



A Joint Committee of the Ohio General Assembly

NORTHEAST REINTEGRATION CENTER INSPECTION REPORT

SEPTEMBER 2020

SEN. WILLIAM P. COLEY, II
Vice-Chair

REP. DOUG GREEN
Chair

SEN. HEARCEL F. CRAIG
Secretary

TABLE OF CONTENTS

SUMMARY 2

SAFETY & SECURITY 5

- A. Violence Outcome Measures
- B. Use of Force
- C. Control of Illegal Substances
- D. Offender Perception of Safety
- E. Unit Security Management
- F. Institutional Security Management
- G. Prison Rape Elimination Act (PREA)

HEALTH & WELLBEING 10

- A. Unit Conditions
- B. Medical Services
- C. Mental Health Services
- D. Recovery Services
- E. Food Services
- F. Recreation

FAIR TREATMENT..... 15

- A. Staff/Offender Interactions
- B. Inmate Grievance Procedure
- C. Offender Discipline

REHABILITATION & REENTRY 18

- A. Reentry Planning
- B. Rehabilitative Programming
- C. Family Engagement and Community Connections
- D. Academic Programming
- E. Library Services
- F. Vocational and Work Skill Development

FISCAL ACCOUNTABILITY..... 22

- A. Fiscal Wellness
- B. Environmental Sustainability
- C. Staff Management

ENDNOTES 27

REPORT ON THE INSPECTION & EVALUATION OF NORTHEAST REINTEGRATION CENTER

Dates of Inspection:	September 2, 2020
Type of Inspection:	Announced
CIIC Staff Present:	Travis Ricketts, Deputy Director (Remotely) Rachel Helbing, Sr. Analyst, Report Coordinator (Remotely) Jeffrey Noble, Senior Analyst (On-Site) Elijah Woodberry, Analyst (Remotely)
Facility Staff Present:	Warden Charmaine Bracy CIIC spoke with many additional staff throughout the course of the inspection.

Institution Overview

Northeast Reintegration Center (NERC) is one of three female prisons that are run by the Ohio Department of Rehabilitation and Correction (DRC). NERC is a medium security female facility, housing Level 1 (minimum) and Level 2 (medium) security offenders. NERC opened in 1988 as pre-release setting for males but was converted in early 1990 to a facility for female offenders. Previously known as Northeast Pre-Release Center, NERC sits on 14 acres in Cleveland, Ohio. In FY 2020, NERC was approved for a budget of \$18,095,915.

The rated capacity for NERC is 670. As of September 2, 2020, the institution housed 506 offenders. Demographically, 72.3% of offenders were classified as white, 22.9% as black, and 4.5% as another race. The youngest offender was listed as 19 years of age and the oldest was listed as 70 years of age. The average offender age was 37 years. As of September 2020, NERC employed 164 total staff, of which 80 are officers.

The institution scored 100% compliance on the May 2017 ACA audit for 56 applicable, mandatory standards, and 99.7% on the 423 applicable, non-mandatory standards. The areas of non-compliance were for cell square footage.

In its February 11-12, 2020 full internal management audit, NERC was 100% compliant on the 58 applicable, mandatory standards and 99.8% compliant on the 419 applicable, non-mandatory standards. Of the Ohio Standards, the facility was 98% compliant on the 92 applicable standards. The areas of non-compliance were related to unencumbered space in cells, asset management forms, and errors in sexual misconduct investigation.

FACILITY RATINGS

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

INSPECTION OVERVIEW

Preparation for the inspection of Northeast Reintegration 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. CIIC members and staff were notified of the upcoming inspection.

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, Wednesday, September 2, 2020, consisted of an opening meeting between the in-person inspector, Warden, and Deputy Warden followed by a facility tour. Areas inspected included: visiting room, food service, mental health department, medical department, F and H unit, education department, and operation administrative area. An education class was attended and evaluated. A close-out meeting was held by the CIIC inspector, Deputy Warden, and Warden prior to departure. Each remote inspector completed telephone interviews with staff in various positions. Facility staff were welcoming to the CIIC inspectors, and their adaptability to the hybridized inspection process was greatly appreciated.

An initial inspection report draft was provided to Warden Bracy and her staff on September 18, 2020, as an opportunity to review and notify CIIC staff of any discrepancies. A teleconference meeting between CIIC and facility staff was held on September 23, 2020 to finalize the inspection report draft.

SAFETY & SECURITY: EXCEPTIONAL

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

SAFETY & SECURITY	2017 EXCEPTIONAL	2020 EXCEPTIONAL
<i>Violence Outcome Measures</i>	<i>Exceptional</i>	<i>Exceptional</i>
<i>Use of Force</i>	<i>Exceptional</i>	<i>Exceptional</i>
<i>Control of Illegal Substances</i>	<i>Exceptional</i>	<i>Exceptional</i>
<i>Offender Perception of Safety</i>	<i>Exceptional</i>	<i>Exceptional</i>
<i>Unit Security Management</i>	<i>Good</i>	<i>Good</i>
<i>Institutional Security Management</i>	<i>Exceptional</i>	<i>Exceptional</i>
<i>Prison Rape Elimination Act</i>	<i>Acceptable</i>	<i>Good</i>

KEY FINDINGS

The institution continues to have very few assaults.

Nearly all survey respondents, 88.1%, identified that drugs were not available at the facility.

The facility has improved its management of PREA standards, performing well on its recent audits.

PREA allegations did increase from 2018 to 2019, by 9 cases.

VIOLENCE OUTCOME MEASURES: EXCEPTIONAL

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.

	2017	2018	2019
Inmate on Inmate	2	5	0
Significant I/I	0	0	0
Inmate on Staff	0	1	1
Significant I/S	0	0	0

Offender disciplinary convictions for causing or attempting to cause physical harm to another (Rules 3 & 4) increased by two incidents from 2018 to 2019. There are no Rule 3 and 4 convictions to date in 2020.

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."

