collection and drug testing is conducted per ODRC policy 308-04 on random, for cause, Parole Board or program reason basis. The following information on inmate drug testing results was provided during the inspection:

## INMATE DRUG TESTING RESULTS BY YEAR:

Year	Number Tested	Number of Positives	Percent
1995	2,651	164	6%
1996	3,330	123	4%
1997	3,348	107	3%
1998	3,258	101	3%
1999	3,289	175	5%
2000	2,622	35	1.30%
2001	2,573	51	1.98%
2002	1,655	36	2.17%
FY 2003	2,074	33	1.60%
FY 2004: 7-1-03 through 1-31-04	1,736	51	1.93%

The above results pertain to tests for Cocaine/Benzlecgonine, PCP (Phencyclidine), Marijuana, Benzodiazepine, Opiates and Amphetamines. Based on the above data, the largest percentage of positive drug test results at NCCI was in 1995, its first year of operation, with steady improvement over the next three years, dropping to three percent. In 1999 positive test results increased to five percent, with a significant decrease to one percent in 2000. Although nearly two percent tested positive in 2001, and slightly more than two percent tested positive in 2002, the test results have definitely improved significantly from the preceding years.

As noted above, in FY 2003, 1.6 percent tested positive for the year, and in the first six months of FY 2004, 1.93 percent tested positive. Both results reflect improvement over 2002.

**UNIT MANAGEMENT PROGRAMS:**

Programs offered by the Unit Staff to inmates in their housing units include the following:

**A-B-C Quilts:** In this Community Service program, inmates create quilts that are donated to Ohio hospitals for children born with the HIV virus and/or drug addictions.

**Arts and Crafts:** In this Special Services program, inmates receive community service hours.

**Anger Management:** An opportunity is provided to learn about one's anger, to learn the best way to handle anger, to learn more about one's self, and how to communicate when angered.

**Book Club:** An open forum is held to discuss one book per week.

**Cause and Effect:** Videos are shown regarding problem situations and how they are properly resolved. Topics include child abuse, sexual harassment, drug abuse, racial issues and death.

**Community Resources:** Re-entry students are provided with information regarding community resources to assist in a successful transition to the community.

**Conflict Resolution:** This program focuses on self-discipline and self-improvement. Useful tools are provided to aid in understanding conflict and how to resolve it.

**Cultural Diversity Workshop:** Information about different cultures is provided.

**Current Events :** A positive environment is provided to discuss current events.

**G.O.A.L.S.** (Gaining Opportunity in Living Skills): Inmates are taught positive motivational skills to achieve success. Staff on site during the inspection praised the program for being extremely positive. Inmates reportedly graduate from the program on completion. The program has been in existence for four years, is considered rehabilitative, and focuses on life plans.

**Helping Hands:** Through this community service program, inmates make greeting cards for citizens in the community.

**Interview Skills Workshop:** Information is provided to Re-entry students with information on how to look for employment and job interview techniques.

**Managing Your Anger Effectively:** A practicing review of 15 strategies used for controlling hostility is provided.

**Men's Work** Phases I, II, III: The program seeks to break the cycle of violence by redefining the role of men, and changing behavior and attitude.

**Moral Reasoning:** The program seeks to develop a sense of responsibility and empathy.

**North Central Stamp Club:** (Self-explanatory)

**Pilot Dog Program:** (As detailed in Community Service Section)

**Positive Solutions:** This self-directed program focuses on taking control of one's destiny, choosing life patterns and behaviors, learning to understand one's own thoughts, and making positive decisions.

**Relapse Prevention Support:** A support group provides a forum to share addiction related experiences. The program is provided by Recovery Services staff, in conjunction with the Voluntary Treatment Programs, Mandatory Education Component, Alcoholics

Anonymous, Narcotics Anonymous, Cocaine Anonymous, 12-Step Study Group, and 90-Day Outpatient program.

**Sign Language:** (Self-explanatory)

**Smart Choices:** A Five-Step Process is used to teach participants to make wise choices.

**Stress Management, Part I:** The class deals with stresses during incarceration.

**Stress Management, Part II:** The class provides skill training and practice in mental, physical, and emotional health.

**Victim Awareness:** This program was designed by victims, and includes sessions on Community Justice, Domestic Violence, Child Abuse, and other Violence.

