

**CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT:
INSPECTION AND EVALUATION
OF THE
ROSS CORRECTIONAL INSTITUTION**

JULY 12, 2010

PREPARED AND SUBMITTED

BY

CIIC STAFF

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**CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT
ON THE INSPECTION AND EVALUATION OF
ROSS CORRECTIONAL INSTITUTION**

INSPECTION PROFILE

Date of Inspection: July 12, 2010

Type of Inspection: Unannounced

CIIC Member Present: Representative Peter Beck

CIIC Staff Present: Shirley Pope, Executive Director
Darin Furderer, Inspector

Facility Staff Present: Rob Jeffreys, Warden

CIIC spoke with many additional staff at their posts throughout the course of the inspection.

Areas/Activities Included in the Inspection:

Entrance/Processing	Level Three Inmate Dining Hall
General Population Housing Units	Kitchen/Food Storage
Segregation	Recreation
Medical/Infirmary	Barbering Program
Level Two Inmate Dining Hall	Meeting with mental health staff

Meeting with Warden:

The Warden met with the CIIC prior to commencing the inspection. CIIC Member Representative Peter Beck joined the inspection team following his inspection of the Chillicothe Correctional Institution. This was the new Warden's fourth day at Ross Correctional Institution. He relayed that he previously worked at DRC Central Office, Belmont Correctional Institution (BeCI), Toledo Correctional Institution (ToCI), and was the Warden at North Central Correctional Institution (NCCI), before leaving to work with the Department of Justice.

INSTITUTION OVERVIEW

The Ross Correctional Institution (RCI), which opened in 1987 is a level three (close security) and level two (medium security) institution. The institution houses level three and level two security inmates. The institution also has a minimum camp for level one (minimum security) inmates.

Security Classifications

The Ross Correctional Institution is unique in that it serves as a parent institution for level three (close security) inmates, as well as level two (medium security) inmates, which facility staff stated were their two missions. In addition, they have a sizable level one (minimum security) population and a separate Ross Correctional Camp with a 1,800 acre farm. Staff relayed that their physical plant facilitates their mission of housing two classifications in the same facility, yet keeping them separate except for the shared support services.

Administrative staff relayed that the unit staff believe they are short handed because of the two separate missions involved in having medium and close security classifications. Unit staff members reportedly feel that they have been shorted a position or two because of their medium population.

On the day of the inspection, the institution reported a count of 1,085 level three (close security) inmates, 1,071 level two (medium security) inmates, and 417 level one (minimum security) inmates. They also had nine inmates listed as level four (maximum security), who were presumably awaiting transfer to the Southern Ohio Correctional Facility after receiving an increase in their security level.

DRC Follow-Up Communication

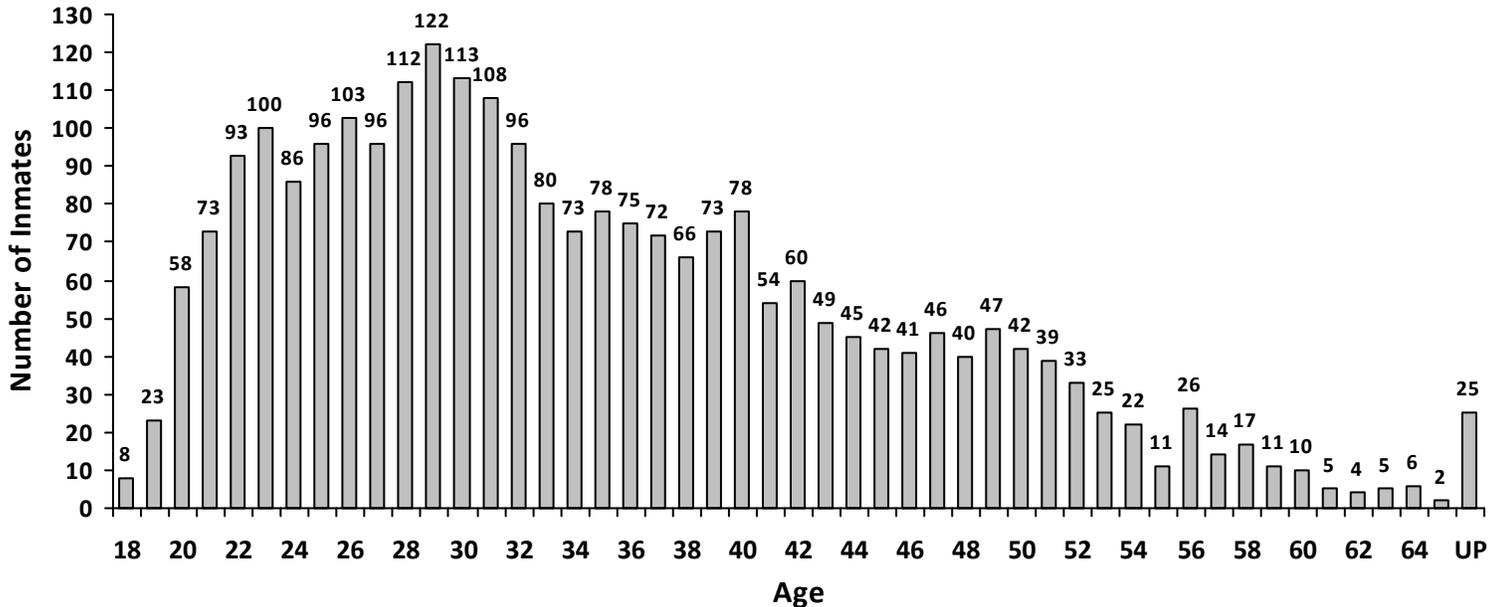
Security Classifications:

On December 18, 2009 the RCI Unit Management Administrator (UMA) submitted an Annual Offender Needs Assessment Report. The report contained recommendations which echoed information communicated in the 2008 Annual report. That report requested an additional Level 2 Unit Manager on the south side of the RCI compound. The requested position would be tasked with developing and facilitating specific programs designed to address indentified needs. There were actually two RCI Unit Manager positions eliminated from the RCI Table of Organization during the 2008 job abolishment experienced by DRC. One position was eliminated through attrition and the other was through a position abolishment. The position(s) lost were based on the position responsibilities and case loads at the time of the reduction and did not take into account the demographics or responsibilities of any future or current needs.

INMATE POPULATION

The institutional count on the day of the inspection was 2,582 with 1,410 white (54.6 percent) inmates, 1,150 (44.5 percent) black inmates, and 22 (0.8 percent) "other" inmates. The entire DRC population on the day of the inspection was 50,777.

The following is a chart reflecting the breakdown of the inmate population by age based on information provided the day of the inspection. The total population for this breakdown was 2,603 inmates.



STAFF

Of the 550 total staff at RCI on August 1, 2010, 430 (78.2 percent) were male and 120 (21.8 percent) were female. Of the total staff, 36 (6.5 percent) were classed as black, 508 (92.4 percent) as white, and six (1.1 percent) as other.

**Table 1. RCI Staff Population Breakdown,
August 1, 2010**

Total Staff	550
Total Male Staff	430
White	401
Black	25
Other	4
Male Unknown Race	0
Total Female Staff	120
White	107
Black	11
Other	2
Female Unknown Race	0
Total CO	348
Total Male CO	302

White	288
Black	11
Other	3
Male CO Unknown Race	0
Total Female CO	46
White	42
Black	3
Other	1
Female CO Unknown Race	0

HOUSING UNITS

CIIC staff inspected Pod 5A, the Segregation Overflow Unit; Unit 5B, a general population unit; and J Dorm, the merit housing unit. The following table provides the population breakdown of the inmate housing units.

Table 2. Breakdown of Population by Housing Units

Unit	Population
Unit 1	245
Unit 2	248
Unit 3	246
Unit 4	242
Unit 5	237
Unit 6	250
Unit 7	248
Unit 8	249
J Dorm	240
Isolation	30
Inmate Health Services	6
Ross Correctional Camp	337
Total	2,578
Absent with leave	24
Absent without leave	0
Grand Total	2,602

POD 5A – SEGREGATION OVERFLOW

Staff relayed that the institution has a 60 bed Segregation Unit which is insufficient to meet the segregation needs of the Ross CI population of nearly 2,600 inmates. Therefore, pod 5A, though designed for general population housing, is used as segregation overflow. According to a count sheet provided on the day of the inspection, there were 25 inmates in Security Control (SC), 13 inmates under Disciplinary Control (DC) status, and nine in Local Control (LC).

