

**CORRECTIONAL INSTITUTION  
INSPECTION COMMITTEE REPORT:**

**ON-SITE VISIT AT THE  
NORTHEAST OHIO CORRECTIONAL  
CENTER**

**PREPARED AND SUBMITTED  
BY CIIC STAFF**

**July 21, 2006**

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**CORRECTIONAL INSTITUTION INSPECTION COMMITTEE**  
**EVALUATION AND ON-SITE VISIT REPORT OF**  
**THE NORTHEAST OHIO CORRECTIONAL CENTER**

**INTRODUCTION**

This report provides data and information regarding the Correctional Institution Inspection Committee (CIIC) on-site visit to the Northeast Ohio Correctional Center, conducted on April 11, 2006. While the CIIC is charged with inspecting each Ohio prison biennially, the CIIC is also required to evaluate operations, conditions, and the grievance procedure. Monitoring and evaluation involve an ongoing process that begins long before an inspection and continues long after the inspection is complete. This report includes information and observations from the one-day inspection.

According to information provided on-site,

The Northeast Ohio Correctional Center (NEOCC) is located in the city of Youngstown, Ohio (Mahoning County). Youngstown is located in the northeastern section of Ohio. The facility sits on approximately 135 acres of property; approximately 100 acres of the property is located inside a secure perimeter. The perimeter is surrounded by a twenty-foot high razor fence with armed mobile patrol vehicles and three recreational area guard towers. Fencing is also placed inside the secure perimeter to further defined allowable areas of activity.

Closed circuit television cameras are strategically placed to best monitor the fence line, the exterior of the building, sally port entries and key entry and exit points. Perimeter lighting is provided to accommodate night-time security.

The 24 hour a day manned control center is the heart of the security system. It is located for direct visual observation of major circulation paths and corridors. From this central point, exterior and interior security systems and various safety systems are monitored and controlled. These systems include an intercommunication system, CCTV monitors, a zoned fire alarm system and electrically locked and released entry/exit doors. The focal point of the control center is a graphically displayed integrated control panel with light and sound annunciation. In addition to the visual annunciation on the control panel of system status, any alarm condition activates the audio annunciation that remains activated until the condition is acknowledged and silenced. From this central control point, the access and egress at each living unit, as well as the facility entry/exit doors, are controlled by means of electrically operated locks. As a backup to the

electronic locks, the control center has a complete key system for manually controlling the movement into, out of, and within the facility.

In addition to this centrally located control center, auxiliary control stations are located adjacent to each set of living units and will be manned 24 hours a day. Activities in the living units, such as control of the doors within the adjacent living units, are controlled from these auxiliary locations.

The facility consists of sixteen separate housing units comprised of 1,008 two person cells and has the capacity to house 2,016 medium security inmates. The West Wing of the facility houses U.S. Marshal Federal inmates and has a maximum capacity of 512 inmates. The remainder of the facility will house Federal Bureau of Prison inmates.

The Northeast Ohio Correctional Center will function as a small city within the perimeter fence. All services that one would expect to find in a small city are found here. Examples of such services include: academic and vocational training, library services, medical and dental treatment, religious services, recreational activities, and commissary sales.

#### **ON-SITE VISIT PROFILE**

<b>DATE:</b>	April 11, 2006
<b>TYPE:</b>	Unannounced
<b>CIIC STAFF PRESENT:</b>	Adam Jackson, Inspector Joanna Saul, Inspector Richard Spence, Inspector

#### **INSTITUTION STAFF PRESENT:**

Communication with staff on-site included, but was not limited to the following: Robert Tapia, Warden; Candace Rivera, Executive Assistant; Bill Thorpe, Assistant Warden of Operations; Galey Gates, Assistant Warden of Programs; Mary Ann Wollet, Health Services Administrator; Dr. Cojigas; Michael McDonagh, Mental Health Administrator; Ms. Johnson, Pharmacy Nurse; Dr. Kirby, Dentist; Dr. Botirius, Psychologist, Richard DeVincentis, Principal; Ms. Gibbs, Food Service Manager; Wilson Valentin, Unit Manager; Donovan Edwards, Bureau of Prisons Secure Oversight Monitor; Jennifer Unger, Bureau of Prisons Contract Monitor.

**AREAS/ACTIVITIES INCLUDED ON THE INSPECTION:**

Administration Building	Marshal Recreation Yard
Inmate Dining Room	BOP Recreation Yard
Staff Dining Room	Educational/Vocational Building
Marshal Segregation	Medical Services
BOP Segregation	Mental Health Services
Marshal Housing Unit	Pharmacy
BOP Housing Unit	Food Services

**STATUTORY REQUIREMENTS****MEAL ATTENDANCE**

Pursuant to Ohio Revised Code Section 103.73, each inspection must include "attendance at one general meal period." CIIC staff attended a meal at Northeast Ohio Correctional Center in the Inmate Dining Hall during a Bureau of Prisons mealtime. Inmates enter the dining hall in a single file line, pick up a tray, and proceed down a serving line. Food is self-service. The dining hall is filled with long cafeteria tables. Inmates have the ability to choose where to sit.

For the meal, inmates were served beef and noodles, rice, beans, corn tortillas, juice, and cornbread. Several inmates voiced complaints about the food during the mealtime; the Warden relayed that he is aware of the food concerns and that measures have been taken to address the issue. During the on-site visit, the meal was the appropriate temperature, was in an abundant quantity as compared to that served at state correctional facilities, and appeared to be nutritious.

**EDUCATIONAL PROGRAM**

Pursuant to Ohio Revised Code Section 103.73, each inspection must also include attendance at "one educational or rehabilitative program." CIIC staff attended an English as a Second Language (ESL) I class. There were approximately 22-23 students. The inmates were clearly enthusiastic about the class and were actively engaged in the class activities. Several inmates were assisting others in learning the material. In addition to the ESL I class, CIIC staff also observed vocational classes that pertained to the following subject areas: Mortaring, Electrician, and Woodworking.

## INSTITUTION OVERVIEW

### MISSION STATEMENT AND "CCA WAY"

According to information provided by the institution, the following is the "CCA Way":

**Vision** – To be the best full service adult corrections company in the United States.

**Mission** – In partnership with government, we will provide a meaningful public service by operating the highest quality adult corrections company in the United States.

#### Guiding Principles as Corrections Professionals

- **Integrity** – Be honest and highly ethical. Always do the right thing with honorable intentions.
- **Respect** – Treat each other and offenders as we want to be treated. Appreciate the authority given to us and always use it appropriately.
- **Trust** – Be competent and reliable. Build positive relationships.
- **Loyalty** – Dedicate ourselves to our profession, our responsibilities, and each other.

#### Guiding Principles as a Company

- **Safety and Security** – Dedicate every action to safe and secure correctional facilities. Through training, skill and courage, protect our communities, individuals in our care, and each other.
- **Quality** – Provide excellent correctional services every day. Offer positive programs to help others.
- **Accountability** – Hold ourselves responsible for every action. Be good stewards of our customers' interests.
- **Service-Driven** – Serve our government partners and communities with pride and dedication. Be flexible. Be great problem-solvers. Deliver on our promises.
- **Cost-Effectiveness** – Provide honest, fair, and competitive pricing to our partners. Deliver value to our shareholders.

### POPULATION

According to staff, at the time of the on-site visit, there was a total population of 1,800, most of which were criminal aliens imprisoned by the Federal Bureau of Prisons. Of the 1,800, 500 inmates were on the U.S. Marshal side. Staff relayed that all Bureau of Prisons inmates were serving sentences of less than five years. In addition, all Bureau of Prisons inmates were considered "Low" security. By virtue of their non-native status, the Bureau of Prisons inmates could not reach any security level lower than "Low."

Staff relayed that the Marshal side of the prison is run as a jail. The length of stay for a Marshal inmate could be anywhere from a week to a year. There is reportedly no contact between Marshal and Bureau of Prisons inmates.