Comparator Inmate-on-Inmate and Inmate-on-Staff Assaults

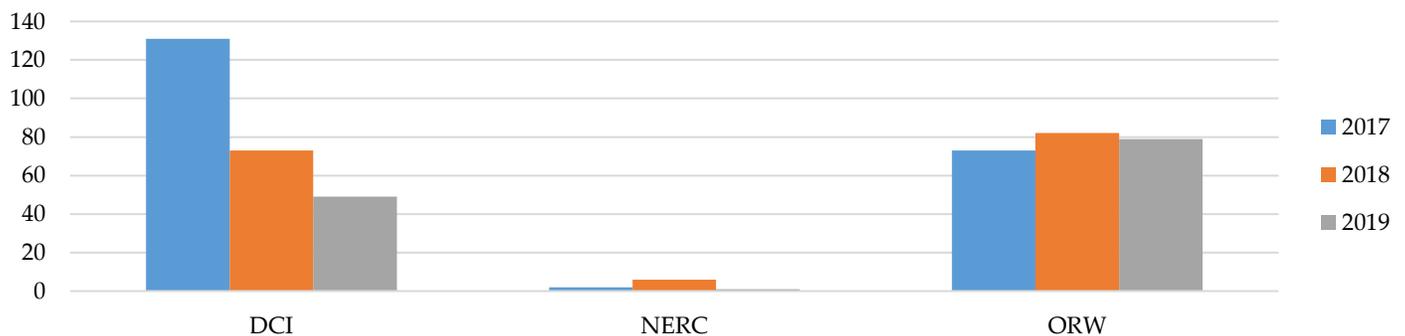
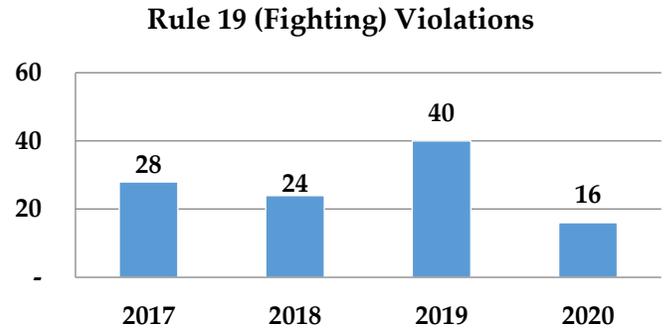


Figure 1: The total combined "inmate on inmate" and "staff on inmate" assaults are graphed above for data collected from 2017-2019 for all DRC female institutions.

Fights

Fights¹ are documented via RIB convictions for Rule 19 (fight) violations. There were 24 convictions in 2018, and 40 convictions in 2019 for fight violations at NERC. The institution has had 16 Rule 19 convictions in 2020 to date.



Homicides

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

Disturbances²

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

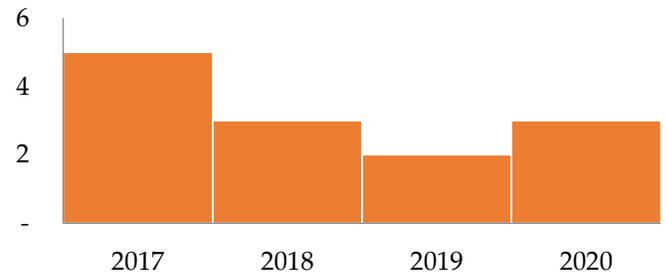
USE OF FORCE: EXCEPTIONAL

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

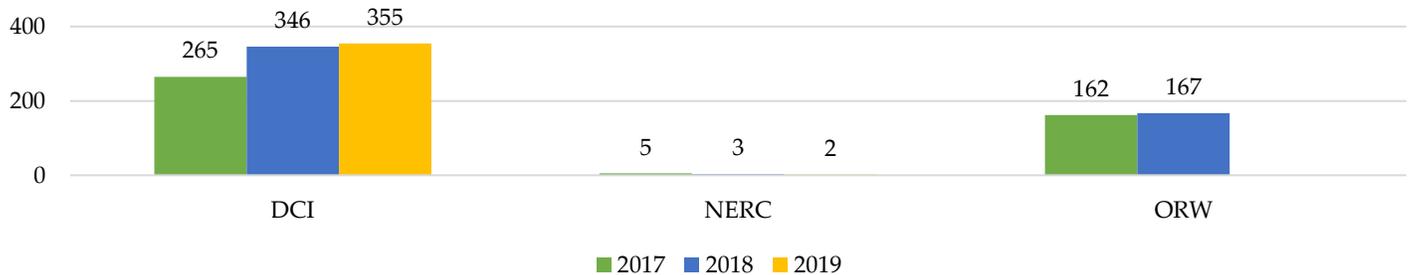
During CY 2019, the facility reported two use of force incidents. Compared to CY 2018, in which three uses of force were reported, total uses of force increased by 50%³. The institution has had three use of force incidents in 2020 to date.

NERC Use of Force Incidents



NERC UOF	2018	%	2019	%
	3	-40%	2	+50%

DRC Female Facility UOF Incidents



Procedural Accountability

Video documentation was available on all six incidents reviewed. Two incidents required referral to a use of force committee/ investigator. Officer statements reviewed were thorough and stated directives given prior to force. The required

documentation was completed and included in the packets. All offenders provided statements. Six medical examinations were completed later than the hour requirement. All six use of force incident recordings were watched through to completion and no issues were noted.

Application of Force

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

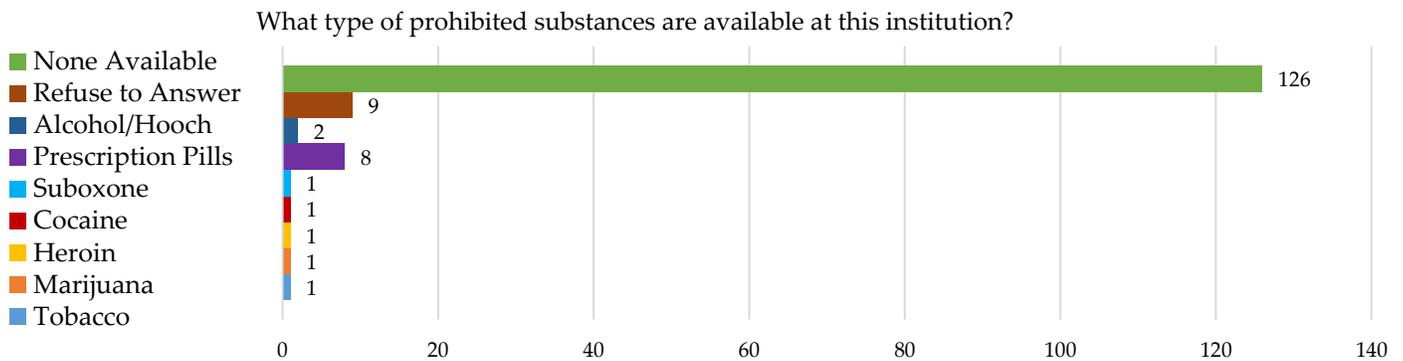
institution has very minimal use of force incidents. The institution continually trains staff on handling use of force incidents due to the limited incidents to ensure staff knowledge of policies and procedures.

CONTROL OF ILLEGAL SUBSTANCES: EXCEPTIONAL

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 and the comparator prison rate.

Random Drug Testing	2017		2018		2019	
	# Tested	% Positive	# Tested	% Positive	# Tested	% Positive
Dayton Correctional Institution	298	0.0	341	2.1	458	6.8
Northeast Reintegration Center	242	0.0	296	0.0	475	0.0
Ohio Reformatory for Women	1573	1.7	1780	1.7	1705	0.3
Program Drug Testing						
NERC	96	0.0	199	0.0	140	0.0
For Cause Drug Testing						
NERC	5	20.0	15	33.3	37	0.0

88.1% 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 prescription pills (8) and alcohol / hooch (2).



Rule 39 (Possession or Use of Illegal Substance)	DCI	NERC	ORW
2019	120	2	73
2018	77	7	115
2017	53	2	60

OFFENDER PERCEPTION OF SAFETY: EXCEPTIONAL

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
<i>Do you feel safe/neutral/unsafe from other inmates here?</i>	99.3%	N=142	+1.5%

The institution had zero offenders under investigation for Protective Custody at the time of inspection.

