

**CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT:
INSPECTION AND EVALUATION
OF THE
NORTHEAST PRE RELEASE CENTER**

January 21, 2010

**Prepared and Submitted by
CIIC Staff**

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**CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT:
INSPECTION AND EVALUATION OF THE
NORTHEAST PRE RELEASE CENTER**

INSPECTION PROFILE

Date of Inspection:	September 21, 2009
Type of Inspection:	Unannounced
CIIC Member and Staff Present:	Senator Shirley Smith, CIIC Member and Secretary Shirley Pope, Executive Director Darin Furderer, Inspector Gregory Geisler, Inspector
Facility Staff Present:	Frank Shewalter, Warden LaShann Eppinger, Deputy Warden of Operations

Areas and Activities Included in the Inspection:

- Entry Building
- Visiting
- Housing Units
- Commissary
- Meal Period, Food Services
- Library, Mini-Satellite Libraries
- Infirmary, Medical Services
- Youngstown State University Educational Television Program
- Mental Health Services
- Dog Training Program
- Representative Facility Staff Group Listening Session
- Pre-inspection and Closing Discussion with Warden

INTRODUCTION TO QUESTIONNAIRES

Two questionnaires were developed by CIIC for use on inspections from 2007 to the present. One of the questionnaires is based on selected sections of *Expectations*, which contain inspection criteria used by the British Inspectorate. These *Expectations* were the subject of one of the presentations at an international conference on effective prison oversight in 2006. They are reported to be consistent with international standards for adult incarceration. The purpose of gathering information on the extent to which Ohio correctional institutions are similar or different from selected sections of *Expectations* is twofold: To identify possible areas in need of improvement, and to identify possible means of addressing reported areas of concern.

The second questionnaire is based on the 16 recommendations of the Ohio Correctional Faith-Based Initiatives Task Force. The purpose of the questionnaire is merely to gather information on the extent to which progress is being made in implementing the recommendations. Brief, handwritten responses to the questions by any staff person knowledgeable of the subject, were requested.

To avoid burdening any one staff person at the facility with the task of responding to the entire questionnaire, sections and subsections identified by topics were separated and stapled, ranging from one to three pages each. The Warden could choose to give each section or subsection to a different staff person who is knowledgeable in the particular area. Very brief responses, such as “yes”, “no” and/or explanations, indicating the extent to which the facility’s practices are similar or different from *Expectations*, were requested. Completed questionnaires were requested to be returned to the CIIC office within ten days of the inspection.

EXPECTATIONS

The Expectations are self-described as a tool for examining every aspect of prison life, from reception to reentry. The expectations draw upon, and are referenced against, international human rights standards. The Inspectorate’s four tests are:

- **Safety**
- **Respect**
- **Purposeful Activity**
- **Reentry**

These are increasingly accepted internationally as the cornerstones of a “healthy” custodial environment, providing consistent criteria in a system that is increasingly under pressure and subject to conflicting demands. *Expectations* have been used as the basis for an independent and evidence-based assessment of conditions in prisons. Its content and approach have proven to be helpful to those who are monitoring and examining prisons in other jurisdictions. *Expectations* consist of eight sections and subsections. Sections included in the questionnaire are provided below:

Environment and Relationships:	Residential Units: Overview Residential Units: Clothing and Possessions Residential Units: Hygiene Staff – Prisoner Relationships
Duty of Care:	Complaint/Grievance Procedure Bullying and Violence Reduction Self-Harm and Suicide
Activities:	Learning and Skills and Work Activities Library
Good Order:	Security and Rules
Services:	Food Services

The questions and responses are inserted in the relevant subject area included in this report.

INSPECTION SUMMARY

On September 23, 2009, the CIIC Director provided the following detailed summary of the September 21, 2009 inspection of the Northeast Pre-Release Center to the DRC Assistant Director and Warden. Although the CIIC staff hoped to have the full inspection report completed in 30 days from the inspection date, the inspection schedule prior to and after the NEPRC inspection caused an unavoidable delay in the preparation and completion of the inspection reports. Five inspections were conducted in August, four in September, one in October and five in November 2009. The provision of detailed written summaries to the Warden and DRC Assistant Director ensured that prompt, meaningful communication was provided on the inspection.

SANITATION

- **Showers:** Overall, sanitary conditions of the facility ranged from good to excellent. For the most part, individual four person rooms/cells were clean, uncluttered, orderly and well maintained. However, the condition of the showers is a long time and continuing major concern. Capital improvement funds have reportedly been approved to resurface the showers with an epoxy coating. Those involved in the planning of this project are urged to expedite the process so that work can begin as soon as possible. As to the yellow discoloration and build up on the shower walls and black substance on the floors, a power washer reportedly is not an option because it causes damage to the wall surface. (See also Cleaning Supplies below)

One inmate was very upset about a rash which she attributes to mold in their shower. A member of the CIIC team immediately began sneezing after stepping into the showers for close inspection. Some inmates expressed passionately their belief that the inadequacy of cleaning solution is part of the problem resulting in MRSA staph infections.

- **Ventilation:** Reportedly, the current ventilation system for the showers is “struggling” and is inadequate to draw the moisture out of the showers, which contributed to the deterioration and accumulation of mold. The ventilation system is a separate needed improvement for which funding has not been provided. It is suggested that consideration be given to ensuring that showers are wiped dry after use to minimize moisture and its health related consequences.
- **Cleaning Supplies:** Inmates reported different experiences in accessing cleaning supplies. Some relayed that they have no problem getting the cleaning supplies, and the solutions reportedly work just fine. For some, inconsistent access as well as allegedly watered down cleaning solution are major concerns.
- **Procedure to Access:** Inmates are supposed to ask the officer in their unit for cleaning solution which is premixed in a spray bottle. Some indicated that there are certain days and times designated for each to clean their rooms and shower. The universal work out equipment in the day rooms has a sign instructing the next user to clean the equipment before it is used. Again, they are to request the cleaning bottle from the officer. Some

related that it is not uncommon for the officer to be out of cleaning bottles. Reportedly, in such instances, they have been told to “just use water.”

- **Diluted Solution:** Some alleged that the cleaning supplies are diluted way beyond the manufacturer’s specifications. When they have questioned staff about the concern, staff have reportedly told them that it is a cost savings measure. The Warden explained that staff recently implemented a new procedure in which a Sergeant supervises inmates who prepare the spray bottles of cleaning solutions that are distributed to inmates. This ensures the chemicals are properly mixed and distributed. This was prompted by the concern that NEPRC was reportedly spending more money on cleaning solution than a neighboring institution with twice the NEPRC population because NEPRC inmates were reportedly not using enough water to dilute the concentrated solutions to the manufacturer’s specifications.
- **Mop Heads:** Some inmates alleged that they are no longer allowed to use a mop, specifically, that mop heads are denied. When they were advised that one mop was observed behind the door outside one of the showers, they responded that the inmates must be hiding it, because they are no longer allowed.
- **Housekeeping Plan:** The Deputy Warden relayed during the closing that in an effort to alleviate the possible confusion stemming from the conflicting reports of inmates about access to proper cleaning solution, he will review and resubmit the housekeeping plan, schedule and times.
- **MRSA Staph Infections:** In addition to inmates, line staff relayed concerns regarding rumors about the spread of MRSA in the institution. Five cases were recently confirmed in the facility, which fueled fear among staff and inmates. The institution’s Physician stated during the inspection that the most effective preventive solution is the use of bleach. However, inmates relayed that the Sergeant only sprays their showers with bleach once per week, after which the inmates clean.
- **Information Dissemination:** It was suggested to the Warden that factual information on MRSA be provided directly to the staff to address their concerns and to better enable them to respond to concerns of the inmates. Inmates seemed pleased that posters and signs regarding facts on MRSA had been hung the previous day.
- **Sanitation Crews:** Staff relayed that NEPRC already has inmate sanitation crews who are responsible for cleaning common areas, door handles and equipment and noted that they are going to be used more frequently as the flu season approaches to prevent the transmission of germs. Such crews are an excellent way to ward off communicable illness through cleanliness, and they also can provide much needed jobs for those who are idle. If in fact the crews are periodic and seasonal, it is suggested that consideration be given to making them on-going and permanent. A clean environment is not only a healthy environment, but it also provides a more pleasant environment for staff and for inmates, and positively impacts their attitude and interaction.

- **Soap:** The facility has no hand sanitizer dispensers in any of the common areas of the institution. Based on the 2008 and 2009 inspections, such dispensers are not uncommon in the prisons and juvenile correctional facilities, and are certainly regarded as positively impacting practices effective in preventing the spread of communicable illness. In the absence of such dispensers, it is suggested that consideration be given to stocking the commissary with small bottles of non-alcohol based hand sanitizer that inmates could carry with them.

COURT ORDERED COLLECTIONS AND FINES

- **“Care Package” Proposal:** There was a burning issue among inmates regarding the inability to purchase basic hygiene items from the commissary because they are only allowed to have \$15 in their account. Some were nearly in tears as they spoke about the seriousness of the problem. One expressed passionately that “these payments should be stopped!” Some inmates recommended that the institution provide “care packages” once a month to the poorest among them due to the burden of court fines deductions. These care packages would include necessary sanitary and personal hygiene items.
- **Staff Input:** Staff echoed similar concerns regarding the impact of court ordered collections on the NEPRC population. Staff relayed that half of their population, 300 of their 600 inmates are under court ordered deductions for collections, fines, fees or child support. The transfer of funds from the ODR&C to the counties is also a costly burden that consumes a significant amount of the staff’s time to process. At NEPRC, they have one full-time employee devoted to processing the collections. Some suggested that the Department should be permitted to charge a service fee to the courts for processing these payments. It was also noted that the cost to process and distribute the payments is sometimes much greater than the amount that is actually collected. There is a reported net loss of money to process some of these collections when the administrative costs are taken into account. For example, staff stated that they cut many checks for a few cents when it costs them around \$100 to perform the service.
- **Unintended Consequences:** The issues of concern regarding court ordered deductions, leaving inmates with no more than \$15 in their account is a source of serious concern not only at NEPRC but at nearly all of the prisons inspected in 2009. On May 1, 2008, the DRC Director increased the amount that an inmate may keep in his account from \$10 to \$15, due to system-wide problems stemming from the \$10 limit applied to those who owe the courts. From the inmate’s perspective, the need to buy essentials in the commissary continues to grow. For example, provision of stamped envelopes have decreased from once a week to once per month, while state issued “whites” (socks and underwear) have been reduced from five pairs per year to three pair (though NEPRC inmates alleged that they only get two), and over the counter medication which long ago was available at sick call, now must be purchased in the commissary. Anything needed beyond state issued items, may be purchased in

the commissary. For those who have someone on the outside who can afford to do so, items may be purchased for the inmate through Access SecurePak. Those who have no one and have no more than \$15 in their account due to court deductions, provide an opportunity for predatory inmates to take advantage of those in need.

- **Statute and Administrative Rule:** If DRC is authorized to increase the amount an inmate may retain in his/her account beyond the \$15, serious consideration should be given to increasing the amount to what is considered to be a minimal amount needed for an inmate to purchase essentials. With DRC input, perhaps legislation can be proposed to address underlying problems and concerns seriously impacting the staff, inmates and environment in the prisons.

COMMISSARY

- **Innovative Practice:** NEPRC has taken innovative steps to increase commissary sales, which is the *sole* source of the institution's Industrial and Entertainment (I&E) funds. These funds pay for a variety of services, program supplies, and recreation equipment and supplies. They have not only eliminated the cap on purchasing limits, but they now allow inmates to shop any time, except for the day and a half each month during state pay week when the commissary schedule is based on housing unit.
- **Survey of Desired Items:** The Commissary Supervisor, who is responsible for managing the institution's commissary, reportedly conducted a survey of the inmate population to determine what products most inmates want to purchase, and has matched inventory with the most requested items. This has also helped to support the increase in commissary sales at the institution, and eliminated products that inmates do not want. However, inmates continue to believe that the commissary items should be further expanded to provide more options.
- **Special Needs of Elderly:** An elderly inmate expressed serious concern that the commissary does not sell "vitamins, enzymes, magnesium and calcium supplements" that older women "so badly need." She added that the facility does "not address the issues of the elderly." It is suggested that the NEPRC Physician be consulted for advice on the subject and efforts be made to ensure that unique needs of even a small portion of the population are being met in the commissary or through medical services. It is also suggested that a review be made of the extent to which the facility has developed programs, groups or services uniquely tailored to the elderly population. Some such programs have been seen in prisons for men ranging from special recreation and exercise programs to special housing.
- **Price Differences:** Several inmates relayed their belief that commissary prices are higher in comparison to other institutions. One commented that, "The prices are murder!" and that she and other inmates who have court ordered deductions from their account, cannot afford even personal hygiene necessities on their limit of \$15 per month. The Warden explained that there are a variety of vendors that supply the commissary products, and as their prices fluctuate, commissary prices also fluctuate,

passing an increase or decrease in cost to the consumer. Although no bidding is reportedly required, commissary vendors are chosen by those who offer the best price. The former DRC Assistant Director indicated that DRC was considering centralized purchase of commissary products to reduce costs. That certainly would also ensure standardized commissary prices system-wide.

- **Appearance:** The commissary was well stocked, appeared well organized, looked clean and had a clean scent.

PROGRAMS

- **Non-Program Staff Running Programs:** NEPRC uses staff volunteers to conduct programming outside of their traditional duties and functions. Although this was just learned by CIIC staff, the facility reportedly has been doing this for a long time, at least four years. This innovative practice has the potential of partly addressing the lack of traditional program and/or unit staff lost due to the budget cuts. It has also been found to enhance the safety and security of the institution by virtue of inmates getting to know staff in the classroom setting. Because of the student/teacher relationship, inmates are more apt to trust and communicate with the staff person. The staff who engage in conducting programs expressed their enthusiasm and appreciation for the opportunity. It actually provides them with a chance to further develop skills and talents which may aid their career advancement possibilities. One Sergeant, for example, teaches a class to Short Term Offenders on “Money Smarts” based on his enjoyment of banking and finance. He noted that he brings in outside guests, such as a Bank Manager, who visit the class to share their knowledge and expertise. Officers and even a Secretary have volunteered to conduct programs. The Warden relayed that when there is a need, he merely communicates the need to all staff via e-mail, which results in a diverse mix of positions offering to help. Staff indicated that they are able to be relieved from their post long enough to do the program. The practice of allowing officers and other staff to facilitate programs was previously limited to the privately operated prisons, specifically North Coast Correctional Treatment Facility and Lake Erie Correctional Institution, where staff have consistently reported that the practice is not only a cost savings, provides career advancement opportunities, maximizes availability of programming, but also improves staff/inmate relations due to the inmates seeing the staff person in a different role.
- **Programs from Security Staff’s Perspective:** It was somewhat extraordinary to hear such praise of programming from security staff. They cited as a positive change at NEPRC that they have increased programs which not only keep the inmates busy and out of trouble, but also better prepare them for release.
- **Idleness:** Inmates and staff expressed concern about the lack of program opportunities for inmates not classified as Short Term Offenders (STO). Inmates serving longer sentences expressed concern about idleness, with some commenting, “There’s nothing for us to do.” This also has been found to be a system-wide problem, one difficult to resolve in light of inadequate funds to support program expansion to meet the needs. The provision of programs for the Short Term Offenders

is applauded system wide. It has met a definite need previously expressed by facility staff and inmates alike. However, for the sake of all important safety and security concerns, all of the recently inspected prisons could benefit by expanding programs and activities, including community service projects and job assignments to not only eliminate idleness, but to provide a purposeful activity.