According to institutional information, as of November 28, 2005, 58% of the NEOCC population was Hispanic; 28%, African American; 13%, White; 1%, Other.

### **STAFF**

According to the information provided on-site, the total number of institutional staff was 443, as of November 28, 2005. This yields a staff to inmate ratio of one staff person for every 4.1 inmates. Of the 443, 277 were male and 166 were female; 301 Caucasians, 106 African Americans, 34 Hispanics, and two "Other." The information is presented in the following table:

**Table 1. Racial Breakdown of Total NEOCC Staff**

<b>Demographic</b>	<b>Number</b>	<b>Percent of Total Staff</b>
<b>Gender</b>		
- Male	277	62.5%
- Female	166	37.5%
<b>Race</b>		
- Caucasian	301	67.9%
- African American	106	23.9%
- Hispanic	34	7.7%
- Other	2	0.5%

Clearly, NEOCC benefits from its urban location. Staff relayed that the majority of staff are drawn from the Youngstown area. Compared to state correctional facilities, NEOCC has a higher percentage of females, as well as a higher percentage of Hispanics.

The higher percentage of Hispanics is surely to NEOCC's advantage, given its high Hispanic population. Inmates may feel more comfortable relating to staff from a similar ethnic background. In addition, many of the Bureau of Prisons inmates, as criminal aliens, are not fluent in English. Although it is not guaranteed, Hispanic staff are likely to have greater exposure to Spanish and may have great facility in communication. Staff relayed that there are 35 bilingual staff.

Staff relayed that communication between inmates and staff is a priority so that inmates can air issues before a formal grievance is filed. Staff are available in the Inmate Dining Hall so that inmates may approach with any questions or concerns.

Institution staff relayed that the institution operates on a "Unit Team" concept. The Unit Team consists of the following staff: Unit Manager, Case Manager, Counselors, Unit Secretary, and the Unit Officers.

According to CIIC staff notes, staff relayed that 300 new staff have been hired in the past ten months. Regarding security measures, staff relayed that all staff must pass through a metal detector upon entry to the facility. In addition, staff relayed that a full-time Faith-based Coordinator has been hired and that there will be a faith-based unit in the future.

### **ENTRY/ADMINISTRATIVE BUILDING**

The Northeast Ohio Correctional Center has an imposing presence upon entry. Several layers of fences, topped with razor wire, operate as gates separating the facility from the outside. The overall appearance of the facility upon entry was very positive, clean, and well-maintained.

### **INMATE HOUSING**

According to the NEOCC Prisoner Handbook, the Northeast Ohio Correctional Center has double cell housing. Inmates are expected to share common equipment and time on telephones, televisions, chairs, tables, recreational games, and recreational equipment. Staff expect cooperation and expect that inmates will show other inmates and their property the same respect the inmate wishes to receive.

Bulletin boards are located in each living unit. Dormitory rules, contraband lists, communication to the inmates, etc, are posted on the bulletin boards. The CIIC memo was viewed on the bulletin board of the observed housing unit. Grievance, Sick Call, Commissary, and mailboxes are also placed in the living units to ensure placement of required forms and mail.

As part of the on-site visit, the CIIC inspected housing units on the Bureau of Prisons side as well as the Marshal side. While on the Marshal housing unit, CIIC staff observed Commissary being handed out. It was relayed that inmates receive funds to purchase goods; additional funds may be received from family members. Bureau of Prisons inmates can receive \$290 per month; Marshal inmates can receive \$75 per week.

The housing unit included two ranges. Inmates were playing games in the common area in the middle of the housing unit or were watching one of the three televisions mounted to the walls. Although not in use at the time of the visit, isometric workout stations were available for exercise. There were also four payphones.

The housing area and the showers appeared to be clean, although there was a rubber glove and some trash on one of the shower floors. It was relayed that the showers, of which there are eight, are washed once per week. Mattress sanitation also takes place once per week.

All cells are double-bunked and include a footlocker. There is a low amount of stored property for Marshal inmates, as inmates are not allowed to take property with them to their next facility. Marshal inmates wear color-coded jumpsuits; orange jumpsuits for

those inmates who are sentenced and awaiting destination and yellow jumpsuits for those inmates who are pre-sentenced or pre-trial.

Marshal inmates interviewed in the housing unit did not have many complaints and on the whole appeared to be positive. Most questions pertained to when they would be transferred or were legal in nature.

The Federal Bureau of Prisons inmate housing is identical to the Marshal detainee housing. Inmates were watching television, several sets of which were mounted on the wall, or playing cards at the tables in the middle of the housing unit. Staff relayed that the institution is currently working on changing the cable package with Time Warner—the signal is not clear and the institution would like to add more Spanish-language channels to serve its largely Spanish-speaking population.

### **SEGREGATION**

CIIC staff observed both the Marshal and the Bureau of Prisons Segregation units. According to staff, at the time of the CIIC on-site visit, there were 41 total inmates housed in the Bureau of Prisons section of Segregation. Of the 41, 23 (56.1 percent) were in Disciplinary Control and 18 (43.9 percent) were in Protective Control. Staff relayed that the Segregation unit has a maximum capacity of 128 inmates.

Overall, the Segregation area was very clean, with no causes for concern readily apparent. The entire area was mostly quiet and inmates were conversational. Inmates are allowed a very limited amount of personal property. Cells include two bunks, with one mattress—inmates were single-celled at the time of on-site visit. The cells also include porcelain sinks and commodes, as the unit was reportedly not originally built as a Segregation unit.

According to staff, \$70,000 was recently spent on the showers in Segregation. The showers were installed in February 2006. There are five showers in each unit, all of which are metal, including one handicapped shower. According to staff, there is a Segregation review by the Warden, Managers, Lieutenant, and other staff on a weekly basis. Staff also relayed that rounds are performed weekly by the various department heads in order to ensure that inmate concerns are addressed and that medical staff visit every shift.

The Marshal Segregation unit was very similar to the Bureau of Prisons unit. Staff relayed that at the time of the on-site visit, there were 20 inmates housed in the Marshal Segregation unit. These inmates are reportedly "high custody" or are in Segregation for disciplinary reasons. Each cell has two bunks with one mattress, as the inmates are single-celled in this unit as well. Similar to the Bureau of Prisons unit, bathroom facilities are steel. Everything appeared very clean and waxed. There was not a lot of noise and on the whole, the unit appeared very controlled.

## **PROGRAMS**

The following information was provided by the institution in the Inmate Handbook for Bureau of Prisons inmates regarding the programming provided at the Northeast Ohio Correctional Center:

### **General Education Diploma (GED)**

The Literacy Program (GED) is available to all inmates. The Prison Litigation Reform Act (PLRA) provides that in determining GCT awards, the Bureau of Prisons will consider whether an inmate with a date of offense on or after April 26, 1996, has earned or is making satisfactory progress toward the attainment of a GED credential.

### **English as a Second Language (ESL)**

Classes are offered in English as a Second Language (ESL) for inmates wishing to learn or improve their English skills.

### **Continuing Education**

Programs are offered to meet inmate needs. The classes are made available upon request and must be approved by proper staff. All requests may be turned in to the Education Supervisor and must not be in areas of study that cause a security concern.

### **Vocational Training**

The Vocational Training program offers a variety of work related programs that are classroom and competency based, as well as self-placed. Vocational programs include, but are not limited to: Brick Masonry, Electrical Wiring, and Carpentry.

### **Life Skills/Parenting (LS/P)**

All inmates are encouraged to participate in the educational Life Skills class in preparation for release. This class exposes inmates to reality topics such as employment, anger management, attitudes, self-esteem, success skills, money management, and decision making. Within this class, inmates also participate in a Parenting component, which addresses everyday parenting issues such as personalities, communication, discipline, developing a close-knit family, the power of motivation, and various other topics.