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.

Officer Rounds

Officers were consistent in documenting security rounds in the requisite 30-minute, staggered intervals. This was reviewed via officer log books in the unit and electronically reviewed for second and third shifts.

Security Classification

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

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. The electronic records were reviewed minor and major contraband were logged appropriately.

Cell⁴/Bunk⁵ Security Check

Cell security indicated good security and visibility. Multiple cells were reviewed and personal property seemed to be managed appropriately.

INSTITUTIONAL SECURITY MANAGEMENT: EXCEPTIONAL

Evaluation of security management focuses on: executive staff rounds, critical incident management, STG management, and escapes.

Executive Staff Rounds

Executive staff members⁶ are consistent in making the required rounds in housing units based on a review of employee sign-in logs. Staff rounds were modified due to the coronavirus response and staff were assigned to cohorts for rounds.

STG Management

As of September 2020, there were 13 STG-affiliated offenders, which was 2.5% of the institutional population. The number of STG-affiliated offenders was similar in comparison to the number on the 2018 inspection, which was 12 offenders (1.9%).

Violent Incident Management

10/10 officers interviewed indicated they are informed of incidents through a briefing at roll call, prior to beginning their shift. This practice allows for critical information to be communicated for awareness.

STG-Affiliations	Dec 2017	Dec 2018	Sept 2020
	1.8% of population	2.2% of population	2.5% of population

The number of Rule 17 (unauthorized group activity) convictions⁷ has remained 0 for 2017-2020 to date. 133 offender survey respondents identified that gang activity does not occur at the facility. Only two respondents identified gang activity as an occurrence, and cited theft.

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 security threat group classification reviews.

Rule 17 Violations	2017	2018	2019
Dayton Correctional Institution	9	3	5
Northeast Reintegration Center	0	0	0
Ohio Reformatory for Women	1	4	8

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, the number of reported sexual assaults, and offender responses.

PREA Management

The February 2020 Internal Management Audit found 1 Ohio PREA related standards in non-compliance. It was related to the classification of a case.

The facility exceeded 8 and met all other standards on its 2020 PREA audit.⁸ There were no concerns noted. PREA notification alerts were checked in areas during CIIC inspection and were working appropriately.

Offender Education and Awareness

PREA posters, with information for offenders on reporting of sexual assaults, were posted in all housing units.

Investigations/Allegations

Staff reported there were 10 PREA cases in CY 2019, of which 6 were inmate on inmate and 4 were staff on inmate allegations.

	2018	2019
Total Alleged Incidents	1	10
Outcomes	1 substantiated	2 unsubstantiated 5 unfounded 3 substantiated

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Have you been harassed or threatened by other inmates here?</i>	22.9%	N=140	+3.7%
<i>Have you ever been abused by inmates here?</i>	4.2%	N=142	+0.2%
<i>Have you been harassed or threatened by staff here?</i>	16.9%	N=142	-5.2%
<i>Have you ever been abused by staff here?</i>	4.9%	N=142	+0.9%
<i>Do you know how to report sexual harassment or abuse?</i>	95.8%	N=142	+2.1%

HEALTH & WELLBEING: GOOD

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

HEALTH & WELLBEING	2017	2020
	GOOD	GOOD
<i>Unit Conditions</i>	<i>Good</i>	<i>Good</i>
<i>Medical Services</i>	<i>Good</i>	<i>Good</i>
<i>Mental Health Services</i>	<i>Exceptional</i>	<i>Good</i>
<i>Recovery Services</i>	<i>Good</i>	<i>In Need of Improvement</i>
<i>Food Services</i>	<i>Good</i>	<i>Good</i>
<i>Recreation</i>	<i>Good</i>	<i>Good</i>

KEY FINDINGS

Survey respondents reported high satisfaction with mental health services.

Of concern, there were two medical nurse vacancies, which may contribute to survey respondents’ perception of timeliness in a small facility.

Recovery services had multiple vacancies, which is reflected in long waitlists and low offender satisfaction.

UNIT CONDITIONS: GOOD

Evaluation of unit conditions consists of direct observation of unit conditions.

The offender housing at NERC consisted of eight units, each with two tiers and divided into suites. A suite consisted of a shared room for two or four offenders, with two separate bed areas, one shower, one toilet and one sink. Each housing unit has a specific mission or population: education, military, wellness, dog program, faith-based, recovery, and orientation.

Dayrooms/common areas were exceptional or good based on the cleanliness of the floors and their overall appearance. 94.4% of offenders surveyed (n=142)

believe their housing unit is clean on most days. During the inspection, unit staff reported minimal maintenance concerns but relayed that work orders were placed and being fulfilled. Each four person cell area had a shower and they were adequate.

All washer and dryers were checked and were in working order. All phones, ice machines, and drinking fountains were in working order. Cleaning materials matched the inventory and were appropriately secured. The institution has increased the cleaning chemicals out of COVID-19 precaution.

MEDICAL SERVICES: GOOD

Evaluation of medical services is comprised of an offender 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 proper condition. The facility appears to have sufficient space for staff to conduct clinical duties.

Staffing

The facility appears to have a sufficient number of medical staff. There were two registered nurse vacancies at the time of the inspection. The nurse focus

group did relay concerns with understaffing, which has been especially felt with the added responsibilities during the response to COVID-19.

Access to Quality Medical Services

100% of survey respondents (N=142) relayed they have access to Health Service Request forms. Overall, the nurse focus group felt the quality of care provided is exceptional and that they meet the needs of patients.

An internal management audit was conducted February 2020 and found no Ohio standards in need of improvement. Medical staff relayed that they participate in quarterly interdisciplinary meetings and patient ad-hoc meetings, which is in compliance with DRC policy. There has been one offender death since January 2017, which was a suicide.

Offender Survey Question(s)	Satisfied or Neutral	Total Number of Respondents	Change from Previous Inspection
<i>How satisfied are you with the quality of the care you get from the nurses?</i>	86.8%	N=136	+1.3%
<i>How satisfied are you with the quality of the care you get from the Doctor/ALP?</i>	60.8%	N=130	+5.7%
Within 2 days			
<i>On average, when do you see the nurse after filing a health service request (sick call slip)?</i>	76.6%	N=124	-5.2%

Sick Call & Chronic Care

Number of offenders seen in last 6 months			
Offender Survey Questions	Yes	Total number of respondents	
<i>Nurse Sick Call</i>	721	<i>Doctor Sick Call</i>	126
<i>Chronic Care Caseload</i>	305	<i>Appointments in last 6 months</i>	525
<i>If you are on the chronic care caseload, do you see medical regularly?</i>	76.9%	N=65	+0.9%

MENTAL HEALTH SERVICES: GOOD

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

Caseload

<i>Total</i>	312	<i>C1 / Seriously Mentally Ill (SMI)</i>	178
<i>Offenders on Medication</i>	206	<i>On Mandated Medications</i>	0

Facilities

The mental health facilities were observed to be clean and orderly. The mental health offices were inside the mental wellness housing unit. This allowed for great access for offenders.