Unit 5A has a small laundry room and three indoor recreation cells. The floor in the unit was very clean. General population porters assist with cleaning and food serving. Food is transported to the unit from Food Services and placed in steel warmers. The Food Services Coordinator supervises meal serving in the unit.

Data posted on the board in the officer's station showed that they had eight open beds in segregation. Red tags designate close security inmates and blue tags designate medium security inmates. Staff relayed that they try not to place a medium security inmate with a close security inmate.

Officers stated that fights are frequent, attributed to the heat of the summer. He added that it happens when you have 3,000 inmates grouped together when it is hot.

An officer relayed that there is a large number of inmates in segregation who need to be transferred. Over 48 were counted on the paperwork with approved or pending transfers, with many more pages not counted.

Staff commented that they have three officers per shift in the 5A unit. Officers relayed that they work to provide safety, security and cleanliness of the unit. However, the porter's closet in segregation was extremely dirty, in need of serious cleaning.

Staff reported that they have 120 beds available if each cell is double bunked. They do not keep data totals in 5A of the number in the unit assigned to Security Control, Disciplinary Control or Local Control.

Some of the cells in unit 5A had writing on the walls and numerous inmates had handwritten signs posted in their window reading "Light Off" or "Light On." Nearly all of the observed cells had the lights off and were dark. When the officer flipped the light on from the switch beside the cell door, nearly all of the cells had the outside window covered with towels or sheets, and "mushfake" clotheslines, typically made by tearing up bed sheets, were hanging clear across the length of one or both sides of the cell. Some had newspaper covering the ceiling light. Covering the window, destroying state property to make a clothesline, hanging the line, and covering the light are all reported to be rule violations. Although the officer told inmates to take the newspaper from the ceiling light, to uncover the window, etc. on numerous occasions when the concern was brought to his attention, *the widespread rule violations observed indicate lax enforcement of these safety and security based rules. Inmates have used clotheslines to commit suicide or to assault a cellie.*

Regarding suicide, the inside vertical window bars have been regarded as a suicide hazard at some institutions where cane screening has been installed in critical areas. Segregation has always been considered a critical area.

There are four showers for segregation: on the bottom range and four on the upper range. Of the four on the bottom range, *one shower was heavily leaking and was reported to be a constant leak. A second shower also had a constant flow of water from the shower head, but not as heavy as the first. Two of the four showers did not have leaks. The showers on the upper range*

contained water stains and soap scum and were in poor condition. An officer stated that they recently power washed the showers and someone is reportedly looking at resurfacing the showers.

DRC Follow-Up Communication

Pod 5A – Segregation Overflow:

RCI Unit 5A does have 60 cells double bunked for a total capacity of 120 inmates. We do keep totals in 5A, as well as Isolation and Inmate Health Services, of every special management inmate. This information is updated, published daily and distributed to every area of the institution. This report contains the following information on each special management inmate:

Name, number, lock, status, race, date in, date due out, parent unit, employee authorizing placement, remarks and extension date.

*As previously mentioned, a supervisor has been assigned to oversee 5A and Isolation on a **daily** basis. Duties include: daily cell shakedowns and inspections, cleanliness of cells, showers, and common areas, walls free of graffiti, cell possession limits, unobstructed windows, no mushfake clotheslines, insuring accuracy of form DRC 4118, laundry procedures, etc.*

The appropriate staff at RCI are gathering the prices and availability of the necessary materials to install cane screening in all 63 cells in 5A to mirror what we have in Isolation. They will be scheduled for installation as soon as the materials are purchased and fabricated.

The issues reported concerning the showers in unit 5A were previously reported to the RCI Maintenance Department. Some of the repairs have already been made and the entire unit is scheduled to be completely refurbished once the contractor bid process is completed.

Inmate Communication 5A Segregation: One inmate relayed concerns with being in segregation for over 40 days without having a phone call. The Warden later mentioned that he does not provide phone privileges in segregation.

Another inmate stated that they do not provide laundry bags in segregation. Staff clarified that the reason for this was the bags kept coming up missing. They explained that they often times were not recollected on second shift and the inmates would leave segregation with them. Laundry is now being done on the unit instead of being sent to the quartermaster.