**Victim Empathy:** This program teaches awareness of the impact of the offender on their victim's life.

**Violent Offenders:** This 10-week program seeks to deter violent thoughts, and teaches ways to deal with frustration and anger.

**VOICES:** This Domestic Violence program is taught in conjunction with Special Services.

**Responsible Family Life Skills:** Inmates are taught basic parenting skills, strategies for returning to family and community, a sense of responsibility, initiative, and social awareness to enable them to contribute to family and society.

### **COMMUNITY SERVICE PROGRAMS:**

Community Service programs offered at North Central Correctional Institution include **A-B-C Quilts**, **Helping Hands**, and the **Pilot Dog Program**. As noted above, inmates make quilts, which are donated to Ohio hospitals for children born with AIDs or drug addictions. Also as noted above, in the Helping Hands program, inmates make greeting cards for citizens in the community.

Through the **Pilot Dog Program**, selected inmates provide a community service by raising puppies from two months to 18 months of age for Pilot Dogs, Inc. The program allows participating inmates to learn responsibility, discipline, and social awareness. An institution committee selects individuals after a review of their institutional adjustment, which includes past job performance, disciplinary record, offense of conviction, and length of sentence. The Dog Handlers provide basic training such as housebreaking and standard "sit, stay, come, and heel" commands. Pilot Dogs, Inc. determines when the pups are ready for the formal guide dog training provided at their Columbus facility. Per the written information provided on site, NCCI has raised 14 puppies to date. They report having two puppies currently. Three recently began formal Pilot Dogs, Inc. training.

## **RELIGIOUS SERVICES PROGRAMS:**

NCCI staff regard the following Religious Service Programs as unique:

**Support Services for the Grieving Program:** Inmates who are notified of death or serious illness of a family member, receive a Memo explaining how to arrange a consultation with the Chaplain. Those inmates who experience death of a loved one are sent a brochure outlining the grieving process. A free condolence card is provided to the inmate who may send it to his family.

**Disciple Study:** This program is an intense 34-week immersion in the content and history of the Bible. It was developed by the United Methodist Church Board of Discipleship and is lead by a Certified Instructor.

## **RE-ENTRY PRE-RELEASE PROGRAMS:**

Per written information provided on site, the mission of Re-entry is to prepare inmates for gainful employment and to make positive choices. Re-entry staff are available to assist in job placement, social services help such as food, clothing, shelter, medical, mental health and substance abuse, as well as help with Social Security, birth certificates and workshop topic areas. NCCI Re-entry is reported to be a systematic approach to offender Re-entry planning and preparation. The staff seek to improve communications, share information, and coordinate linkages between the offender, prison staff, parole staff, outside agencies and employers. Effective Re-entry requires partnership with victims, community, and other stakeholders.

**WORKSHOPS:** Re-entry workshops are held the first two weeks of every month. Inmates who will be released during the following month, are issued passes to attend the workshops. Re-Entry Workshops include the following:

1. **Application Workshop:** Inmates complete an application form that will create a good impression, and increase the offender's chances of being considered for employment.
2. **Resume Workshop:** Inmates create a comprehensive resume that reflects the offender's work history, skills and abilities.
3. **Faith-Based Workshop:** Spiritual assistance is provided to inmates prior to release.
4. **Recovery Services Workshop:** The workshop covers relapse prevention, support groups with lists of meetings, phone numbers, etc., discusses getting a sponsor in AA/NA, reviews the types of AA/NA meetings, and discusses family programs and support systems.
5. **Community Resources Workshop:** Information is provided to assist with obtaining birth certificates, Social Security cards, temporary ID, veterans discharge, federal bonding, Ohio voting rights, adult emergency

assistance, housing, food, substance abuse, family counseling, health clinics, credit bureaus and educational opportunities

**JOB VIDEOCONFERENCES:** Monthly job videoconferences are held in conjunction with the ODRC Re-Entry Initiative. The videoconferences are conducted with potential employers for offenders seeking employment upon release. To be eligible for a videoconference, an offender must meet the following requirements:

1. Be within 30 days of release;
2. Have a definite release date or on-or-after date;
3. No Transitional Control releases;
4. Be enrolled in and attend the Resume Workshop and produce a typed resume;
5. Attend an Interview Workshop to prepare for video interview;
6. County of return must match the county for the videoconference. If the offender lives in a surrounding county, the offender must have reliable transportation, and be able to obtain a valid driver's license.