Staffing

Staffing levels included a psychiatrist, two psychologists, an APN-MH, LISW, PC, mental health administrator, psych assistant, 2 RN's, a QIC, activity therapist, and an HIT. There was 1 vacancy at the time of the inspection for a Social Worker 2.

Access to Mental Health⁹

657 kites have been processed in the last six months. The institution made 252 mental health referrals for offenders in the last six months. Facility staff noted that they have been able to maintain access to quality mental health services, despite the caseload increasing from 53% to 60% of the institution over the COVID-19 response time period.

Quality

A full internal management audit was conducted in September 2020. The auditors relayed no concerns related to mental health services.

Programming

NERC offers an extensive selection of mental health programming for offenders. At the time of the

inspection, 23 programs were offered by the mental health department. Groups were beginning to resume with limited class capacity, out of precaution for the coronavirus.

In the past six months, 62 treatment program sessions have been held and 188 offenders have participated. Programming has decreased during this time period, out of precaution for COVID-19.

Suicide Attempts / Critical Incidents

There has been one completed suicide since January 2017. As a result of this event, shower facilities were modified to increase visibility for offender safety. The facility had 37 offenders placed on constant watch and 16 on observation status from 2017-2019.

Offender Survey Question(s)	Satisfied or Neutral	Total Number of Respondents	Change from Previous Inspection
<i>Overall, how satisfied are you with the quality of the care you get from Mental Health?</i>	84.9%	N=106	-4.5%

RECOVERY SERVICES: IN NEED OF IMPROVEMENT

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

Facilities

Staff relayed that classroom space is lacking. NERC does have a recovery services housing unit, although staff relayed that housing needs keep this from being focused solely on recovery.

Staffing

Staffing levels are insufficient to provide adequate programming. Staffing consisted of two counselors and a fill-in supervisor. There were two vacancies for a counselor and administrator. Volunteers that facilitate AA/NA programming are currently prohibited out of health precaution.

Participation and Outreach¹⁰

NERC’s recovery service department works alongside medical, mental health, and security departments in a cooperative manner, and hope to become more collaborative in the future. Staff relayed that multidisciplinary meetings occur quarterly through the Quality Improvement process, which is in policy.¹¹

NERC recovery services offers programming to include: Brief Intervention Program, Treatment Readiness, Medicated Assisted Treatment, Narcan Education Groups, and Intensive Outpatient Program. NERC reported 165 offenders have participated in programming in the last six months, with 286 offenders on the waitlist. Programming stopped in March due to COVID-19, but has since resumed. Staff report that waitlists for programming are currently lower than before the shutdown.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Do you feel you are able to get into recovery services programs?</i>	40.4%	N=114	-30.0%

FOOD SERVICES: GOOD

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

The tables and the floor of the dining halls were clean and clear of debris. The serving lines were also clear of food particles. The meal sampled by CIIC was rated as good. Temperatures were appropriate.

Kitchen and Food Preparation Area

The kitchen area appeared clean, cooking equipment appeared clean while in use, and stored equipment was clean and orderly. Staff relayed that equipment is sanitized after every use and the preparation area is cleaned on a consistent basis. The dry storage, walk in refrigerators, spice room, and freezers were physically inspected and were orderly and clean. There were no maintenance issues identified at the time of the visit.

Staffing and Offender Work Programs

The food service staff consists of a director and 5 hourly workers. Staff reported there are currently 49 offender food service workers. Offenders earn \$15 each month in state pay, along with an additional \$10 in incentive pay which is given to the 25 highest-performing workers.

On the day of the inspection, there were 0 offenders enrolled in the IN-2-WORK program, which is provided by Aramark and includes both a classroom component and on-the-job training. The curriculum is tailored to the special needs of offenders, including classroom instruction and “on-the-job” training.

Loading Dock / Pest Control

The loading dock was clean and clear of debris. The Food Service Director indicated that they periodically experience mice issues but they are handled immediately.

Food Service Management and Oversight

A review of the food service kite log¹² found that most kites were regarding vegetarian requests or Fresh Favorites. Meal substitutions and delays reportedly seldom occur, and only to maintain a quality meal.

In their most recent contract evaluation from the DRC in January 2020, NERC received a compliance score of 94%. The area of non-compliance was mostly regarding sanitation. In their most recent health department inspection in January 2020, 3 of 66 standards were found in non-compliance. Violations were regarding mouse droppings and plumbing.

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>	40.1%	N=142	+9.0%

The most frequently reported concerns were “Quality of the meal,” reported by 95 respondents, and “Running out of food,” reported by 75 respondents.

RECREATION: GOOD

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

Facilities

NERC does not have an indoor recreational facility, but does provide a pool table, treadmill, elliptical machine, and weight machine in each unit. There were also board games, puzzles, crafts, and reading material available in each unit. There were two outside shelter houses, basketball courts, a sports field, and pull up bars for offender use. No maintenance concerns were reported at the time of inspection.

Access

Prior to COVID all eight units were allowed to recreate at once, in response to the pandemic only four units may recreate at once. Units may attend recreation every day during morning and evening hours. Staff relayed that recreation is rarely shut down

and if movement is temporarily modified due to an incident, activities are provided in the housing units.

Activities

Offenders are offered a variety of activities, including organized intramural sport and tournaments. Movies are made accessible and are rotated. Staff stated that music programs are offered through both faith-based and mental health services. The recreation department has an arts and crafts room. Art activities are also offered in their housing units. There are 17 offender program assistants.

Offender Survey Question(s)	Satisfied or Neutral	Total Number of Respondents	Change from Previous Inspection
<i>How satisfied are you with recreation?</i>	73.4%	N=143	+12.6%

FAIR TREATMENT: GOOD

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

FAIR TREATMENT	2017 GOOD	2020 GOOD
<i>Staff/Offender Interactions</i>	<i>Good</i>	<i>Exceptional</i>
<i>Inmate Grievance Procedure</i>	<i>Good</i>	<i>Good</i>
<i>Transitional Program Unit</i>	<i>Deferred</i>	-
<i>Offender Discipline</i>	-	<i>Good</i>

KEY FINDINGS

Survey respondents had positive ratings of staff interaction.
 The Inspector provided exceptionally thorough and fair responses to grievances.
 Grievance responses had problematic rates of untimeliness.

