



*A Joint Committee of the Ohio General Assembly*

# NORTHEAST OHIO CORRECTIONAL CENTER INSPECTION REPORT

OCTOBER 2020

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*Vice-Chair*

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**REPORT ON THE INSPECTION & EVALUATION OF  
NORTHEAST OHIO CORRECTIONAL CENTER**

<b>Date of Inspection:</b>	October 20, 2020
<b>Type of Inspection:</b>	Announced
<b>CIIC Staff Present:</b>	Travis Ricketts, Deputy Director, Remotely Rachel Helbing, Sr. Analyst, Report Coordinator, Remotely Jeffrey Noble, Senior Analyst, In-Person Elijah Woodberry, Research Analyst, Remotely
<b>Facility Staff Present:</b>	Warden Michael Phillips CIIC spoke with many additional staff throughout the course of the inspection.

**Institution Overview**

**N**ortheast Ohio Correctional Center is a close security male prison, housing Level 3 (close) security offenders. It is a privately operated facility ran by CoreCivic. It houses offenders from the Ohio Department of Rehabilitation and Correction and the United States Marshals Service. The facility opened in 1997 and sits on 135 acres of land in Youngstown, Ohio

The rated capacity for NEOCC is 1,020. As of October 20, 2020, the institution housed 913 offenders.

Demographically, 60.9% of offenders were classified as black, 35.8% as white, and 3.3% as another race. The youngest offender was listed as 19 years of age and the oldest was listed as 72 years of age. As of October 20, 2020, NEOCC employed 401 total staff, of which 303 are security staff.

The institution scored 100% compliance on the June 2019 ACA audit for 60 applicable, mandatory standards, and 99.5% on the 432 applicable, non-mandatory standards. The areas of non-compliance were for unencumbered space in offender cells and recreation areas. Both were granted waivers from ACA. In its February 2019 full internal management audit, NEOCC was 100% compliant on the 58 applicable, mandatory standards and 99.5 % compliant on the 426 applicable, non-mandatory standards. Of the Ohio Standards, the facility was 91.1% compliant on the 72 applicable standards. The areas of non-compliance were related to medical care, hunger strike, and PREA monitoring.

**FACILITY RATINGS**

**R**atings are a four point scale based on the balance of the indicator ratings for that area. A rating of “Exceptional” for an indicator means that there is no room for improvement and, generally, that the facility performs above other prisons. A rating of “Good” for an indicator means that the prison more than meets the standard, but is not significantly better than other prisons or there is still room for improvement. A rating of “Acceptable” for an indicator means that the prison just meets the standard or meets the standard with minor exceptions. A rating of “In Need of Improvement” for an indicator means that the prison does not meet standards, is significantly different from other prisons in a negative manner, or that CIIC staff had serious concerns.

	2018	2020
<b>SAFETY &amp; SECURITY</b>	<b>ACCEPTABLE</b>	<b>GOOD</b>
<i>Violence Outcome Measures</i>	<i>Good</i>	<i>Good</i>
<i>Use of Force</i>	<i>Good</i>	<i>Good</i>
<i>Control of Illegal Substances</i>	-	<i>Good</i>
<i>Offender Perception of Safety</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Unit Security Management</i>	<i>Good</i>	<i>Good</i>
<i>Institutional Security Management</i>	<i>In Need of Improvement</i>	<i>Acceptable</i>
<i>Prison Rape Elimination Act</i>	<i>Good</i>	<i>Good</i>
<b>HEALTH &amp; WELLBEING</b>	<b>ACCEPTABLE</b>	<b>ACCEPTABLE</b>
<i>Unit Conditions</i>	<i>Acceptable</i>	<i>Good</i>
<i>Medical Services</i>	<i>Good</i>	<i>Acceptable</i>
<i>Mental Health Services</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Recovery Services</i>	<i>Acceptable</i>	<i>In Need of Improvement</i>
<i>Food Services</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Recreation</i>	<i>In Need of Improvement</i>	<i>Good</i>
<b>FAIR TREATMENT</b>	<b>GOOD</b>	<b>ACCEPTABLE</b>
<i>Staff/Offender Interactions</i>	<i>Good</i>	<i>Deferred</i>
<i>Inmate Grievance Procedure</i>	<i>Acceptable</i>	<i>In Need of Improvement</i>
<i>Transitional Programming Unit</i>	<i>Acceptable</i>	-
<i>Offender Discipline</i>	-	<i>Good</i>
<b>REHABILITATION &amp; REENTRY</b>	<b>ACCEPTABLE</b>	<b>ACCEPTABLE</b>
<i>Reentry Planning</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Rehabilitative Programming</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Family Engagement &amp; Community Connections</i>	<i>In Need of Improvement</i>	<i>Acceptable</i>
<i>Academic Programming</i>	<i>Acceptable</i>	<i>Good</i>
<i>Library Services</i>	<i>Acceptable</i>	<i>Good</i>
<i>Vocational &amp; Work Skill Development</i>	<i>In Need of Improvement</i>	<i>Acceptable</i>
<b>FISCAL ACCOUNTABILITY</b>	<b>ACCEPTABLE</b>	<b>DEFERRED</b>
<i>Fiscal Wellness</i>	<i>Acceptable</i>	<i>Deferred</i>
<i>Environmental Sustainability</i>	-	<i>Deferred</i>
<i>Staff Management</i>	<i>In Need of Improvement</i>	<i>Deferred</i>

## INSPECTION OVERVIEW

Preparation for the inspection of Northeast Ohio Correctional Center took place in the week prior to site visitation. The most recent inspection of the facility, completed in 2018, was reviewed to identify areas of previous concern or praise. The CIIC database of concerns received from offenders, constituents, and staff was analyzed for topics of frequent concern.

Facility staff were notified of the inspection during the week prior to visitation. At this time, an email was sent to administrative staff outlining the documentation and data that would be requested over the course of the inspection, as well as a description of the modified inspection process:

“With the goal of reduced impact on facility operations, the in-person inspection process was adapted to be completed by a single CIIC staff member within a half day. CIIC recognizes that DRC facilities have staff in cohorts for portions of the prisons to reduce the potential for cross-contamination. The in-person inspector works with facility staff to identify the appropriate cohort that will allow for the fulfillment of observational requirements. Additional interviews will be conducted via phone call with one of three CIIC remote inspectors.”

The day of inspection, Tuesday, October 20, 2020, consisted of a meeting with the Warden and Deputy Warden. The in-person inspector then toured Charlie Units (1, 2, and 3), education, mental health, medical, dental, food service, recreation, and the receiving areas. Each remote inspector completed telephone interviews with staff in various positions. Facility staff were welcoming to the CIIC inspector, and their adaptability to the hybridized inspection process was greatly appreciated.

While CIIC includes the results of surveys distributed to offenders, officers, and supervisors, the offender surveys for NEOCC have reduced reliability due to the sample size. Three-hundred surveys were provided to the facility, along with a list of the randomly-selected offenders who were to receive them. CIIC received 38 completed surveys in the week following inspection. Of the 913 offenders, this represents a 4.2% sample of the population. Due to this low response rate, survey results hold a 95% confidence level with a  $\pm 15.7\%$  margin of error. Each reported result from the offender survey has 95% certainty that the true result of the population is within  $\pm 15.7\%$ . The 2018 CIIC inspection of NEOCC had similar challenges, when survey results from only 8.8% of the population were received; resulting in a 95% confidence level with 10.3% margin of error. The targeted response rate allows for a 95% confidence level with 5% or less margin of error. Readers should be cautioned when digesting survey results for this reasoning.

An initial inspection report draft was provided to Warden Phillips and his staff on December 28, 2020 as an opportunity to review and notify CIIC staff of any discrepancies. A teleconference meeting between CIIC and facility staff was held on January 6, 2021 to finalize the inspection report draft.

**SAFETY & SECURITY: GOOD**

*Expectation: Prisons will provide a safe and secure environment for all offenders.*

SAFETY & SECURITY	2018 ACCEPTABLE	2020 GOOD
Violence Outcome Measures	Good	Good
Use of Force	Good	Good
Control of Illegal Substances	-	Good
Offender Perception of Safety	Acceptable	Acceptable
Unit Security Management	Good	Good
Institutional Security Management	In Need of Improvement	Acceptable
Prison Rape Elimination Act	Good	Good

**KEY FINDINGS**

While violence and uses of force have increased, NEOCC remains lower than other level 3 security facilities.

Drug test rates are lower than other facilities, though convictions for drug conveyance have increased.

The number of offenders who are refusing to accept assignment/lock, potentially due to safety, has increased.