- **Inmate Program Facilitators Suggestion:** At least one institution has recruited and trained inmates to be program facilitators, who have proven to be excellent communicators to the inmates in attendance. This concept could be considered by NEPRC. All NEPRC inmates previously experienced placement at the Ohio Reformatory for Women, where many began meaningful programs which could be continued at NEPRC, building on the knowledge and skills already learned at ORW. As long as there is staff monitoring and supervision of materials and actual presentations, expanded use of inmates as Program Aides and Facilitators where appropriate seems to benefit the DRC, the inmate presenter, as well as the program participants.
- **Program Supplies:** Some staff relayed that due to budget cuts, there is reportedly “no money for programs and no supplies to do them correctly.” Administrative staff relayed that there is no program that has been canceled due to lack of supplies, and that the facility has money from their commissary that can be used for needed program supplies. Therefore, there may be a need for improved communication on the subject. In fact, program staff also relayed a need for supervisors who communicate with each other, to also pass along information to those who they supervise.

FOOD SERVICES

- **Sexual Assault Poster:** An informational poster on sexual assault is posted in an excellent location to ensure that everyone sees it and reads it. The poster was prominently displayed at the beginning of the food line. The same poster was posted in the library.
- **Sanitation:** The kitchen and area behind the serving lines were clean overall, with no accumulation of built up debris observed. All inmate workers wore gloves and hairnets in accordance with standard sanitary practices. All entering the area, such as the CIIC inspection team, were required to wear hair nets while in the kitchen area, a sign of proper attention to the importance of sanitary practices. One female food service coordinator was observed in the kitchen without any hair net.
- **Equipment and Supplies:** Food service staff relayed that the biggest issue is money, which impacts their ability to obtain cleaning supplies for the kitchen. They reportedly do not have what they should have, such as dish soap, but they work hard to keep the area clean. One cited equipment needs as the most serious problem. They expressed the need to have major equipment replaced such as an oven, dish machine, tilt grill and a new outside freezer that was hit by a truck last year. The freezer reportedly does not work properly. Paying for ongoing costly repairs, is reportedly

equal to the cost of purchasing new equipment. Reportedly, all such requests to have this equipment replaced have been submitted to DRC central office.

- **Atmosphere:** The dining room was clean, quiet, well lit and free of any inmate/inmate or inmate/staff tension. Inmate workers were impressive in that they promptly attended to the cleaning of tables and removing of trays after they were vacated by inmates who had finished their meal. These inmates were very polite and hard workers. It is suggested that the workers also wipe off the bench area just below the table top area. In one instance, rice from the bench ended up stuck to one CIIC team member's clothes, which caught the attention and assistance of inmates waiting to see the doctor at sick call.
- **The Meal:** The meal consisted of two soft tortillas, kidney beans, diced peaches, rice, broccoli, and ground meat with bits and chunks in a watery substance, also described as a white "sloppy joe" with chunks. The main "meat" entrée, which was later reported to be pork, (though inmates guessed that it might be soy), was unpalatable at best. Although pork will reportedly no longer be served by the Department, in whole or part due to their new "heart healthy" meal plans, staff explained that the Department has a pork surplus, so the remaining pork is being served to use it up. All meat reportedly comes from Ohio Penal Industries.
- **The Positives:** The portions of each food item were adequate. With the exception of the pork, the remaining items were described by most as "not bad," or "tasteless." Two packs of salt were provided with the meal, which inmates stated greatly improves the taste of the "heart healthy" meals. It is notable that NEPRC had milk available for every inmate, not just those under 21 years of age, which has been the case at nearly every prison. At the other prisons, diet Kool-Aid is typically provided to anyone 21 and over. In addition to the salt, inmates were provided with two utensils, a well made plastic fork and spoon, a far better quality than the short, flimsy plastic "spork" used at nearly every other prison inspected in 2009.
- **Suggestion:** Inmates indicated that typical meals are better than what was served on the day of the inspection. Based solely on this particular meal, and on NEPRC, there is a tremendous potential for NEPRC to have one of the best food services operations in the system. They seem to have caring staff and a wealth of vocal inmates who are anxious and willing to try to bring about improvements. With the known importance of meals to all inmate populations, this area is one worthy of concentrated effort to ensure that good meals are provided.
- **Outside Food Line:** Inmates relayed that rather than call one housing unit at a time for meals, there is one set time, and all inmates come at once, creating a long line and crowd outdoors even in inclement weather. The Warden explained that because this is a minimum/medium security facility, it was determined that the inmates should be able to go to meals without being called by staff. It was also noted that inmates can buy an umbrella in the commissary for \$6.77. Personal responsibility aside, with 600 inmates arriving at once, it is reasonable to consider the possible merits of staff

coordination, involvement and organization to ensure safe, secure, controlled movement.

INMATE GRIEVANCE PROCEDURE

- **Inmate Comments:** Inmates were very emotional, upset, and vocal about a number of problems/concerns. Based on the inmate comments during the inspection, there was little faith in the grievance procedure's ability to effectively solve problems. Many alleged that informal complaints often end up in the garbage or are never answered.
- **Inspector's Input:** According to the acting Inspector of Institutional Services, the complaints communicated by inmates via the grievance procedure are minor, which is typically a very good sign. The Inspector also relayed that during the exit interviews which she conducts prior to an inmate's release, they have relayed that NEPRC has been a "great experience" and that they "learned their lesson."
- **2009 Monthly Grievance Data:** Except for July in which no grievances were on hand at the beginning and end of the month, the monthly statistics from NEPRC in 2009 all report that *no grievances were filed during the year, no inmates filed grievances during the year*, that one grievance was on hand at the beginning of the monthly period, that *no grievances were received*, and one grievance was on hand at the end of the period. The data tends to indicate that for some unknown reason, one grievance was pending from 2008 that kept being carried over except in July, during which time no inmate ever filed a grievance. Rather than a positive indication, the report that no one filed a grievance in the entire year to date at a 600 bed facility experiencing all of the challenges and difficulties felt system-wide related to crowding and staff shortages, could indicate an unwillingness to file a grievance, whether due to lack of faith that it would solve anything or due to fear of reprisal or retaliation.
- **2009 Monthly Informal Complaint Data:** The informal complaint summary shows that inmates are filing informal complaints and they are being answered. The highest volume of informal complaints received was in the month of August with 35 filed, 30 answered, four of which were untimely. Each monthly report also shows that the Inspector provided orientation once per week, with nine to 20 per group in August 2009.

Morale

- **Inmate Morale:** Overall, Based on the type of comments from inmates and staff, morale is considered to be fairly good. Inmates expressed that the relationship between staff and inmates was generally positive. According to some inmates, they regard over 80 percent of the staff of the institution as "good people." Some likened NEPRC to "heaven" compared to their experience at ORW. Some inmates relayed that the NEPRC staff are respectful, reportedly in contrast to problems that they experienced at ORW. Some inmates identified some staff who reportedly take it upon

themselves to routinely demean inmates. They also praised a security staff person who reportedly “goes out of his way” to solve problems.

- **Staff Morale:** In regard to staff morale, most relayed satisfaction with their job. Employee communication indicated that there are obvious concerns regarding further layoffs stemming from DRC budget cuts. Although staff reportedly work well together, there is reportedly an adverse effect from continuing to do more and more with less and less.
- **Communication from Supervisors:** Morale is reported to be negatively affected by lack of communication from supervisors. Staff explained that department heads reportedly do not pass along messages and other communication that they need to know that supervisors receive from the administration.
- **Officers’ Input:** Somewhat related, officers expressed frustration that they are reportedly not consulted by their union representative before changes are agreed to with management that impact particular officers. It was added that, “Before, seniority counted for everything.” The administration later explained that the officers’ input is assured in the election of their union representatives.
- **OAKS System:** As has been expressed by other prison staff in 2009 inspections, NEPRC staff relayed that problems with the OAKS system negatively impacts staff morale. One staff person relayed that some have actually not received their pay check due to OAKS errors. Deficiencies were cited in OAKS personnel and administration. It was described as a “terrible, complicated system.” One staff described it as a “bad system that is flawed. It can’t do what it is supposed to do. There is too much misinformation.”

MENTAL HEALTH SERVICES

- It was reported that about 50 percent of the population is on the caseload, which includes many on some form of psychotropic medication. In fact, a large roof that serves as an outdoor shelter over picnic tables was reportedly created specifically for the inmates on psychotropic medication who need to have shade to avoid serious adverse effects of extreme heat.
- An extensive discussion was had with the Psychologist Supervisor who also serves as the Mental Health Administrator. It was reported that currently there are 291 inmates on the mental health caseload. A higher percentage of women are reportedly on the caseload in the prisons as well as in the community, partly due to the fact that women are more likely to express their problems than men, and because women are more likely to have suffered trauma and/or abuse which underlies much of the drug and alcohol use connected to thefts and prostitution in the histories of many of the women in prison. The majority on the mental health caseload have depression, bi-polar disorder, post traumatic stress disorder and addiction issues. It has reportedly been found that once they deal with the trauma, they do not use drug and alcohol anymore.

- The institution employs an extremely dedicated and professional group of staff to work with this population. The Warden relayed that the department has been rebuilt during his tenure, and transformed it into one of the most outstanding mental health departments in the entire Department. Mental health staff provide over 24 group sessions and programs. The NEPRC programming calendar provided by the Mental Health Administrator and Psychologist Supervisor lists the following programs: Introduction to Trauma Recovery, Coping with Confinement, Therapeutic Journaling, Stress and Relaxation, Medication Education, Medication Compliance, Anger Management, Stealing Your Life Away, Generation Rx Group, Trauma Recovery and Empowerment Model and Hope Group. Three of the programs are conducted by a nurse. The remaining programs are conducted by psychologists.
- The community is reportedly not prepared to meet the increasing numbers of mentally ill, which was termed a crisis in which the majority simply are not getting the treatment that they need. At NEPRC, mental health staff are reportedly “bombed” with those seeking help. They do the best that they can by responding first to those with the greatest needs.
- A special opportunity has been granted for the Psychology Supervisor to meet with former participants in the Trauma Group who have been released from prison. They will meet in a controlled environment for follow-up communication, support and assistance. This is an exciting breakthrough of sorts because prison treatment staff elsewhere have typically reported that they are prohibited from contact with those who are released from prison, and even after their transfer to another prison. In one instance, a staff person alleged that a former program participant wrote to her at the prison about his mother’s death and his recovery. She was reportedly prohibited from responding. It is suggested that this is an opportunity for the Bureau of Mental Health Services and Recovery Services consider the issue to set reasonable guidelines for Wardens who ultimately are responsible for determining what is and what is not an “unauthorized” relationship.

PHYSICAL SECURITY

- **Electronic Monitoring:** The institution uses the electronic ankle bracelets to monitor the location of inmates everywhere within the institution. Based on this pilot project that was implemented approximately three years ago in 2006, staff report that it has been useful during investigations, deterring cell robberies, and has drastically reduced the amount of incidents in which inmates are out of place. Although the initial start up installation cost was reportedly expensive, it was funded with a grant from the Prison Rape Elimination Act to stop and to prevent sexual assaults. With the burning issue at so many other prisons regarding the predatory gang behavior of the young offenders, it is strongly recommended that DRC consider the extent to which further funding is available to expand the use of the ankle device at close security institutions with the highest rates of violence, theft, and other serious misconduct. Staff indicated that the yearly maintenance cost is approximately \$36,000 per year. It is often relayed that

only a portion of the inmate population at each institution are regularly involved in committing the most frequent and serious disturbances. This group could be the target of such devices to prevent predatory violence and to improve the safety and security of the prison environments.

- **Security Systems:** The institution reported a serious need to replace the current perimeter intrusion detection devices. Reportedly, the current sensors in place are over 20 years old and are frequently ineffective. The antiquated system reportedly suffers from frequent system failures, and replacement parts are unavailable without great cost. Staff relayed that a new intrusion detection system should have overlapping layers of coverage that incorporate effective sensors, cameras, and an effective lighting system. According to what was relayed, the institution is located in a high crime area and a functioning intrusion detection system is desperately needed to protect staff and inmates. The combined cost of replacing the fence and the microwave system has been estimated at \$300,000.
- **Perimeter Fence:** Staff relayed that the institution's perimeter fence is often damaged by motor vehicles. According to one serious incident, the driver of a vehicle penetrated the institution's perimeter and managed to ram the vehicle into one of the housing units. During the inspection, areas were visible where new sections of fence line were patched with the older fence. It is recommended that any number of inexpensive vehicle barriers be placed around the exterior of the institution's perimeter where it is most vulnerable.

Library

- Each housing unit has a mini-satellite library, in addition to the main library on the compound. The main library is small but appeared to be adequate, with numerous periodicals, newspapers and books. The Administrative Rules and DRC policies are reportedly kept behind the desk and are reportedly available on request.
- Inmates expressed concerns about the institution's law library.
 - Reportedly, inmates are not able to print their work because there has been no ink in the printer's toner cartridge for several months.
 - One inmate relayed getting copies made is also next to impossible.
 - One stated that the common legal motion templates that exist in the library are out of date based on current case law. Staff and the law clerks both relayed that commonly needed legal templates are available on Westlaw at the request of the inmate needing them.
 - The inmates also relayed that the law clerks cannot provide the quality of legal services needed to be of much assistance to the inmates.
 - It was also expressed that there are no computers to work on their legal work, and only one typewriter exists for inmates to use.
- Administrative staff explained that legal services are not provided at the institution, but they would inquire about the lack of toner in the printer.

DRC FOLLOW-UP COMMUNICATION

The following information was provided from the NEPRC Warden through the DRC Assistant Director on January 28, 2010 in response to this inspection report. As always, the DRC Assistant Director and Warden are provided with the opportunity to preview each inspection report and to provide feedback on any perceived errors, inaccuracies or needed clarification.