**VISITOR'S SCREENING:**

The building appeared clean and orderly. Two Corrections Officers were present on arrival. Both were involved with processing visitors, and more visitors were arriving. They were observed as thorough and courteous to the visitors, with positive interaction and even some laughter between the staff and visitors, creating a good atmosphere. The Officers processed the CIIC through the metal detectors and screening process. The Officers thoroughly checked coat pockets and other belongings, and were courteous, patient and orderly.

A "Boil Alert: Do Not Drink Water" sign dated February 12, 2004, was posted in the building. NCCI staff relayed that the boil alert was a result of a water main break that affected the entire Marion County Area.

**INSTITUTION GROUNDS:**

The open campus style institution grounds were clean, free of debris, well maintained and well landscaped. Inmates moved freely and orderly on the grounds. No security staff appeared to be present on the yard.

**STAFFING:**

Staff shortages were a reported concern among staff. Staff relayed that NCCI has 47 vacant positions for Corrections Officers and an additional 25 to 30 vacant positions, including one Unit Management Administrator, two Sergeants (Correctional Counselors) and two Correctional Program Specialists (Case Managers). Inmates voiced various concerns regarding access to their Case Managers. The positions were reportedly being

held vacant due to the impending closure of the Lima Correctional Institution in Lima, Ohio.

Staff relayed that when ODRC Central Office permits them to post the positions, they will be filled as soon as possible. At the time of the inspection, staffing appeared to be thin, which may have been a contributing factor in the absence of security staff on the institution grounds. In spite of the staff level deficiencies, the overall staff morale seemed to be positive.

Staff noted that staff interaction with inmates can affect rehabilitation depending on whether the interaction is positive or negative. It was noted that either way, inmates are highly influenced by staff. One Correctional Officer with previous work experience at two other prisons relayed that he liked the previous institutions best because Officers were more “controlled” and there was “less inmate movement.”

### **FOOD SERVICES:**

Per written information provided on site, the Food Services budget for FY 2004 was \$2,848,709. Further, from July 1, 2003 through January 31, 2004, a total of 1,412,016 meals were served at NCCI, at an average cost of 70 cents per meal.

The Inmate Dining Hall and serving line were observed. Reportedly, the Inmate Dining Hall has a seating capacity of 300. The inmates were noisy, but orderly and curious of the CIIC presence. They proceeded through the serving line in an orderly fashion. The inmates and staff on the serving line were all observed wearing hats and gloves for sanitary purposes.

The lunch meal included three turkey sausage patties, cornbread, beans and rice mix, a banana and orange flavored drink. The cornbread was ice cold, as if it came straight from the freezer. The beans were “unappetizing” and had a “bad taste.” The turkey was extremely difficult to cut and eat with just a thin plastic fork. Staff relayed that NCCI does not provide inmates with plastics knives. However, in response to the difficulty experienced with the turkey, staff subsequently provided a plastic knife to each member of the CIIC group. Of the inspections to date, including higher security institutions, NCCI is the only institution that does not provide plastic knives for eating purposes. One NCCI Administrator thought that the inmates were provided with plastic knives. However, on checking further, the Administrator verified that in fact, inmates are not provided with plastic knives.

Although one NCCI staff person commented that inmates would probably complain about not getting enough food, there were no such complaints. A major concern of inmates in the dining area was the excessive frequency that turkey is reportedly on the menu, “nearly every day.” Inmates also relayed concerns regarding food temperature, alleging that food that is supposed to be hot is often cold. In addition, inmates alleged that the vegetarian meals are neither balanced nor nutritious. Inmates commented that the

beans “tasted like dirt.” One noted the water main break and said that they have had “no water since yesterday.”

#### **GENERAL POPULATION HOUSING UNIT:**

The inspection included Crawford A and B, an open dormitory with inmates both single and double bunked. On the day of the inspection, there were 217 inmates housed in Crawford A and B, staffed with two Corrections Officers. Inmates relayed concerns regarding lack of access to their Case Manager. Staff relayed that unit staff positions were vacant.

The unit was well lit, with a moderate noise level. The air in the unit seemed stale and stuffy, but there were no foul odors. The unit was equipped with three floor fans. Televisions were mounted on the wall, and inmates are permitted to have personal televisions in their living space. Some inmates relayed the need for cable access. Reportedly, only a few channels are accessible. The day room was clean.