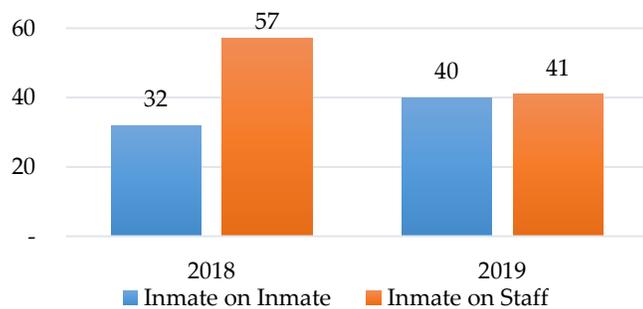
NEOCC continues to have a high population of STG-affiliated offenders, and convictions for activity increased.

**VIOLENCE OUTCOME MEASURES: GOOD**

*Evaluation of violence focuses on the number and rate of disciplinary convictions for assaults, fights, the number of homicides, and disturbances at the institution during a year in comparison to the previous year; the comparator prison rate; and the DRC average.*

**Assaults**

**Total Assaults CY 2018 – CY 2019**



**Significant Assaults**

	2018	2019
<b>Inmate on Inmate</b>	15	9
<b>Inmate on Staff</b>	2	2

*Significant incidents are defined by the American Correctional Association (ACA) as “An altercation which results in serious injury requiring urgent and immediate medical attention and restricts usual activities.”*

The rate of offender disciplinary convictions for violent offenses increased 27% from 2018 to 2019.

**Comparator Facility Rates**

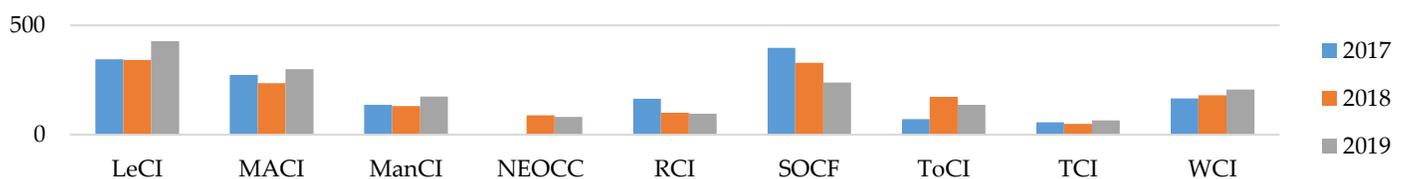
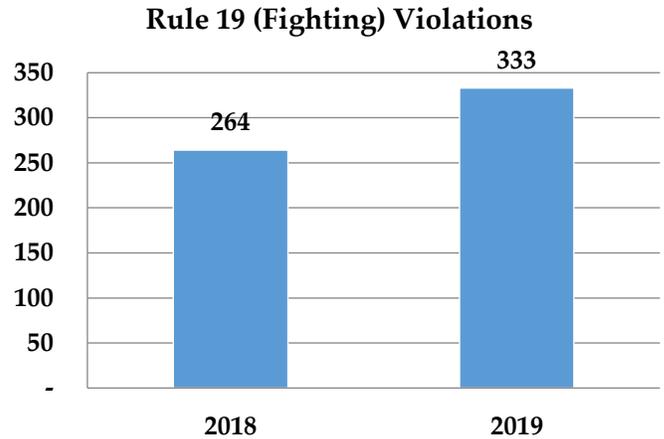


Figure 1: The total combined “inmate on inmate” and “staff on inmate” assaults are graphed above for data collected from 2017-2019 for all DRC level 3/4 institutions. NEOCC obtained the ODRC state contract in October 2017.

**Fights**

Fights<sup>1</sup> are documented via RIB convictions for rule 19 (fight) violations. There were 264 offenses in 2018 and 333 offenses in 2019 convicted of a fight violation at Northeast Ohio Correctional Center.



**Homicides**

There were no homicides during the period evaluated (2017 to date).

**Disturbances<sup>2</sup>**

There have been no disturbances at Northeast Ohio Correctional Center since the last inspection in October 2018.

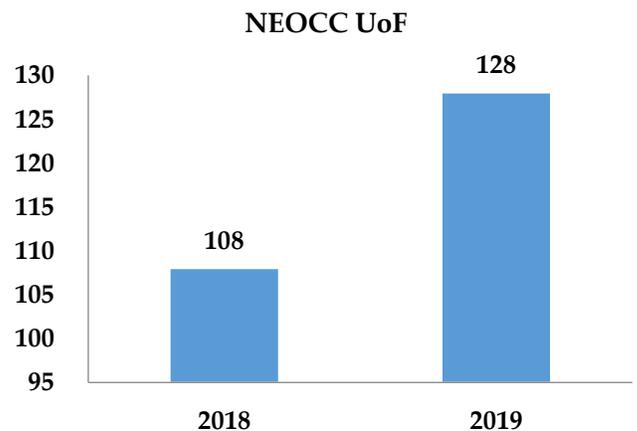
**USE OF FORCE: GOOD**

*Evaluation of use of force focuses on the number of uses of force at the institution as well as an evaluation of a random sample of 20 completed use of force reports.*

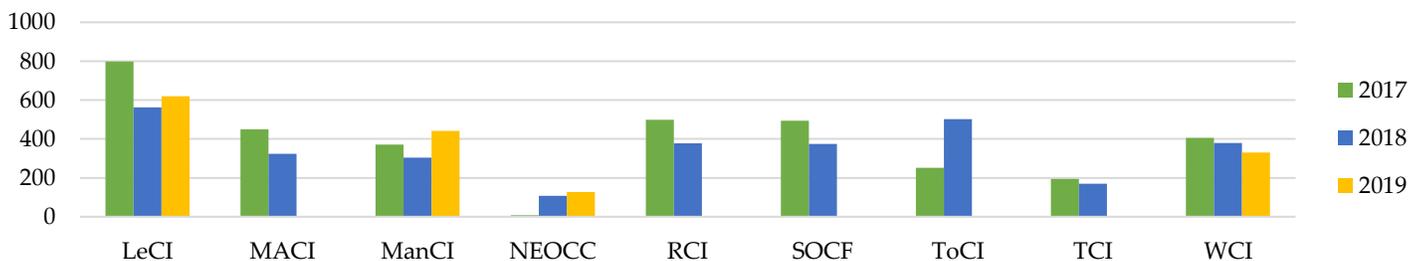
**Incident Caseload**

During CY 2017, the facility reported 7 use of force incidents. From CY 2017 (7) to CY2018 (108). NEOCC started contracting with the Ohio Department of Rehabilitation and Corrections in October 2017. The statistics relayed in 2017 are dated beginning in October 2017.

NEOCC UoF	Oct-Dec 2017	2018	2019
	7	108	128



**DRC Level 3 UoF Rates**



**Procedural Accountability**

Video documentation was available on 8/8 incidents reviewed. All videos were available on DVD at the

time of the visit. Staff appropriately referred use of force incidents to a use of force committee/ investigator. Officer statements reviewed were

generally thorough and clearly stated directives given prior to force. The required documentation was completed and included in the packets. Packets could use additional standardization, for review purposes. UOF packets were noted to be irregularly constructed. Six offenders provided no statements or refused a use of force statement. Offenders were seen by medical within an hour following the use of force incident in seven out of eight cases reviewed. One medical

examination was completed later than the hour requirement. Three use of force incident recordings were watched through completion and no issues were noted.

**Application of Force**

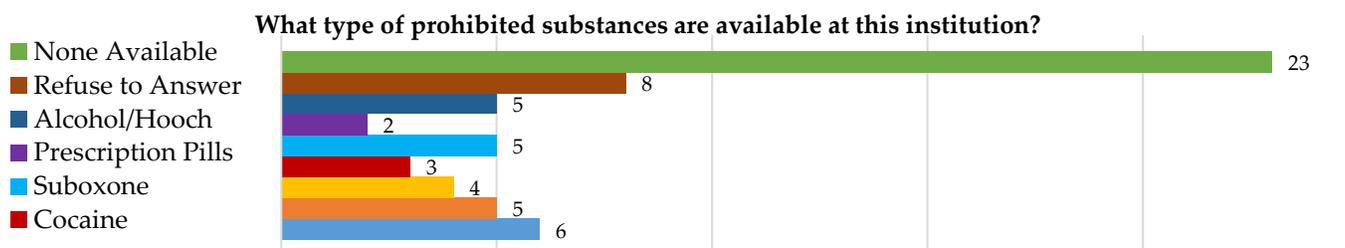
Officer responses to incidents generally appeared appropriate. There were very few injuries, all of which were minor and consistent with the level of force.