Shower

- Bureau of Construction, Activation and Maintenance is working with this facility regarding a Shower Renovation Project. Mbi/k2m Architecture, Inc. has been selected to provide service to complete this endeavor. The project will include the following: New door and hardware install with a louvered hollow metal door, demo of existing grill, cap existing ductwork and ceiling repair, new grills and duct work, sandblasting existing wall finish, new epoxy system, etc. This project will accomplish three goals: (1) Provide adequate ventilation to avoid future deterioration, leakage and mildew in showers. (2) Mitigate long term maintenance. (3) Improve lighting. Once contractual issues are resolved this project will begin, with the anticipated start date of Summer '10.

Chemical Control

- Issues regarding Chemical Control have been and are consistently being addressed. This Warden has recently assigned a Lieutenant to oversee Chemical Control. Further, October '09 a Back to Basics Committee was implemented to review Chemical Control procedures and the Housekeeping Plan within this facility. The committee submitted findings on 11/2/09. The results of same address issues raised by the Correctional Institution Committee submitted in their findings.

Mop Heads

- There has been no indication of lack of mop heads for inmate use by this writer.

MRSA

- Due to corrections made regarding Chemical Control procedures, occurrences of MRSA have drastically declined at NEPRC since the visit of the Inspection Committee. Please note the following:

Report on Infection Control and Environmental Safety: MRSA CASES 2009-2010

2009	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	JAN	TOTALS	Average
NEPR	0	2	0	0	1	2	1	1	3	2	1	0	0	13	1/month
%	0	15%	0	0	8%	15%	8%	8%	23%	15%	8%	0	0	100%	

- The QIC provides information regarding MRSA to NEPRC employees during weekly Executive Staff and monthly Department Head Meetings. Posters are posted in Medical as well as the housing units.

Care Package Proposal

- The Inspector's Office receives a listing of indigent inmates weekly from the Cashier's Office. The Inspector provides hygiene items to indigent inmates upon request.

Commissary

- According to the Commissary Manual, all items sold in Commissary are marked up 23%, except for envelopes which are marked up 7% . All dental products are sold at cost. NEPRC does not deviate from the practices as stipulated in the Manual.

Further, since hiring a new Commissary Manager in April '09, NEPRC has increased the number of items sold in Commissary by 25%. There is a wide variety of food products as well as personal items sold with demonstratively better quality and more variety compared to previous years. The Commissary sends out periodic bids for high sale items in order to get the best price available.

Regarding the concerns of the elderly inmate, please note that our Commissary carries a Multivitamin rich in antioxidants, Vitamin B12, Vitamin D plus Calcium, Vitamin E 400iu and Vitamin C 500mg. This institution also provides programs for the elderly via the Recreation Department.

Chow

- This writer concurs with the finding of the Inspection Committee as it relates to inmate movement and chow. This matter has been addressed with Custody staff. Currently the practice is open chow for breakfast and lunch and inmates are called by pod for the evening meal. Staff has already been given the instruction to call inmates by housing unit for all meals, with a rotating schedule to ensure fairness. This practice will begin February '10.

Food Service

- With the revision of Chemical Control procedures, there have been no complaints from Food Services regarding cleaning supplies. Since the Inspection Committee visit we have replaced the oven, tilt grill and the outside freezer. On January 25, 2010 Food Service Administrator, Vivian Hawkins, visited NEPRC at which time staff conveyed concerns regarding the malfunctioning and the life cycle of the dishwasher. Based upon that visit Food Services Manager Revonne Drake will provide a cost analysis of expenditures for repairs and excessive usage of paper products in order to provide justification for replacement.

Inmate Grievance Procedure

- On January 4, 2010 NEPRC welcomed the arrival of a new Inspector, Dessie Cheers. With the addition of this staff member, the morale for inmates to utilize the grievance procedure has improved. Further, please note that Informal Complaints are logged according to policy and timeframes are adhered to strictly. If a staff member does not respond to an Informal Complaint in a timely manner, the staff members, as well as the Appointing Authority, are notified by the Inspector. The writer has also identified an improvement in the quality of responses to Informal Complaints provided by staff.

Security System/Perimeter Fence

- NEPRC had a new Physical Intrusion Detection System (PIDS) installed the week of November 30th through December 4, 2009. The system is a “Shaker” type and since the installation NEPRC has not experienced any failures. NEPRC has also approved a proposal from a contractor to upgrade the Microwave System and Underground Detection System. The anticipated start date of this work is February ’10. This facility has repaired the damage to the Perimeter Fence caused by the vehicle accident that occurred in ’09. Central Office staff has checked the fence for vulnerability and is satisfied with the condition of the structure. No further changes will be made at this time.

III. CIIC STATUTORY REQUIREMENTS

The CIIC is statutorily required to attend a general population meal period and at least one educational or rehabilitative program. The statute also requires the CIIC to “Evaluate and assist in the development of programs to improve the condition or operation of correctional institutions; (and to) Prepare a report for submission to the succeeding general assembly of the findings the committee makes in its inspections and of any programs that have been proposed or developed to improve the condition or operation of the correctional institutions in the state.”

ASSIST IN THE DEVELOPMENT OF IMPROVEMENTS

The Library: Creation or Expansion of Minority Book Sections

During the course of the 2009 inspections which always include the library, the CIIC Chairman, Representative Tyrone K. Yates, has cited the need for African American and also Hispanic designated Book Sections in Ohio prisons and juvenile correctional facilities. There is also a need for sufficient copies of periodicals of popular magazines for the African American and Hispanic inmates. Jet, Ebony, and Black Enterprise were suggested. In addition to the literature, African American and Hispanic movies, and books on tape should be provided. The purpose of the proposed improvements is to enhance cultural awareness, not only on one’s own but of others, and to enlighten inmates through classic biographies.

The proposal will help to improve inmates, contribute to good order, and improve the libraries. So much good could be done by a focus on the library, which could provide books about real people who inspire and bring out the best in us. In the therapeutic community model of substance abuse treatment in prisons, they insist that the critical ingredient for success is that a real person is on the staff who has been where the offender is, and who has succeeded in changing their life. They provide the model and this is said to provide renewed hope and confidence that they, too, can overcome addiction and make something of their life. The same inspiration can come from books about real people.

With the overcrowding and understaffing, it is a constant challenge for staff to keep the inmates busy with programs and activities, yet idleness leads to serious safety and security problems. Many inmates seem to crave the library, possibly for the solace that it provides. Many more could learn to enjoy reading with the right selection available.

Surely some of the reading incentives that the public libraries and schools use for school children, could be used within the DRC and DYS institutions. The facilities could form ad hoc committees to include inmates in order to zero in on making their library the best that it can be.

There is dedicated librarian staff in the prisons. Unfortunately, a number of librarian positions have been left vacant due the budget problems. At some institutions, other staff volunteers their time just to keep the library open for a few hours a day.

Inmates in segregation have limited access to the library. Those in Local Control are in segregation for up to six months. Those in "4B" and above are effectively in isolation indefinitely, sometimes for years. If they were provided with good biographies and even good self-help books, at least the isolation would be filling their mind with something positive that may make a difference in their life. Reading can keep them mentally healthy, as well as make them think, which ultimately affects their actions.

In regard to the female facilities, this same effort could be applied to providing a number of selections relevant to their gender. By providing an adequate quantity of reading selections about other females who have overcome adversity, or have had to endure extreme hardship in order to achieve success; inmates could find solace, inspiration, or examples of role models worthy of emulating by way of reading the literature. Furthermore, a collection of modern and classic women's studies literature should be stocked in the libraries of all female institutions.

It was reported that a survey of the population was made to determine what products inmates were interested in purchasing from the commissary. A similar survey could be conducted of the population to determine what books and movies the population is interested in reading and watching. Based on the information gathered from the survey, the Department could pursue purchasing those books for the library in an effort to encourage inmates to visit the library and read more.

According to the mental health staff, *over 50 percent of the population* at NEPRC is on the mental health caseload. Unfortunately there are inadequate resources to meet all of their needs. It is recommended that consideration should be given to increasing the number of self help books

available in the library. Consultation with the mental health staff on appropriate self improvement literature is suggested.

Library Walk-through

As noted in the inspection summary, in each housing unit there is a small selection of books in the common areas, in addition to the main library on the compound. The main library is small but appeared to be adequate, with numerous periodicals, newspapers and books. However, many inmates expressed a variety of concerns related to the law library, and/or legal services that are available in the institution.

According to the information provided by inmates, staff keep the Administrative Rules and the DRC policies behind a desk, and are reportedly available on request. One of the law clerks was very helpful with showing the CIIC where the relevant Administrative Rules are located. The other clerk relayed that hard copies of requested Administrative Rules could be printed from the Librarian's computer after the inmate submits a cash slip to pay for the cost of the copy. Other comments and concerns expressed by inmates regarding this issue are documented above in the inspection summary.

Expectations Questions and Responses: Library

1. Does the prison have an effective strategy for maximizing access to and use of a properly equipped, organized library, managed by trained staff? **Yes, the library is open seven days a week, including evening hours.**
 - a. How do prisoners with mobility problems get access? **Yes, the library is handicapped accessible.**
2. Are the library materials broadly reflective of the different cultures and needs of the prison population, including Braille, talking books, and foreign language books? **Yes, the offenders have access to a variety of library materials. The library also has a partnership with the Cleveland Public Library Inter-loan Library.**
3. Do all prisoners have access to a range of library materials, which reflect the population's needs and support learning and skills? **Yes, the library maintains materials, which supports the different educational levels. (ABE, Pre-GED, GED, Vocational and College)**
4. Does this include:
 - a. Literacy? **Yes**
 - b. Math? **Yes**
 - c. Language? **Yes**
 - d. Employability? **Yes**
 - e. Vocational training? **Yes**
 - f. Social and life skills? **Yes**

5. Do library materials include a comprehensive selection of up-to-date legal textbooks and DRC Administrative Rules and DRC Policies? **Yes, NEPRC Law Library maintains up-to-date legal materials, DRC Administrative Rules and DRC Policies.**
- -----

ATTENDANCE AT A GENERAL MEAL PERIOD

In compliance with the statutory requirement, the inspection included attendance at a general meal period with the inmate population. The meal consisted of canned peaches, kidney beans, two stalks of broccoli, brown rice, two tortilla shells, a portion of a meat reported to be pork, and milk or water to drink.

Overall the quality and portion size of the meal was very good with the exception of the meat reported to be pork. It was tasteless, looked unappetizing and had the consistency of cardboard. Some inmates stated that the majority of the meals served are well prepared, with a few exceptions like the meal being served that day for lunch. On previous inspections of other facilities, staff stated that the Department had discontinued serving pork. However, NEPRC staff relayed that a surplus exists, and they had to use all of it until there is no more left.

Dining Hall

It was raining intermittently on the day of the inspection, and inmates were waiting in a long line that extended outside of the dining hall onto the yard. Inmates relayed that rather than call one housing unit at a time for meals, there is one set time, and all inmates come at once, creating a long line and crowd outdoors even in inclement weather. Staff relayed earlier that lightning strikes occur frequently in the area. The Warden explained that because this is a minimum/medium security facility, it was determined that the inmates should be able to go to meals without being called by staff. It was also noted that inmates can buy an umbrella in the commissary for \$6.77. *Personal responsibility aside, with 600 inmates arriving at once, it is reasonable to consider the possible merits of staff coordination, involvement and organization to ensure safe, secure, controlled movement.*

Inside, the dining area seats approximately 100 inmates and is divided into two seating areas. It was well lit and the atmosphere was calm. There was a sign clearly posted at the entrance of the meal line encouraging inmates to report sexual assault.

Inmates proceeded through the line to receive their tray served to them by other inmates who were supervised by a staff member. They then proceeded to sit at any available table with other inmates. As inmates finished their meals, they took their tray and disposed of the remaining contents on their tray in the garbage. The inmate workers also took the trays for the CIIC team after the meal. The CIIC team stayed seated to speak with inmates who wished to be heard.

Other inmates working in the dining hall were responsible for promptly cleaning the table off with a washcloth.

Kitchen

The meal preparation area was observed to be clean and in overall good condition. Other inmates employed in food services were beginning to prepare the evening meal, and other inmates were washing pots and pans, while others were cleaning the kitchen. As noted in the summary there was no accumulation of built up debris observed. All inmate workers wore gloves and hairnets in accordance with standard sanitary practices. All entering the area, such as the CIIC inspection team, were required to wear hair nets while in the kitchen area, a sign of proper attention to the importance of sanitary practices. However, one female food service coordinator was observed in the kitchen without any hair net.

Staff relayed that the institution does need to have some of their equipment deficiencies addressed, and provided information in that regard. The orders for new equipment have reportedly been submitted to central office for purchase and replacement. Reported concerns include:

- One oven has reportedly been inoperable for about one year. This has made it difficult to follow the menu determined by the central office dietician.
- The Department reportedly spends a lot of money repairing the dishwasher. Reportedly, they could make payments on a new dishwasher for the same amount of money that is spent on maintenance of the existing machine.
- A tilt grill is reportedly needed. A new tilt grill reportedly costs approximately \$10,000 to purchase.
- The outside freezer reportedly needs to be replaced, at a reported cost of \$40,000. The outside freezer was reportedly struck by a delivery vehicle backing up to the loading dock. Although the freezer is reportedly still functioning, it does not operate to capacity. The Department was reportedly reimbursed for only ten percent of the value of the freezer.

Food service staff also communicated a need for funds to purchase sufficient cleaning supplies for the kitchen. They explained that they have cleaning supplies, but do not have what they should, including dish soap.

Expectations Questions and Responses: Food Services

1. Are prisoners offered varied meals to meet their individual requirements? **DR&C five week cycle menu.**
2. Is food prepared and served according to religious, cultural and prevailing food safety and hygiene regulations? **DR&C, five week cycle menu, prescribed by the state dietitian.**
3. Do all areas where food is stored, prepared and served, conform to the relevant food safety and hygiene regulations? **Yes.**

4. Are religious, cultural or other special dietary requirements relating to food procurement, storage, preparation, distribution and serving, fully observed and communicated to prisoners?

- a. Are Halal certificates displayed where prisoners can see them? **Yes**
- b. Are appropriate serving utensils used to avoid cross-contamination? **Yes**
- c. Do kitchen staff make special arrangements for different types of food, and special dietary requirements for e.g.