Crawford A and B is a non-smoking dorm. However, inmates relayed several problems with smoking in the dorms. According to inmates, although smoking is prohibited, staff smoke in the unit and are reportedly apathetic to the concerned non-smoking inmates. It was also relayed that smoking inmates are sometimes placed in the non-smoking dorm. A review of the ODRC grievances filed to the Institution Inspector shows that in the month of January, 39 grievances were filed in Safety and Sanitation under the Smoking/Non-smoking category. Similarly, in the month of February, 31 grievances were filed in Safety and Sanitation under the Smoking/Non-smoking category. However, since the month of February, only two grievances have been filed in the Smoking/Non-smoking category. This could be an indication that either the problem has since been addressed, or that inmates decided that any further use of the grievance procedure would serve no purpose. (See entire list of NCCI grievances in Inmate Grievance Procedure section).

Another major issue voiced by multiple inmates in Crawford A and B, was the need for maintenance repairs to the building. One inmate pointed out that the ceiling above his living space was leaking into a bucket placed next to his bed to catch the water. The inmate stated that a maintenance request was filed several weeks before the CIIC inspection, reportedly to no avail. The CIIC relayed the concern to the Warden during the exit meeting. The Warden explained that the snow and bad weather had affected several of the buildings. The Warden relayed that repair of the roofing was a priority, and a request for Capital Improvements funds has been made to address the issue.

The bathroom and shower area in the unit was found to be in need of cleaning, with crust in the showers. Inmates relayed that toilets and sinks are in a constant state of disrepair and that there are only eight toilets to serve 170 inmates. On the day of the inspection, the toilets and sinks were not in use, which may have been due to the boil alert.

A separate, closed off portion of the dorm is used for the Pilot Dog Program. Only six inmates were assigned to the program. They relayed that the puppies are kept for 12 to 15 months. Doberman, Lab and Golden Retriever puppies were currently in the program. The inmates in the program noted that it was a great privilege to be selected as a participant. The inmates appeared incredibly proud, not only of their dogs but of themselves, and honored to have been selected. It was relayed that NCCI receives the puppies from breeders, and inmate handlers provide basic training to the puppies before they are ready to be sent to Columbus where they will go on to become seeing-eye dogs.

### **SEGREGATION:**

Per written information provided on site, the Segregation Unit consists of three ranges, with a total of 96 beds. On the day of the inspection, 68 inmates were assigned to segregation, with 28 inmates in Local Control, 25 in Disciplinary Control, and 15 in Security Control.

The inspection included a walk-through of the Local Control block. The inmates were both single and double celled. Those in Local Control status were single celled, but staff relayed that some are double celled. In each segregation cell, a double bunk, shower, sink and toilet were observed. Inmates relayed that they are not permitted to have shower curtains for showers, but they are permitted to hang a sheet instead. The showers in Segregation were built without a lip to catch the water, so without a shower curtain or sheet, the cells reportedly flood. Reportedly, cells are constantly wet and have to be mopped after every shower.

Three officers were on duty in the Segregation Unit. Inmate porters were delivering the lunch meal, with an officer's supervision. An inmate commented that they are "fed well." The temperature was comfortable, and there was no foul odor in the unit. The area appeared clean and well kept for the most part. However, a hole in the ceiling was observed, exposing pipes. The noise level was low to moderate, but the unit grew increasingly loud with inmates banging on the doors as inmates attempted to speak with the CIIC.

One inmate stated that inmates in Segregation had not been given access to basic hygienic products, including toothpaste, for two weeks. Another inmate stated that he regularly has seizures, but there is reportedly no form of alarm in an emergency situation. Some inmates alleged that the officers in segregation are "rude and unruly." Some inmates complained of being held in Segregation, even though their RIB appeal resulted in reversal of the RIB conviction.

The indoor recreation area in Segregation consisted of pull-up bars, while the outdoor recreation area consisted of high cement walls with a mesh roof. Based on observations and comments, the inmates were bored and restless. The lack of recreational choices in Segregation could be relevant to the idleness and apparent boredom.

**GENERAL POPULATION RECREATION:**

According to inmates, the gym is frequently shut down for no apparent reason. Also, it was relayed that new equipment had been purchased, but inmates were reportedly being denied access to the new equipment. Many inmates were frustrated because they were not given a reason as to why the equipment was not being used. It was also reported that the movie schedule is not followed. Reportedly often, the scheduled movie is not shown, or a movie is not shown at all. One inmate relayed that ping-pong paddles are issued once per year. If a paddle breaks, they are reportedly not replaced until the following year.