STAFF / OFFENDER INTERACTIONS: EXCEPTIONAL

Evaluation of staff/offender interactions is based on a survey of offenders and analysis of grievance data.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>On most days, are your housing unit officers professional?</i>	79.4%	N=141	-2.9%
<i>On most days, are your housing unit officers helpful?</i>	78.2%	N=142	+1.2%
<i>Have you ever been abused by staff here?*</i>	4.9%	N=142	+0.9%
<i>If you have been abused by staff here, what type of abuse was it? Physical</i>	0.0%	N=0	-75.0% (6 Respondents)
<i>If you have been abused by staff here, what type of abuse was it? Sexual</i>	0.0%	N=0	-25.0% (2 Respondents)

**Some survey respondents wrote in that the abuse experienced was verbal.*

INMATE GRIEVANCE PROCEDURE (IGP): GOOD

Evaluation of the inmate grievance procedure¹³ 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 relayed that orientation is conducted with new staff and offenders to educate on the grievance procedure. The inspector stated that they hold open office hours. Offenders may also access the Inspector by kiting for an interview or by talking to them during institutional rounds in the unit. Inspector’s report logs reflected rounds being conducted in areas to include medical, food service, and limited-privilege housing.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Do you know who the inspector is?</i>	74.5%	N=141	+5.5%
<i>Are you able to get the following: Informal Complaints?</i>	97.2%	N=141	+2.1%
<i>Have you ever felt that staff would not let you use the grievance procedure here?</i>	7.2%	N=139	-7.1%

Offender survey respondents who reported that they had not used the grievance procedure noted that the top two reasons were “No reason to use” (71), followed by “Staff retaliation” (34).

Informal Complaints

	2018	2019
Filed	535	583
Untimely Responses	6.0%	10.1%

The Inspector relayed that the most frequent informal complaint topics are relating to medical. The Inspector relayed that they do contact staff and monitor informal complaint responses closely to ensure they

are timely and professional. Staff that frequently fail to respond in a timely manner are spoken to, and an incident report will be submitted to the Warden for accountability.

A review of ten informal complaint responses for timeliness, investigation, and professionalism was completed. The responses all provided explanations of the investigations or evidence reviewed and professionally addressed the complaints.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Do you feel that the following are handled fairly at this institution: Informal Complaints?</i>	44.0%	N=75	+6.0%

Grievances

	2018	2019
Filed	63	57
Average Response Time	11.5 Days	14.7 Days
Untimely Responses	60.3%	52.6%

The Inspector relayed that the most frequent grievance topics are relating to supervision.

A review of ten grievance responses for timeliness, investigation, and professionalism was completed. The responses all provided explanations of the investigations or evidence reviewed and professionally addressed the complaints. The responses by the NERC Inspector were noted to be exceptionally thorough and fairly assessed the concerns of the offenders.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Do you feel that the following are handled fairly at this institution: Grievances?</i>	42.4%	N=59	+3.9%

Oversight and Accountability

The Inspector relayed that there is an opportunity afforded to discuss issues/trends related to the grievance procedure and offender complaints during executive staff meetings and department head meetings. There were no offender grievances filed in the past year for staff retaliation that were substantiated.

OFFENDER DISCIPLINE: GOOD

Evaluation of offender discipline¹⁴ 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 were Rule 19 (fighting) and Rule 8 (threatening bodily harm to another), of the Inmate Rules of Conduct. Staff reported there were no issues with backlog.

There were 1,708 conduct reports in 2019, which was a 10.4% decrease from 2018, which had 1,906. Note that a single conduct report often includes multiple Rule violations that occur during the incident.

Total Conduct Reports for Year

	DCI	NERC	ORW
2019	7717	1658	8288
2018	9441	1906	10499
2017	8422	1708	10816

Procedures

A RIB case was not observed due to no cases being available at the time of visit. An interview was completed with the RIB chairperson and it was clear that she was very knowledgeable of the offender disciplinary process. A review of 10 closed cases found no procedural errors, which indicates that the oversight of RIB from the Warden’s level is acceptable. The RIB panel did relay that no cases were modified from the Warden or Bureau of Legal Services.

Due Process

In the 10 closed case reviews, 6 offenders were on the mental health caseload and were screened by mental health staff prior to the RIB hearing, per policy. Two cases requested a witness in the cases reviewed; both were approved. The inmate rights form was completed for all 10 reviewed cases.¹⁵

Sanctions

The progressive discipline process was explained by the Rules Infractions Board Chairperson and the types of sanctions used to handle disciplinary issues were discussed. They were relatively minor due to the extremely low disciplinary occurrences at the institution.

LPH Population

NERC does not have a Transitional Programming Unit. Four cells are utilized to house offenders placed on Limited Privilege Housing status. There were three offenders being housed in the LPH cells. The racial breakdown was Caucasian (2) and Black (1) at the time of visit.

Conditions

Two cells were inspected, one that was occupied and one vacant. They were clean and orderly and no maintenance issues were noted. The offender had limited property due to her LPH status. LPH offenders wore striped uniforms for easy identification.

Programming/Activities

LPH offenders are permitted access to all programs that are available to general population offenders. A discussion with the offender on LPH indicated that she was provided access to all programs and activities identified by the institution staff.

Critical Incidents

According to staff, use of forces occur about three times per year at the institution. There were no alternative meal loafs utilized in the last three years.

REHABILITATION & REENTRY: EXCEPTIONAL

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

REHABILITATION & REENTRY	2017 GOOD	2020 EXCEPTIONAL
<i>Reentry Planning</i>	<i>Good</i>	<i>Good</i>
<i>Rehabilitative Programming</i>	<i>Exceptional</i>	<i>Exceptional</i>
<i>Family Engagement & Community Connections</i>	<i>Good</i>	<i>Exceptional</i>
<i>Academic Programming</i>	<i>Good</i>	<i>Good</i>
<i>Library Services</i>	<i>Good</i>	<i>Exceptional</i>
<i>Vocational & Work Skill Development</i>	<i>Good</i>	<i>Good</i>

KEY FINDINGS

NERC has numerous community partnerships that allow for greater reentry planning.

There is an exceptional amount of offender-led programs and groups.

NERC has a high number of volunteers from the community.

Offenders complete an exceptionally high number of service hours.

Offenders enrolled in college coursework have not been interrupted by COVID-19 due to the use of tablets.

The library offers satellite areas in each unit, which were well stocked and maintained.

REENTRY PLANNING: GOOD

Evaluation of reentry planning¹⁶ 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. Unit staff identified their biggest challenges as space restrictions, due to the lack of programming areas, or a gym or chapel that could be utilized.

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. The Unit Management staff provides oversight of plan completion. 20 RPLAN’s were provided for review, and all were completed.

Reentry Resources

Staff relayed they have many community partners that come to the facility for programming. Offenders also go outside of the facility to complete community service, employment, and schooling.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Do you know where you can find reentry information?</i>	50.0%	N=142	-16.8%

REHABILITATIVE PROGRAMMING: EXCEPTIONAL

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

NERC currently has four reentry approved programs and two reentry supplemental programs being facilitated by unit staff at the time of this site visit. Enrollment numbers are currently low due to the precautions of the coronavirus. An exceptionally large number of offender-led programs are offered within the units.