**CONTROL OF ILLEGAL SUBSTANCES: GOOD**

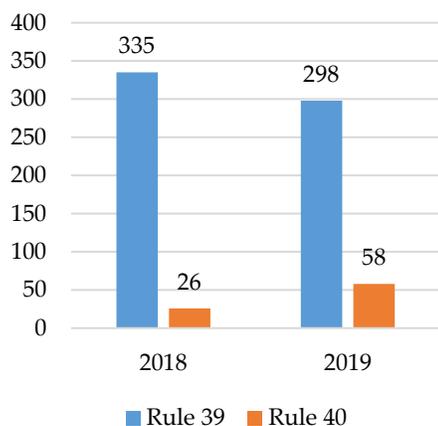
*Evaluation of control of illegal substances focuses on the percentage of offenders who tested positive for an illegal substance at the institution during a year in comparison to the previous year, the comparator prison rate, and the DRC average.*

Random Drug Testing	2017		2018		2019	
	# Tested	% Positive	# Tested	% Positive	# Tested	% Positive
Lebanon	1246	7.3%	1462	7.8%	1570	11.3%
Madison	1547	6.9%	1448	7.7%	1692	8.5%
Mansfield	1899	8.2%	1847	7.2%	1891	7.3%
Ross	1341	14.5%	1342	16.2%	1231	9.9%
Southern Ohio	975	3.2%	1089	1.7%	1014	2.9%
Toledo	502	4.2%	633	2.4%	662	0.6%
Trumbull	1085	1.2%	1032	.97%	1015	2.1%
Warren	918	1.2%	949	1.8%	1050	8.1%
<b>NEOCC</b>	<b>215</b>	<b>8.8%</b>	<b>695</b>	<b>4.5%</b>	<b>707</b>	<b>2.7%</b>
Level 3/4 Average		6.6%		6.5%		7.1%
DRC Average		5.0%		5.4%		5.4%
<b>Program Drug Testing</b>						
<b>NEOCC</b>	<b>0</b>	<b>0%</b>	<b>110</b>	<b>2.7%</b>	<b>103</b>	<b>1.9%</b>
<b>For Cause Drug Testing</b>						
<b>NEOCC</b>	<b>27</b>	<b>33.3%</b>	<b>94</b>	<b>44.7%</b>	<b>50</b>	<b>58.0%</b>

60.5% of the offender survey respondents indicated that drugs were not available at the institution. In response to CIIC’s survey question pertaining to prohibited substances, the top substances offenders reported as available were tobacco (6), marijuana (5), alcohol/hooch (5), and suboxone (5)

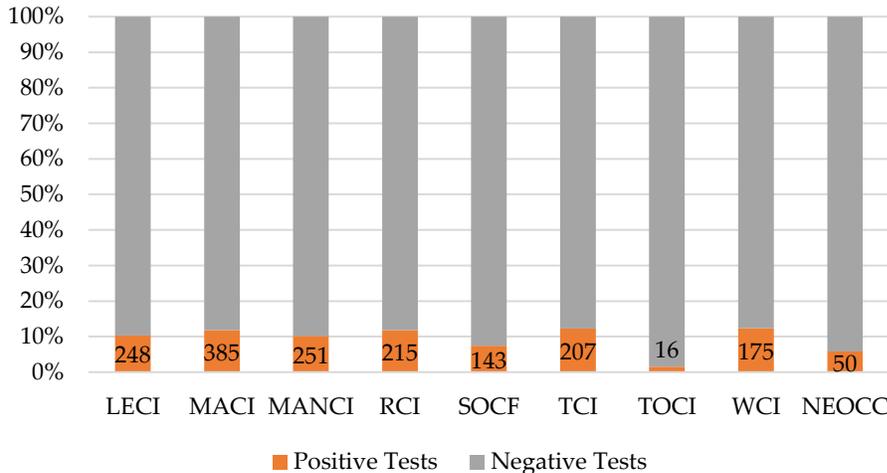


### NEOCC RIB Drug Convictions



Convictions for Rules 39 (possession and consumption) and 40 (conveyance) are graphed for NEOCC in 2018 and 2019.

### 2019 Drug Testing Results



The results from the 2019 state-wide administered facility drug tests is graphed above for all DRC level 3 institutions.

### OFFENDER PERCEPTION OF SAFETY: ACCEPTABLE

Evaluation of offender perception of safety focuses on survey responses and the number of refusals to lock for personal safety reasons.

Offender Survey Question(s)	Safe or Neutral	Total Number of Respondents	Change from Previous Inspection
Do you feel safe/neutral/unsafe from other inmates here?	89.2%	N=37	+17.8%

The institution had 56 offenders in the Transitional Programming Unit for violating Rule 23: refusal to lock. Three offenders were requesting Protective Control.

### UNIT SECURITY MANAGEMENT: GOOD

Evaluation of unit security management focuses on policy compliance for officer rounds, documented shakedowns, cell/bunk security, and security classification/ privilege level reviews.

#### Cell/Bunk Searches (Shakedowns)

Housing unit officers are required to search offenders' bunks/cells for contraband, including illegal drugs and weapons. Officers were consistent for the documentation of required shakedowns.

#### Cell<sup>3</sup>/Bunk<sup>4</sup> Security Check

Cells were in very good condition. It was obvious that property limits and compliance were being addressed.

#### Officer Rounds

Officers were consistent in documenting security rounds in the requisite 30 minute, staggered intervals.

#### Security Classification

Unit staff are required to conduct reviews of offenders' security classification to ensure proper institutional placement. There were no overdue reviews unaccounted for on the day of the inspection.

**INSTITUTIONAL SECURITY MANAGEMENT: ACCEPTABLE**

*Evaluation of security management focuses on: critical incident management, STG management, and escapes.*

**Violent Incident Management**

55.1% of officer survey respondents agreed to some extent (somewhat agree-strongly agree) they are adequately informed when they begin their shift. This practice allows for critical information to be communicated for awareness.

**STG Management**

Institution	2017			2018			2019		
	# of STG Offenders	% of Gen. Pop.	Rule 17 Violations	# of STG Offenders	% of Gen. Pop.	Rule 17 Violations	# of STG Offenders	% of Gen. Pop.	Rule 17 Violations
Lebanon	1047	43%	160	1072	45%	199	958	46%	205
Madison	483	20%	100	492	21%	105	512	22%	112
Mansfield	777	30%	211	905	34%	232	854	34%	335
<b>NEOCC</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>370</b>	<b>42%</b>	<b>81</b>	<b>378</b>	<b>43%</b>	<b>129</b>
Ross	865	41%	147	853	46%	176	900	49%	14
Southern Ohio	746	59%	291	833	63%	300	854	65%	316
Trumbull	370	26%	76	356	25%	125	409	27%	155
Toledo	348	60%	169	484	58%	189	519	60%	175
Warren	501	40.4%	105	567	42%	126	576	43%	146

As of March 2020, there were 373 STG-affiliated offenders, which was 41% of the institutional population. The percentage of STG-affiliated offenders was higher in comparison to the average for level 3 institutions.

The rate of rule 17 (unauthorized group activity) convictions<sup>5</sup> increased 59.2% since 2018. The rule 17 convictions were 81 in 2018 and 129 in 2019.

A review of STG committee meetings for the past six months indicated meetings are being held and included the required staff. There were no overdue STG reviews, which are done at the monthly STG meetings. The offender respondents who identified gang activity as an occurrence indicated that assaults, theft, and drug trade were the most common.

**Escapes**

There have been no escapes or attempted escapes from 2017 to date.

**PRISON RAPE ELIMINATION ACT (PREA): GOOD**

*Evaluation of the institution’s compliance with the Prison Rape Elimination Act (PREA) focuses on a review of the most recent PREA audit report, education and awareness of reporting, reported sexual assaults, and offender responses.*

**PREA Management**

The February 2019 Internal Management Audit found two Ohio standards related to sexual abuse or harassment cases in non-compliance. The facility met 39 and exceeded 4 standards on its June 2019 PREA audit.<sup>6</sup> All staff completed PREA training with the exception of those on extended leave.

**Offender Education and Awareness**

PREA posters, with information for offenders on reporting of sexual assaults, were posted in all housing units. PREA awareness education is provided to the offender population upon arrival at the institution and at offender orientation sessions within a week of arrival at the institution

**Investigations/Allegations**

Staff reported there were 14 PREA cases in CY 2019, of which six were allegations against staff members and eight were allegations against another offender.

	2017	2018	2019
<b>Total Alleged Incidents</b>	1	10	14
<b>Outcomes</b>	1 Unsubstantiated	6 Unsubstantiated 2 Unfounded 2 Substantiated	6 Unsubstantiated 7 Unfounded 1 Substantiated

<b>Offender Survey Question(s)</b>	<b>Yes</b>	<b>Total Number of Respondents</b>	<b>Change from Previous Inspection</b>
<i>Have you been harassed or threatened by other inmates here?</i>	16.7%	N=36	-12.2%
<i>Have you ever been abused by inmates here?</i>	7.9%	N=38	-9.0%
<i>Have you been harassed or threatened by staff here?</i>	44.7%	N=38	+0.5%
<i>Have you ever been abused by staff here?</i>	13.2%	N=38	-4.4%
<i>Do you know how to report sexual harassment or abuse?</i>	81.6%	N=38	+2.7%

Offenders that reported they had been harassed or threatened by other offenders reported the most common form was “insulting remarks”. Those that reported harassment or threats by staff reported the most common as “insulting remarks” and “multiple shakedowns”.