**MEDICAL SERVICES:**

The Medical Services unit at NCCI appeared clean and sanitary. The Contract Physician was praised by the medical staff for his compassionate, hands on-approach. It was also relayed that the Physician communicates well with the families of inmates. The Physician reportedly sees between 40-45 inmates daily. Staff cited the need for a Clerical Assistant and additional nursing staff.

It was noted that improvements have been made regarding the scheduling of appointments by staff personally supervising the scheduling process. Inmates are reportedly now seen within two or three days. It was relayed that the Physician, Dentist, Lab Technician and Pharmacist are present daily, while the Optometrist and Orthopedist are on-site monthly.

The medication pick-up line was observed. Inmates waiting in line were picking up self-administered medications. Medications that are not permitted on the compound are administered daily at Pill Call at 7:30 p.m. Inmates stood in single file for their individual medications.

The inmate comments included concerns about a reported medical backlog. Inmates alleged that it often takes two weeks to see the Doctor and several days “even to see a nurse.” Delays in being taken to the hospital and in having x-rays read were also alleged. Inmates in the dining hall during the lunch meal commented that medical care at NCCI “is decent.” One claimed that he has been on medication for an ear infection for a year, but “It just doesn’t get better.” One inmate relayed having “trouble with medical” since July of 2003. He alleged that it took three weeks to get to the Corrections Medical Center and OSU Hospital, that he had to file informal complaints. He stated that another inmate “ran into” him and “broke” his face, that x-rays were taken the next day, but not read for five days. He alleged that it took so long, that it healed incorrectly and they “had to use a hammer to break it again.”

The Contract Dentist is reportedly on site daily. Staff relayed that some complaints are received regarding dental services. However, dental services have reportedly “really improved.” It was noted that they have a computer now, and are much more organized. Staff relayed that it generally takes three to four months to see the Dentist for a cleaning

and check-up, but inmates with emergencies can see the Dentist as soon as possible. Several inmates relayed concerns with the length of time it takes to be seen by the Dentist. One inmate in his housing area stated that his partial denture broke in half four months ago, and he has been trying to get the dentures repaired ever since. He said that they keep telling him he is "on the list."

The Telemedicine Room was observed, which allows inmates to communicate with OSU Specialists without traveling to Columbus. Staff relayed that they have an online conference with Central Office staff monthly.

Two inmates were on suicide watch, with one on close watch in the Infirmary and one on constant watch at the time of the inspection. The officer left for several minutes while the CIIC group was present. Officers in the vicinity reported having no problems or concerns.

Medical staff relayed that NCCI is classified as a medical level 2 facility, and that they have inmates who are classified as medical level one and two. In regard to the reported 137 medical level 3 inmates who were at Orient Correctional Institution prior to its closure, and were subsequently sent to other institutions, staff indicated that NCCI received a number of paraplegics since they have no stairs to climb at NCCI. Although they have reportedly transferred some out, they relayed that they have no medical level 3 inmates. Per ODRC policy on Medical Classification, Class 3 is for "Those inmates requiring frequent intensive, skilled medical care but who need assistance with no more than one of their activities of daily living." While paraplegics are among those listed in Class 3, paraplegics are also listed in Class 2 defined as for "Medically stable inmates requiring routine follow-up care and examinations."

Per information provided on site, inmate deaths at NCCI range from one in 1996 and 1999, to a high of 10 in 2001. There were five deaths in 2000, and four in 1995 and 1998. In 2002 and 2003, there were three deaths, and in 1997 two deaths occurred.

#### **OHIO PENAL INDUSTRIES (OPI):**

As noted in the written information provided on site, Ohio Penal Industries at NCCI includes Computer Aided Drafting and Design (CAD) and Data Entry.

The CIIC observed the area in which inmates were involved in the Computer Aided Drafting (CAD) Program and spoke with staff in the area. The CAD Department primarily works on geographical and municipal drafting projects. Some of the projects include tax, water table management, 911, public utility placement maps and occasional architectural designs.

As indicated above, Data Entry is under the project management of Progressive Technology Federal Systems. The Data Entry Department creates indexes of scanned newspaper articles and re-types the entire front page for the Chicago Tribune.