One inmate relayed that he received a rule 39 violation for alcohol because they found in the cell what is needed to make hooch. He relayed that they found his cellie not guilty, and found him guilty for no apparent reason.

An inmate relayed a concern regarding his placement in segregation. He stated that he was brought back to segregation for fighting and later was kept there on a gang related ticket. He

reported that he was recommended for 4B and further maintains his innocence because his witness who testified said he was not involved. The inmate believed that the Warden did not provide him with proper consideration during the review process because the tape was never viewed. In addition, he reports that he was not afforded the opportunity to explain himself at RIB. He thinks that the institution is simply “pulling something” to justify transferring him to another institution.

Another inmate relayed that he had been in SC for 83 days without a conduct report and had been recommended to be transferred. He stated that he was in an argument with a black inmate on the yard. He relayed that they just talked and no punches were thrown. He was told that they now have a separation between them. His paper states that he is in SC pending transfer. The transfer hearing paper states that he was intoxicated and that the incident involved the Crips and the Bloods. The inmate relayed that he talked to the STG Coordinator who stated that he is profiled as a white supremacist. He received a conduct report for intoxication, resulting in 15 days in DC, and has been pending transfer since May 12. He was told that he is going to Mansfield. He has two brothers at RCI.

A separate inmate relayed that he is going to SOCF because they found a large homemade shank in his cell. He relayed that they only locked him up, not his cellie. He has been in segregation reportedly since April 21, 2010. He claimed to have had no knowledge of the shank. An officer in segregation later relayed that the inmate “belongs at SOCF.”

DRC Follow-Up Communication

Inmate Communication 5A Segregation:

The CIIC reported one offender complained he was in segregation for over 40 days without having a telephone call. DRC Policy 76-VIS-02: Inmate Access to a Telephone: defines what circumstances offenders are entitled to the “privilege” of using a telephone. The policy communicates offenders in a disciplinary control status are “generally” not eligible to make telephone calls. The Managing Officer shall make all final decisions regarding telephone calls for offenders in segregation. Warden Jeffreys reported he will review each request on a case by case basis then determine what special circumstances will warrant a telephone call. Verified family emergencies and attorney contacts will be given serious consideration.

In response to the issue concerning laundry bags in segregation, RCI has assigned a shift supervisor to supervise segregation. A Special Duty supervisor will fulfill this obligation on the shift supervisor’s off days giving us 7 days per week coverage. The laundry procedure has already been addressed. The laundry bags are numbered and secured by staff. The laundry is sent to the quartermaster/laundry on 1st shift and returned the same shift. Laundry is returned to the offender and the bag is retrieved by the 1st shift officer.

One offender claimed disparity in treatment regarding him being found guilty by RIB for possessing homemade wine. Another alleged he was not afforded all due consideration after he was found guilty of fighting then later charged with

participating in gang activities for the same incident. All RCI employees involved in the RIB and offender disciplinary processes practice diplomacy and integrity when determining guilt or innocence for reported rule infractions. Each offender is afforded all due processes defined by Administrative Rules 5120-9-07: Conduct Report Writing and Hearing Officer Procedures, 51209-9-08: Disciplinary Procedures for Violations of Inmate Rules of Conduct before the Rules Infraction Board, 5120-9-11: Security Control and Disciplinary Control, and 5120-9-13.1: Local Control. Penalties imposed for guilty verdicts determined by the RIB or a Hearing Officer are based on some evidence existing to suggest the infraction took place, the severity of the offense, the offender's rule infraction history, and any special circumstances presented. There is also a minimum of one level of review and/or the possibility to appeal most dispositions rendered by the RIB. Evidence that the appropriate processes are practiced at RCI is reflected in that forty-four offenders were found not guilty of cases addressed by the RIB for January 01, 2010 through June 30, 2010. There were also a total ninety-four cases modified or overturned during the administrative review process and only one case reversed by DRC Central Office Legal Services during that same timeframe. There were no prejudicial or procedural errors noted in the cases involving the two aforementioned offenders.