### **Work Program**

Inmates are expected to maintain a regular job assignment or program assignment. Most job assignments are controlled through the Performance Pay System. The pay scale is \$0.12/hr, 0.17/hr, 0.29/hr, 0.40/hr. Bonus pay is also available. Unit staff approve job changes and ensure the changes are posted on the Daily Change Sheet. Appropriate

clothing, shoes, headgear, gloves, etc, must be worn while working as specified by your detail supervisor. All jobs generally begin at the lowest pay level. Examples of work assignment areas are: Food Service, Unit Orderly, and Maintenance Shop.

The Work Program reduces inmate idleness, while allowing the inmate to improve and/or develop useful job skills, work habits, and experience that will assist in post-release employment; and ensures that activities necessary to maintain the day-to-day operations of the facility are completed. The inmate workday approximates the workday in the community, but does not exceed seven hours per day, five days per week.

According to the NEOCC Prisoner Handbook, an inmate must submit an inquiry for a work assignment. All jobs require being assigned by the Classification process. Job assignments include, but are not limited to: kitchen worker, laundry worker, house porter, barber, hall porter worker, commissary worker, and library worker. Medical clearance is required for food service, barbers, and laundry workers.

### **EDUCATION DEPARTMENT**

According to the Inmate Handbook, the Education Department is supervised by the Principal and is responsible for providing a broad range of programs, including academics, testing, vocational training, pre-release programming and legal and leisure library resources. Inmates will be interviewed by a member of the Education Staff to determine appropriate educational levels and desired programming.

The Official GED Practice Test is the measure of educational readiness for completion of the GED examination. Grade equivalency scores are ascertained through the use of an agency-approved standardized test. Achievement of an agency-approved minimum score on the Comprehensive Adult Student Assessment System (CASAS) is the criteria for completion of this program.

The inmate will be placed in the most appropriate education program based on the results of the agency assessment instrument.

- An inmate without a verifiable equivalency/high school diploma may be placed in an ABE or Ls/P program. With demonstrated ATB, the inmate may be placed at the Education Director/Principal's discretion, in a VOC program.
- An inmate with a verifiable equivalency/high school diploma may be placed in VOC or LS/P program.
- If no space is available in an appropriate program, the inmate will be placed on a waiting list for the most appropriate program(s). Inmates on the waiting list will be enrolled first-come-first-served as space in the appropriate program becomes available.

During the CIIC on-site visit, the Education Department was observed. CIIC staff were met by Richard DeVincentis, the Principal. Mr. DeVincentis was extremely enthusiastic about the Education program available at NEOCC and relayed that he had pushed to be

part of the Ohio Central School System. He further relayed that all teachers are fully certified. According to staff, the following classes are offered: ESL 1, ESL 2, Pre-GED and, finally, the GED class. Inmates may proceed from one to the next as needed before attaining their GED. According to staff there are 12 teachers in the Education program, with an average of 20 inmates in each class. In addition, staff relayed that there are 60 inmate tutors.

At the time of the on-site visit, there were reportedly 31 inmates taking GED courses (24 in Spanish and seven in English). Class periods, according to staff, last approximately 75 minutes.

In the same area is the Library, which is quite large and was, at the time of observation, filled with inmates actively pursuing reading. There appeared to be a large selection of books, many tables, computers, etc. According to the schedule, the Library hours are as follows:

Monday	8 am – 3:30 pm
Tuesday – Thursday	8 am – 8:45 pm
Saturday	8 am – 3:30 pm
Sunday	8 am – 11:30 am

These hours are a vast improvement over the hours offered by most state correctional facilities libraries and the inmates appeared to be taking advantage. According to staff, \$2,000 of Spanish books are being ordered to better serve the Spanish-speaking population.

The walls were covered with inmate artwork, which demonstrated definite artistic ability in several inmates. According to staff, there is an Artist of the Month contest, in addition to a Student of the Month contest.

Regarding the computers in the Library, staff relayed that all computers are linked to an internal system. CIIC staff also observed a computer room, which included 20 student computers, all of which were new, in addition to a teacher computer. According to staff, there is a large waiting list for access to the computer class. Basic computer skills are taught, such as typing and word processing. Staff relayed that the WestLaw system is accessible through the computers.

CIIC staff also observed several vocational programs, including Masonry, Electrician, and Carpentry. Staff relayed that in the Masonry class, inmates build and then tear down the projects when they are done. The mortar is then reused, a cost-savings for the program. Similarly, the Carpentry class also reuses its materials. The Electrician program teaches basic electrical/residential house wiring, in addition to electrical related math, language, and class work. The class is six months long and reportedly provides certification for the students.

The institution staff submitted the following statistical data pertaining to NEOCC's Education program:

### **Education Enrollment Data**

June 2005	38
July 2005	0
August 2005	0
September 2005	135
October 2005	213
November 2005	364
December 2005	381
January 2006	431
February 2006	483
March 2006	460
April 2006	478
May 2006	440

As shown in the above numbers, there is an increasing number of inmates served each month in the Education Department. This is certainly a positive move on the part of the institution. It is hoped that inmates will continue to be encouraged to take part in programs that will not only increase their work and knowledge skills, but most likely also reduces idleness and, thus, inmate conflict. Engaging the inmates in group activities also would seem to reduce inmate tension.

### **RECOVERY SERVICES/SUBSTANCE ABUSE**

The Bureau of Prisons Inmate Handbook relays that there is an Alcohol and Drug Education program available on a volunteer basis to Bureau of Prisons inmates. Participants are assigned based on release date; each applicant must be within 36 months of his pending release date to be considered for entry. Procedures for the Alcohol and Drug Program are as follows:

- Inmates identified as having an alcohol and/or drug abuse history through the intake process are added to the waiting list.
- Inmates may request to participate through their Case Managers or by sending an Inmate Request to Staff form to the Mental Health department.
- There will be random alcohol and drug testing as defined by the Bureau of Prisons for inmates.
- The substance education program includes the following:
  - Interactive Groups
  - Skills Evaluation
- Additional programs will be offered dependent upon local resources.
- The Substance Abuse Education Program also includes the following:
  - Utilization of recovering volunteers to provide additional services.
  - Coordination with community substance abuse programs when possible.

- Providing inmates a drug education program to comply with the Violent Crime Control and Law Enforcement Act of 1994 and/or the Prison Litigation Reform Act of 1996 (PLRA) consistent with procedures established by the Bureau of Prisons.

Unfortunately, according to statistical data submitted by NEOCC to CIIC, reportedly zero inmates take part in the Substance Abuse Program. It is not known whether this is due to inmate disinterest or program unavailability. Given that the Substance Abuse Program is outlined in the inmate handbook as a definite possibility for inmates at NEOCC, it is hoped that inmates could be encouraged to participate.

### **DRUG TESTING**

According to the Inmate Handbook, the Northeast Ohio Correctional Center operates a drug surveillance program that includes mandatory random testing as well as other periodic drug testing. Refusal to provide a urine sample will result in disciplinary action. In addition, inmates are informed that a program for alcohol surveillance is in effect at NEOCC 24 hours a day, seven days a week. Inmates will be tested for alcohol use on a random basis; inmates under suspicion of alcohol use may receive an immediate test. A positive test or refusal to submit to a test will result in disciplinary action.

The NEOCC Prisoner Handbook relays that searches may be performed, including frisks, shakedown, strip searches, body cavity searches, and visual inspections may be performed. In addition, the Northeast Ohio Correctional Center utilizes K-9 searches, which reportedly make periodic sweeps of all housing units, visitation, education/vocation, and recreation areas. As stated in the Handbook, frequent, unannounced searches of inmates, cells, and other areas of the facility are conducted as often as necessary to ensure the safety and security of the facility.