Pregnant inmates? **N/A, Franklin Pre-Release and Marysville only.**

Specific religions? **DR&C five-week cycle menu prescribed by the state Dietician.**

Prisoners with disabilities? **Same as above.**

5. Are all areas where food is stored, prepared and served properly equipped and well managed? **One oven is not working. The outdoor freezer door is damaged and needs to be replaced. Orders have been submitted for a new one to replace it. Also requesting a smaller heated (insulated) segregation transportation cart.**

6. Are prisoners and staff who work with food, health screened and trained, wear proper clothing, and prisoners are able to gain relevant qualifications? **Yes, the staff wears uniforms (exception: dress down days). We have a cook apprenticeship program.**

7. Do medical clearance forms exist on food service workers, and are training courses offered? **No.**

8. Are prisoners' meals healthy, varied and balanced and always include one substantial meal each day? **Prisoners meals are heart healthy! Five-week DR&C menu, prescribed by the state dietician.**

a. Are prisoners encouraged to eat healthily and are they able to eat five portions of fruit or vegetables a day? **Yes, fruit, (12 ounces) three portions and vegetables (12 ounces), three portions for a total of six portions a day.**

b. Do prisoners on transfer miss out on their main meal? **Prisoners on transfer receive their main meal upon arrival.**

9. Do prisoners have a choice of meals including an option for vegetarian, religious, cultural and medical diets? **Yes, a vegetarian meat alternative is offered.**

a. Are all menu choices provided to the same standard? **Yes, on the weekly menu provided to all areas.**

b. Are options for religious or cultural groups open to all, and not just those who practice their religion officially? **Inmates are screened by the Chaplain for participation in the receiving meals for religious events.**

10. Are prisoners consulted about the menu, and can they make comments about the food? **Yes, the food service manager distributes Food Surveys.**

- a. If logs of comments are kept, how frequently are they consulted? **Food surveys are dispensed monthly.**
- b. Is there a food comments book? **Food surveys are kept on file in the office.**

11. Is the breakfast meal prepared on the morning it is eaten? **Yes, except on weekends when the Brunch meal is served.**

12. Is lunch served between noon and 1:30 pm and dinner between 5 pm and 6:30 pm? **Lunch is served daily at 11:30am-12:30 pm. Dinner is served daily at 4:30 pm-5:30 pm**

13. Do prisoners have access to drinking water (including at night time), and the means of making a hot drink after evening lock-up? **Water spigots and microwaves are placed in every unit.**

14. Are prisoners able to eat together (except in exceptional circumstances)? **Yes, chow is in the cafeteria.**

15. Does staff supervise the serving of food in order to prevent tampering with food and other forms of bullying? **Yes, Food Coordinators are present during the serving of each meal. Managers monitor each meal, assisted by security staff daily.**

16. Where prisoners are required to eat their meals in their cells, are they able to sit at a table?
No

17. Do pregnant prisoners and nursing mothers receive appropriate extra food? **N/A, NEPRC does not house pregnant inmates.**

ATTENDANCE AT AN EDUCATIONAL OR REHABILITATIVE PROGRAM

Televised Youngstown State University Class

The inspection included observation of a class for inmates facilitated by Youngstown State University (YSU). The group communications class is part of the Advanced Job Training Program. Students were observed to be involved with small group activities while a staff member supervised their activity, and a professor at the YSU main campus provided instruction via videoconferencing.

The literature states that the tuition is paid for by the Ohio Department of Rehabilitation and Correction. ***The current charge for a full time student is \$3,324.*** Students who are not eligible for tuition support from the ODR&C may pay for the tuition themselves. *The textbooks are purchased by the University and loaned to the students each semester.* Textbooks are collected before the final exams are completed.

The program manual explains that inmates agree to terms of eligibility that require them to accept responsibility for their educational progress. They are required to:

1. Meet all criteria for program participation, including maintaining satisfactory academic progress as defined by the current college or university catalog.
2. Attend 75% of the enrolled classes offered each month, with no more than one unexcused absences per term and full participation in class assignments.
3. Earn satisfactory annual job performance evaluations.
4. Maintain compliance with the inmate grooming code during all educational activities.
5. Remain clear of any Security Threat Group Affiliation as indicated by the disciplinary record.
6. Be found guilty of no more than two Class II Conduct Reports by the Rules Infraction Board within each rolling calendar year.
7. Be expected to complete each credit hour of enrollment.

Enrollment is a three step process that consists of screening, application, and registration. Admission standards consist of proof of a high school diploma or a GED, and one year of Ohio residency, original transcripts of school attended, and official transcripts of all post secondary institutions attended.

According to information provided by staff, the YSU program is for all high school graduates or GED recipients who have Ohio residency, and students can earn up to 60+ undergraduate hours. The following certificates are available upon completion:

Economics (12hrs.)	Business (12 hrs.)
Marketing T-Comm (12 hrs.)	Communications (12 to 15 hrs.)
Personal Management (9 hrs.)	Marketing Communication (24 hrs.)
Business Communication (24 hrs.)	Certificate Program Completion (48 hrs.)

PROGRAMS OVERVIEW

According to literature provided on site, the institution conducts a variety of educational, vocational, recovery services, and faith-based programs. The list below is based on information contained in a copy of the *NEPRC Internal Management Audit 2009* manual provided on site.

Information on the institution's website also reports that there are several community service projects with inmate participation. Inmates also have a number of religious services programs which they may attend throughout the week.

Information from the institution's website provided a list of the religious services programs available to inmates. Two programs described as "unique" on the institution's website are *From the Inside Out*, and *Personal/Family Budgeting*. According to the description provided:

Unique Programs

Personal/Family Budgeting: This program teaches how to budget and manage household finances. Upon completion, each participant will know how to: create and manage a household budget, handle a checking account; use/avoid the misuse of credit cards; gain information about agencies/organizations that can assist with budget/debt counseling or bankruptcy; and spending strategies.

From the Inside Out: This twelve week program is designed to provide the tools to assist offenders in exploring why relationships fail; how to build and maintain healthy relationships; emphasis is on personal responsibility for relationships; learn how to build and maintain healthy relationships.

Recovery Services Programs

Medication Management
Changing Faces
Thinking for a Change
Victim Awareness
From the Inside Out

Coping with Confinement
Stealing Your Life Away
Therapeutic Journal
Anger Management

Community Service Programs

Clean up of Maingate Development
Lake County Humane Society
Ohio WAGS
University Settlement

Cleveland Food Bank
Little Sisters of the Poor
SAFE
APL Pound Pet Foster Program

Religious Service Programs

Sunday afternoon and evening worship
Kairos Monthly Reunion
Hispanic Bible Study
Prison Fellowship
Jehovah Witness Study
Grief and Loss Support
Faith Based Pre-Release Class
Praise Dance Rehearsal
Catholic Mass

Women's Spirituality
Prison Fellowship Bible Study
Women's Value
Gospel House Bible Study
Taleem
Jummah
Silent Choir Rehearsal
Choir Rehearsal
Praise Dance Rehearsal

Educational/Vocational Programs

Adult Basic Education
 Advanced Office Technology
 TEP
 ABE Tutor Training
 Secretarial Management Program
 Personal/Family Budgeting

Pre-GED
 Youngstown State University
 Horticulture
 Turf Grass Management
 Administrative Technology

Institutional Educational Data

The institution records the activity and progress of the education department each month, which also displays the progress of students enrolled in academic or vocational studies for the year. Below is the data for the month of August 2009.

Table 1. NEPRC Education Statistics for August 2009

Program	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals	
					Month	YTD	QTR	YTD
Literacy	63	3	67	20	0	0		0%
ABLE	0	0	0	0	0	0		0%
Pre-GED	39	1	45	45	0	0		0%
GED	42	4	43	18	3	3		0%
GED Evening	0	0	0	0	0	0		0%
HS/HS								
Academic	144	8	155	83	3	3		0%
Career-Tech (by program)								
Career-Tech (by program)	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals	
					Month	YTD	QTR	YTD
AOT	17	0	17	105	0	0		0%
Horticulture	14	2	14	36	0	0		0%
C-TECH	9	0	9	51	9	9		0%
Career Tech Total	40	2	40	192	9	9		0%
Special	3	3	3	0	0	0		
Title One	0	0	0	0	0	0		
EIPP	0	0	0	0	0	0		
TEP	9	0	19	63	0	0		
YTP	0	0	0	0	0	0		
ESL	0	0	0	0	0	0		
Career Enhancement	71	3	71	186	38	38		

					50%	100%	50%	100%		
Apprenticeship	6	0	6	15	1	0	3	0		
	For Month	< 22	YTD	Waiting List	Program Cert.		1-Year Cert.		2-Year Cert.	
					Term	YTD	Term	YTD	Term	YTD
Advanced Job Training	51	4	64	42	0	0	0	3	0	0
	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals			
					Month	YTD	QTR		YTD	
Total GEDs	3		5							
Total GEDs	3		3							
Literacy	16		16							
Other Tutors	2		2							
Tutors Trained	14		14							
Tutor Hours	535		1,062							
Children served in	108		288							
Narrator Hours	90		214							

Expectations Questions and Responses: Learning Skills and Work Activities

1. Are prisoners encouraged and enabled to learn, and do they have access to good library facilities? **Yes, classes are open to everyone and the library is open seven days a week. Pod libraries are also available in every unit.**
2. Is sufficient purposeful activity available for the total prisoner population? **Yes**
3. Are all prisoners assessed to provide a clear understanding and record of their learning and skills needs including literacy, math, and language support, employability and vocational training, and social and life skills? **Yes**
4. Is the learning and skills and work provision in the prison informed by and based on the diverse needs of prisoners and provides prisoners with both the opportunity of and access to activities that are likely to benefit them? **Yes**
 - a. Does provision meet the needs of older, younger adult, and disabled? **Yes, we offer Special Education Services to the younger, disabled students and serve the older offenders with disabilities under ADA.**

5. Are there sufficient activity places to occupy the population purposefully during the core working day? **Yes-Education Classes. Programs-Mental Health, Unit Management, Recovery Services and Recreation.**
 - a. How many prisoners are locked up during the day? **Approximately 1-2 every week.**
 - b. How many are formally registered as unassigned? **None**
 - c. What is the rated capacity compared with current population? **Every offender is assigned to a job or in education.**
 - d. How easy is it for a prisoner to get a job? **Yes**
6. Are activities that fall outside the learning and skills provision purposeful and designed to enhance prisoners' self-esteem and their chances of successful reentry? **Yes**
7. Are facilities and resources for learning and skills and work appropriate, sufficient and suitable for purpose? **Yes**
8. Are all prisoners able to access activity areas? **Yes, accommodations are made if inmates cannot climb stairs.**
 - a. Is there access for older and disabled prisoners? **Yes.**
 - b. Are there any inaccessible areas because of poor mobility and insufficient help to get to them? **No.**
9. Is every prisoner who wishes to able to engage fully with all prison activities offered, and is no one excluded from participation, other than as a result of a disciplinary punishment? **(Blank)**
 - a. Is a full schedule of activities available to all prisoners? **Yes**
10. Is allocation to activity places equitable, transparent, and based on identified reentry planning needs? **Yes**
11. Can prisoners apply for job transfers and are they given written reasons for any decisions? **Yes**
 - a. Does case management link with the reentry planning process? **Yes-Case Managers meet with offenders quarterly to review reentry goals.**
 - b. Do prisoners with identified learning needs work in low-skilled, production line work, rather than relevant classes? **Yes**
 - c. How are unit-based jobs (cleaners, painters, food service workers etc.) allocated, as these often bypass formal procedures? **Based on availability of jobs in the unit. No one bypasses the formal procedure.**

d. Is there any favoritism or line jumping? **No.**

12. Do local pay schedules provide disincentives for prisoners to engage in education or training activities? **No**

a. Do unskilled jobs with no links to learning offer more pay than education and training activities? **No**

13. Do prisoners who do not work because they are exempt (Long-term sick, etc.) receive sufficient weekly pay? **The offenders pay is reduced to a lower scale during this time.**

14. Do prisoners who are unemployed through no fault of their own or who are exempt from working unlocked during the day, provided with access to the library and other activities? **Yes**

15. Does the prison have an effective strategy to ensure that learners are able to regularly and punctually attend those activities that meet their needs and aspirations? **Yes**

a. What systems are in place for managing punctuality and encouraging attendance at prison activities? **Inmates are given a schedule for classes they are required to attend or they are given a “pass” to attend class.**

16. Are all prisoners given accurate information, advice and guidance about prison activities, which support their learning and sentence plans and link to their reintegration into the community? **Yes-Offenders meet with their case managers to discuss their reentry goals.**

17. Does the assessment and provision of individual learning and skills form an effective part of prisoners’ reentry plans and are they used effectively to record and review overall progress and achievement? **Yes-Case Managers track offenders progress in obtaining their reentry goals.**

18. Do work placements provide purposeful and structured training for prisoners? **Yes**

a. Wherever possible, can vocational qualifications be obtained alongside their work? **We offer administrative office technology and Horticulture. We also offer apprenticeship programs-cook maintenance. Horticulture and Animal Trainer.**

b. In the absence of such qualifications, are developed skills recognized and recorded? **See Part Section A.**

19. Are prisoners helped to continue on their courses when transferred or to progress to further education, training or employment on release? **Yes guidance services are available.**

20. Does the prison accurately record the purposeful activity hours that prisoners engage in, excluding non-purposeful activities in their calculations? **Yes, attendance is kept for all classes offered.**

FACILITY PROFILE

According to the *NEPRC Internal Management Audit 2009 Manual*, the Northeast Pre Release Center (NEPRC) is an all-female, adult, minimum/medium security facility with a rated capacity of 640 inmates covering 14 acres of land located in downtown Cleveland. The facility was completed in 1988 at an estimated cost of \$14 million. The GRF budget for the institution is reported as \$14,281,552, with a daily cost per inmate to be approximately \$79.90.

The mission of the facility has been reoriented several times since its opening. Initially it was intended to serve as a furlough center. Then its mission was changed to house male offenders. However, within two years it was used to house only female minimum/medium offenders.

Staff Data

ODRC Workforce Composition Data for October 1, 2009, shows that the facility had 156 total staff. According to the data, 93 employees are security staff, and the remaining fill administrative and/or other non-security roles.

Of the 156 total staff, the gender composition consists of 87 female staff (56 percent) and 69 male staff (44 percent). Of the 156 employees, the racial composition is reported as 88 White employees, 63 Black employees, and five "Other" staff.

Broken down by gender and race, the staff consists of 43 White females, 43 Black females, and one female staff member described as Other. The composition of male staff is described as 45 White, 20 Black, and four listed as Other.

Table 2. Total Staff by Gender and Race as of October 1, 2009

Gender/Race	White	Black	Other	Total
Female	43	43	1	87 (56%)
Male	45	20	4	69 (44%)
Total	88 (56%)	63 (40%)	5 (4%)	156 (100%)

The total number of Officers employed by the institution was reported as 82. There are 45 *female* Officers, and 37 *male* Officers. The racial composition of the officers consists of 44 White Officers, 34 Black Officers, and four Officers described as "Other." The racial breakdown by race for female Officers is 22 White, 22 Black, and one described as "Other." Of the male Officers, 22 are White, 12 are Black, and three are described as "Other."