Offenders that reported they had been abused by other offenders all reported it was physical abuse, as opposed to sexual. Those that reported abuse by staff reported mostly physical abuse (3) and some sexual abuse (1).

**HEALTH & WELLBEING: ACCEPTABLE**

*Expectation: Prisons will provide sanitary conditions and access to adequate healthcare and wellness programming.*

<b>HEALTH &amp; WELLBEING</b>	<b>2018 ACCEPTABLE</b>	<b>2020 ACCEPTABLE</b>
<i>Unit Conditions</i>	<i>Acceptable</i>	<i>Good</i>
<i>Medical Services</i>	<i>Good</i>	<i>Acceptable</i>
<i>Mental Health Services</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Recovery Services</i>	<i>Acceptable</i>	<i>In Need of Improvement</i>
<i>Food Services</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Recreation</i>	<i>In Need of Improvement</i>	<i>Good</i>

**KEY FINDINGS**

Vacancies within medical and mental health staffing have increased.

Five Medical Ohio Standards were found in non-compliance during the Internal Management Audit.

Recovery Services were shut down in November 2019 due to no staffing and have recently become staffed.

The vast majority of offenders have not been screened for Recovery Services programming.

The Recovery Services Administrator has not been included in quality assurance meetings since being hired.

**UNIT CONDITIONS: GOOD**

*Evaluation of unit conditions consists of direct observation of housing areas.*

**Housing Units**

A tour of Charlie units 1, 3, and 5 were toured at the time of the visit. The common areas had a pull up bar, a treadmill, and incline bench available for use by the offenders assigned to the area. All cells were inspected and were in good condition. It was obvious that offender property limits were being monitored by staff. 57.9% of offender survey respondents (N=38) reported their housing unit is clean on most days. Microwaves, phones, JPay machines, and water fountains were in good working order. Ice was available to offenders in each unit. The officers were very professional and helpful during the visit. There were no maintenance issues identified during the inspection. The officers relayed that maintenance staff were assigned to specific units and they were very responsive to issues as they arise.

**MEDICAL SERVICES: ACCEPTABLE**

*Evaluation of medical services is comprised of a nurse focus group, a conversation with the Health Care Administrator, and a tour of the medical facilities.*

**Facilities**

The medical facilities were observed to be in good condition. The facility appears to have sufficient space for staff to conduct clinical duties. A nurse office was also staffed in front of the TPU unit. Medical staff reported that they do not feel the space available is

sufficient for their duties. Staff also relayed that they have needs for optometry equipment and staff. The sanitation practices observed were good. The chronic care appointment process was explained during the visit and the staff were busy seeing chronic care patients.

The pill call area was observed and explained by staff. The medical pill room was clean, organized, and secured.

**Staffing**

The facility appears to have a sufficient, yet reduced, number of medical staff. The facility had one healthcare administrator, one assistant healthcare administrator, one quality improvement coordinator, two nurse practitioners, four licensed practical nurses, 11 registered nurses, two advanced-level providers/doctors, one health information technician, one diet technician, and one records clerk. Dental staff consisted of one dentist and one hygienist. There were

seven medical vacancies at the time of the inspection, including three LPN’s, an RN, a CMA, a PRN, and a dental assistant. Low staffing levels were noted by nurses interviewed.

**Quality**

The internal management audit in February 2019 found five Ohio standards related to medical services in need of improvement. Medical staff relayed that they participate in quarterly interdisciplinary meetings, in compliance with DRC policy. The HCA relayed that patient satisfaction meetings occur quarterly, which is in compliance with DRC policy. There have been five offender deaths from 2017-2019.

**Sick Call & Chronic Care**

**Number of Offenders seen in Last Six Months**

<i>Nurse Sick Call (Includes Quarantine Assess.)</i>	6,767	<i>Doctor Sick Call</i>	730
<i>Chronic Care Caseload</i>	355	<i>CC Appointments</i>	720

<b>Offender Survey Question(s)</b>	<b>Satisfied or Neutral</b>	<b>Total Number of Respondents</b>	<b>Change from Previous Inspection</b>
<i>How satisfied are you with the quality of the care you get from the nurses?</i>	91.7%	N=36	+12.0%
<i>How satisfied are you with the quality of the care you get from the Doctor/ALP?</i>	70.6%	N=34	-10.0%
<b>Within 2 days</b>			
<i>On average, when do you see the nurse after filing a health service request (sick call slip)?</i>	76.5%	N=34	+27.9%
<b>Yes</b>			
<i>If you are on the chronic care caseload, do you see medical regularly?</i>	52.4%	N=21	+2.4%

**MENTAL HEALTH SERVICES: ACCEPTABLE**

*Evaluation of mental health services focuses on staffing, access to mental health staff, programming, and critical incident data in addition to quality of services.*

**Caseload**

<i>Total</i>	185	<i>C1 / Seriously Mentally Ill (SMI)</i>	52
<i>Offenders on Medication</i>	106	<i>On Mandated Medications</i>	0

**Access to Mental Health<sup>7</sup>**

218 kites have been processed in the last six months. 91 referrals have been made to mental health for services.

**Staffing**

Staffing levels included a mental health administrator, one psychologist, one APN-MH, two registered nurses, one licensed social worker, two independently-licensed social workers, and one quality improvement coordinator. There were three vacancies at the time of the inspection: one psychiatrist and two mental health specialists.

**Programming**

NEOCC offers a decent range of mental health programming for offenders. At the time of the inspection, six group programs were offered by staff. Group sessions were still suspended at the time of inspection due to COVID-19 restrictions. Programs normally offered include: Anger Management,

Reentry, Seeking Safety, Bright Depression, Illness Management and Recovery, and ERH (Extended Restrictive Housing).

**Suicide Attempts / Critical Incidents**

There have been no completed suicides since 2017. 12 attempts were made and 14 instances of self-injurious behavior occurred. The facility routinely utilizes crisis intervention strategies and the crisis intervention team to diffuse offender concerns. Since the beginning of ODRC’s contract with NEOCC in October 2017, there have been 164 uses of constant watch and 36 uses of observation status.

**Quality**

A full internal management audit was conducted in February 2019. The auditors relayed no concerns related to mental health services. Additionally, auditors noted that the department serves the population at NEOCC well.

<b>Offender Survey Question(s)</b>	<b>Satisfied or Neutral</b>	<b>Total Number of Respondents</b>	<b>Change from Previous Inspection</b>
<i>Overall, how satisfied are you with the quality of the care you get from Mental Health?</i>	80.0%	N=20	+16.4%

**RECOVERY SERVICES: IN NEED OF IMPROVEMENT**

*Evaluation of recovery services focuses on cleanliness of facilities, staffing, participation of offenders, and access.*

**Facilities**

The recovery service facilities were noted to be clean and organized. The staff report they will have sufficient space for staff to conduct clinical duties, once their allocated space is again designated for their use. While recovery services programs were halted from November 2019 to present, a classroom was being utilized by education.

counselors and one administrator. Additionally NEOCC has three offender aides who assist with facilitating programming. Staff relayed that the past couple weeks had been the first time there had been full recovery services staffing since November 2019.

**Staffing**

Staffing levels appear low, yet improving, to provide recovery service programming. There were no staff vacancies at the time of the inspection. There were two

**Participation and Outreach<sup>8</sup>**

Programming has been suspended since November 2019, due to there being no staff. While staffing has recently returned, currently, programs are suspended due to COVID-19 precautions. As of October 2019, NEOCC recovery service department offered programming to include: Rule 39 Intervention,

Wellness Program, Intensive Outpatient Program, and Brief Intervention Program. NEOCC reported 107 offenders are currently assessed, with 102 on the waitlist. A high number of offenders are still awaiting screening to assess risk level. The recovery service department does reach out to offenders who are found guilty of Rule 39's<sup>9</sup> for intervention programming. NEOCC staff reported that 775 offenders attended open NA/AA meetings in 2018, and 299 in 2019.

**Access**

Staff relayed multidisciplinary meetings occur quarterly through the QIC (Quality Improvement Committee) process which is within policy.<sup>10</sup> The Recovery Services Administrator had not been included in meetings until recently, as staff reportedly did not know that the position had been filled.

<b>Offender Survey Question(s)</b>	<b>Yes</b>	<b>Total Number of Respondents</b>	<b>Change from Previous Inspection</b>
<i>Do you feel you are able to get into Recovery Services Programs?</i>	28.0%	N=25	-23.6%

**FOOD SERVICES: ACCEPTABLE**

*Evaluation of food services included eating the offender meal, an observation of the dining hall, food preparation area, the loading dock, interview with the Food Service Manager, and a documentation review.*

**Dining Hall**

NEOCC has one dining hall. The tables and the floor of the dining halls were clean and clear of debris. The area was rated as good. The serving lines were also clear of food particles.