Program	Waitlist	Enrollment	2019 Completions
<i>Thinking for a Change</i>	20	6	28
<i>Decision Points</i>	104	0	15
<i>Victim Awareness</i>	98	6	35
<i>Responsible Family Life Skills</i>	28	0	14

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>	63.4%	N=134	-15.5%
	Yes		
<i>Have staff talked with you about what programs to take while incarcerated?</i>	44.4%	N=142	-18.0%

FAMILY ENGAGEMENT & COMMUNITY CONNECTIONS: EXCEPTIONAL

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

NERC promotes offender communications with family, friends, and community through mail, email, phones, free envelopes, coalition meeting attendance, and family nights when visitors are permitted. NERC reported 334,716 community service hours for 2019. NERC reported having 444 active volunteers in religious services, unit programs, education, recreation, and other areas. Staff relayed that community coalition partnerships are held with local counties, which are valuable resources for obtaining offender reentry assistance.

Offender Survey Question(s)	Yes	Total Number of Respondents	Change from Previous Inspection
<i>Have you had any problems with mail?</i>	43.4%	N=143	-6.8%
<i>Have you had any problems with telephones?</i>	41.3%	N=143	-30.6%
<i>Have you had any problems with visiting?</i>	34.8%	N=141	+14.1%

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.

NERC education department consists of one principal, one guidance counselor, two teachers, and two career-tech instructors. There are currently no vacancies in the education department. The average ratio of student to academic and career/tech teachers is 8 to 1. The education department reported having eight offender tutors trained to assist others develop learning skills.

NERC education department offers GED, Advanced Job Training (college courses) through Ashland University, career technical education/career enhancement program, and apprenticeship programs. Due to the nature of the institution (reintegration) many of the offenders already possess their GED's; in turn, many of them are enrolled in horticulture and administrative professional services courses. In Fiscal Year 2020, 39 GED's were earned by offenders.

Reading room hours for the children's reading room (when in operation) in visiting are being reported on the Educational Monthly Report per policy¹⁷.

In response to COVID-19, in-person instruction was temporarily suspended, but students were still given weekly packets to continue learning in a distanced manner. Those taking courses through Ashland University have tablet access and have continued courses as normal.

Staff relayed that the biggest challenge for the education department was access to computers due to location and spacing of computer labs.

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? Academic Programming</i>	55.1%	N=138	-3.3%

On-Site Observation

CIIC staff observed a GED educational program. The classroom was noted to be small, and held five students along with a teacher. The class was engaged with the teacher, through a PowerPoint and discussion.

LIBRARY SERVICES: EXCEPTIONAL

Evaluation of literacy development focuses on data analysis, a document review, observation, and offender survey responses.

Library Facilities

The library appeared organized and clean. The staff reported that the library currently has a capacity of approximately 15 offenders. In response to the pandemic only eight offenders are allowed to use the facilities at a time. There are also satellite libraries named: E, F, G, H, I, J, K, L and M.

There are six computers in the library: one LexisNexis, three word processors, two Ohio Means Jobs computers, and two type writers. All are reportedly operational.

The library advisory meeting was virtually held on June 30, 2020. The meeting discussed updates to the

library operations manual, rules, future improvements, and loss prevention.

The staff reported that those in the Transitional Program Unit (restrictive housing and limited privilege housing unit), can request policies and materials via kite.

Library Access

The library schedule reflects two evening library sessions and weekend hours which is in compliance with departmental policy.¹⁸ The library is opened five days a week, with unit libraries available all days of the week.

The librarian reported that complaints received recently were regarding access the library, due to reduced times in response to institutional COVID-19 regulations. Due to this, the librarian has received an influx in kites.

VOCATIONAL & WORK SKILL DEVELOPMENT: GOOD

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

Program	Waitlist	Enrollment	FY 2019 Completions
Horticulture	111	40	25
Administrative Professional Services	85	36	33

Programming

NERC offers advanced job training (coursework) through Ashland University. NERC offers two vocational programs: Horticulture and Administrative Professional Services. NERC currently has 82 apprentices enrolled in the following Apprenticeship programs: Animal Trainer, Cook, Film and Video Editor, Horticulturist, Janitor, Landscape Management Tech, Maintenance Repairer, Food Service Manager, Recovery Operator, and Video Editor.

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>	55.7%	N=131	+2.5%

FISCAL ACCOUNTABILITY: GOOD

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

FISCAL ACCOUNTABILITY	2017 GOOD	2020 GOOD
<i>Fiscal Wellness</i>	<i>In Need of Improvement</i>	<i>Good</i>
<i>Environmental Sustainability</i>	<i>Exceptional</i>	<i>Exceptional</i>
<i>Staff Management</i>	<i>Exceptional</i>	<i>Good</i>

KEY FINDINGS

Overtime management has improved since CIIC’s previous inspection. NERC achieved full compliance on its recent fiscal audit, an improvement from before. The usage of water, natural gas, and electricity all decreased over the reviewed time period. NERC has earned substantial revenue for a small facility through recycling projects.

FISCAL WELLNESS: GOOD

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.

Budget Overview

FY 2017	FY 2018	FY 2019
\$15,368,816	\$16,490,864	\$18,095,915

Overtime Management

	CY 2017	CY 2018	CY 2019
CO Overtime	18,442	21,528	17,104
Total Overtime	24,423	28,834	22,235

NERC Overtime



Infrastructure

Capital improvement request submitted for FY19-24

Project	Amount
Boiler Replacement	\$1,098,985
Food Service Upgrade	\$572,500
Window Replacement	\$1,703,730
Guard Shack/Weapon Storage	\$52,890
Entry Building Upgrades	\$141,000
Light Upgrades	\$850,000
Carport/Cover Station	\$125,000
Asphalt Resurfacing	\$775,000
Upgrade of Doors	\$300,000
B Building Expansion	\$1,900,000
Plumbing Upgrades	\$718,000
Floor Replacement	\$394,000
Upgrade of Faucets	\$150,000
Replacement of Flush Valves	\$175,000
Perimeter Camera/Sensor Upgrade	\$2,010,000
Technology Systems Upgrade	\$1,179,816
Weed Trimmers and Blowers	\$4,000
Recycling Building or Shed	\$85,000

Fiscal Audits

In their most recent internal audit, NERC was compliant in all 9 applicable Ohio fiscal standards for an overall score of 100%.¹⁹ In their most recent external fiscal audit dated July 2019, the External Auditor found 7 observations and concerns. The concerns were related to the business office, commissary, and inmate trust fund.

ENVIRONMENTAL SUSTAINABILITY: EXCEPTIONAL

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 developed by staff.

Utility Conservation²⁰

NERC decreased the use and overall cost of most of their utilities. Overall utility costs decreased by \$22,579 (3.5%) in FY 2019. The FY 18-19 utility consumption and cost comparisons are illustrated in the following chart:

Energy Type	FY 2018	FY 2019	Change
Water (gal)	18,344,497 gal	16,262,650 gal	-11.3%
	\$329,054	\$331,090	+0.6%
Natural Gas (ccf)	154,709 ccf	135,027 ccf	-12.7%
	\$76,917	\$64,790	-15.8%
Electric (kwh)	2,441,065 kwh	2,559,385 kwh	-4.8%
	\$229,637	\$217,149	-5.4%
Total Costs	\$635,608	\$613,029	-3.5%

Sustainability Programs

In FY 2019, recycling projects resulted in \$8,469 of revenue. There are currently no offenders enrolled in The Roots of Success²¹ environmental literacy program offered at NERC.