According to the staff assigned to the area, on the average, OPI has 57-68 inmate workers. However, they have had as many as 112 inmate workers. The staff person also relayed that he was extremely pleased with the work the inmates have done and the inmates are “the best” in regard to behavior.

The inmates were quiet and working diligently, though the atmosphere was relaxed. The area was clean and orderly and the inmates were productive. Reportedly, inmates regard the CAD program as the best in the prison system. Inmates noted that they get paid anywhere from \$35 to \$100 monthly and earn personal time and sick leave. When asked if CAD was a positive program, the inmates responded with a resounding “Yes.” They clearly indicated that they feel privileged to be a part of OPI/CAD.

### **EDUCATIONAL/VOCATIONAL PROGRAMS:**

The education building was clean and orderly. Pre-GED and ABE (Adult Basic Education) programs were in progress. During the inspection, inmates were observed participating in Math class as part of the GED program. NCCI staff previously noted that CIIC would probably hear complaints about those mandated to get their GED when they have no desire to do so. However, the inmates seemed attentive and enthusiastic about their teacher and coursework. The inmates praised the Instructor, stating that she is “dedicated and patient.” There appeared to be good rapport between the Teacher and students.

The Pre-GED class for those at the seventh and eighth grade levels was visited. Students were in Math and Science class at the time of the inspection. The interaction between the students and the Teacher appeared to be good. When asked, “Who is motivated to succeed in getting your GED?” all inmates raised their hands. The Instructor seemed somewhat surprised, but pleased with their response. The additional comments from the inmates affirmed their desire to learn and to set earning their GED as their goal. The open exchange appeared to have a positive impact on students and Teacher alike.

The Electronic Computer Repair Program is also housed in the education building. It was relayed that the program formerly required 750 hours, but it now takes 500 hours to complete with the new curriculum. As of the day of the inspection, NCCI was working with Ohio State University to have the program approved as a certified college course. The computer classroom was empty at the time of the inspection.

The Adult Basic Education area looked much like a small library, with schoolbooks on shelves, which inmates “checked out.” The staff relayed that the practice teaches them responsibility for the books.

A concern regarding the education program relayed by both staff and inmates, pertained to a lack of tutors. On the day of the inspection, it was relayed that there were 23 inmate tutors at NCCI with 11 tutors in the morning and 12 in the afternoon, to assist nearly 600 inmates enrolled in education programs. Staff noted that the tutors must be Laubach

certified, be segregation free for 120 days, be at a 10<sup>th</sup> grade reading level or above, and have a High School Diploma or GED equivalent. Reportedly, if tutors were considered to be an “institutional need,” they could waive the provision of being 90 days on their present job before applying. Reportedly, there is a “desperate need” for more tutors. Staff relayed the need for minority tutors. It was noted that they are required to keep a racial balance regarding tutors, but they have difficulty getting minority tutors to apply. In response to the recent posting in an effort to recruit tutors, staff relayed that only one minority inmate responded. One staff person feared that some programs could be taken away from inmates due to lack of tutors. Some inmates enrolled in the ABE program relayed that they feel they do not receive enough attention or help from tutors.

Inmates also voiced concerns regarding the study materials provided. Some inmates commented that the materials were outdated and should be updated every four to five years, similar to the way the GED materials are updated. While on the inspection, a math textbook was observed as having a copyright date of 1995.

#### **INMATE GRIEVANCE PROCEDURE:**

During the inspection, one inmate commented that inmates are reluctant to use the Inmate Grievance Procedure due to fear of backlash and retaliation. However, the statistics show that a fairly large number of grievances are filed at NCCI. From October 2003 through January 2004, NCCI inmates filed a total of 123 grievances, an average of nearly 30 grievances per month. For comparison purposes, the number of grievances filed in the prison system during the same period ranges from 0 at the Dayton Correctional Institution, to 180 at the Southern Ohio Correctional Facility. Only four institutions had a larger number of grievances than NCCI as follows: Toledo Correctional Institution with 142, Mansfield Correctional Institution with 151, Franklin Pre-Release Center with 172, and the Southern Ohio Correctional Facility with 180 grievances.