Table 3. Correctional Officers by Gender and Race as of October 1, 2009

Gender/Race	White	Black	Other	Total
Female	22 (49%)	22 (49%)	1(2%)	45 (55%)
Male	22 (59%)	12 (32%)	3 (8%)	37 (45%)
Total	44 (54%)	34 (41%)	4 (5%)	82 (100%)

It was mentioned that all of the institution’s Sergeants are males, but they are actively trying to recruit more females for supervisory positions. Staff stated that they have several qualified female employees, but they rarely apply for supervisor positions, due to the chance that their schedule might change. However, they did convey that they had eight applications for a recent supervisory opening and five of those applicants were females. They further explained that an ideal situation would be to have females in half of the Sergeant positions. Moreover, they communicated that three of the seven new hires for officer positions were females.

Staff relayed that the administration does not have control over non-exempt employees, but do have a say in who will fill some of the exempt positions. They reported that they are plugging those positions with females as quickly as possible as the opportunity arises. They also reported that their racial breakdown for staff and inmates is approximately 50/50 across the board.

Upon inquiry about the budget cuts and its affect on staff, it was relayed that the institution lost eight total positions, which included a Deputy Warden, Unit Manager, Job Coordinator, and an Activity Therapist. The administration commented that when you lose eight positions at such a small facility it is a hard hit. Staff commented that the work does not disappear and one of the biggest challenges was doling out duties and dispensing the “hats” that those staff members wore to others. They are reportedly down to one Deputy Warden and one Unit Manager. Staff also relayed that they lost vital activities that reduced idleness when their Activity Therapist position was abolished.

Inmate Data

According to the institution’s website, on the date of the inspection the population count was reported to be approximately 580 inmates. There were 373 inmates classified as security level 1 (minimum) and 207 inmates classified as security level 2 (medium).

Table 4. Number of Inmates by Security Level at NEPRC, September 21, 2009

Security Classification Level	Number of Inmates
Security Level 1(minimum)	373 (64%)
Security Level 2 (medium)	207 (36%)
Total	580 (100%)

According to the information provided, the racial composition of the inmates consists of 258 White inmates, 319 Black inmates, two inmates classified as “Other,” and one Hispanic inmate.

Table 5. Number and Percentage of Inmates by Race at NEPRC, September 21, 2009

Race	Number of Inmates	Percentage
Black	319	55%
White	258	44
Other	2	>1
Hispanic	1	>1
Total	580	100%

System-Wide Data on Female Inmates

As of October 5, 2009 the Department reported that the number of incarcerated female offenders was 3,956. This is an increase of 108 female offenders from the previous year, accounting for 7.8 percent of the total inmate population. The percentage of females incarcerated in Ohio’s state correctional facilities remains steady from 2004 to the present in comparison to the total inmate population. *However, the growth in the total female population was 28.07 percent in five years.* According to the ODR&C’s Annual Reports from 2004 to 2008, the number of female *commitments* to the reception center at the Ohio Reformatory for Women has steadily increased surpassing its previous peak of 3,847 in 2007. To accommodate this growth there has been significant expansion of the housing units at the Ohio Reformatory for Women and the conversion of the Trumbull Correctional Camp from housing males to females.

Table 6. Growth in Total System Wide Female Prison Population 2004-2008

Year	Female Population	Percent of Total Prison Population	Number of Female Commitments	Percent of Total Commitments System-wide
2008	3,848	7.8%	3,569	13.00%
2007	3,840	8.0	3,847	13.00
2006	3,279	7.0	3,505	12.78
2005	3,098	7.0	3,144	12.58
2004	3,089	7.0	2,879	12.06

According to the information in the Department’s annual reports, female offenders are mostly incarcerated for fifth and fourth degree felony offenses. *The top two crimes committed by the female population include drug offenses and theft offenses related to drugs.* The information contained in the following two tables was extracted from the “ODR&C Fiscal 2008 Commitment Report,” table titled, “Number of Senate Bill 2 (SB2) Commitments by Felony Level of Most Serious Conviction offense, Sex, and Length of Aggregate Sentence.”

Table 7. Number of Female Offenders by Felony Sentence Category, Minimum, Average, and Maximum Sentence in Months

Felony Sentence Category	Female Offenders		Minimum, Average and Maximum sentence Term (In Months)		
	N	%	Minimum	Average	Maximum
Fifth Degree	1,733	48.58	3.00	10.71	90.00
Fourth Degree	836	23.44	1.92	15.07	126.00
Third Degree	585	16.40	1.92	27.77	156.00
Second Degree	269	7.54	12.00	43.69	246.00
First Degree	127	3.56	24.00	78.99	240.00
Life	17	0.48	NA	NA	NA
Death	0	0.00	NA	NA	NA
Total	3,567	100%			

Table 8. Number of Female Commitments by Offense Category of Most Serious Offense in 2008.

Category of Most Serious Offense	Number of Female Inmates	Percentage of Female Inmate Population in 2008
Drug Offenses	1,292	37%
Miscellaneous Property Offenses	781	22
Crimes Against Persons (Excluding Sex Offenses)	568	16
Offenses Against Public Peace/Justice/Public Administration	328	9
Fraud Offenses	287	8
Burglary Offenses	172	5
Sex Offenses	45	1
Firearm Offenses	44	1
Motor Vehicle Offenses	42	1
Total	3,569	100%

According to the ODR&C Fiscal 2008 Commitment Report's table of Number of Commitments by Race/Ethnicity and Reception Center, Fiscal Year 2008, the race of inmates that comprise the majority of commitments are White females at 2,465, followed by Black females at 1,085, Hispanic inmates at eight, Asian inmates at eight, Native Americans at two, and Other inmates at one.

Table 9. Number of Female Commitments by Race/Ethnicity FY 2008

Race/Ethnicity	Number of Inmates	Percentage
White	2,465	69.07%
Black	1,085	30.40
Hispanic	8	0.22
Asian	8	0.22
Native American	2	0.06
Other	1	0.03
Total	3,569	100.00

CIIC CONTACTS AND CONCERNS

The CIIC documents all contacts made with the CIIC office from inmates, their families and/or friends, and from facility staff. These contacts are recorded in a database for each biennium. Since the beginning of the current biennium on January 1, 2009 to September 30, 2009, the CIIC office has received only *five contacts* relaying only *16 concerns* from inmates at the Northeast Pre-Release Center. This places the institution at the *fifth-lowest in number of contacts to the CIIC*. The only institutions with fewer contacts to the CIIC are listed below:

<u>Facility</u>	<u>Contacts</u>
Montgomery Education and Prerelease Center	3
Dayton Correctional Institution	2
Corrections Medical Center	1
Franklin Pre-Release Center	1

In contrast, the institution with the most contacts and reported concerns was the Southern Ohio Correctional Facility with *375 contacts relaying 2,075 concerns*.

The 16 reported problems, issues or concerns pertaining to the Northeast Pre-Release Center relate to six subject categories: *Supervision, Staff Accountability, Health Care, Special Management Housing, Non Grievable Issues, and Inmate Relations*. In the table below, the categories of concern are further divided into sub-categories of concern.

**Table 10. CHC Contacts and Concerns for NEPRC
January 1, 2009 to September 30, 2009**

Category of Concern (Including sub-categories)	Number of Complaints
Supervision	
Unprofessional Conduct	2
Abusive Language	1
Retaliation for Voicing Complaint	1
Harassment	1
Total	5
Health Care	
Access/Delay Receiving Medical Care	1
Improper/Inadequate Medical Care	1
Delay/Denial of Medication	1
Total	3
Staff Accountability	
Failure to Follow Policies	2
Failure to Perform Job Duties	1
Total	3
Special Management Housing	
Placement	2
Total	2
Non-Grievable Matters	
RIB/Hearing Officer	1
Legislative Action	1
Total	2
Inmate Relations	
Assault	1
Total	1
TOTAL	16

*Expectations Questions and Responses: Duty of Care
Complaint/Grievance Procedure*

1. Are there effective complaint procedures in place that are easy to access, easy to use, and provide timely responses? **Yes, inmates are informed of the inmate grievance procedure upon entry into the facility and at orientation. Forms are available in each living unit.**
2. Do prisoners feel safe from repercussions when using these procedures and are they aware of an appeal procedure? **Yes, inmates are given information on the appeal process at orientation and it is also available in the inmate handbook.**

3. Is information about the grievance procedure reinforced through notices and posters that are produced in English and other languages and displayed across the prison? **Information is posted in the units and also explained in the handbook which is available in the units and library.**
 - a. Are there posters in prominent places on all residential units, including for those with literacy problems and those with disabilities so that they can understand and are able to access the procedures? **Information is posted on bulletin boards in the housing units.**
 - b. Since some prisoners, e.g. foreigners, may need to be specifically told about the whole process, is there a single channel of contact or clear information on how to make a complaint? **Inmate handbooks are available in English and Spanish. Inmates are free to come to the Inspector's Office at any time to voice their complaints.**
 - c. Is information on the units/blocks always displayed and do prisoners understand it? **Information is posted in each unit and handbooks are available in each unit and in the library.**
 - d. What are the procedures for blind prisoners? **NEPRC does not house blind prisoners.**
4. Are prisoners encouraged to solve areas of dispute informally, before making official complaints? **Yes, the Inspector's office has an open door policy. Inmates are encouraged to see me at any time.**
5. Can prisoners easily and confidentially access and submit complaint forms? **Forms are available in each unit.**
 - a. Are forms required to access complaint forms? No, **inmates may initiate concern with a kite.**
 - b. Are there forms, and at least one kite box on each block/dorm? **Forms are available in the units or in the Inspector's Office.**
 - c. Are the boxes emptied daily by a designated officer? **Yes, the mailbox is emptied daily by the mailroom staff.**
 - d. Are form dispensers always stocked with forms? **Yes, forms are available in the units or in the Inspector's Office.**
 - e. Are informal complaints and grievance files secured on a limited access basis? **ICRS and Grievance files are secured in the Inspector's office.**
6. Do prisoners make use of the procedures, and are they free of pressure to withdraw any complaints or grievances? **Yes, inmates make use of the informal complaints and grievance procedure.**
 - a. What are the procedures for prisoners with learning or other disabilities?

7. Are all complaints and grievances, whether formal or informal, dealt with fairly and answered within three days, or 10 days in exceptional circumstances, with either a resolution or a comprehensive explanation of future action? **(Blank)**
 - a. Are complaints resolved? **Inmate's issues are resolved.**
 - b. Are complaints answered within three working days, or within 10 days in exceptional circumstances? **Complaints are resolved timely.**
 - c. Are forms sent back to prisoners because of technicalities in procedure? **If additional information is needed from the inmate it may be returned so that they may complete it.**
 - d. Are such complaints referred to the relevant staff member, not back to the prisoner? **Complaints are referred to the supervisor of the person or department the complaint is against.**
 - e. Are target return times recorded? **Dates of response are logged in DOTS Portal.**
 - f. Are letters of complaint/concern from third parties, such as legal representatives, family or voluntary organizations, logged and answered? **(Blank)**
8. Do prisoners receive responses to their complaints/grievances that are respectful, legible, and address the issues raised? **Yes**
9. Are formal grievances signed and dated by the respondent? **Yes, they are signed and dated.**
 - a. Regarding the quality of responses, is there a quality assurance system in place? **Inmates may appeal the decision of the Inspector to the Chief Inspector.**
 - b. Does the staff member who dealt with the complaint clearly print their name on the response? **Yes**
 - c. Are staff responses to confidential complaints returned in sealed envelopes? **Yes, they are kept confidential.**
10. Do prisoners feel able to ask for help in completing their complaint or grievance form and in copying relevant documentation? **(Blank)**
 - a. Are staff responsive to requests for help with forms? **Officers, Sgts. Case Managers as well as the Inspector, are all available to assist.**
 - b. Are translation services provided for those who need them? **Translation services are available.**

- c. What are the arrangements for prisoners with literacy problems, and for those who are blind? **NEPRC does not house blind offenders. Any inmates who have literacy problems can go to any staff member for assistance.**
11. Is any declaration of urgency by prisoners fully assessed and answered? **Yes, complaints are reviewed by the Inspector daily and any urgent issues are addressed immediately.**
- a. Are staff responsive to requests for urgent help? **Yes**
12. Are prisoners who make complaints against staff and/or other prisoners protected from possible recrimination? **Yes, inmates with issues of inappropriate supervision are advised to send the kite to the inspector.**
- a. What protection measures are in place and put into practice? **Information regarding these complaints are confidential.**
- b. Are responses objective and factual, and conclusions based on evidence rather than supposition? **Yes**
- c. What are the adverse effects of filing complaints? **There aren't any.**
- d. Do prisoners know that there are protection measures if they complain about staff or other prisoners? **Inmates are aware that they will not be disciplined for filing complaints.**
13. Do prisoners know how to appeal grievance decisions? **Yes. This information is given to them upon arrival at the institution and during orientation.**
- a. Are appeals dealt with fairly, and responded to within seven days? **Appeals on grievance are handled by the Chief Inspector's Office and are taken care of within the timelines established by DR&C.**
- b. Are prisoners reminded of their appeal option on the relevant forms? **Yes, information regarding the appeal process is printed on grievance form.**
- c. How many have appealed in the last six months? **None**
- d. What was the outcome, and how promptly were they answered? **N/A**
14. Do all prisoners (and staff) know how to contact members of the Ohio General Assembly's Correctional Institution Inspection Committee, and can they do so in confidence? **(Blank)**
- a. Is CIIC contact information posted in dorms, blocks, library and other areas to ensure that staff and inmates are aware of how to contact CIIC? **Yes**
- b. Are there any difficulties with access to the CIIC? **No**
15. Do prisoners receive help to pursue complaints and grievances with unit managers, prison administrators, or other central office staff, if they need to? **Yes**

16. Do all prisoners know how to contact the Inspector and Chief Inspector? **Yes. Information available in units and the inmate handbook.**

a. Do blocks/dorms have contact details and information? **(Blank)**

17. Do prisoners receive help to pursue grievances with external bodies if they need to? **(Blank)**

a. Do they also receive help in contacting legal advisers or making direct applications to the courts? **(Blank)**

b. In the last month, how many original grievances and appeals were sent to the Chief Inspector? **None.**

c. What do they tend to be about? **NA**

d. What proportion are generally resolved? **NA**

18. Do prison managers analyze complaints (both granted and denied) each month, by ethnicity, disability, block/dorm/unit, prisoner type, etc., and if necessary, make any appropriate changes? **Information is tracked monthly.**

a. Is data studied and is action taken when strong patterns/trends emerge? **Yes.**