**Meal**

The meal sampled by CIIC was rated as good. The portion sizes were sufficient and the quality of the main entrée was good. Temperatures were appropriate. The meal served and sampled consisted of a country beef patty, mashed potatoes, pineapple, and bread with butter. Inadequate menu substitutions appear to occur infrequently, with none reported in 2019. Additionally, no delayed servings were reported.

**Kitchen and Food Preparation Area**

The kitchen floors were clear of any excess food particles and debris. A freezer was inoperable with a replacement project planned for 2021.

**Offender Work Programs**

Staff reported there are currently 72 offender food service workers. Offenders earn state pay each

month and can earn additional monthly incentive pay.

**Food Service Contract Staff**

The food service contract staff consisted of 12 employees including one director, two assistant directors, and nine hourly workers. Trinity Food Services is contracted to have ten hourly workers.

**Loading Dock / Pest Control**

The loading dock was clean and clear of debris. Staff relayed that the exterminator visits the facility monthly and as needed. Pest issues are not a concern currently.

**Food Service Management and Oversight**

In their most recent contract evaluation from the DRC in March 2020, NEOCC received a compliance score of 93%. The main area of non-compliance was sanitation.

In their most recent health department inspection on February 11, 2020, the institution passed with one standard in non-compliance. The concern was regarding frozen condensate build-up in the freezer.

A review of the employee sign-in log found that the administrative staff had made recent visits to the

Offender Survey Question(s)	Satisfied or Neutral	Total Number of Respondents	Change from Previous Inspection
<i>How satisfied are you with the food in the chow hall?</i> food service operations.	23.7%	N=38	-1.6%

**RECREATION: GOOD**

*Evaluation of recreation is based on three factors: facilities, activities, and access.*

**Facilities**

Physical facilities<sup>11</sup> appeared clean. The institution has one inside and outside area for recreation. There were no maintenance concerns during the inspection. Recreational equipment such as, dip and pull-up bars are available in units.

**Activities**

Offenders are offered a good variety of activities for recreation, including crafts and music oriented programming. Overall, the recreation department offers a majority of recreation activities permitted, per policy, for Level 3/4 offenders.<sup>12</sup> Movies are made accessible and are rotated frequently.<sup>13</sup> The recreation department offers a music theory class that is led by an offender. In this class, students are taught how to read and write music. Currently, the program is non-operational due to COVID-19 restrictions.

Additionally, there is a hobby craft-oriented program in which they are creating trains out of popsicle sticks to be donated to *Saint Jude’s Hospital* in Akron for the holiday season.

**Access**

Currently, no more than 3 units are able to recreate at once indoor and outdoor. The dorm-styles have subunits of larger units. For example, Charlies (units) 2, 4 and 6 will recreate outside and Charlies 1, 3, and 5 will recreate inside. Two officers supervise recreation. One on-ground and another in the watch tower.

Staff noted that taking temperature checks has inadvertently affected recreational time because of the amount of time it takes to conduct them; especially as it gets darker earlier in the winter. In light of this, recreational activities are provided in-unit.

Offender Survey Question(s)	Satisfied or Neutral	Total Number of Respondents	Change from Previous Inspection
<i>How satisfied are you with recreation?</i>	42.1%	N=38	-12.9%

**FAIR TREATMENT: ACCEPTABLE**

*Expectation: Prisons will provide fair and professional treatment of offenders.*

FAIR TREATMENT	2018 GOOD	2020 ACCEPTABLE
<i>Staff/Offender Interactions</i>	<i>Good</i>	<i>Deferred</i>
<i>Inmate Grievance Procedure</i>	<i>Acceptable</i>	<i>In Need of Improvement</i>
<i>Transitional Program Unit</i>	<i>Acceptable</i>	-
<i>Offender Discipline</i>	-	<i>Good</i>

**KEY FINDINGS**

The staff/offender interactions were not rated due to survey reliability concerns. (See *Inspection Summary*)

2019 response times to informal complaints were exceptionally long: averaging 29 days beyond policy.

Two out of ten reviewed informal complaints did not receive responses from staff.

The transitional programming unit and rules infraction board appeared to be effectively managed and ran.

**STAFF / OFFENDER INTERACTIONS: DEFERRED**

*Evaluation of staff/offender interactions is based on a survey of offenders.*

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>On most days, are your housing unit officers professional?</i>	78.9%	N=38	+20.5%
<i>On most days, are your housing unit officers helpful?</i>	78.9%	N=38	+17.9%
<i>Have you been harassed or threatened by staff here?</i>	44.7%	N=38	+0.5%
<i>Have you ever been abused by staff here?</i>	13.2%	N=38	-4.4%

**INMATE GRIEVANCE PROCEDURE (IGP): IN NEED OF IMPROVEMENT**

*Evaluation of the inmate grievance procedure<sup>14</sup> includes an interview with the Inspector of Institutional Services, a review of a random sample of informal complaints and grievances, offender survey responses, and data analysis.*

**Access**

The inspector stated that office hours are not held, due to the location of their office. Offenders may request an interview by sending a kite to the Inspector and they will meet with them in another available office, if needed. The inspector relayed that they are constantly walking the hallways, making themselves available to the offender population. Inspector's report logs reflected inspector rounds being conducted in a variety of areas, to include food service, the library, laundry, and the package room. The inspector relayed that one offender was currently on grievance restriction for making threats.

**Informal Complaints**

Year	Filed	Average # of Days to Answer	Untimely
2018	2,128	14.28	25 (1.2%)
2019	1,831	36.10	253 (13.8%)

The Inspector relayed that they do contact staff and monitor informal complaint responses to ensure they are timely. A review of ten informal complaint responses for timeliness, investigation, and professionalism was completed. The responses mostly provided explanations of the investigations or evidence reviewed and professionally addressed the complaints. Two of the ten informal complaints reviewed were closed without being responded to. An additional two were noted to not be quality, explanatory responses.

**Grievances**

Year	Filed	Average # of Days to Answer	Untimely
2018	733	21.18	34 (4.6%)
2019	633	20.39	56 (8.8%)

The Inspector relayed that the most frequent grievance topics are relating to property, healthcare, and food services. During COVID-19, there have been increased complaints regarding property and having to wear masks. There were no offender grievances filed in the past year for staff retaliation that were substantiated.

The responses all provided explanations of the investigations or evidence reviewed and professionally addressed the complaints.

The NEOCC Inspector indicated that they do attend executive staff meetings, where informal complaint and grievance trends are discussed.

A review of ten grievance responses for timeliness, investigation, and professionalism was completed.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Do you know who the inspector is?</i>	34.2%	N=38	+12.7%
<i>Are you able to get the following: Informal Complaints?</i>	75.7%	N=37	+8.6%
<i>Have you ever felt that staff would not let you use the grievance procedure here?</i>	42.1%	N=38	+3.6%
<i>Do you feel that the following are handled fairly at this institution: Informal Complaints?</i>	19.4%	N=31	+5.1%
<i>Do you feel that the following are handled fairly at this institution: Grievances?</i>	23.1%	N=26	+10.9%

Offender survey respondents who reported that they had not used the grievance procedure noted that the top two reasons were “Grievance procedure does not work” (14), closely followed by “Staff retaliation” (12).

**OFFENDER DISCIPLINE: GOOD**

*Evaluation of offender discipline<sup>15</sup> includes observation of Rules Infraction Board (RIB) hearings and a review of a random sample of closed RIB cases.*

**Caseload**

The most frequent rule violations referred to RIB in 2019 were rules 19 (fighting) and 39 (possession/consumption), of the Inmate Rules of Conduct. Staff reported there were no issues with

backlog. There were 8,365 conduct reports submitted in 2019, which was a 27% increase from 2018, which had 6,588. In 2019, 356 conduct reports were for drug or alcohol related offenses and 1,196 were for fighting or instigation of a fight.

## Procedures

The RIB panel followed standard hearing procedures.<sup>16</sup> Panel members reviewed relevant evidence during the hearing. Staff relayed that they review camera footage for conduct reports such as fights and assaults. They additionally will review statements, photographs, or medical exams, when appropriate for the case. Based on review, it appears the level of evidence is good. Review of 31 closed cases found one procedural error of an offender signature missing on a conduct report. This low occurrence of error indicates that the oversight of RIB from the Warden's level is good. The sergeant assigned to the RIB board was extremely organized and efficient in the completion of the cases.

The RIB panel did relay that cases are modified about five times per year for various reasons. The RIB chairperson also indicated that they have had very few cases returned from central office for rehearing in the last year.

## Due Process

In the 31 closed case reviews, nine offenders were on the mental health caseload and were screened by mental health staff prior to the RIB hearing, per policy. Eight cases requested witnesses in the cases reviewed, and were approved. The inmate rights form was completed for all cases.<sup>17</sup> Confidential information was not used in any of the reviewed cases, but the process for the handling of confidential information was explained by the Rules Infractions Panel.

## Sanctions

The progressive discipline process was explained by the Rules Infractions Board Chairperson and the reasons for not following progressive discipline on serious cases was explained. Discipline for first-time offenders appeared appropriate.