## NCCI Grievances From October 2003 Through January 2004

Complaint	October 2003	November 2003	December 2003	January 2004	Total
Safety and Sanitation	0	0	0	39*	39*
Health Care	6	3	2	5	16
Force/Supervision	5	5	4	1	14
Personal Property	5	2	3	3	13
Non-Grievable Matters	4	0	2	1	7
Food Services	2	0	0	4	6
Staff Accountability	1	1	3	1	6
Mail/Package	1	3	1	0	5
Inmate Account	1	1	0	1	3
Job Assignment	1	1	0	0	2
Dental Care	0	2	0	0	2
Commissary	1	0	0	0	1
Institution Assignment	1	0	0	0	1
Inmate Groups	0	1	0	0	1
Recreation	0	1	0	0	1
Security Classification	0	1	0	0	1
Records	0	0	1	0	1
Legal Services	0	0	1	0	1
Discrimination	0	0	1	0	1
Housing Assignment	0	0	0	1	1
Total	28	21	18	56	123
*UNRESOLVED	20	17	16	50	103
*RESOLVED	8	4	2	6	20

\*All 39 grievances filed in the Safety/Sanitation category pertained to Smoking/Non Smoking, comprising 31.7% of the NCCI grievances in the period.

As shown above, 103 or 83.7% of the grievances were reported by the Inspector to be “unresolved,” and only 20 were considered by the Inspector to be “resolved.” Resolved is defined by ODRC on the Inspector’s Monthly Report Form as:

1. Problem corrected
2. Problem noted, correction pending, or
3. Problem noted, report/recommendation to the Warden.

A grievance is logged as “Unresolved” if the Inspector determines that the grievance is:

1. Contrary to Ohio Revised Code, Administrative Rule, Department Policy or Institution policy;

2. Staff action was valid exercise of discretion;
3. Insufficient evidence to support claim;
4. False claim;
5. Failure to use informal complaint procedure;
6. Not within scope of grievance procedure; or
7. Not within time limits

The following information is a compilation of NCCI inmate grievances filed from February 2004 through June 2004. During the period, NCCI had a total of 102 grievances, an average of 20 grievances per month. A larger number of grievances were filed at 11 other institutions, ranging from 102 grievances at the Trumbull Correctional Institution to 280 grievances at the Southern Ohio Correctional Facility. Institutions with lower grievance totals range from two grievances at the Hocking Correctional Facility to 98 grievances filed at the Noble Correctional Institution.

#### NCCI Grievances Filed from February through June 2004

Complaint	February	March	April	May	June	Total
Safety and Sanitation	31*	0	0	0	2	33
Health Care	2	2	7	3	2	16
Personal Property	3	3	0	2	3	11
Force/Supervision	4	1	0	5	1	11
Staff Accountability	3	0	1	0	3	7
Laundry/Quartermaster	1	1	1	0	0	3
Commissary	2	1	0	0	0	3
Non-grievable Matters	0	0	0	1	2	3
Dental Care	1	0	0	0	2	3
Visiting	0	1	0	0	1	2
Education/Vocational Training	0	0	1	1	0	2
Mail/Package	0	0	0	1	1	2
Legal Services	1	0	0	0	0	1
Food Services	0	1	0	0	0	1
Inmate Account	0	1	0	0	0	1
Records	0	0	1	0	0	1
Institution Assignment	0	0	1	0	0	1
Housing Assignment	0	0	0	1	0	1
*UNRESOLVED	39	8	7	9	17	80
*RESOLVED	9	3	5	5	0	22
<b>TOTAL</b>	<b>48</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>102</b>

\*All 31 grievances in the Safety/Sanitation category pertained to Smoking/Non-Smoking concerns.

## CIIC DATABASE: CONTACTS AND CONCERNS

Contacts may be made to the CIIC from inmates, ODRC staff, or the general public. From January 6, 2004 to August 10, 2004, the CIIC received 30 contacts from or in regard to NCCI. This represents 2.7% of the 1,123 contacts from all Ohio prisons. There were 13 other institutions with a larger volume of contacts than NCCI. Contacts ranged from no contacts from the Montgomery Education and Pre-Release Center or Northeast Ohio Correctional Center, to 185 contacts from or in regard to the Southern Ohio Correctional Facility.