Expectations Questions and Response: Staff – Prisoner Relationships

1. Are prisoners treated respectfully by all staff, throughout the duration of their custodial sentence, and encouraged to take responsibility for their own actions and decisions? **Yes**

2. Is there a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison community are safe and treated with fairness? **Yes**

3. Are all prisoners treated with humanity, and with respect for the inherent dignity of the person? **Yes**

a. Is staff aware that the prison has a duty of care for all prisoners, to ensure no prisoners are at risk of physical or emotional abuse by staff or prisoners, and that prisoners are to be held in decent and humane conditions? **Yes**

4. Are staff aware that they should set a personal example in the way they carry out their duties at all times? **Yes**

5. Are staff always fair and courteous in their day-to-day working with prisoners? **Yes in the vast majority of cases.**

6. Do staff positively engage with prisoners at all times? **Yes.**

7. Is interaction between staff and prisoners encouraged by the senior management team? **Yes**

- a. Does staff help and encourage older and less able prisoners to participate in and access all facilities offered across the prison? **Yes**
- 8. Does staff routinely knock before entering cells, except in emergencies? **Yes in most cases.**
- 9. Are prisoners encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behavior? **Yes**
 - a. What methods are used to encourage prisoners to get involved? **Yes**
- 10. Is inappropriate conduct on the part of prisoners challenged? **(Blank)**
 - a. Do staff demonstrate skill in confronting low-level disputes without using official disciplinary measures? **Yes**
- 11. Are prisoners encouraged and supported to take responsibility for their actions and decisions? **Yes**

Expectations Questions and Responses: Bullying and Violence Reduction

- 1. Does everyone feel safe from bullying and victimization (which includes verbal and racial abuse, theft, threats of violence and assault)? **Yes**
- 2. Are active and fair systems to prevent and respond to violence and intimidation known to staff, prisoners and visitors? **Yes**
- 3. Has the prison developed an effective strategy to reduce violence and intimidation, which has earned the commitment of the whole prison and has drawn on multi-disciplinary consultation including feedback from prisoners? **Yes**
 - a. Is the violence reduction strategy widely publicized? **Yes**
 - b. Is monitoring part of the strategy and as a minimum, does it cover feelings of safety among prisoners, incidents of bullying (verbal and physical), number of assaults, number of racist incidents, location of incidents and action taken? **Yes**
 - c. Do staff understand their duty to maintain a safe environment and what they do to promote this? **Yes**
 - d. Are staff alert to threats to a safe environment, and do they confront all forms of victimization? **Yes**
 - e. Are prisoners consulted as part of the strategy development and maintenance? **No**
 - f. How effective is the strategy in promoting safer custody and violence reduction? **Excellent**

4. Are prisoners consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate? **Yes, exit interviews.**
 - a. Has there been any consultation in the last six months? **Yes**
 - b. Has an annual confidential survey to all prisoners about bullying been undertaken? **Yes**
 - c. Are there wing representatives? **No**
5. Do staff supervise and protect prisoners throughout the prison from bullying, verbal and physical abuse, racial abuse and threats of violence? **Yes**
6. Are staff consistent in challenging these behaviors? **Yes**
 - a. How many incidents occurred in the last six months? **Zero**
 - b. Are there particular areas where prisoners feel vulnerable to bullying? **No**
 - c. What policies provide protection of vulnerable prisoners?
64-DCM-01 Inmate Grievance Procedure
64-DCM-02 Inmate Separations, Special Management Procedures
64-dcM-03 Classification/Release of Protective Control Inmates
 - d. Do staff lead by example in the way they treat their colleagues/prisoners, and understand that their duty is to foster a safe environment, by confronting unacceptable behavior quickly and fairly? **Yes**
 - e. What are the arrangements for movement, exercise, mealtimes and discharge, especially for those who are considered vulnerable? **N/A**
 - f. Is particular attention given to prisoners who have asked for protection from other prisoners or those who may be victimized because of the nature of their offense or other individual circumstances? **N/A**
7. Are prisoners' families and friends encouraged to make suggestions about how the prison could better protect prisoners from victimization and to provide information to help identify those prisoners likely to be at risk? **(Blank)**
 - a. Are prisoners' families encouraged to come forward if they feel they are being bullied to bring drugs into prison? **Yes**
 - b. Is a visitors' survey distributed systematically? **No**

- c. Do visiting families know about reporting procedures and do they think that visiting staff are approachable and sympathetic? **Yes**
 - d. Are there posters in visiting rooms? **Yes**
8. Is an effective strategy in place to deal with bullying which is based on an analysis of the pattern of bullying in the prison and is applied consistently throughout the prison? **No**
- a. Has a strategy been formed by systematic consultation with prisoners across the prison? **No**
 - b. Is a central log of bullying kept, and are incidents of bullying reviewed regularly by a multidisciplinary committee? **No-AA**
 - c. Are staff alert to potential bullying and do they confront all forms of victimization? **Yes**
 - d. Are all sources of information including security reports, accidental injuries etc. used for evidence of bullying/intimidation? **Yes**
 - e. How do staff contribute to the strategy? **Encouraged through annual In-Service training and constant communication with Management.**
 - f. Is there a coordinated approach by all departments? **(Blank)**
9. Are allegations of bullying behavior treated consistently and fairly? **Yes**
- a. Are they investigated promptly? **Yes**
 - b. Are outcomes of investigations recorded and is the prisoner who reported the bullying supported? **Yes**
10. Are prisoners made aware of behavior that is unacceptable through a well-publicized policy and are made aware of the consequences of bullying? **Yes**
11. Is inappropriate behavior consistently challenged? **Yes**
- a. Are there bullying posters throughout the prison? **No**
 - b. What information is distributed to new arrivals? **PREA-Prison Rape Elimination Act**
 - c. Is bullying clearly defined to prisoners? **No**
 - d. Are staff aware of both direct and indirect forms of bullying? **Yes**
12. Do anti-bullying measures support the victim and take the victim's views about their location into account? **Yes**

- a. Do staff understand the link between bullying and aggressive and disruptive behavior generally? **Yes**

13. Are appropriate interventions in place to deal with bullies and support victims? **Yes**

- a. What interventions are available to challenge bullies and to support victims of bullying?
RIB, Mental Health Staff, Unit Staff

- b. Are interventions aimed at achieving sustained and agreed changes in behavior? **Yes**

- c. Do prisoner records contain comprehensive updates on how bullied and bullying prisoners have been supported and/or challenged? **(Blank)**

USE OF FORCE DATA

Staff is permitted to use force in the execution of their duties within a correctional facility when necessary. After each incident in which force is used, staff are required to document each incident with an incident report submitted to the shift Captain who in turn forwards the incident report to the Deputy Warden of Operations for further review. If the Deputy Warden determines that the incident merits an investigation by a use of force committee, the Deputy Warden makes that recommendation to the Warden. If the Warden concurs with the recommendation, then the Warden assigns a use of force committee to investigate and determine if the amount of force used was necessary and not excessive. Administrative Rules and a DRC policy provide detailed information on the subject of use of force and their investigations.

The following table is a summary of the amount of times force was used from January 1, 2009 to August 2009. According to the data, there were only *two* incidents in which force was used by staff in nine months.

Table 11. Use of Force Incidents by Race, January 1, 2009 to September 1, 2009.

	Black	White	Other
Use of Force incidents during the month	1	1	0
Number of those reports (from #1) that were:			
Assigned to Use of Force Committee	0	0	0
Logged as “No Further Action Required”	1	1	0
Referred to the employee disciplinary Process	0	0	0
Referred to the Chief Inspector	0	0	0
Number of those reports (from #2) where the investigation was not completed in 30 days and were extended:			
Number of extended investigations from previous month(s) that were:			
Completed	0	0	0
Not Completed	0	0	0
Total	1	1	0

THE INSPECTION

Visiting

Visiting for inmates was in progress during the inspection. The atmosphere of the visiting room was relaxed as inmates and their visitors were observed sitting at small tables talking quietly among one another. The visiting room appeared to have adequate seating and amenities such as vending machines available for inmates and their visitors. Adjacent to the visiting room is a brightly decorated children’s reading room for inmates to read to their children during visits. Staff relayed that the visiting room has a capacity to accommodate about 50 individuals at one time.

It was also relayed by staff that the use of cash has been eliminated in visitation. Inmates are issued a debit card based on the amount of money in the inmate’s account that can be used in the vending machines. Since inmates are prohibited from possessing or handling money, the use of the vending card is an appropriate substitute that the inmate can possess, which is also thought to be an empowering psychological boost that removes the demeaning impact of the visitor making purchases for the inmate.

CIIC has received recent and relevant communication on the subject regarding other institution practices, which includes a proposal to assist in bringing about improvements system-wide. The issue is described as follows:

Let's see about changing this money card system at visitation to where families are not stuck with money on a vending card in which they can never use if their loved one is transferred or released. *There should be a universal card applicable at all institutions, but each institution has a different vending contractor. Why can't this money be transferable to the inmate's account when transferred, rather than the vending contractor keeping all of this money?* I would love to see how much is profited from this statewide through an internal investigation. *There is also no type of procedure for families to mail the card in and even get their money back.*

It is suggested that a review be made of the differing practices at each prison and to consider standardization of what is regarded as best practices which also address the above referenced concern.

Medical Services

There is no infirmary at NEPRC. Due to the fact that NEPRC does not have a dedicated infirmary they must rely on seclusion cells normally reserved for inmates in security control when necessary to house inmates with MRSA or other conditions requiring seclusion.

Medical services are available on all three shifts. The medical services department operates out of a small building that was observed to be clean and in good condition. Although the quarters were cramped, on the day of the inspection it appeared to have no adverse effect on the delivery of services.

Most of the institution's medical staff is provided through the contracting agency *The Wexford Group*. Ten of the eleven Registered Nurses employed at the facility are provided by the contractor, as is the LPN that serves a dual role as a phlebotomist. There is only one RN who is a civil service employee who performs quality assurance functions, medical education, and other services. It was relayed prior to 2006 that all of the RNs were civil service employees until the use of contractors became the preferred method of staffing medical services. Reportedly, the Department is shifting away from using medical staff provided by contractors, and will once again begin to use only or primarily civil service employees to provide these services. While staff did not express any negative reservations about the quality of work provided by contractors, the use of civil service Doctors and Nurses is reportedly preferred throughout the system.

Other medical services such as dental, optometry, and podiatry are routinely provided on a weekly and monthly basis. Optometry is provided once per month, and podiatry services are provided twice per month. Dental services are performed at least twice each week at the institution. According to staff, as a result of the *Fussell* class action settlement, the institution is required to expand their dental clinic to include two chairs. When the construction begins, space for the expansion will be taken from the program area currently used to facilitate the Youngstown State University college program, and the hair salon where the women can pay to get their hair done.

Reportedly there is no Pharmaceutical Technician on site. However, staff relayed that the institution’s pharmacy services are shared through a cooperative agreement with the Department of Mental Health.

The information listed in the table below is a summary of the health care services provided to inmates. The data is reported in monthly medical reports that detail the frequency and amount of the services performed.

Table 12. Institution Monthly Medical Report

Primary Health Care	
Doctor H & P	0
Nurse Intake Screen	59
Nurse Referrals to Doctor	130
New Intakes Referred to Physician	28
Nurses Sick Call and Assessment	334
Doctor Sick Call	393
Doctor No Shows	0
Emergency Triage	
Sent to Local ER	1
Sent to OSU ER	0
Sent from Local to OSU	0
Inmate Emergencies Treated Onsite	5
Staff Treated	0
Visitors Treated	0
Infirmary Care	
Bed Days Used for Medical	0
Bed Days Used for Mental	0
Bed Days Used for Security	0
Dental Care	
Scheduled Visits	155
Emergency Visits	50
Total Visits	205
No Shows	0
AMAs (Refusing treatment against medical advice)	26

Specialty Care On Site	
Optometry	
Number of inmates seen	29
Hours on site	9
Podiatry	
Number of inmates seen	35
Hours on site	8
OB GYN	
Consults	11
Inmates Seen	21
Hours on Sight	8
Pharmacy	
Medical Refills	549
Mental Refills	260
Medical New Prescriptions	950
Mental New Prescriptions	475
Total Prescriptions	2,234
Medical Controlled Prescriptions	22
Mental Controlled Prescriptions	735
Lab Data	
Blood Draws	91
DNA Blood Draws	0
Mental Health Blood Draws	20
EKGs	9
Non-CMC X-Rays	2
Infections Disease Data	
Number Inmates Tested for TB	0
Positive PPD Test	0
Staff PPD	0
Inmates Completed INH	0
Inmates Incomplete INH	0
Inmates Refusing INH	0
HIV Positive Inmates	0
Inmates HIV Conversions	0

Deaths	
Deaths Expected	0
Deaths Unexpected	0
Suicides	0
Homicides	0
Deaths at Local Hospital	0
Deaths at OSU	0
Deaths at CMC	0

Mental Health Services

The data provided in Table 13, “Percent of Prison Population on the Mental Health Caseload by Institution,” was taken from the CIIC 2008 Biennial Report. It shows that the highest percentage of the inmate population on the mental health caseload is at Ohio’s prisons for females. The Franklin Pre-Release Center, the Northeast Pre-Release Center, and the Ohio Reformatory for Women are among the highest numbers of inmates on the mental health caseload. *This is still true at NEPRC. According to the staff, over 50 percent of the inmate population is on the caseload. Staff relayed that they have 300 or more inmates on some form of psychiatric medications.*

Staff relayed that the institution has rebuilt their entire mental health department in the past three years. They expressed great pride in their mental health department, regarding it as superior to others in the amount and quality of programming they provide, but most especially in the caring and competence of the staff. To support their belief, staff reported that the Mental Health Administrator was recognized for the outstanding services she provides. According to staff, the mental health department facilitates up to 24 programs for this important population. To carry out their mission, there are three Psychologists, three Psychiatrists, and a Psychiatric Registered Nurse.