## TPU Population

According to the TPU roster<sup>18</sup>, there were 96 offenders assigned to disciplinary housing at the time of the visit. There were 56 offenders charged with violations of Rule 23, "Refusal to accept an assignment or

classification action" in TPU. Offenders refuse to lock many times due to threats, debts, concerns for safety, etc. An offender can request protective control, but a risk to their safety must be substantiated.

The three units were quiet and organized. The cells in TPU were good and adequately clean. Showers were considered good. No maintenance issues were present at the time of inspection. The officers assigned indicated that repairs are generally completed within 24 hours.

## Programming/Activities

Mental Health staff conducts weekly rounds and daily evaluations of offenders. The four crisis cells were reviewed during the visit and were in appropriate condition. Two offenders were on crisis watch at the time of the visit. Medical services made rounds per policy and delivered prescribed medication to cells.

Offenders were permitted 2.1 hours of out of cell time per day. Recreation consisted of indoor and outdoor cages. The recreation areas appeared clean and orderly. Offenders have access to books by kiting the library. The librarian made weekly rounds in the unit, and as needed by the offenders. The chaplain made rounds throughout the unit.

## Conditions

Overall, the common areas of the TPU were rated as good. Each TPU cell has its own sink and toilet. Offenders reported that cell temperatures were good.<sup>19</sup> Cells were opened and the temperatures felt appropriate.

## Critical Incidents

According to staff, uses of force occur about one time every week in the TPU. The use of an alternative meal ("food loaf"), which is meant to be nutritional but used for improper behavior related to misuse of eating utensils and trays, was reported as being utilized about six times per year.

**REHABILITATION & REENTRY: ACCEPTABLE**

*Expectation: Prisons will provide access to quality programming and purposeful activities that will ultimately aid reentry.*

<b>REHABILITATION &amp; REENTRY</b>	<b>2018 ACCEPTABLE</b>	<b>2020 ACCEPTABLE</b>
<i>Reentry Planning</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Rehabilitative Programming</i>	<i>Acceptable</i>	<i>Acceptable</i>
<i>Family Engagement &amp; Community Connections</i>	<i>In Need of Improvement</i>	<i>Acceptable</i>
<i>Academic Programming</i>	<i>Acceptable</i>	<i>Good</i>
<i>Library Services</i>	<i>Acceptable</i>	<i>Good</i>
<i>Vocational &amp; Work Skill Development</i>	<i>In Need of Improvement</i>	<i>Acceptable</i>

**KEY FINDINGS**

Unit staff had one vacancy for a case manager, though library services assisted in delivery of reentry resources.

Waitlist numbers for rehabilitative programming were not reported, and completion numbers were low.

Community service hours and volunteerism has increased at NEOCC since the previous inspection.

Academic and library services appear to have maintained interaction with offenders during COVID-19.

**REENTRY PLANNING: ACCEPTABLE**

*Evaluation of reentry planning<sup>20</sup> includes interviews of staff, document review, and survey responses.*

**Staff Accountability**

Case managers are expected to facilitate reentry approved programming, as well as meaningful activities, and documentation. An offender release plan is a checklist identifying if an offender has housing, transportation, community linkage, an ID card and other resources necessary for preparing the offender to be released back into the community. Some randomly-selected Release Plans were reviewed for offenders released within the past 60 days. All items on the checklists had been completed before release.

The Unit Management Chief reported that the unit staff have done an exceptional job adjusting to the

challenges presented by COVID-19, and have kept very positive interactions with offenders.

**Reentry Resources**

Staff relayed that, when not restricted by COVID-19, they conduct job fairs to provide offenders with community contacts. Staff relayed that barriers for offenders to access purposeful activities and reentry programming at NEOCC are behavioral restrictions and staffing. There is currently one vacancy for a case manager. The library had an office and staff member dedicated to providing reentry resources and programming. They were not offering programs at the time of the visit, due to COVID-19 precautions, but were providing teleconference resources to offenders nearing release.

<b>Offender Survey Question(s)</b>	<b>Yes</b>	<b>Total Number of Respondents</b>	<b>Change from Previous Inspection</b>
<i>Do you know where you can find reentry information?</i>	36.1%	N=36	-10.7%

**REHABILITATIVE PROGRAMMING: ACCEPTABLE**

Evaluation of rehabilitative programming is based on a review of unit-based program enrollment and completion, on-site observations, and review of additional purposeful activities.

**Unit-Based Programs**

NEOCC currently has four Reentry Approved programs able to be facilitated by unit staff at the time of this site visit. Additional reentry programs include: Transitional Skills, Citizen Circle, Medicaid, Food Bank, BRAN NEW, Money Smart, and Cage Your Rage. Meaningful programs led by staff or offenders (with staff supervision) are also offered to the population. Programs are currently suspended, out of precaution for COVID-19.

Program	Waitlist	Enrollment	2019 Completions
<i>Thinking for a Change</i>	-	-	12
<i>Inside Out Dad</i>	-	-	15
<i>Victim Awareness</i>	-	-	12
<i>Decision Points</i>	-	-	10

Offender Survey Question(s)	Easy or Neutral	Total Number of Respondents	Change from Previous Inspection
<i>How easy or difficult is it to get into the following activities in this prison? Unit Programs</i>	30.6%	N=36	-10.2%
	<b>Yes</b>		
<i>Have staff talked with you about what programs to take while incarcerated?</i>	28.9%	N=38	-1.4%

**FAMILY ENGAGEMENT & COMMUNITY CONNECTIONS: ACCEPTABLE**

Evaluation of family engagement and community connections consists of review of family-oriented activities, survey results, and data review.

NEOCC promotes offender communications with family, friends, and community through mail, email, phones, visiting, family days, and graduation of programs.

NEOCC reported 4,967 community service hours for 2018 and 686 for 2019. There are no current community service projects. NEOCC reported having 33 active volunteers, when they are not restricted due

to COVID-19 precaution. The areas where volunteers are active are religious and recovery services.

Staff relayed that activities to enhance community support have been reentry coalition meetings, many local reentry resources, citizen circles, and quarterly community workshops that bring in resources from the surrounding area.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Have you had any problems with mail?</i>	52.6%	N=38	-11.2%
<i>Have you had any problems with telephones?</i>	54.1%	N=37	-3.4%
<i>Have you had any problems with visitation?</i>	55.3%	N=38	-0.4%

**ACADEMIC PROGRAMMING: GOOD**

*Evaluation of the quality of academic programming focuses on data analysis, a document review, direct observation of at least one program, and offender survey responses.*

NEOCC education department consists of one principal, one education specialist, two academic teachers, one career-tech and advanced job instructor and a secretary. There are currently three vacancies in the education department for both an academic and vocational instructor and counselor. The average ratio of student to academic is 10 to 1. Education classrooms appeared to be in good condition.

NEOCC education department reported having two academic tutors trained to assist other offenders develop better learning skills. Currently, tutors are not being utilized. Prior to COVID the institution was planning to have a tutor training session. This will be revisited when restrictions are lifted.

NEOCC education department offers Pre-GED, GED, ABLE, Literacy, Special Education, High School Options<sup>21</sup>, career technical education/career enhancement program, advanced job training, and apprenticeship programs. Currently, classes are not being held in-person due to COVID-19 restrictions. Instead, students are given weekly packets including those in the TPU. If questions arise offenders may contact their teachers using their JPay tablets for kites. The instructor supervisor relayed that before operations were shut down due to COVID-19

concerns, that the department conducted GED testing twice a week. Last year they set a goal to obtain 42 GED’s by the end of calendar year and there were 43 obtained by students.

Monthly reporting dated June 2020 indicated that the institution had 41 offenders’ complete academic programs, 116 complete career tech programs, and none complete advanced job training year-to-date. Comparably, in June 2019: 132 offenders completed academic programs, 13 completed career tech programs and none completed advanced job training.

The institution reported having 82 apprenticeship enrollments in 2020. Reading room hours for the children’s reading room in visiting are not being reported on the Educational Monthly Report, per policy<sup>22</sup> as according to the June 2020 Educational Monthly Report. The June 2019 Educational Monthly Report does reflect children being served in the reading room.

CIIC was unable to conduct an on-site observation due to COVID-19 restrictions. Tests of Adult Basic Education (TABE) and individual instruction were being provided at the time of inspection.

<b>Offender Survey Question(s)</b>	<b>Easy or Neutral</b>	<b>Total Number of Respondents</b>	<b>Change from Previous Inspection</b>
<i>How easy or difficult is it to get into the following activities in this prison? Academic Programming</i>	27.8%	N=36	+3.9%

**LIBRARY SERVICES: GOOD**

*Evaluation of literacy development focuses on data analysis, a document review and interview responses.*

**Library Facilities**

The library appeared organized and clean. The staff reported that the library has a capacity of

approximately 20 offenders but, due to COVID-19 restrictions, the capacity is now 11 offenders. The total computers in the NEOCC library are seven: three

LexisNexis, three word processors, and one type writer. Two Ohio Means Jobs computers are available. The library did reflect secondary educational, ethnic section materials and books in Spanish, Italian and French. The librarian reported obtaining book donations from local libraries.