One offender housed in segregation informed the CIIC he had been in security control awaiting a transfer to the Mansfield Correctional Institution (MANCI) for eighty-three days. The offender in question is a Level 3 offender who has been identified as a white supremacist. An institutional separation was approved between the offender and two rival gang members. The Bureau of Classification (BOC) determined it would be most appropriate to transfer him to MANCI. The reason for the delay is attributed to the fact the northern half of the State has limited Level 3 beds available. The three large Level 3 prisons are all located in the southern half of Ohio. There is often a delay in transferring Level 3 offenders from the south to the north for this reason. The offender in question has actually since transferred to MANCI.

Another offender in segregation told the CIIC he had been in security control since April 21, 2010, for possessing a shank he knew nothing about and he was scheduled to be transferred to SOCF. A Correction Officer assigned to 5A Segregation apparently made the comment, "the offender belongs in SOCF". There were no individuals identified who met the exact criteria described. There were however two offenders who were awaiting transfers to SOCF as a result of being convicted of possessing a weapon and also having an extensive RIB history. Both of those offenders were afforded all due process through the inmate disciplinary process and the Classification appeal process defined by DRC Policy 53-CLS-01: Inmate Security Classification Levels 1 through 4. The behaviors exhibited by both of those offenders exceeded the criteria for Level 4B placement.

One inmate believes that racial segregation exists within the institution. Concern was expressed regarding the alleged use of racial cell separations at RCI.

DRC Follow-Up Communication**5A Alleged Racial Segregation:**

Special management offenders are sometimes segregated due to STG issues, the specifics of the incident they're in 5A for, etc. However, RCI certainly does not racially segregate as a matter of practice. At the time of this writing there are six cells in 5A that house a black and a white offender together.

UNIT 5B – GENERAL POPULATION

Unit 5B is a general population housing unit. The unit appeared clean, but structural issues were observed with the ceiling. *The ceiling had structural issues as several tiles were missing.* Administrative staff explained that there was a water leak in that unit and a capital improvement plan was developed to fix the issue.

DRC Follow-Up Communication**Unit 5B:**

The issues concerning Unit 5B were previously reported by RCI staff and already evaluated by the RCI Maintenance Department. The plan to address the area will be implemented as soon as the necessary materials become available.

Inmate Communication Unit 5B: Inmate stated that 5B is one of the best housing units on the compound because they keep it clean and there are no thieves. However, a few inmates mentioned that they have a roach problem in unit 5B and when the exterminator comes to spray he only sprays the common area, but not in the cells or breaker room. The inmates also maintained that the chemicals need to set for 72 hours, but the floor is mopped daily and they are often time cleaned up before they can become effective.

DRC Follow-Up Communication**Inmate Communication Unit 5B:**

The pest control contract was recently renewed with Ace Pest Free Company. They are in the process of conducting an annual clean-out whereby each housing unit is treated cell-by-cell. Unit 5B is being treated with the South housing units on July 23, 2010.

J DORM – MERIT HOUSING

J Dorm is divided into two sections and is the only dorm on the compound. The bunks have cubicle style partitions. Staff mentioned that they are trying to make it a merit block, but they are having trouble finding volunteers to fill the beds so they have to resort to using it for inmates coming out of segregation as well as any other institutional need. Inmates on B-side pointed out that one of the phones is broken and has been for a while now.

The bathrooms were in poor condition, but the porter stated they clean them daily. The floor looks as though it needs reconditioned and/or resealed. Several maintenance issues were observed as two toilets and one sink were out of order and the shower drain on right side is reportedly clogged.

DRC Follow-UP Communication**J Dorm Merit Housing:**

A committee has routinely met to discuss and develop incentives to attract offenders into requesting J Dorm as preferred housing. To date, there has been very little success realized. The offender population prefers the privacy afforded them in a cell block environment instead of an open dorm.

The issues reported regarding the need for repairs was previously reported by RCI employees to the RCI Maintenance Department. Repairs will be completed as the necessary materials become available.

Inmate Communication J Dorm: Inmates in J Dorm maintained that they need screens for the windows to prevent bugs from coming into the building.

DRC Follow-UP Communication**Inmate Communication J Dorm:**

The RCI maintenance department was already aware of the issue concerning screens in the J Dorm windows. Several of the screens were recently removed due to evidence suggesting they were being used by offenders to fabricate weapons or tools. The maintenance department is manufacturing some prototype screens that cannot be easily removed without a tool. Screens will be replaced as soon as a cost-effective design is developed.