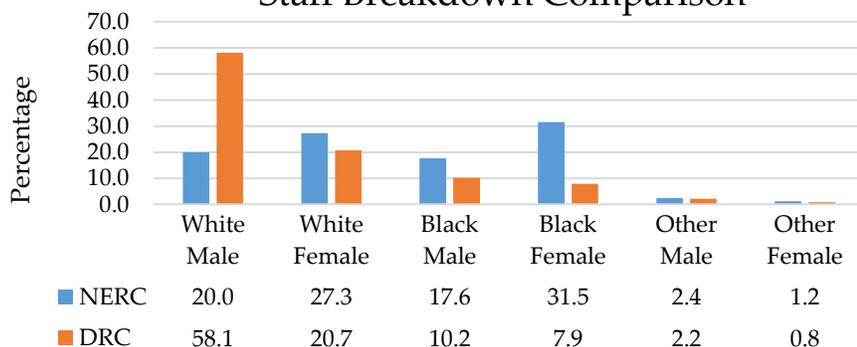
Sustainability Audit

NERC conducted a sustainability audit which outlined additional energy conservation and waste reduction initiatives from FY 2019.

STAFF MANAGEMENT: GOOD

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

Staff Breakdown Comparison



Staff Demographics

As of September 2020, NERC had 165 total staff including 83 correctional officers (50.3%). Of the total staff, 40.0% were male and 60.0% were female. Additionally, 47.3% were classified as white, 49.1% were classified as black, and 3.6% were classified as individuals of another race. As of September 2020, the inmate-to-officer ratio at NERC was 6.3-to-1 which is nearly the DRC ratio of 6.1-to-1.²²

Workplace Environment

CIIC interviewed 10 correctional officers who provided the following insight regarding the NERC workplace environment: Most officers rated staff safety “High,” and offender safety as “High” on a 5-point scale. Staff morale had mixed ratings, between “High” and “Low,” which staff attributed to communication and not receiving hazard pay during COVID-19.

Evaluations

In CY 2019, NERC staff completed 100% of their 140 performance evaluations.

Training²³

The FY 2019 NERC mandated training completion rates consisted of the following:

- CPR/First Aid: 100%
- Defense Tactics: 100%
- E-Learning: 100%
- OC-Spray: 100%
- Firearms 100%

Vacancies

On the day of the inspection, NERC reported 8 total vacancies. Of the total vacancies, 2 were correctional officer positions.

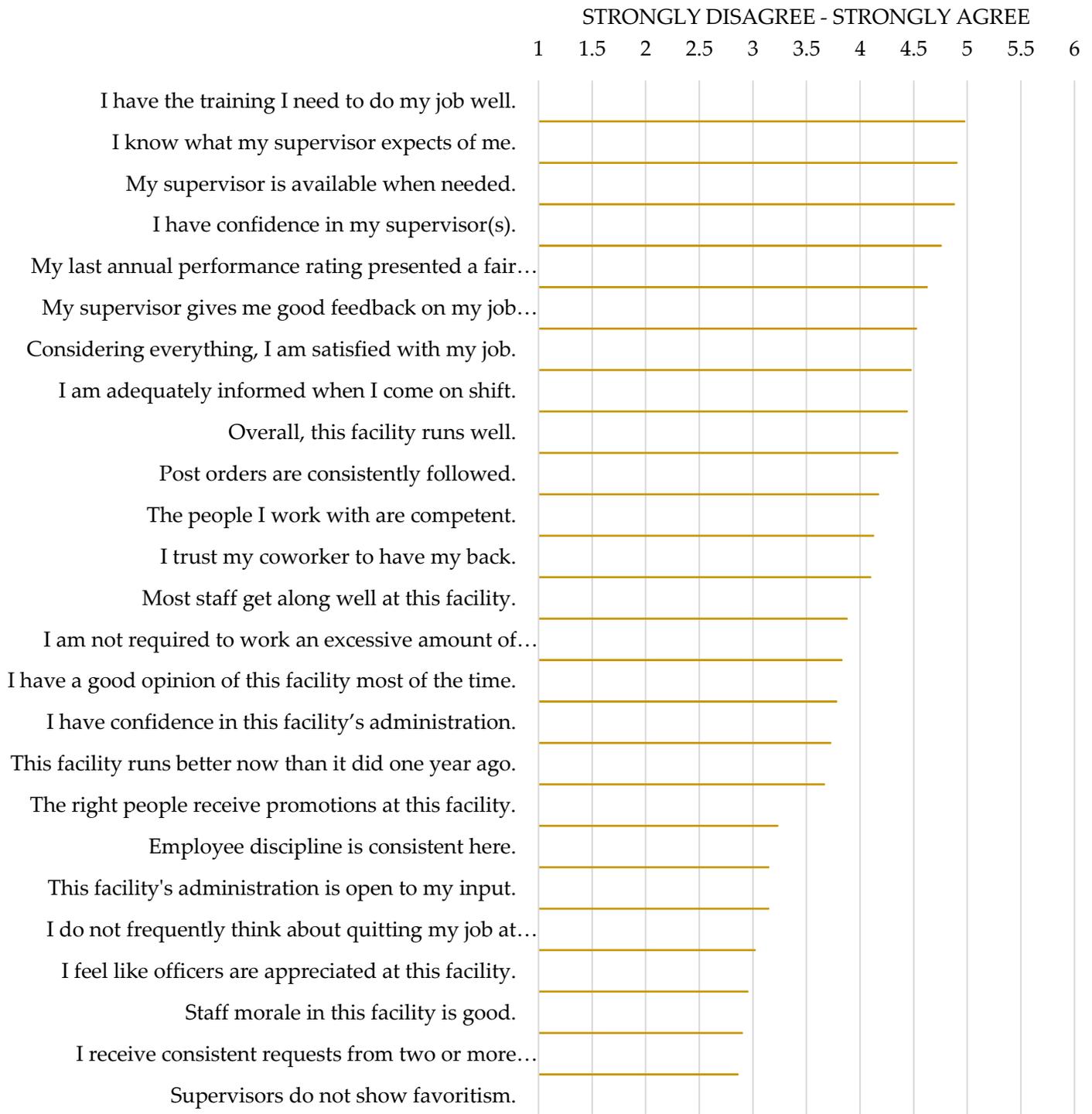
Recruiting and Retention Initiatives

According to staff, NERC recruiting initiatives includes attending job fairs, colleges, and vocational trade schools to recruit new employees. Concerns regarding retention involve finding qualified applicants who are able to work in a reintegration correctional setting.