In addition, the Prisoner Handbook relays that urinalysis testing will be performed as follows:

- Random: Each month a statistically valid percentage of the facility's prisoner population will be randomly selected for testing.
- For Cause: Inmates will be tested (1) when facility staff has a reasonable suspicion of drug use; (2) when the inmate is found in possession of suspected illegal substances; (3) on a routine basis when inmates return from furlough, a work release program, or outside work detail; (4) at the conclusion of visitation.

According to the Handbook, a Drug Testing Coordinator is responsible for the coordination, monitoring, and service provisions of the drug-testing program.

## MENTAL HEALTH SERVICES

According to the Bureau of Prisons Inmate Handbook, an inmate's file will be screened by Mental Health staff during the facility's Admission and Orientation program. Throughout an inmate's incarceration, the Mental Health staff is available to provide counseling and related services. They offer personal crisis intervention and can help the inmate develop an ongoing therapeutic program. If an inmate is interested in these services, he can submit an Inmate Request to Staff form to the Mental Health staff. Mental Health services are offered in the areas of drug and alcohol abuse, as well as other behavior and emotional problems. The level of services received will be determined by the Mental Health staff based on individual need.

According to the Prisoner Handbook, Mental Health services are also available to Federal Marshal detainees, including on a regular, ongoing basis, or on an emergency basis.

During the CIIC on-site visit, the Mental Health services area was observed. According to Mental Health staff, approximately 123 inmates are on the caseload, meaning those inmates who are taking psychotropic medication or are on chronic care. Reportedly, no inmate has Keep On Person (KOP) medication; all medication is distributed during Pill Call.

In addition, staff relayed that they see approximately 100 in a month on referral, not counting intake. In addition, the Psychiatrist reportedly sees 45-50 inmates in a month. There is no co-payment charged for services rendered.

Staff relayed that over the past year, there have been no suicide attempts, only threats. The last suicide took place on May 1, 2005. In comparison, there were a reported 140 reported suicide attempts in the Ohio Department of Rehabilitation and Corrections system, or an average of 3.75 per correctional facility.

Northeast Ohio Correctional Center does have a suicide policy, which is owned by its parent company, the Corrections Corporation of America (CCA). If inmates threaten to commit suicide, they are put in a very secure cell with a suicide blanket and a paper gown and are on constant watch. According to staff, threats of suicide have traditionally been mostly manipulative in nature.

Staff relayed that at the time of the on-site visit, there was no group programming, due to insufficient staff. Staff are required to undergo Pre-Service education, as well as annual education. Reportedly, staff underwent suicide training in the previous month. Staff relay that there is no maximum period for suicide watch, but if an inmate continues to report a desire to commit suicide, other problems may be in play and the inmate may be transferred to a facility with more Mental Health Services staff that can better serve the inmate's mental health needs.

According to staff, Mental Health Services staff include two Psychiatric Assistants, one Psychiatrist, and one Mental Health Coordinator. There is also reportedly a contract Psychologist.

### **MENTAL HEALTH STATISTICAL SUMMARY**

NEOCC submits monthly medical and mental health statistical reports to CIIC. The following data was extracted from the May 2006 monthly report:

#### **Mental Health Patient Encounters**

Total Number Sick Call Requests	107
Total Number Evaluations	266
Total Number Mental Health Chronic Clinics	54
Total Number Suicide Precautions	0
Total Number Segregation Rounds (30/90 day)	23
<b>Total Mental Health Patient Encounters</b>	<b>450</b>
<b>Total Mental Health Hours Worked</b>	<b>281</b>

### **MEDICAL SERVICES**

Both Medical and Dental Services are available at the Northeast Ohio Correctional Center. According to the Bureau of Prisons Inmate Handbook, if an inmate wishes to attend Sick Call for Medical or Dental Services, he must present himself to the Health Services Department. Sick Call hours for medical and dental care are posted in the units. Depending on the severity of the complaint, an appointment may be scheduled.

The Dental Clinic is located in the Medical Department. A Dentist, a Dental Hygienist, and a Dental Assistant staff the Dental Department. There are three ways to receive dental treatment:

- (1) Routine treatment – For routine treatment (fillings, cleaning, prosthesis), an inmate should complete an Inmate Request to Staff form and mail it to Medical. The inmate's name is placed on the comprehensive care dental waiting list and the inmate will be called out when he reaches the top of the list. Inmates are not eligible for routine dental treatment until he has served six continuous months at the Northeast Ohio Correctional Center.
- (2) Dental Sick Call – If an inmate has a dental problem that cannot wait until routine callout, the inmate may report to Dental Sick Call Monday – Thursday at 6:00 – 6:15 am. The inmate's concerns will be addressed at that time and the inmate will be given a follow-up appointment for further treatment, if necessary.
- (3) Dental Emergency – If an inmate has a severe dental problem that demands immediate attention (such as a broken jaw, swollen face, or knocked-out tooth),

the inmate reports to the dorm officer or work supervisor, declares a dental emergency, and reports to the Medical department.

The Handbook reports that inmates arriving at the Northeast Ohio Correctional Center will receive an initial medical screening during the intake process. In addition, inmates who are new to the Bureau of Prisons or who do not have a current documented examination from another Federal facility will be scheduled for a complete examination. A complete physical examination requires laboratory specimens of blood, urine, chest X-ray, skin testing for exposure to Tuberculosis and any other test deemed necessary by the medical staff. The purpose of these tests is to ensure the health and safety of the general population and to identify and contain the possibility of the spread of a communicable disease.

In addition, Tuberculosis skin testing is performed on inmates annually. If an inmate was previously positive and a mm reading is documented, a yearly chest X-ray will be conducted to obtain a mm reading.

The Marshall Prisoner Handbook states that trained medical personnel provide medical services 24 hours a day, seven days a week. Similar to the Bureau of Prisons inmates, Marshall detainees must fill out a request form. An appointment to see the facility physician or dentist is scheduled, if warranted, after a nurse screens the inmate.

Medication is issued in accordance with the doctor's orders. Self administration of certain KOP medicines include, but is not limited to, diabetic pills, blood pressure regulators, asthma, certain cold preparations, anti-inflammatory medicines, and antibiotics, will be allowed for inmates to keep in their cell to take as prescribed. Inmates that abuse the KOP process, such as hoarding medications or not taking medications as prescribed are subject to disciplinary action.

According to the handbook, in case of a medical emergency, correctional officers will ensure that the medical personnel are immediately notified and appropriate medical attention is provided. Further, there is a monthly Health Awareness Program offered to the prisoner population. The program is voluntary and sign up sheets are posted for a limited time in each pod every month. The program is held on the third Wednesday of every month. The health topics are varied and designed to improve the inmate's understanding of health related issues.

In addition to the basic information, the Prisoner Handbook, given to U.S. Marshal inmates, includes information pertaining to HIV and AIDS, STDs, Hepatitis, and preventative dental care practices.

During the CIIC on-site visit, the Medical Services area was observed, including the X-ray room, the Dental Services area, and the medical records room. The entire Medical Services area was very clean with shiny, waxed floors and new paint. All staff were friendly and professional.

Staff relayed that approximately 70 total inmates are seen in an average week. Of those, approximately 25 are seen by the Physician Assistants, 25 by the Doctors, and then an additional 20 come in via Sick Call. Staff relayed that there is "Open Sick Call," meaning that inmates will show up at the Medical Services area and are triaged by a Nurse in the Marshall or Bureau of Prisons wing, as appropriate. The Nurse will then determine if the medical concern is an emergency or will schedule an appointment for the inmate. Staff relayed that usually one to four inmates on each side show up for Scheduled Sick Call.

According to staff, there are bilingual staff available for inmates, including a full time intake nurse and an LPN, in addition to the corrections staff. In addition, staff relayed that St. Elizabeth Hospital, which is used for medical emergencies, has bilingual staff members.