The following was provided on the day of the inspection and outlines select criteria and privileges that staff developed in an attempt to attract inmates to reside in J Dorm:

Privileges

- First unit to be called to meals.
- One additional visit per month, limited to existing and future approved visitors.
- Permitted to participate in all recreation periods as scheduled if not restricted by disciplinary action.
- One television set per inmate per cube if officially titled.
- 150.00 dollar spending limit on scheduled commissary days.
- Late nights as scheduled and if not excluded by security concerns.
- Dish Television in common areas.
- Pool table and an indoor exercise area.

Criteria for Consideration for Placement in Merit Housing

1. The inmate must be six months RIB conviction free.
2. No more than three hearing officer convictions in the last six months.
3. All inmates are responsible for maintaining their cubicle area in a clean and orderly manner, violation can result in a conduct report.
4. Good work evaluation of 30 points or more.
5. Criteria for merit housing are discretionary based on bed space, institutional need, etc.

6. Common areas are the privilege and responsibility for all J Dorm residents, if you are using an area and it needs cleaned, you are responsible to do so, violation of this may result in a conduct report.
7. While staff can request an in-house move at any time, inmates are limited to one successful move every 90 days with the exception of medical moves.
8. During Count Time, all inmates are to maintain low noise levels and use headphone devices, or the item that is making the excessive noise can be seized as contraband, may be returned at the Sergeant's discretion, mailed home or destroyed if the inmate declines to pay postage to mail item home.
9. Count time is a no movement period and there will be no movement other than to and from the restroom facilities, or a conduct report will be issued.
10. A theft related conduct report resulting in a guilty disposition; wither hearing officer level or RIB is grounds for expulsion.
11. This contract can be amended or edited at any time by Unit Staff, Unit Management Administrator and/or Deputy Warden of Operations.
12. This contract in no way alters, excludes any code of conduct already in-place, included in the future and enforced by the DR&C and RCI.
13. At any time, unit staff and/or staff with higher authority may remove inmates from J Dorm due to security issues/concerns.

RELIGIOUS SERVICES

The institution has a large chapel area for worship services. Staff commented that religious services do the bulk of the programming thanks to the volunteers. The institution is currently searching to fill their imam vacancy. Staff relayed that it is difficult to provide accommodations due to limited resources. It was relayed that they have seven Jewish inmates that RCI.

Religious Services Programming: The following is a list of programs offered at Ross CI based on information from the ACA Audit 2010 Master List of Special Service Programs:

Religious Services Programming at Ross CI

- | | |
|---------------------------------|------------------------------------|
| 1. Protestant Service | 13. Christian Service |
| 2. Catholic Service | 14. Bible Study |
| 3. Gospel Band Rehearsal | 15. Quadalupe |
| 4. Restorative Justice | 16. Fathers Program |
| 5. Bible College | 17. Jehovah Witnesses |
| 6. Adopt-a-Pod | 18. 7 th Day Adventists |
| 7. Alpha Bible Study | 19. Kairos Introductory Weekend |
| 8. Islamic Services Jumma | 20. Kairos Weekly Prayer and share |
| 9. Teleem | 21. Week Long Spiritual Revival |
| 10. Jewish Services | 22. Kairos Retreat |
| 11. Monthly Revival | 23. Truth Project |
| 12. One Community Group Program | 24. Prayer Team |

Hair Length and Religion

Facility staff expressed concern over the number of inmates observed on the compound who have reportedly been granted religious exemptions from the rules pertaining to hair length, as addressed in the Appearance and Grooming of Male Inmates, Administrative Rule, 5120-9-25 effective April 12, 2007, which states the following:

- (A) Inmates shall be required to be neat and well groomed, and otherwise conform their appearance to the standards set forth in this rule...
- (D) Haircuts shall be provided as needed. Hair shall be clean, neatly trimmed, shall not extend over the ears or the shirt collar and shall not protrude more than three inches from the scalp. Braids may be worn subject to the limitations of this rule. The following hairstyles or facial hair are not permitted: Initials, symbols, dyes, multiple parts, hair disproportionately longer in one area than another (excluding natural baldness), weaves, and dreadlocks. Other hairstyles not specifically listed herein may be prohibited if they are determined to be either a threat to security or contrary to other legitimate penological concerns, as determined by the office of prisons. If approved by the warden, an inmate may wear a wig for medical reasons or in conjunction with medical treatment.
- (E) In the interest of security or proper enforcement of department rules, hair may be searched or checked for length at any time. Length restrictions for braided hair shall be based on the length of the hair when braided. Hair may not be worn in braids at any time the inmate is being transported out of the institution.
- (F) Sideburns, beards, and moustaches must be clean and neatly trimmed. Facial hair must not protrude more than one-half inch from the skin...
- (I) The rules infraction board may indefinitely restrict the style or length of hair of any inmate who is convicted of concealing contraband in his hair or facial hair or of wearing hair or facial hair in violation of paragraph (D) or (E) of this rule...
- (O) **If the grooming restrictions established by this rule substantially burden an inmate's sincerely held religious belief, the inmate may seek an appropriate exemption by applying for a religious accommodation.**

Reportedly, some inmates profess to adhere to a particular faith which reportedly believes in striving to be Christ-like by growing their hair. Concern was expressed about the extent to which the inmates were "gaming" the system to get around the rules by misusing religion. Security Threat Groups have reportedly used religious freedom privileges for illicit purposes.

DRC Follow-Up Communication

Hair Length and Religion:

RCI adheres to DRC Religious Accommodations Policy, 72-REG-02, which defines the religious accommodation process. It is stated that it is the inmate's responsibility to complete the Religious Accommodation Form (DRC4326) to include the following:

- a. Branch of the religion to which the inmate belongs;*

- b. The specific practice, observance, or item requested;*
- c. Basis for the requested religious practice (origin of request in the writings or traditions of the faith group); and*
- d. Names of any religious leaders needed to verify the request.*

The inmate submits the completed request to the chaplain. The chaplain meets with the inmate for clarification and may note any apparent insincerity to the extent it is relevant. The chaplain will recommend or deny recommendation to the Religious Accommodation Review Committee. The Review Committee ultimately recommends that the request be granted, denied, or recommend some alternative accommodation. The committee forwards the request to the Warden who may approve, disapprove, or modify the recommendation. The Warden may also send the Request to the Religious Services Administrator for review, approval, or denial. The inmate may appeal the decision of the warden on form DRC4442.

The institution continues to seek clarification from the Religious Service Administrator on a consistent and reliable basis. The Religious Services WEB page is researched to review approvals and denials statewide. The Chaplain has agreed to review the accommodation request more closely to determine sincerity.

MEDICAL SERVICES

Praise was expressed regarding the Medical Doctor and the initiative that he has taken to stop issuing prescriptions when an adequate medication for the symptoms can be purchased by the inmate in the commissary. The medical staff explained that they are trying to increase inmates' self-responsibility in part through nutritional education. This initiative is a reported area of staff pride. If the medication is medically necessary, they will provide it, but if the medication is for "comfort" (e.g. Tylenol), they try to teach better decision making. One medical staff member maintained the belief that inmates generally feel medications will fix everything. In addition, when inmates report symptoms related to their food choices, a check is made of their commissary purchases and based on the findings, counseling is provided. For example, one inmate ingested \$70 worth of coffee and \$60 in junk food from the commissary in a two week period. The inmate was reportedly provided with an informational hand-out. Staff relayed that the RCI Medical Services Department "models health care in the outside world."

Waiting Area: Inmates dressed in orange jump suits from the minimum camp were seated in the entry area waiting to be seen on Nurse's Sick Call. A separate waiting room with benches is used for inmates in general population who signed up for sick call. Staff relayed that sick call and the waiting area do not separate close and medium security inmates, but no problems have reportedly occurred from the mix. The waiting area contains a table with various informational pamphlets and papers.

Infirmiry Cells: Staff relayed that inmates in the infirmiry must be within sight and sound of a nurse. The institution has several infirmiry cells as well as three additional overflow cells. The infirmiry ward has a shower room with bathtub and toilet. The area was clean and in good order.