As stated in the inspection summary above, the following programs are provided to inmates through mental health services. Three of the programs are conducted by a nurse. The remaining programs are conducted by psychologists

- Introduction to Trauma Recovery
- Coping with Confinement
- Therapeutic Journaling
- Stress and Relaxation
- Medication Education
- Trauma Recovery and Empowerment Model

- Medication Compliance
- Anger Management
- Stealing Your Life Away
- Generation Rx Group
- Hope Group

**TABLE 13. PERCENT OF PRISON POPULATION ON THE MENTAL HEALTH CASELOAD
BY INSTITUTION**

Institution	Percent of 2008 Total Population on MH Caseload	End of 2008 Institutional Population	Monthly Average on the MH Caseload In 2008
Oakwood Correctional Facility	56 %	133	75
Franklin Pre-Release Center (Females)	50	455	229
Northeast Pre-Release Center (Females)	49	551	269
Ohio Reformatory for Women (Females)	41	2470	1004
Southern Ohio Correctional Facility (Maximum Security Males)	30	1406	428
Trumbull Correctional Institution (Minimum Camp Females)	26	1363	348
Allen Correctional Institution	24	1323	317
Corrections Medical Center	24	134	32
Hocking Correctional Facility	21	486	101
Chillicothe Correctional Institution	20	2923	592
Mansfield Correctional Institution	20	2452	487
Toledo Correctional Institution	20	1088	220
Grafton Correctional Institution	18	1507	270
North Coast Correctional Treatment Facility	18	661	116
Southeastern Correctional Institution	17	1642	274
Pickaway Correctional Institution	17	2409	413
North Central Correctional Institution	17	2335	406
Warren Correctional Institution	17	1393	243
Marion Correctional Institution	16	2237	360
Correctional Reception Center	16	1754	286
Belmont Correctional Institution	15	2784	422
Lebanon Correctional Institution	15	2669	403
Noble Correctional Institution	15	2456	379
Richland Correctional Institution	14	2571	349
London Correctional Institution	14	2563	351
Madison Correctional Institution	14	2222	307
Ross Correctional Institution	13	2613	345
Lake Erie Correctional Institution	12	1493	181
Lorain Correctional Institution	7	1999	144
Ohio State Penitentiary	7	548	39
Dayton Correctional Institution	0	475	1
Montgomery Education and Pre-Release Center	0	333	1
TOTALS	17.7%	51,448	9,113

Expectations: Self-Harm and Suicide

1. Does the prison work to reduce the risks of self-harm and suicide through a whole-prison approach? **Yes**
2. Are prisoners at risk of self-harm or suicide identified at an early stage, and is a care and support plan drawn up, implemented and monitored? **Yes**
3. Are prisoners who have been identified as vulnerable encouraged to participate in all purposeful activity? **Yes**
4. Are all staff aware of and alert to vulnerability issues, appropriately trained, and have access to proper equipment and support? **Yes**
5. Is there a safer custody strategy in place that recognizes the risks to prisoners, particularly in the early days in custody, and sets out procedures, which help to reduce the risk of self-harm? **Yes**
 - a. Are the specific needs of different prisoner groups recognized, as are the levels of risk in different areas of the facility? **Yes**
 - b. Does the strategy recognize the specific needs of the population e.g. women and minority groups, those with substance misuse problems, and those not on normal location? **Yes**
 - c. Is staff training appropriate? **Yes**
 - d. What is the availability and use of safer cells, particularly in areas of the prison where risks of self-harm are higher? **Two safe cells are available in Unit M.**
 - e. Does the protocol in place recognize the need for continued interaction, and avoid an over reliance on the safer cell as a preventative measure? **Yes**
6. Does a multi-disciplinary committee effectively monitor the prison's suicide prevention policy and procedures? **Yes**
7. Is the committee chaired by a manager responsible for the policy and does membership include prisoners, staff representatives from a range of disciplines, and a member of the local community mental health team? **No prisoner members or community mental health team members.**
8. Are prisoners' families, friends and external agencies encouraged, through local arrangements, to provide sources of information which may help identify and support those prisoners likely to be bullied or who have a history of self-harming behavior? **Yes**
 - a. Are there posters in the visiting room about who to contact with concerns and is that information sent out with visiting orders alerting families to the help available? **Yes**

9. Is there a detailed care and support plan prepared with input from the prisoner, which identifies needs, as well as the individuals responsible including a key worker? **Yes**
10. Are personal factors or significant events that may be a trigger to self-harm identified? **Yes**
11. Do regular reviews take place involving staff from a range of disciplines and family and friends as appropriate, which provide good support and care for all prisoners at risk? **Friends and family are rarely involved at this level; however, interdisciplinary interactions are used.**
12. Are arrangements in place for following up after a care and support plan has been closed? **Yes**
 - a. Do unit officers have knowledge of policy and support plans? **Yes**
 - b. What level of training have they received? **Training at the Corrections Academy and annual In-Services.**
13. Are prisoners at risk of suicide and self-harm held in a supportive and caring environment with unhindered access to sources of help including peer supporters? **We have recently begun to use peer supporters, but not in this role.**
 - a. Is a care suite available to support the work of Listeners? **No**
 - b. Is there access to counselors, the chaplaincy team, Listeners and Samaritans at all times? **Yes**
 - c. Are appropriate free telephone help lines/interventions available, in particular, to address specific aspects of women's prior victimization such as rape crisis, domestic violence and others? **Not at present but there is a plan to develop stronger connections during October which is Domestic Violence Month.**
14. Are prisoners encouraged to express any thought of suicide and/or self-harm, and encouraged to take part in all purposeful activities as part of the support plan? **Yes**
 - a. Are prisoners given the opportunity and assistance to make a written contribution to their review? **Yes**
 - b. Are prisoners encouraged to identify their own support needs and are they able to draw on opportunities for informal support from other prisoners if they wish? **Yes**
15. Are all staff, including night staff, fully trained in suicide prevention and clear on what to do in an emergency? **Yes**
 - a. Is there a program of refresher training in place? **Yes**
 - b. Do staff have access to first aid kits and shears? **Yes**

- c. If facility does not have a first night center, do night staff know where first night prisoners and those at risk are located? **Yes**
16. Are incidents of self-harm closely monitored and analyzed at regular intervals to establish any trends and to implement preventive measures? **Yes**
 17. Are serious incidents properly investigated to establish what lessons could be learned and to promote good practice? **Yes**
 18. Where appropriate, are family or friends of the prisoner informed through a family liaison officer? **Yes**
 19. Is an action plan devised and acted upon promptly as a result of an investigation into an apparent self-inflicted death? **Yes**
 - a. Is this reviewed following subsequent findings of an investigation? **Yes**
 - a. Are there attempts to understand underlying causes and/or trends? **Yes**
 - b. Have there been any reviews of recommendations from previous deaths in custody? **Yes**
 20. Is all information about prisoners at risk of self-harm or suicide communicated to people who are able to offer support in the community? **A plan is in place to establish contacts during October which is Domestic Violence Month.**

Outside Common Areas

Outside in the area between the housing units, the fine landscaping contributed to the somewhat relaxed atmosphere. There are plenty of areas for the women to sit on benches or under trees and congregate. There were also numerous inmates observed performing laps on the walking path that circulated throughout the institution.

Other areas of the yard contain a basketball court for inmates to shoot hoops. Inmates relayed that the recreation department attempts to do a good job by providing activities that reduce the stress and tension of being in prison. They expressed during a recent yard day that there were no fights or altercations between the inmates, and everyone had a good time.

Located near the basketball court is a large “cage” that staff relayed was built for inmates on disciplinary control. Staff stated that the ACA had cited them for not having an outdoor recreation area for inmates in this status.

HOUSING UNITS

During the inspection of the facility, CIIC staff conducted a walkthrough of the E and H housing units. The atmosphere in both housing units inspected was relaxed, with no tension evident. The E unit's count on the day of the inspection was 89. The entirety of both units, upstairs and down was very clean and most rooms were moderately to very clean.

The living arrangements at the facility do not resemble an atmosphere of a typical prison housing unit. At NEPRC inmates live in rooms, not cells. Inmates are also permitted more liberty to come and go from their living areas. The sleeping quarters are arranged in sets of two rooms, with each set sharing a bathroom and shower room. Some rooms contained up to four inmates, while other inmates who have a record of good behavior shared a room with only one other inmate.

The "suites," as the inmates referred to them are two person rooms equipped with a desk and shelf unit. The four person rooms had two sets of bunk beds and two desks. One inmate stated that there is a waiting list to get into the two person rooms. The eligibility criteria reportedly eliminates inmates with conduct reports (rule violations).

Staff conveyed that inmates are in charge of cleaning their own bathrooms and showers and, if they are dirty, it is because they are not doing an adequate job. Further information revealed that officers must spray the bleach, but the other disinfectants may be used by the inmates upon checking them out by leaving their ID card with the officer. One inmate said if she needs cleaning supplies, she simply goes to the officer, and also mentioned that she has never had a problem or been denied.

It was unusually quiet for a prison housing unit. Staff attributed this to the use of FM transmitters for the flat screen televisions mounted on the walls in the common area. Inmates can purchase a small handheld receiver with headphones that allows them to tune-in the television that can only be heard through the headphones. Essentially, this eliminates televisions as an additional source of noise in the facility and contributes to a relaxed atmosphere.

The bulletin board in the common area of the unit contained CIIC's memo, which had a note that said to post in all housing units. In addition, a sheet was posted that provided helpful information to inmates regarding which supervisor should receive which informal complaints depending on the nature of the concern.

The common area has several amenities consisting of a satellite library, a television, and recreation equipment such as a pool table, and a ping-pong table. They also have exercise machines in each unit as they do not have a gym or centralized location for recreation as do other facilities. In one of the side rooms, inmates have access to a microwave, an ice machine, and community sink. The unit also has programming space available in the upstairs common area.

Upon entering H house, it was noted that the atmosphere was also calm, orderly, and relaxed. The unit contains amenities, equipment, and resources similar to that of E house. In every unit there are security cameras mounted on the ceilings that face each hallway.

As noted in the medical services section of this report, the current location for the institution's hair salon is located in the same building as medical services. However, it will be lost due to the expansion of the dental clinic. Staff relayed that until more appropriate space is found, the salon will be moved into available space in H house.

The facilities at NEPRC cannot support long term lock down of inmates because the institution does not have a segregation unit. Inmates who are recommended and approved for placement in Local Control are transferred to the Ohio Reformatory for Women.

They do have one seclusion cell in each housing unit that is used for segregation and medical purposes. Two crisis cells were also observed. They were vacant, and appeared to be clean and in good condition.

Expectations Questions and Responses: Residential Units

1. Do prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions? **Yes**
2. Are cells and communal areas (blocks, dorms, dayrooms) light, well decorated and in a good state of repair? **Yes**
3. Do all prisoners occupy accommodation that is suitable for the purpose and for their individual needs? **Yes**
 - a. Are there cell sharing risk assessments? **Not at NEPRC all inmates are level 1 and 2**
 - b. Are cells sufficiently warm in winter and cool in summer? **Yes**
 - c. Are cells ventilated and do they have sufficient daylight? **Yes**
 - d. Do prisoners have their own bed, corkboard, lockable cupboard/locker box, and use of a table and chair? **Yes-all the above except corkboards**
 - e. Are older prisoners in shared cells with bunk beds given priority for lower bunks? **Yes-screened and approved by medical.**
 - f. Do shared cells have screened toilets? **Toilet and shower are in separate rooms off each room.**
4. Are reasonable adjustments made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities, and services? **Yes, facility has an inmate ADA Coordinator who responds to all requests for accommodations.**
 - a. Do prisoners with disabilities and those with mobility problems have ease of access to different locations and services? **Yes**
 - b. Are older, infirm and disabled prisoners assigned to landings, which hold most of the communal facilities? **Yes**

5. Is there a system whereby nominated volunteer prisoners on each residential unit are trained to help less able prisoners and they are paid for this work? **Inmates do volunteer to help less able offenders but they are not paid for this service.**
 - a. How are volunteers identified, trained and assigned? **Self identified-trained by medical.**

6. Are residential staff aware of prisoners within their care with disabilities and their location? **Yes**
 - a. Are safe evacuation procedures in place to assist those prisoners who may need help in an emergency? **Standard evacuation procedures.**
 - b. Are there visible markers on cell doors? **No**
 - c. What system is in place to highlight to other staff that any prisoners with disabilities and/or mobility problems may need assistance in an emergency? **None**

7. Do prisoners have access to drinking water, toilet and washing facilities at all times? **Yes**
 - a. Is water in the cells certified as drinking water, if used in this way for prisoners? **Yes**

8. Are age-appropriate risk assessments in place to ensure the safety of young adults from any other prisoners? **Yes, count office approves all bed assignments.**
 - a. Are there single cell risk assessments? **Yes**
 - b. What are procedures in any case where young adults are identified as posing a risk to others? **Transfer to ORW if ordered and approved by RIB**

9. Do all prisoners have access to an in-cell emergency call button/bell that works and is responded to within five minutes? **No**

10. Do observation panels in cell doors remain free from obstruction? **Yes**

11. Is there a clear policy prohibiting offensive displays, and is it applied consistently? **Yes**

12. Are prisoners' communal areas (activity and shower areas) clean, safe, meet the needs of the prisoner population, and effectively supervised by staff? **Yes**
 - a. Are there adaptations for older, infirm and disabled prisoners? **Yes, E-unit rooms 159 and 160**

13. Do prisoners feel safe in their cells and in communal areas of the residential units? **Yes**
 - a. Is there a suitable design of residential units e.g. good sightlines, and supervision in high-risk areas? **Segregation-Yes**

14. Are notices displayed in a suitable way for the population? **Yes**
 - a. Is adequate provision made for any prisoners who cannot read notices because of literacy, language, or eyesight problems or any other disability? **Yes**

15. Are residential units as calm and quiet as possible both to avoid incidents and to enable rest and sleep, especially at night? **Yes**

Expectations Questions and Response: Clothing and Possessions

1. Do prisoners have enough clean prison clothing of the right size, quality and design to meet their individual needs? **Offenders are issued the number of items per policy-correct sizes are issued if in stock.**
 - a. Are older prisoners provided with additional clothing and bedding, if required, without the need for medical permission? **Only when authorized by medical.**
2. Do prisoners have at least weekly access to laundry facilities to wash and iron their personal clothing?
 - a. Do they have access to laundry/exchange facilities outside the weekly rotation? **Yes, washing machines are located in the housing units.**
3. Is prisoner property held in secure storage, and can prisoners access their property within one week of making a request? **Yes-Vault in M Unit.**
4. Are prisoners fairly compensated for clothing and possessions lost while in storage? **Yes, Ohio Court of Claims**
5. Is there a standard list detailing the possessions that women prisoners are allowed to keep, and used across all women's prisons? **Yes.**
 - a. Is there a standard list also employed for male facilities of the same security category? **Yes**
6. Are suitable clothes and bags available to discharged prisoners who do not have them? **Yes**
7. Are facilities available before discharge to launder clothes that have been in storage for long periods? **No. Clothing is kept in storage unless the inmate is released out of segregation. In those cases all clothing is laundered before going into storage.**

Expectations Questions and Response: Hygiene

Hygiene

1. Are prisoners encouraged, enabled and expected to keep themselves, their cells and communal areas clean? **Yes**
 - a. Are older and disabled prisoners enabled to keep themselves and their cells clean? **Yes**
2. Do prisoners have ready access to both communal and in-cell toilets, baths and showers in private? **Yes**