CIIC staff also viewed the medical observation area, including a Tuberculosis isolation room with reverse airflow monitoring. Staff relayed that the facility has a contract with a bio-hazard waste company. The beds in these areas have four-point restraint capability and the cell has a hand port-hole to facilitate cuffing.

According to staff, the Northeast Ohio Correctional Center's Medical Services area scored 100% on their most recent audit.

In addition, the Dental Services area was observed. According to staff, the Dentist is full time and full service. He is aided by a Dental Hygienist. The reported average waitlist is four weeks at the most to see the Dentist, unless the inmate has an emergency.

The following medical staff positions were reported for the Northeast Ohio Correctional Center:

1 FT Physician  
1 PT Physician  
1 FT Physician's Assistant  
5 Registered Nurses  
15 Licensed Practical Nurses  
1 FT Mental Health Clinician  
1 PT Dentist  
2 Dental Assistants  
1 Dental Hygienist

## MEDICAL SERVICES STATISTICAL SUMMARY

CIIC staff receive monthly reports from NEOCC pertaining to medical services statistics. The following data is taken from the May 2006 monthly report:

### Physician/Mid-Level Patient Encounters

Full Health Appraisals (initial)	236
Full Health Appraisals (periodic)	2
Total Number Sick Calls Seen	318
Chronic Care Activity Total	397
<b>Total</b>	<b>953</b>
<b>Total Number Physician Hours Worked</b>	<b>439</b>

### Chronic Care Clinic Breakdown

Total Number HTN/Cardiovascular Disease	112
Total Number Seizure Disorders	3
Total Number Tuberculosis	37
Total Number Diabetes	39
Total Number Pulmonary (other than TB)	28
Total Number Infectious Diseases (HIV, Hepatitis, etc)	58
Total Number General Medicine	113
Total Number Other (Lipids)	7
<b>Total</b>	<b>397</b>

### Nursing Services Patient Encounters

Total Number Intake Screenings	322
Total Number Routine Sick Calls	794
Total Nursing Treatments (EKG, respiratory Treatment, diabetes check, BP check, etc)	692
Total Segregation Visits	93
Total Medical Emergencies	10
<i>Total Ambulance/EMS Response</i>	2
<i>Total Facility Vehicle Transport</i>	4
<i>Total Resolved On-Site</i>	4

Total Ancillary Services (On-Site)	2,786
<i>Total Laboratory Draws</i>	257
<i>Total Radiology Procedures</i>	40
<i>Total Number Pharmacy Orders Placed</i>	1,727
<i>Total Number Inmates who Received Meds</i>	762
Total Miscellaneous Services	173
<i>Pre-Employment Exams</i>	6
<i>Urine Drug Screens</i>	6
<i>Sort Team Exams</i>	8
<i>Total Use of Force Exams – Employee</i>	8
<i>Total Use of Force Exams – Inmate</i>	5
<i>Food Service Workers Physical Exams</i>	73
<i>Training Classes Conducted</i>	3
<i>Corrective Lens Issued</i>	29
<i>Special Diets Ordered</i>	35
<i>Other</i>	0
<b>Total Nursing Patient Encounters</b>	<b>4,870</b>
<b>Total Nursing Hours Worked</b>	<b>3,201.85</b>

#### **Dental Patient Encounters**

Total Sick Call/Routine Care Appointments	267
Total Number Dental Emergencies	6
<b>Total Dental Patient Encounters</b>	<b>273</b>
<b>Total Dental Hours Worked</b>	<b>848.5</b>

#### **Infection Control Data**

<b>TB Screening</b>	
Inmate Intake	255
Inmate Annual	20
Employee New Hire	1
Employee Annual	12
<b>Immunizations (Flu, Hep-B, etc)</b>	
Inmate	16
Employee	20
<b>Inmates Newly Diagnosed</b>	
HIV/AIDS	1
Hepatitis (all types)	1
MRSA	2
Confirmed TB	0
Other	0

**Medical Observation Utilization** 25  
(number of inmates placed in medical observation)

**Off-Site Patient Encounters**

Orthopedic	3
Ophthalmology	1
Cardiologist	0
Dermatologist	0
Oral Surgeon	0
GI	4
OB/GYN	0
ENT	0
General Surgery	5
Radiology/Imaging	0
Audiologist	0
Hepatologist	0
Dialysis	0
Chemotherapy	0
<b>Total Off-Site Patient Encounters</b>	<b>13</b>
<b>Total Hospital Admissions</b>	<b>1</b>

**RELIGIOUS SERVICES**

During the CIIC on-site visit, the facility's Chapel was observed. The Chapel included a mural of flowers and trees on the front wall and a painting of mountains on the back wall.

According to the Bureau of Prisons Inmate Handbook, a wide range of religious programs is offered. The staff Chaplain is available, as well as contract and volunteer representatives of various faiths. Special religious diets, holiday observances, and other worship activities are coordinated through the Chaplain's office. Information and schedules are posted on the inmate bulletin boards or the inmates may contact the Chaplain's office for additional information. The Chaplain is the designated staff member for notifications of family illnesses/deaths. The Chaplain is available for inmate counseling and crisis intervention.

The Chaplain is responsible for ensuring that inmates are allowed to practice essential and legitimate religious practices subject to the security and safety requirements of the institution. In order to accomplish this goal, the religious program will:

- Allow all inmates access to religious resources services, instructions, and counseling on a voluntary basis.
- Inform all inmates of religious programs and activities through a monthly calendar of religious services.

- Allow all inmates access to religious literature and the opportunity to adhere to dietary requirements of their faith groups, subject to the safety and security requirements of the institution.
- Conduct religious services, religious instruction and counseling in an area of the institution that includes sufficient space, equipment, and supplies that are commensurate with the needs of the program.

Inmates must sign up for Religious Services one month in advance. Inmates have ten minutes to report to the religious services for which they are scheduled after being released from the unit. Failure to attend services that were requested will be reprimanded.

The institution recognizes that certain religious faiths impose dietary restrictions upon their members. It is the policy of the institution to provide each inmate with the opportunity to satisfy minimum dietary requirements of the religious faith, in accordance with rules and regulations regarding special diets. Inmates that participate in the Religious Diet Program or the Alternative Diet Program who are caught violating the program will be subject to disciplinary action. Inmates may be removed from the Religious Diet or Alternative Diet by submitting an Inmate Request to Staff form to the Chaplain.

The institution also permits the observance of special religious holidays as well as marriages, consistent with security regulations.

The institution provided the following routine weekly schedule for the Bureau of Prisons Chapel:

### NEOCC BOP Weekly Religious Services Schedule

Monday	Clerk and Porter in Chapel; Chaplain available in the p.m.
Tuesday	Chaplain's Day off
Wednesday	Chaplain available in the a.m. 18:30 – 20:00 BOP Protestant Service
Thursday	Clerk and Porter in Chapel in p.m.; Chaplain's day off 18:30 – 20:00 BOP Catholic study/praise BOP Protestant worship/music practice
Friday	Chaplain available in the a.m. 13:30 – 15:45 BOP Jumu'ah – Chaplain 18:30 – 20:30 BOP Bible study Hindu Rasta Jehovah's Witness Catholic Rosary/choir practice
Saturday	8:00 – 12:00 BOP Native Americans 13:30 – 15:45 Clerk and Porter in Chapel 13:30 – 15:45 BOP Christian worship/choir practice Catholic choir practice Hindu/Sikh study Jehovah's Witness study
Sunday	14:30 – 15:45 BOP Rasta Service 11:30 – 12:30 BOP Setup for special services 13:30 – 14:30 BOP Special Services 14:30 – 15:45 BOP Christian study Hindu/Sikh

### RECREATION PROGRAM

According to the Prisoner Handbook, recreation is provided daily to inmates. A schedule is posted for activities offered. Activities offered in the gym and outdoors can include, but are not limited to: basketball, volleyball, ping-pong, softball, board games, card games, along with recreation in the outdoor recreation yard, as weather permits.