The library advisory meeting was held virtually on April 20, 2020 with staff such as the Librarian, School Administrator, and two offender representatives in attendance.

**Library Access**

Offenders are able to send a kite to the library requesting reading and legal materials. The library schedule reflects four evening library sessions and weekend hours which is in compliance with departmental policy.<sup>23</sup> The library is opened seven

days a week. The librarian relayed that the most frequent use of the library by offenders is the law library and using the facilities as a communal space.

The staff reported that rounds are conducted every week to the Transitional Program Unit (restrictive housing and limited privilege housing unit). Employee sign in logs confirmed that library staff visit the TPU weekly. Offenders could also kite the library if items were needed while in TPU.

Offenders are also able to access Lexus Nexus using their GTL tablets during the permissible hours of operations set by the institution. The librarian reported that complaints received recently regarding the library were not having enough time, and the selection of books.

**VOCATIONAL & WORK SKILL DEVELOPMENT: ACCEPTABLE**

*Evaluation of the quality of vocational and work skill development and programming focuses on data analysis, a document review, and offender survey responses.*

Program	Waitlist	Enrollment	2019 Completions
Horticulture	30	9	15
Masonry	74	11	48

**Programming**

NEOCC offers two vocational programs: Horticulture and Masonry, with a total of 20 enrolled offenders. NEOCC currently is not offering apprenticeship programs, due to COVID-19 restrictions. Once educational programming resumes, a janitorial program will restart.

Offender Survey Question(s)	Easy or Neutral	Total Number of Respondents	Change from Previous Inspection
<i>How easy or difficult is it to get into the following activities in this prison? Vocational Programming</i>	23.5%	N=34	+5.9%

**FISCAL ACCOUNTABILITY: DEFERRED**

*Expectation: Prisons will responsibly utilize taxpayer funds and implement cost savings initiatives where possible.*

<b>FISCAL ACCOUNTABILITY</b>	<b>2018 ACCEPTABLE</b>	<b>2020 DEFERRED</b>
<i>Fiscal Wellness</i>	<i>Acceptable</i>	<i>Deferred</i>
<i>Environmental Sustainability</i>	-	<i>Deferred</i>
<i>Staff Management</i>	<i>In Need of Improvement</i>	<i>Deferred</i>

Due to the privatization of this facility, CIIC is unable to obtain certain fiscal information pertaining to the areas usually evaluated in this section from the institution including: facility budgets, fiscal audits, overtime management, vacancies, and future infrastructure renovation plans. As a result of this, the CIIC deferred the ratings of Fiscal Accountability for NEOCC.

**FISCAL WELLNESS: DEFERRED**

*Evaluation of fiscal wellness includes a document review of the institution budget status report, fiscal audits and an interview of staff regarding the implementation of cost saving initiatives, both those required by policy and those independently developed by staff.*

**ENVIRONMENTAL SUSTAINABILITY: DEFERRED**

*Evaluation of environmental sustainability includes a document review of the utility bills and an interview of staff regarding the implementation of cost saving initiatives, both those required by policy and those independently developed.*

**STAFF MANAGEMENT: DEFERRED**

*Evaluation of staff management includes a data review and staff interviews regarding overtime management, turnover ratio, morale, training, and evaluations.*

**Evaluations**

In CY 2019, NEOCC staff completed 100% of their 100 performance evaluations.

**Recruiting and Retention Initiatives**

According to staff, NEOCC recruiting initiatives includes working with their corporate office recruiters out of Tennessee who recruit nationally using online job postings. They also conduct some diversity recruitment through the NAACP. In regards to retention, NEOCC has a mentoring –type program for new staff in which five new recruits are paired with a coach to help them with their mandatory 5-week training courses. The administrative office of the institution also has an open door policy in which they encourage employees to ask for assistance as needed.

**Workplace Environment**

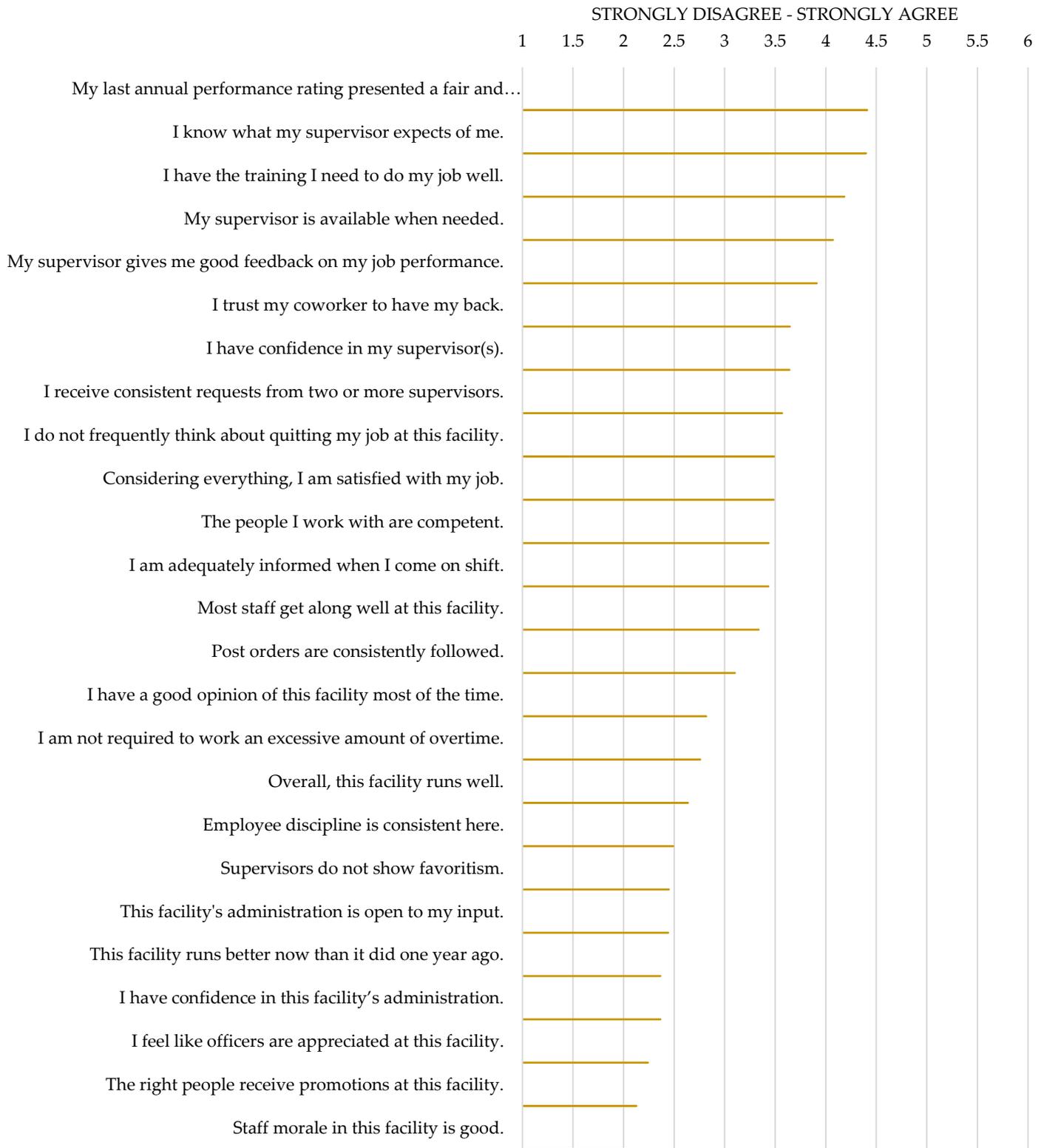
CIIC interviewed 10 officers who provided the following: Most officers rated both staff and offender safety as “high to very high” on a 5-point scale. Staff morale was rated as “low to average” which staff attributed to the uncertainty of a prison environment, overtime, and added pressures of COVID-19.