- a. Are screened toilets in shared cells? **Toilet is in a separate room.**
 - b. Is there a shower cubicle adapted for use by older, less able or disabled prisoners as well as baths with grab handles? **Yes, E 159/160**
3. Are prisoners able to shower or bathe daily, and immediately following physical activity, before court appearances and before visits? **Yes**
- a. Is there access at any time during the day? **At all times except count times and evening lockdown.**
 - b. Are older, less able or disabled prisoners helped to have a bath or shower every day? **Yes**
4. Do prisoners have access to necessary supplies of their own personal hygiene items and sanitary products? **Yes, including segregation.**
5. Is fresh laundered bedding provided for each new prisoner on arrival and then on at least a weekly basis? **Upon arrival, inmates must clean own bedding in unit laundry units.**
- a. Is there a system for the replacement of mattresses in operation? **Yes**
 - b. Are clean pillows available for new prisoners as well as other bedding? **No**
6. Is a prisoner's valuable property routinely security marked before it is issued? **Yes-Engraved in vault prior to being issued.**

**QUESTIONS AND RESPONSES TO CORRECTIONAL FAITH-BASED INITIATIVES
 TASK FORCE RECOMMENDATIONS**

Infrastructure

1. Is DRC/DYS being encouraged, wherever practical, to use faith-based and community programs that address documented criminogenic needs? How? By whom? **Yes. Christmas in the Hood.**
- a. Is DRC/DYS in conjunction with the Governor's Office of Faith-Based and Community Initiatives, making available to the faith community, examples of evidence-based programming shown to impact offenders' lives? What examples? How are they being made available? **Yes.**
 - b. Is information being used and disseminated to faith-based and community organizations so that they provide programs that are evidence based and can truly impact the lives of ex-offenders and their families? **Yes**

- c. What is in place to ensure that the recommendation is implemented? **Annual survey.**
 - d. What methods of program evaluation are being explored to further document program success? What methods are in place? DRC-Re-entry initiative was created based on addressing the criminogenic needs of our offenders. **Our programming was created to address those needs.**
2. Is the DRC/DYS Director working with wardens/superintendents to develop programs that will facilitate a cultural change in institutions to encourage collaboration with faith-based and community service providers? How? What programs have been developed? **Yes. Open Doors Ministry.**
- a. Is the culture within the institution continuing to evolve to encourage community volunteers? Explain. **Yes. As the institutional Chaplain, I find that the Administrators are very accommodating and supportive in the recruitment of volunteers.**
 - b. How is the warden/superintendent supporting and encouraging a cultural shift and institutional change as a day-to-day practice to encourage community volunteers? **Hosting meetings with community volunteers.**
 - c. How is the DRC/DYS administration working with wardens/superintendents to collaboratively develop protocols that will proactively assist with changing the culture? **DRC Administration has created policies that remove the barriers that impeded volunteers from working/volunteering in various institutions.**
 - d. Have such protocols been developed? **Yes. DRC 71-SOC-01.**
 - e. What are they? **Removal of duplicate background investigations for volunteers going into various institutions.**
 - f. Have policies been reviewed to determine if they might inhibit use of community volunteers, and have necessary changes been made accordingly? **Yes.**
 - g. What policies have been reviewed? By whom? **Volunteer policy.**
 - h. What policies have been changed so that they do not inhibit use of community volunteers? **Volunteer policy.**
3. Has DRC/DYS developed a marketing plan to assist in recruiting volunteers from the community and faith-based institutions? **No known marketing plan is in place. Each institution works to get their volunteers through Citizens Circles and CAB meetings. Also, through Re-Entry philosophy there is a section that addresses this issue.**
- a. Does the plan discuss educating volunteers about the justice system? **Yes. They are educated DRC operations.**

- b. Is there a need to increase programming for incarcerated offenders to improve the likelihood they will be reintegrated into the community successfully upon release from prison? **As for female offenders, it is imperative to offer classes in self-esteem.**
 - c. Is the faith community being encouraged to volunteer to provide programs and services to assist offenders in both the institutions and the community? **Yes, there have been several community meetings held to encourage volunteerism.**
 - d. Has a marketing plan been developed to overcome the public's misperceptions of offenders? **No.**
 - e. Has DRC developed an educational program to motivate the faith community to get involved in volunteering, including a video to educate volunteer groups about offenders and their needs in institutions? **There is a video.**
 - f. Is information provided on how individuals and groups can volunteer in the prisons? **Yes.**
 - g. Does the marketing campaign include information on the needs of the adult/youthful offenders, information on how the justice system works, and information on the different ways to volunteer? **Emphasis is placed on how and what ways to volunteer.**
4. Has DRC/DYS developed a standard training program for staff, volunteers, and the community to facilitate working in institutions together? Explain. **Yes. Every volunteer goes through training on the below listed information except #4.**
- a. Does the program include information on:
 - 1. Ethics of working with offenders?
 - 2. Confidentiality issues?
 - 3. Ensuring safety and security of volunteers?
 - 4. Working with volunteers?
 - 5. Rules and regulations for volunteers?
 - b. Does the program include information to volunteers on the security requirements for the institution, why the requirements are in place, and how to properly work with offenders? **Yes**
 - c. Has a standardized training program been developed for volunteers to facilitate their work in institutions? **Yes**
 - d. Has DRC/DYS established an orientation program for volunteers, held at preset intervals to allow community organizations to plan for the training as part of their program planning? **Yes**

5. Has Ohio law been revised to remove unnecessary and unreasonable collateral sanctions that inhibit offenders' successful reentry? **Yes**
6. What improvements have been made regarding communication about programs and services between:
 - Staff and volunteers? **Staff and volunteer relations have been discussed in staff training.**
 - Staff and the community? **Same as above.**
 - Other parts of the criminal justice system and the community? **Every institution has a community justice liaison.**
 - a. What improvements have been made in effectively communicating among staff within the facilities, as well as with the community? **There is no formal order. However, it has been strongly supported by Administrators.**
 - b. Has an improved communication mechanism been developed in order to ensure these efforts? **No**
 - c. Has the system been developed collaboratively with staff and volunteers to address observed problems? **No**

Alternatives to Incarceration

7. Has the statute been revised to increase judicial use of community options for non-violent offenders so prison space can be reserved for violent offenders? **No.**
 - a. Working with faith-based and community service providers, have programs been developed in the community to effectively provide treatment while protecting public safety? **N/A**
 - b. Has the Ohio Criminal Sentencing Commission reviewed additional options to encourage judges to use these community options rather than sending non-violent offenders to limited prison space? **N/A**
 - c. Have local probation departments prepared a listing of community options currently available for judicial use? **N/A**
 - d. Have faith-based and community programs contacted local probation departments through the Juvenile Court, Common Pleas Court, and Municipal Courts to inform them of programs and services available? Explain. **N/A**
8. Are faith-based and community programs being encouraged to supplement existing community and diversionary programs for offenders and to provide services that are not currently available? How? **N/A**

- a. Is DRC/DYS working with community organizations and probation departments to expand services available for offenders? How? **N/A**
 - b. Has a community model been created that will help meet the basic needs of offenders within the community? Is it being created? Explain. **N/A**
9. Has DRC/DYS taken a more active role in linking with the faith-based community to develop programs to meet the gaps in services to adult and juvenile offenders? How? **N/A**
- a. Has DRC/DYS reviewed current grant or subsidy programs to determine eligibility for faith community programs, in order to increase the number of faith-based and community programs available to judges for sentencing? **N/A**
 - b. Following identification of funding sources, is DRC/DYS actively working with the Governor's Office of Faith-Based and Community Initiatives to provide information to these organizations on funding availability? How? What is in place? **N/A**
 - c. Is the Governor's Office of Faith-Based and Community Initiatives providing technical assistance to the faith community to assist them in developing competitive applications for state and federal funding? **N/A**
10. Has DRC/DYS, and Job and Family Services expanded efforts in partnership to work with employment centers and the faith community to increase practical employment opportunities for offenders in the community? Explain. **Yes, this is true in Cuyahoga County.**
- a. Has a job placement program been implemented? **DRC has implemented a partnership with Job and Family Services in which offenders on their resumes and enter their information into the Job and Family Services employment system, so upon their release they already have a profiled to start their job searches.**
 - b. Does it provide:
 - Information on job fairs to ex-offenders? **No**
 - Education of businesses/employers on the benefits of hiring ex-offenders? **Yes**
 - Incentives for employers to hire ex-offenders (i.e., tax breaks)? **Yes**
 - Increased involvement of faith-based and community groups? **Yes**
 - c. Is there collaboration between the DYS, DRC and Job and Family Services who started the employment centers in Ohio? In what way? **See previous question.**
 - d. Has a program been implemented with the goal to get jobs for offenders upon release, and also to match them up with jobs of interest to the offenders, specifically ones at higher wages and skill levels, if possible? Explain? **Yes, offenders who are scheduled for release go through a program in which they work on their resume and receive an interview via videoconference with employers in their home county.**

- e. Has the DRC Omnibus Reentry legislation been enacted to reduce unnecessary sanctions in the law and thus made training more relevant? **Unknown.**

Institutional Programming

11. Is DRC/DYS working with the faith community and faith volunteers to develop and expand programs within the institutions? **Yes**

a. Do current programs include the following? Are they being developed? Are they being expanded?

- Life skills? **No**
- Financial management and budgeting? **No**
- Personal hygiene? **No**

- Family programs including:
 - Family and community-based orientation? **Yes**
 - Family mediation? **Yes**
 - Family education and orientation program? **No**
 - Transportation and video conferencing for visitation? **No**
 - Parenting? **Yes**

b. Dynamic risk factors that impact offender behavior and risk of reoffending include: antisocial personality, companions, interpersonal conflict, social achievement, substance abuse, and criminogenic needs. Treatment programs can influence and change offender behavior during the time they are in an institution. Programs that address criminogenic needs are programs designed to change offender attitudes, cognitions, behavior toward authority, employment instability, education, housing, and leisure time.

Is DRC/DYS working proactively with faith-based and community groups in the development of programs that will meet the criminogenic needs of offenders in institutions? How? **Unknown. However, each institution has the ability to work with the cited organizations for programming. Reentry has fostered this initiative.**

c. Have specific life skills programs been developed in the following areas?

- Budgeting? **Yes**
- Parenting? **Yes**
- Job searches? **Yes**
- Anger management? **Yes**
- Appropriate leisure-time activities? **Yes**

d. Is emphasis centered on using a mentor-type relationship for such training? **Yes**

- e. Has legislation created a new community-based reorientation program whereby non-violent offenders could be released to the community up to 30 days prior to the expiration of their sentence to arrange for suitable employment, housing, treatment services, etc.? **Unknown.**
 - f. Have video-conferencing opportunities for the families, particularly children of offenders, been expanded? Are they used as an incentive program? **No**
 - g. Do volunteers facilitate the improvement of family relations through coaching in basic relational skills or involvement in family mediation programs? **Unknown, institutions can create programs of this nature. However, NEPRC does not have this program.**
12. Has DRC/DYS expanded partnerships with national organizations including faith-based and community organizations to provide programming in state institutions? Explain. **Unknown**
- a. Does DRC/DYS have a stated plan for the extent of their involvement in prison programming that specifies any limitations seen as necessary? What is it? **Yes. However, the offender must make the request.**
13. Does DRC/DYS involve the faith community when appropriate, in the development of release plans for the offender that flow from the institution to community reentry? Explain. **Yes. However, the offender must make the request.**
- a. Are community actors and organizations a part of reentry planning for those offenders who will shortly be returning home? Explain. **There are a few.**
 - b. The best ideas and programs will serve no purpose in helping offenders live out productive lives after their release if there is no effective community follow-through. Is there effective community follow-through? **No, very limited.**
 - c. Is there a mentorship program for offenders at your facility? **Yes, Friend to Friend.**
 - d. Are faith-based and community volunteer groups actively developing such a program for participation by offenders at your facility? Explain. **No. The plan is being organized by the Northeast Cluster of Chaplains.**

Reentry Programming

14. Have methods been developed to increase and encourage the involvement of the faith community in various reentry efforts, and to encourage collaboration among faith groups? What are they? **Unknown-this is a Central Office goal.**
- a. What has been done to make the faith community aware of programs and training for the faith community's involvement? **Community meetings have been held throughout the city.**

- b. What has been done to create awareness among the faith community of the needs of ex-offenders and the avenues to get involved? **Community meetings held by institutional volunteers.**
 - c. What effort has been made to inform the faith community of the needs of ex-offenders and volunteer opportunities available? ??
 - d. Have leaders among the faith community been identified? How? When? **Yes.**
 - e. Have staff been used to accomplish this, using existing organizations, groups and established relationships? Explain. **No.**
 - f. Has this educational opportunity been extended to faith groups of all kinds? **No**
 - g. Has an easily visible section been added to the DRC (or DYS) web site for the faith community that identifies different programming opportunities for volunteers? **Yes**
 - h. Does the section contain volunteer opportunities linked to specific communities in Ohio, including contact information for volunteer coordination within each department or institution as needed? **Yes**
15. Are offenders informed of various housing options before leaving prison or immediately upon release? How is this done? **Yes, information is provided by Case Managers and Chaplain.**
- a. Although the offender is no longer in prison, he/she is still subject to housing restrictions due to the crime committed (i.e. sex offenders), which creates more difficult circumstances and specialized needs. Are seminars, with free legal or consultation services provided, along with increased involvement of the faith community? **Yes**
 - b. Is legal advice in these situations available? Have partnerships been formed with local law schools to achieve this end? **Yes**
 - c. Are presentations by the federal Department of Housing and Urban Development provided to ex-offenders to provide information on their options upon leaving prison, and knowing how to navigate through the many restrictions placed on them? **No**
 - d. How has DRC/DYS made better use of existing federal programs that aim to address the issue of housing? **Unknown**
16. Has DRC/DYS partnered with grassroots and community organizations in an educational effort towards the general public aimed at decreasing the negative stigma of ex-offenders and making the public aware of the needs involved in the process of reentry? What has been accomplished and how? **It has been but the attempt was limited and not consistent.**
- a. What educational efforts have been made to: **Unknown.**

- Assure the public that their best interest is at hand, that public safety is not at risk, but will improve with these efforts, and to: **Unknown**
 - Inform the public of the many needs of ex-offenders to help them transition successfully back into society? (**Blank**)
- b. Are grassroots agencies and advocacy groups being made aware of and sold on this effort, so that they can help to market the increased public safety and reduced criminal justice costs associated with effective offender reentry? How? **There have been attempts to educate, encourage and inform the community. However the task is vast and there are too few workers to accomplish all that is needed. The financial resources are not there as well.**