During the on-site visit, CIIC staff observed the Bureau of Prisons Recreation yard. The yards were filled with inmates, most who were engaged in an activity rather than standing around. Inmates were playing basketball on the various court areas or softball on the big field provided for that activity. Staff relayed that inmates also play soccer on the field, which is a very popular sport in Central and South American countries. In addition, many inmates were walking and jogging around the softball field.

Staff relayed that for security reasons, only two units can be at Recreation at one time, but that the units can be out for multiple hours each day. Staff relayed that in general, inmates can be outside at any time of the day; there are no set recreation hours. Staff

further relayed that they try to provide as much outside recreation time as possible, given security and other constraints.

In addition to the outside recreation, Northeast Ohio Correctional Center also has a large gymnasium to serve inmates' Recreation needs. The gymnasium includes 12-13 pull-up stations, a ping pong table, and a full court basketball court with four side hoops. There were also several treadmills, Stairmaster, and cycling machines. At the time of the on-site visit, inmates were playing handball on the court or were jumping rope.

The gymnasium also has a band room off the side of the gym to allow inmates to practice instruments. At the time of the on-site visit, inmates were involved in a practice.

U.S. Marshal inmates have a smaller Recreation yard on the Marshal side of the facility. Staff also relayed that there are plans to construct a second Recreation yard for the Bureau of Prisons inmates that will not include a gymnasium.

### **FOOD SERVICES**

According to the Prisoner Handbook, inmates will be provided three meals per day. Each meal will be prepared in accordance with established health standards and meet daily nutritional requirements. Meals will be served and eaten in the living units, not in the cell. Weekly menus are posted on the bulletin boards in the living units. No pork products or bi-products are served/used at this facility.

Inmates will line up outside their assigned cell with the door locked. The Officer will then call the Prisoner to receive a tray. No meals will be served until all doors are secure. Requests for religious diets, medical diets, and no-meat alternatives can be accommodated.

During the on-site visit, CIIC staff observed the Inmate Dining Room and the method of service to Bureau of Prisons inmates. Inmates enter the dining hall in a single file line, pick up a tray, and proceed down a serving line. Food is self-service. The dining hall is filled with long cafeteria tables, which all appeared to be clean. Inmates have the ability to choose where to sit.

For the meal, inmates were served beef and noodles, rice, beans, corn tortillas, juice, and cornbread. Several inmates voiced complaints about the food during the mealtime; the Warden relayed that he is aware of the food concerns and that measures have been taken to address the issue. During the on-site visit, the meal was the appropriate temperature, was in an abundant quantity as compared to that served at state correctional facilities, and appeared to be nutritious.

In addition to the Inmate Dining Room, CIIC staff also viewed the Staff Dining Room. Staff are served the same food as the inmates; however, the inmates reportedly have a preference for *menudo*, which is a popular Mexican dish that includes hominy, chili, and tripe. Staff and Marshal inmates reportedly prefer not to eat the *menudo*, due to the tripe.

Staff relayed that food concerns have been heavy at NEOCC due to the ethnic division between the Bureau of Prisons inmates, who are predominately from Mexico or other Latin American counties, and the Marshal inmates, who are predominately US nationals. As there is a larger population of Bureau of Prisons inmates, the facility has reportedly attempted to concede more to their wishes and the latest-approved menu is more Mexican/Hispanic-friendly. However, some dishes, such as *menudo*, reportedly do not translate well across cultures.

In addition to the Dining Rooms, the CIIC on-site visit also included observation of the kitchen area. There are three dry storage areas, in which food can reportedly last up to two weeks. Boxes stacked against the wall cannot be any higher than six inches from the ceiling, due to the potential fire hazard. In order to ensure enforcement, staff have used the method of marking the six inches with blue tape as a marker, which seems to be very useful and effective.

In addition to the dry storage areas, the freezer and the icebox were also observed. The freezer has a new front door and was at 40 degrees. The icebox was at zero degrees.

The kitchen also included four double ovens: two 60-gallon, one 100-gallon, and one 40-gallon. Staff relayed that the Health Department performs frequent, unannounced inspections. In addition, there was also reportedly a kosher kitchen area. There is reportedly no dock near the kitchen.

At the time, the inmates were preparing the dinner. All inmates were wearing gloves and hairnets and several also wore masks. Inmates place the food on the tray and send them through the serving line. The inmates receiving the food cannot see the inmate workers who place the food on the tray from the kitchen, nor do the workers know which inmate will receive which tray. This seems to be a positive security measure.

### **CASHIER/COMMISSARY**

During the CIIC on-site visit, the distribution of Commissary was observed. According to the Marshal Prisoner Handbook, Commissary will be delivered on a weekly basis. Commissary order forms are provided at the housing units and must be completed and placed in the appropriate box.

### **ASSAULTS**

Northeast Ohio Correctional Center provided the following monthly data pertaining to Inmate on Inmate Assaults and Inmate on Staff Assaults:

**Table 2. Incidents of Assault: June 2005 – May 2006**

<b>Month</b>	<b>Number of Inmate/Inmate Assaults</b>	<b>Number of Inmate on Staff Assaults</b>
June 2005	2	0
July 2005	3	0
August 2005	2	0
September 2005	1	0
October 2005	2	0
November 2005	2	0
December 2005	6	0
January 2006	4	0
February 2006	5	0
March 2006	8	0
April 2006	3	0
May 2006	6	0
<b>Total</b>	<b>44</b>	<b>0</b>

The data shows a relatively high number of inmate on inmate assaults. It is not known from the data whether these assaults are more between Marshal inmates, Bureau of Prisons inmates, or whether the number is evenly balanced. More importantly, it is also not known the severity of the assault. It may be that NEOCC includes non-serious assaults in the above number.

In comparison, Ohio Department of Rehabilitation and Corrections Chief Inspector's Office reported a total of 305 initiated assault investigations for the entire DRC system (32 facilities) in calendar year 2005. Most institutions had less than 15 initiated inmate on inmate assault investigations.

### **USE OF FORCE**

"Use of Force" is a broad term that generally signifies some type of force—ranging from a push to lethal force—used by a staff member against an inmate. If an inmate uses force against a staff member, it would be classified as an "assault." Use of Force is an ongoing concern within the prison community. All cases of Use of Force should be evaluated to determine whether the amount of force used was appropriate to the situation or whether it was excessive.

Northeast Ohio Correctional Facility provided the following statistical data regarding violent incidents, including Use of Force incidents, at the facility:

**Table 3. Reported Use of Force Incidents: June 2005 – May 2006**

<b>Month</b>	<b>Number of Uses of Force by Staff</b>
June 2005	0
July 2005	0
August 2005	0
September 2005	1
October 2005	0
November 2005	1
December 2005	0
January 2006	0
February 2006	3
March 2006	0
April 2006	0
May 2006	0
<b>Total</b>	<b>5</b>

"Use of Force," as stated above, is a broad term that may apply to any range of forceful activities. It is not known from the above information whether the reported incidents fall along a similarly broad spectrum or whether only the most egregious incidents are reported. In comparison to ODRC facilities, this number of reported Use of Force incidents is relatively low.

### **GRIEVANCE PROCEDURE**

The Inmate Handbook for the Bureau of Prisons inmates describes the grievance procedure available to BOP inmates at NEOCC. According to the Handbook, for CCA and BOP related grievances, inmates are asked to file one issue per grievance. Grievance procedures are available for review in the inmate's Unit Counselor's office. All matters dealing with care and supervision are CCA matters and need to be addressed through the CCA grievance procedures. All matters dealing with BOP decisions will be addressed through the CCA procedure in conjunction with the BOP Administrative Remedy Process.