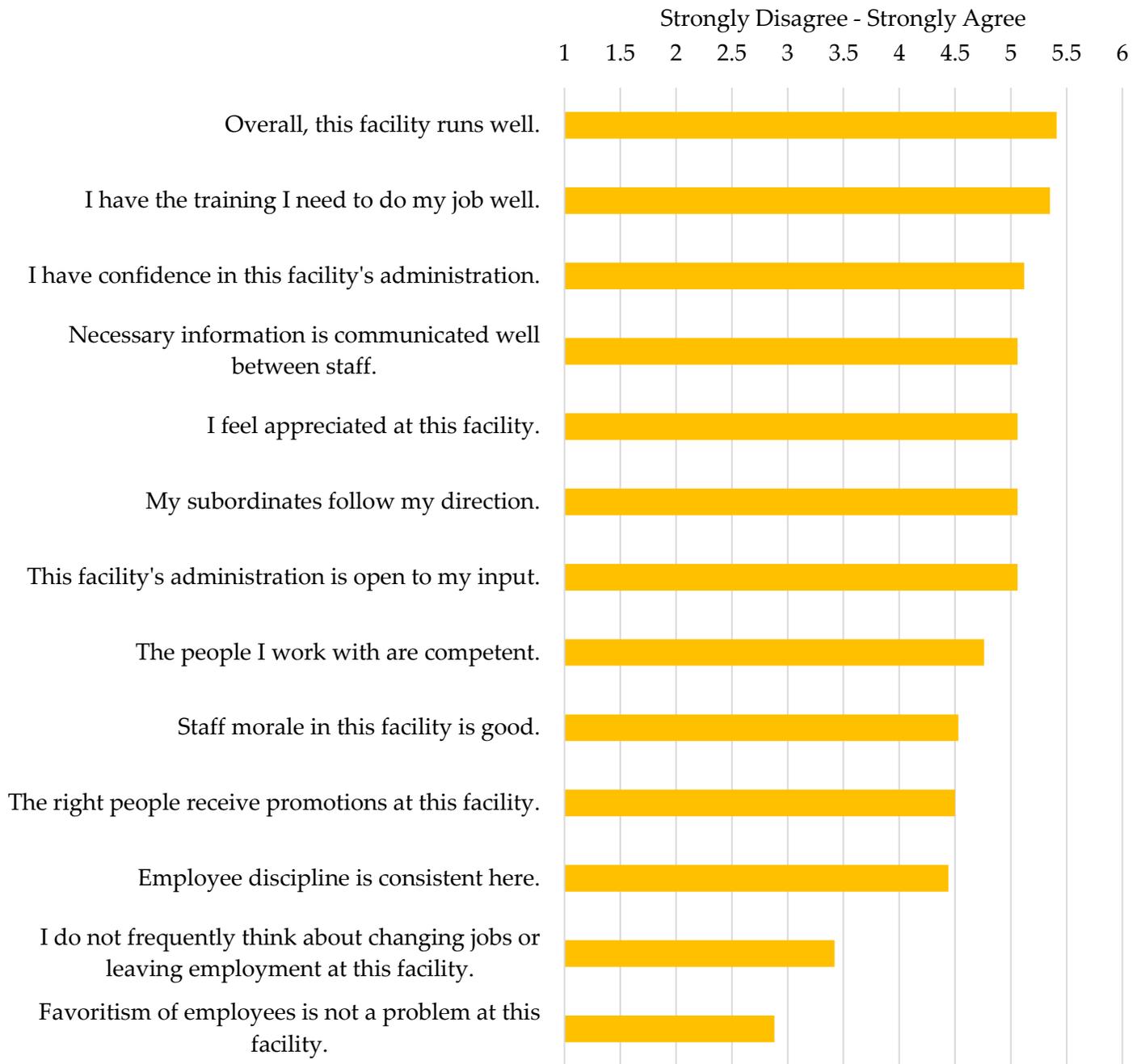
Turnover Ratio

	NERC Total Separations	NERC Rate	Total State Institution Separations	State Institution Rate
FY 2017	21	14.0	1,283	11.8
FY 2018	15	9.5	1,325	12.1
FY 2019	24	14.2	1,437	13.1

CIIC received 41 responses back from NERC correctional officers which represents a sample size of 51.3% of total officers. The responses were mostly positive, but indicate that there is some concern regarding consistency:



CIIC received 17 survey responses from NERC Supervisors. Although the supervisor survey responses were very positive, there was slight concern for favoritism.



¹ 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.

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

³ Information provided by the Northeast Reintegration Center during inspection dated September, 2020.

⁴ 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.

⁵ During the inspection, bunk areas are checked to identify if offenders are hanging items to block officers' direct observation.

⁶ Per DRC policy 50-PAM-02, "Each housing unit, including the Transitional Program Unit, shall be visited by the managing officer and/or deputy warden weekly." In addition, "The unit management chief (UMC) and Major shall visit all offender living areas, at a minimum, on a bi-weekly basis. The Transitional Program Unit/s are visited weekly by the Major." Visibility of leadership is important in the correctional environment. It indicates they are aware of the conditions within their facility, and it also serves to boost the morale of staff and offenders.

⁷ 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.

⁸PREA Audit: Auditor's Summary Report Adult Prisons and Jails. Accessed at

<https://www.drc.ohio.gov/Portals/0/Northeast%20Reintegration%20Center%20Final%20PREA%20Report.pdf>

⁹ 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.

¹⁰ 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.

¹¹ 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.

¹² Per DRC Policy 50-PAM-02 ("Inmate Communication/Weekly Rounds"), the kite system is a means of two-way communication between all levels of staff and offenders. All kites are required to be answered within seven calendar days and logged on the Kite Log.

¹³ 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.

¹⁴ 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.

¹⁵ 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.

¹⁶ 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.

¹⁷ 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).

¹⁸ 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.

¹⁹ Department of Rehabilitation and Correction Office of Administration Bureau of Internal Audits, Northeast Reintegration Center, Report of Audit for Period. All Funds: June 1, 2017 through June 30, 2019. Audit conducted July 22, 2019 through July 24, 2019. Report Finalized: November 18, 2019.

²⁰ The DRC established a goal for each institution to reduce its annual utility costs by five percent. Natural gas, water and electricity are the primary utilities targeted for reduction of use.

²¹ According to the Roots of Success website, the Roots of Success is an activity-based curriculum that is facilitated by an instructor and taught in a classroom setting. The purpose of the program is to prepare offenders adults to become professionals and leaders who can access good green jobs upon release by improving environmental and social conditions in their institutions.

²² DRC Monthly Fact Sheet, September 2020 <https://drc.ohio.gov/Portals/0/September%202020.pdf>

²³ DRC required 40 hours of in-service training for custody staff (all non-clerical/support designated staff) and 16 hours in-service training for non-custody (clerical/support staff). According to DRC policy, 39-TRN-02 (“In-Service Training”), the prisons are mandated by the CTA to ensure custody staff receives annual re-certification training on the following topics: firearms, unarmed self-defense, CPR/First Aid, and in-service training. Institutions are only mandated to take CPR every other year. These topics are derived from Administrative Regulations, Legislative/Judicial Requirements, ACA Standards, DRC policies, and/or other Department Training Advisory Council recommendations. The goal of each institution is for all required staff to complete 100% of their required training by the end of each fiscal year.