A total of 83 complaints or areas of concern were reported from or in regard to NCCI during the same time period. NCCI ranked 14<sup>th</sup> in volume of concerns. The number of concerns from NCCI was below the average of 89.9 concerns reported to the CIIC from all Ohio prisons. The 83 complaints comprised only 2.6% of the 3,148 areas of concern from all Ohio prisons. The number of concerns from other institutions ranged from no reported concerns from the Montgomery Education and Pre-Release Center and the Northeast Ohio Correctional Center, to 546 reported concerns from or in regard to the Southern Ohio Correctional Facility. The number and type of areas of concern reported from or in regard to NCCI from January 6, 2004 through August 10, 2004 are provided below:

AREA OF CONCERN	NUMBER	PERCENT
Religious Services	12	14.6%
Force/Supervision	12	14.6%
Inmate Grievance Procedure	9	10.8%
Staff Accountability	7	8.4%
Non-Grievable Matters	6	7.2%
Health Care	5	6.0%
Visitation	5	6.0%
Institution Assignment	5	6.0%
Mail/Packages	4	4.8%
Other	4	4.8%
Safety and Sanitation	3	3.6%
Education or Vocational Training	3	3.6%
Housing Assignment	2	2.4%
Dental Care	1	1.2%
Personal Property	1	1.2%
Library	1	1.2%
Recreation	1	1.2%
Discrimination	1	1.2%
Security Classification	1	1.2%
TOTAL	83	100.0%

Of the 83 reported areas of concern from or in regard to NCCI, the largest categories were Religious Services and Force/Supervision with 12 each and each comprising nearly

15 percent of the reported concerns. Religious Services includes subcategories such as: prevented from worship, religious materials, services for particular faith, and other. Force/Supervision includes subtopics such as: use of force, use of force with no report, abusive language, harassment, retaliation for voicing complaint, intimidation/threats and other. The third largest category of concerns pertained to the Inmate Grievance Procedure itself, with nine reported concerns.

There were no reports of concerns from NCCI in the following categories: Psychological/Psychiatric, Facility Maintenance, Food Services, Laundry/Quartermaster, Commissary, Inmate Account, Inmate Groups, Job Assignments, Recovery Services, Telephone, Records, Legal Services, Special Management Housing, and Protective Control.

#### **ASSAULTS ON STAFF:**

According to DRC data, in the 2003 calendar year, there were 544 inmate-on-staff assaults in all Ohio prisons. NCCI recorded 13 inmate-on-staff assaults for 2003, with a monthly average of 1.08 assaults. There were 13 institutions with higher inmate-on-staff assaults ranging from Ross Correctional Institution with 14, to the Southern Ohio Correctional Facility with 130. Four institutions recorded no incidents of inmate on staff assaults as follows: Dayton Correctional, Hocking Correctional Facility, Montgomery Education and Pre-Release Center, and Northeast Pre-Release Center.

Based on information provided on site, assaults on NCCI staff requiring hospital treatment range from two assaults in 1995, 1997, 2002 and 2003, to a high of 10 in 2000.

#### **ASSAULTS ON INMATES:**

Similarly, DRC data for inmate-on-inmate assaults was reviewed for the 2003 calendar year. According to the data, there were 482 inmate-on-inmate assaults in 2003. NCCI ranked third with 25 inmate-on-inmate assaults, an average of 2.08 per month. Only the Southern Ohio Correctional Facility with 139 and Oakwood Correctional Facility with 38 recorded more assaults. Five institutions reported having no inmate-on inmate assaults as follows: Corrections Medical Center, Dayton Correctional, Hocking Correctional Facility, Montgomery Education and Pre-Release Center, and Pickaway Correctional Institution.

Based on information provided on site, assaults on NCCI inmates requiring hospital treatment range from zero in 1997 to a high of seven in 1996 and in 1998. There were four such assaults on inmates in 1999, 2000, and in 2001. Three such assaults on inmates occurred in 2002.

In a discussion with one staff person on site, it was relayed that Protective Control requests are “not unusual,” that “most owe and can’t pay.” The staff person relayed that just because an inmate refuses to lock, that is, objects to returning to his general population assigned housing unit due to personal safety concerns, staff would not “just

bump guys up” to the next classification level. The further discussion reflected staff’s knowledge of the importance of listening to the inmate and using the available resources and options to prevent incidents and to resolve safety problems.

During the inspection, some inmates relayed that they were being pressured by a particular gang at NCCI. The reported concerns were shared with the Warden and the Security Threat Group (STG) Coordinator in the exit interview. Staff relayed that NCCI has 215 inmates who are members of security threat groups, comprising six percent of their population. Two members of the above referenced gang had just recently been transferred to a level three institution.