The first step of the CCA Grievance procedure is to attempt an informal resolution by filing an Inmate Request to Staff Form ("Cop-out") if the issue is a CCA related concern. Complaints must be filed within seven working days that the concern became known. If the issue cannot be resolved informally, the Counselor will issue an Informal Grievance Resolution Form. Inmates must return the Informal Grievance Resolution Form to a member of the Unit Team, usually the Unit Counselor, who will ensure an attempt at informal resolution was made. If the inmate is not satisfied with the response at this level, the inmate may submit a CCA Formal Grievance Form. The facility Grievance Officer is the Executive Assistant, who addresses all CCA Formal Grievances.

If the inmate is dissatisfied with the decision of the CCA Formal Grievance Form, the inmate must submit an appeal to the Warden utilizing the same grievance form on which

the inmate received a decision from the Grievance Coordinator. Only after the exhaustion of the CCA Grievance Process with respect to a CCA related issue will an appeal form be issued.

If an issue is considered to be "sensitive," in that the inmate's safety or well-being would be placed in danger if the issue became known at the facility, the inmate may request a CCA Formal Grievance Form from the Unit Counselor. The sensitive grievance may be submitted directly to the Warden without accessing the informal process. Similarly, issues considered to be an "emergency" may also be presented directly to the Warden.

In contrast to CCA matters, the Handbook states that BOP related matters are as follows:

- (1) Classification;
- (2) Designation;
- (3) Sentence computation;
- (4) Reduction in sentence;
- (5) Removal or disallowance of good time;
- (6) Decisions involving the taking of inmate property; and
- (7) Issues directly involving BOP staff.

Inmates must first utilize the grievance process at NEOCC and then they have the option of appealing the Warden's decision to the Bureau of Prisons. U.S. Marshal detainees do not have the option of additional appeal beyond the institution.

The following information was extracted from monthly reports submitted by NEOCC:

**Table 4. Number of Grievances Filed: June 2005 – May 2006**

<b>Month</b>	<b>Number of Grievances Filed</b>
June 2005	4
July 2005	None Reported
August 2005	None Reported
September 2005	3
October 2005	10
November 2005	1
December 2005	2
January 2006	8
February 2006	9
March 2006	5
April 2006	6
May 2006	7
<b>Total</b>	<b>55</b>
<b>Average</b>	<b>4.58</b>
<b>Range</b>	<b>1-10</b>

In comparison to Ohio Department of Rehabilitation and Correction facilities, this is an extremely low number of grievances for an institution. The ODRC Chief Inspector reported a total of 6,484 grievances filed in the entire DRC system (32 facilities) in 2005, or an average of 203 per facility. The three top ODRC institutions in terms of grievances filed reported 639, 519, and 485 grievances filed during the 2005 calendar year.

However, a low number does not necessarily correlate to inmate satisfaction. If inmates do not believe that the grievance procedure is effective, they will not use it. It is in both the inmates' and the institution's best interest to have an effective grievance system, as this allows inmates to air complaints rather than allowing them to fester and it allows staff to be on top of critical issues.

## **CIIC DATABASE**

### **CONTACTS**

The CIIC Database for June 2005 through May 2006 shows that 61 contacts were made in regard to inmates at the Northeast Ohio Correctional Center. In that same time period, the CIIC Database shows that a total of 1,992 contacts were received system-wide (including juvenile correctional facilities). Thus, contacts from NEOCC composed only 3.1% of the total contacts received for this time period.

### **LOGGED CONCERNS**

Each contact may contain several concerns related to different subject areas. According to the CIIC Database, a total of 72 contacts were received from or regarding NEOCC since the origination of the database. These 72 contacts relayed a total of 358 concerns. The top ten logged concerns pertained to the following subject areas, in order from greatest number to least:

- Health Care
- Staff Accountability
- Legal Services
- Inmate Grievance Procedure
- Facility Conditions
- Housing Assignment
- Food Services
- Other
- Library
- Visiting

The most cited area of concern was in Health Care, with 82 total logged concerns. This issue was also brought forth by inmates during the on-site visit.

The second most cited area of concern pertained to Staff Accountability. This category tends to be broad, but generally pertains to staff not acting in accord with their job duties and responsibilities. The third most cited area of concern pertained to Legal Services.

During the on-site visit, CIIC staff asked NEOCC staff what some of the biggest inmate concerns are. At the time, staff relayed that food is a common subject of complaints. Certainly, while CIIC staff were in the Inmate Dining Hall, food concerns were relayed, but that may have merely been due to location and timing. According to the CIIC database, Food Services (including food related concerns) is not even in the top five cited concerns. It may be that inmates feel more comfortable voicing the concern to staff rather than addressing it in a letter to the CIIC office in Columbus.

An inmate at NEOCC wrote the following:

**The jail here is overcrowded...At any given time, 75% of the cells are triple-bunked in two man cells. Here is your main problem: regulation per inmate per cell is 70 sq. ft. These cells are 130 sq. ft, thus technically being 10 sq. ft. short for two man regulation, let alone three.**

Now the air circulation system is designed for two people. If an air quality control audit is done at 4:30 a.m. when they open the doors, after three people have been sleeping, you will see oxygen levels (regulation is 19.5) below regulation. Maintenance conferred when asked, replying the system is designed for two people. Which rolls into problem #2. **The air circulation system is broken, meaning there is no air circulation, which is why inmates such as myself wake up sick, dizzy, and have headaches. Request after request to West Wing Manager... have been filed and nothing has been done.**

**Not only are we overcrowded and cannot breathe, but then the facility brings in new inmates, give the tuberculosis test and without knowing that they are negative or positive for three days, they house this third inmate in a two man cell for those three days in my over-populated, non-circulation cell, spreading an air-born disease.**

**The showers...are infested with mold, fungus, and drain flies...**There are 90 inmates using 10 showers per day in a humid, non-circulating pod. Now science alone should tell you what is going to happen if they are not cleaned every day.

Staff at NEOCC responded to the above reported concerns that the allegation of 75% of inmates being triple-bunked is not true. Very few cells were triple-bunked and it was only for a short time. Staff also had the air circulation checked out and did not detect any problems. Staff relayed that they were not aware of any issues of inmates complaining of dizziness.

Regarding the showers, staff relayed that the showers are cleaned daily and are sprayed down once per week with bleach. Staff also relayed that they recently had an inspection by both the U.S. Marshals, as well as the Ohio Department of Rehabilitation and Corrections, in addition to the CIIC on-site visit, and that the facility was given the stamp of approval.

Regarding Tuberculosis tests, staff relayed that inmates are tested for TB before they arrive at the facility and again while they are at the facility. At the time of the inquiry, only one inmate had reportedly caused a concern and he was put in isolation.

CIIC also received petitions, each signed by at least 30 inmates who appear to be U.S. Marshal detainees. The petitions relayed the following concerns:

- (1) Grievances are never processed or answered. Staff avoid issuing the forms. Access to counselors and Case Managers is sporadic at best.
- (2) Inmates are unable to access the restrooms during meal times and officers are trained not to open the doors, even when the inmate advises them that they must use the bathroom. At times, meal preparation and eating takes up to an hour (the longest part being the door locking procedure). We have had instances where inmates were forced to urinate in the shower. On one occasion, a sick inmate who had diarrhea had no choice other than to use the community wash basin because of CCA's absurd policy.
- (3) The law library was twice a week for one hour. The Assistant Warden changed it to weekly for two and a half hours. However, CCA staff do not honor the new hours. As a result, inmates now receive less than an hour per week to research their cases. This is inadequate because the USMS inmates need time to research their cases. More time is provided to sentenced BOP inmates. In addition, to impair the ability of pretrial inmates to conduct legal research, CCA turns the computers off. Only sentenced BOP inmates may perform computer research. Yet CCA does not have the tools to research the law such as Shepard's Citations, etc (which they did not buy because they have the computers).
- (4) "Sick Call" requests are often not processed or it takes 7-10 days (or longer) to see anyone.
- (5) The institution does not provide inmates the ability to maintain dental hygiene. The \$0.10 toothbrushes that are sold tear up your gums and last only one use. CCA stopped selling dental floss or floss picks even though their handbook advises inmates to floss daily. Plus there is no denture cleaner for dentures.