**Mandated Training Completion**

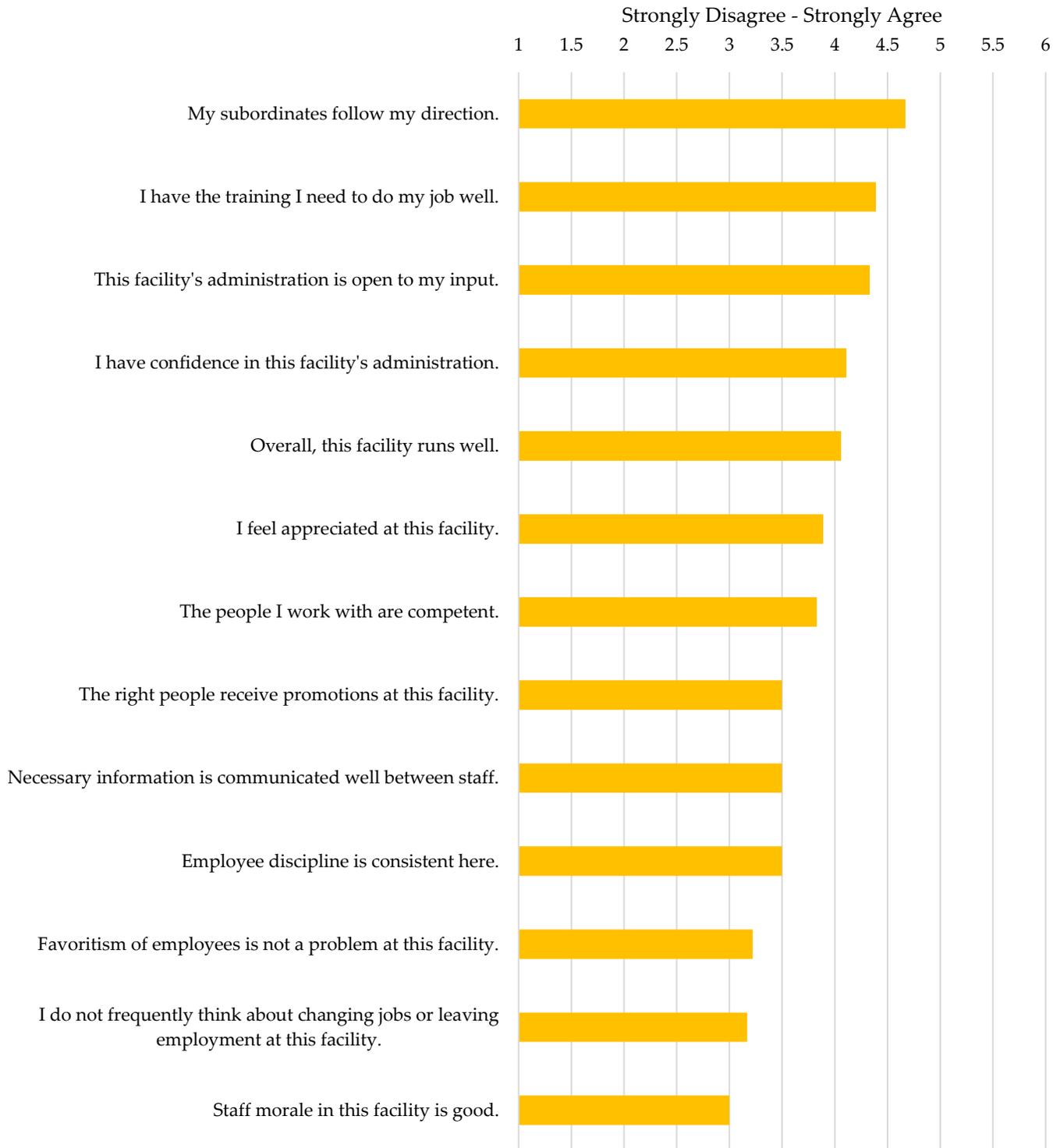
- CPR/First Aid: 100%
- Defense Tactics: 5.0%\*
- E-Learning: 100%
- OC-Spray 100%
- Firearms 100%
- PREA 100%

\*COVID-19 protocols prevent staff participation in Defense Tactics training.

CIIC received 72 responses back from NEOCC correctional officers which represents a sample size of 31.2% of the 231 total officers. The survey responses were mostly negative and indicate that officers have some concerns regarding their work environment, such as: morale, fairness, and administration.<sup>24</sup>



CIIC received 18 survey responses from NEOCC Supervisors. Responses were mostly mixed, with the greatest concern regarding morale.



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<sup>1</sup> The total number of RIB convictions for rule 19 violations does not correlate to a total number of fights. For example, seven offenders might have been involved in one fight – all seven offenders would have been found guilty by the RIB for a rule 19 violation and would therefore be included in the total number.

<sup>2</sup> Disturbances are defined as any event caused by four or more offenders that disrupts the routine and orderly operation of the prison.

<sup>3</sup> During the inspection, a random selection of cells in each unit are checked for common cell security issues such as: obstruction of windows, material in locks, inappropriate pictures, clotheslines, and graffiti.

<sup>4</sup> During the inspection, bunk areas are checked to identify if offenders are hanging items to block officers' direct observation.

<sup>5</sup> RIB convictions for rule 17 (unauthorized group activity) violations do not capture total gang activity in an institution, as gang activity likely occurs that is not captured by staff supervision and/or documented via a conduct report and RIB conviction.

<sup>6</sup>PREA Audit: Auditor's Summary Report Adult Prisons and Jails. Accessed at [https://drc.ohio.gov/Portals/0/NEOCC%20Final%20Report%20%289\\_6\\_19%29.pdf](https://drc.ohio.gov/Portals/0/NEOCC%20Final%20Report%20%289_6_19%29.pdf)

<sup>7</sup> Access to mental health staff is evaluated based on several factors: (1) time period between offender submission of a mental health service request form and appointment with mental health staff; (2) time period between referral and appointment with the psychologist or psychiatrist; (3) response times to kites and informal complaint forms; and (4) current backlogs.

<sup>8</sup> Each offender is screened using an assessment tool for the need for addiction services, and is assigned a number associated with a recovery services level. This number indicates the degree to which offenders are in need of addiction services. Offenders are scored from zero to three; zero indicating no need of services, to three indicating chronic need for addiction services. This number is determined through completion of a need for services assessment that gives an overall score resulting in the assignment to one of the recovery services levels. Offenders who score either two or three are most in need of treatment; thus, they should be prioritized for programming.

<sup>9</sup> AR 5120-9-06 defines Rule 39 as unauthorized possession, manufacture, or consumption of drugs or any intoxicating substance.

<sup>10</sup> In accordance with DRC 70-RCV-05, the Quality Improvement Committee shall review quality improvement activities to include utilization review, peer review, clinical review, and credentialing.

<sup>11</sup> Indoor recreational facilities consists of a large gymnasium with a full sized basketball court, sit up benches, corn hole, dip/pull-up machines, elliptical and a band room. Outdoor facilities include a full size basketball court, pull-up machines, and a seating area.

<sup>12</sup> DRC 77-REC-01 outlines the permissible recreational activities per facility security level.

<sup>13</sup> During the interview, it was relayed that the institution has a Netflix and DVD website accounts from which they switch movies daily.

<sup>14</sup> Pursuant to Section 103.73 of the Ohio Revised Code, the CIIC is required to evaluate the inmate grievance procedure at each state correctional institution. The inmate grievance procedure is a three-step process by which offenders can document and report concerns to multiple levels of DRC staff.

<sup>15</sup> Offenders charged with a rule infraction are given a conduct report (also known as a ticket). All conduct reports are first heard by a hearing officer; if the offense is a minor offense, the hearing officer may dispose of it himself. More serious offenses must be referred to the RIB, which is a two-person panel that conducts a formal hearing, including witness testimony and evidence.

<sup>16</sup> Appropriate procedures includes checking to ensure that the offender had received a copy of the conduct report, checked the inmate rights form, read the conduct report, offered the opportunity for an offender to give his testimony, had the offender leave for deliberation, reviewed evidence and discussed the case with the other panel member, informed the offender of the decision, and offered the opportunity to appeal.

<sup>17</sup> The inmate rights form asks whether the offender waives the 24 hour notice, the presence of the charging official at the hearing, and the presence of any witnesses. The form also asks the staff completing the form whether he or she believes that the offender needs staff assistance.

<sup>18</sup> The roster tracks offenders by disciplinary status, rule violation, the date that the offender came into the TPU unit, mental health status, and STG status. All of this is important information for ensuring the orderly management the population.

<sup>19</sup> Cell security issues would include offenders attempting to block cell windows or cell door windows, STG related graffiti, attempting to jam the locks or place material in the cuff-ports, or excessive clotheslines or towels on the floor.

<sup>20</sup> Reentry planning requires pervasive attention to individualized details from the first day of incarceration through the post-release period. Effective reentry planning is crucial for a successful reintegration into society. The inspection considers the amount and types of offender access to unit programs and purposeful activities, offender contact with local community representatives, and staff accountability related to reentry processes and unit life.

<sup>21</sup> Requirements for the High School Option or Adult Diploma is that the offender does not have a GED nor High School Diploma and must be over 22 years of age.

<sup>22</sup> DRC 76-VIS-04 states that reading room coordinators shall submit a monthly report to the Ohio Central School System Literacy Coordinator using the Education Monthly Report Form (DRC2311).

<sup>23</sup> DRC 58-LIB-01 states that library services shall be available to the offender population daily to include evenings and weekends, which includes all satellite library locations.

<sup>24</sup> Northeast Ohio Correctional Center, staff survey results, October 2020.