- (6) The institution only allows inmates to purchase two aspirins (for \$0.70) per week or two Ibuprofen (\$0.15) per week. Yet, if an inmate has a toothache or is in pain, it takes days to see somebody. Two single pills of painkillers are woefully inadequate.

Staff relayed the following response to the above concerns:

- (1) Grievance Process: Grievances are being processed in accordance with the prisoner handbook and the facility grievance policy...The Grievance Coordinator is ensuring that prisoners are utilizing the informal resolution process which many prisoners initially refused to follow.
- (2) Restroom Access During Feeding Times: The concern expressed is not accurate. Prisoners are authorized access to their cells and restrooms during the feeding process. The concerns about prisoners urinating and defecating in the shower areas have not been expressed at the facility level.
- (3) Law Library Access: Prisoner access to library services is in compliance with the Minimum Standards for Jails in Ohio. A law library has been established on the Jail Wing to expand access to this area.
- (4) Sick Call Access: The USMS Jail Wing utilizes an open sick call process. Prisoners can come to Sick Call Monday through Friday, except holidays, from 0800 to 0900 hours. The prisoner is triaged and scheduled for an appointment the same day to be treated.
- (5) Dental Hygiene Supplies: The prisoner commissary listing [includes] dental hygiene items available...Also enclosed [with the response to CIIC] is a sample of the toothbrush sold through the commissary and a sample of the toothbrushes issued at intake and for indigent inmates.
- (6) Over the Counter Medication Purchased Through the Commissary: The commissary list enclosed [in the response to CIIC] also lists all of the over the counter medications available for purchase and the applicable limits. The Sick Call process is available for pain related ailments such as described in the letter.

CIIC has also received reported concerns from inmates at NEOCC regarding access to the law library. It was relayed that each pod of inmates housed on the U.S. Marshal side of the facility are only permitted two hours a week to conduct research in the facility's law library. Further, there are reportedly only two computer workstations available for inmates to use so that they can access the legal information needed to work on their

cases. Inmates also relayed that there is no manner in which to procure a hard copy of the material from the computer database. In addition, it was relayed that the legal reference material available does not meet the current standards with regard to the minimum standard to be considered adequate and that there is no law clerk of any kind. Reportedly, the only staff available is a Unit Counselor who has no legal training.

The following allegations/concerns were brought forth by inmates at NEOCC:

...I could have brought a M-16 or machete in this prison. Out of seven of us that came in this facility, none of our property was checked. At intake, booking or processing, the facility had no paperwork on our background. There are guys living with sentenced that are pre-trial and pre-trial with sentenced. Guys doing two month sentences with guys doing 30, 40 year sentences for murder and belong to gangs. 200 plus inmates in a dining facility with 2-3 officers. When a person leaves and a bunk opens in a cell, the facility will put any one they want. Every jail that double bunks a cell makes sure the two get along...Three men in a cell is not good or healthy. The cells were built for two men, not three. There is no ventilation in the cells...The facility is supposed to quarantine new inmates for three days until the TB test clears and a physical is done. We had a MURSE Staph outbreak. The officers just don't care that this is a non-smoking facility. There are thousands of cigarettes in here. For \$50.00, the officer will bring a pack in for an inmate...

...(1) Medical is terrible. The doctor here cannot prescribe medication she feels is necessary because she has to get it approved through a committee.  
 (2) A number of us have submitted grievances and never get an answer.  
 (3) The law library is well-equipped, but the inmates who go there after 3:00 can't use the computers (brand new Dells) nor can they make copies.

...Not all the letters sent from this facility make it to [CIIC]. I have been told by the inmates that mail of that type is prone to being "lost" by NEOCC...I have at this time filed or tried to file four grievances. Two regarding the law library issue and two because I have not been able to see a Doctor since I arrived...about two months ago. All four have been "lost." From what I am told, this is standard procedure for the Marshals inmates. They hope we move before they have to act...In addition to the lost grievances, I have placed more than a dozen inmate request forms (two were answered), written three letters to the Warden, talked to Ms. Austin and Mr. Valentine on many occasions. Each time I am told they will "look into it." But nothing seems to change...The computers in the law library are still not working for the eighth straight week...Two days after [the CIIC on-site visit, CIIC's] address was removed from the pod bulletin board. I have tried to report it several times but the COs take it down almost immediately...Since I wrote you and started my court action, my pain meds were stopped. May be a coincidence, maybe not.

## CONCLUSIONS

Overall, the CIIC on-site visit to NEOCC was very positive. Staff were very friendly and accommodating, answering every question and offering even more information than requested. NEOCC's Warden, Robert Tapia, has had many years of experience within corrections and CIIC's impression of him was very positive. Security was appropriately tight. Every facility surface gleamed. Although inmates voiced complaints about the food, the portions were abundant (at least in comparison with several ODRC facilities) and the food was hot.

Most impressive at NEOCC was the Education Department. The Principal was clearly devoted to serving the educational needs of the BOP inmates at NEOCC. He was very enthusiastic and was obviously proud of the classes at NEOCC. Inmates were absorbed in learning and the Library was well-used.

The Recreation area at NEOCC for Bureau of Prisons inmates was also positive. According to staff, the inmates receive many hours of outside Recreation time, which enhances both inmate attitude and tension. It is hoped that with the reported addition of another Recreation space that even more time may be spent in Recreation for inmates so as to reduce idleness.

Although inmates allege that grievances are lost or not answered, NEOCC staff relayed during the on-site visit that measures have been taken to ensure inmate access to staff. In particular, during the meal times, staff congregate in the main area so that inmates may approach them to raise any particular issues of concern. Given the relatively frequent number of allegations that grievances are lost, it is hoped that NEOCC staff will consider evaluating the grievance procedure to determine methods of ensuring that every inmate grievance is reviewed and answered. A low number of grievances does not necessarily correlate to inmate satisfaction and may even be taken as a sign of lack of inmates' faith in the system.

In fact, although the CIIC on-site visit was positive, the inmates' letters to this office imply that there may be two faces to the issue. While medical facilities appeared to be very clean and responding appropriately to inmate needs, it is interesting that Health Care should comprise such a large number of the cited concerns to CIIC. In addition, although inmates did not report inmate tension or fears, the reported number of inmate on inmate assaults appears to be high for a single institution, although various factors could contribute to the high number.

Northeast Ohio Correctional Center's largest problem appears to be performing the balancing act between serving the needs of the Bureau of Prisons inmates and the U.S. Marshal detainees. In reviewing the contacts to CIIC, it appears that the majority pertain to U.S. Marshal detainee concerns. It is understandable that the facility provides more services to the Bureau of Prisons inmates, as they are serving sentences of several months to several years versus the U.S. Marshal inmates who are in transit to their parent institution to serve the majority of their time. Unfortunately, standards for jails are much

lower than standards for prisons. Despite the serious inmate concerns listed above, NEOCC may well be operating within the standards established for jails.

Hopefully, however, NEOCC staff will consider the needs of U.S. Marshal inmates, regardless of the minimum standards, with an open mind. Staff relayed that although a U.S. Marshal inmate's time at NEOCC should be short, they knew of at least one U.S. Marshal inmate who had been there for almost a year. Thus, staff should bear in mind that a U.S. Marshal inmate could be there for a longer duration than expected.

Attention to the grievance procedure is recommended to ensure that all problems and concerns are investigated and addressed. Use of triplicate carbon informal complaint forms such as is used by the Ohio Department of Rehabilitation and Correction would ensure that complaints are not lost, but documented, tracked and answered, with staff accountability also ensured.