The cells in the overflow annex contained solid doors with small windows located near the top of the door. One would have to be very tall to see even the bottom of the door window. Staff relayed that the overflow annex cells may only be used when necessary for non-medical purposes and for a maximum of 24 hours.

Suicide Cells: Two suicide cells are located in the overflow annex and two are located on the other side of the infirmary. Clear Plexiglas covers the suicide cell opening. Two of the safe cells had sanitation issues and needed further attention. This was relayed to medical and administrative staff on site. Staff relayed that they have not been occupied in quite a while. Viewed from inside the cells, toilets in both were extremely filthy. Staff relayed that the cells are frequently painted. The appearance of the floors indicated a need to mop them with warm soapy water. *It is strongly recommended that the staff ensure that porters adequately clean the suicide cells to ensure a healthy and positive environment when occupied by a suicidal patient.*

DRC Follow-Up Communication

Suicide Cells:

The Health Care Administrator (HCA) or Psychology Supervisor will assure that all safe cells are inspected prior to any admission for cleanliness and safety. Once an offender is released from any Safe Cell, the HCA will assure that the vacated cell is cleaned, sanitized and secured. The HCA will ensure that work orders are completed regarding any damage. All porters will be trained on proper cleaning skills regarding Safe Cells. The Suicide Prevention and Review Team will continue to monitor the cells at least once quarterly and complete the CSU/CHC Safe Cells Inspection Form DRC5526 E and report any needed repairs to the HCA for follow-up.

Medical Records: The records room was viewed and was properly secured. Staff relayed that part of the medical records are on computer now, which will make them easier to access between institutions as well as Corrections Medical Center (CMC) and OSU.

Treatment and Exam Rooms: They have four general exam rooms, an ER, an optometry room, a nurses' station room, an x-ray room, as well as a pill call area. The Medical Services area includes a room with telemed capabilities, enabling a patient to be seen by specialists at the Corrections Medical Center on the screen rather than being physically transported to the facility.

Discussion with Doctor: Based on the Doctor's prior employment at the Franklin Pre-Release Center, he relayed that the female inmates frequently see the Doctor because they are addicted to pills. Inmates reportedly hide drugs, and use prescribed drugs as poker chips. It was added that, "These guys abuse everything!" They reportedly snort pills claiming it helps them to sleep.

The Doctor relayed that he does not enjoy working with inmates, who were described as the "least appreciative" people in society, except for "maybe five percent" of the inmates.

DRC Follow-Up Communication

Discussion with Doctor:

Per Central Office and RCI compassionate care is considered quality care. Service quality involves meeting the healthcare needs and expectations of the patient. The warden advised the doctor that to reduce the fears of patients you need to explain health care in understandable terms. The doctor was made aware that his statements are not acceptable in working with patients, staff, and the public.

Staffing: Staff relayed that in addition to the one full time physician, they have one full time and one part time nurse practitioner. Staff relayed that Ross CI shares a contract X-Ray Technician with Chillicothe CI. Staff relayed that Ross CI has an excellent retention rate for their nurses. They reportedly have only two contract agency nurses, with the remaining civil service employees.

Pharmacy/Pill Call: Ross CI utilizes the pharmacy services at the nearby Chillicothe CI, which provides them with a 24 hour turnaround from the time of request to receipt. Staff maintained that medications would be lower priced if purchased through the Department of Administrative Services as opposed to their current vendor.

Inmates are separated by security classification when they attend pill call. The pill call room was well maintained, organized, very clean, and secure. Staff relayed that an officer checks the inmate's mouth to ensure that the medicine was swallowed. In addition, staff commented that medication is taken to the camp for distribution rather than require the minimum security inmates to come to the main compound for medication. Similarly, a nurse goes to segregation to distribute medication.

Dental Clinic: The Dental clinic appeared to be one of the largest and finest seen in the Ohio prison system. Services were being provided at the time of the inspection. The clinic was impressively clean.

**Table 3. ACA Statistics Regarding Health Care,
April 2009 through March 2010**

Number of offenders diagnosed with a MRSA infection within the past twelve months	–	47
Number of offenders diagnosed with active tuberculosis in the past twelve months	–	0
Number of offenders who are new converters on a TB test that indicates newly acquired TB infection in the past twelve months	–	0
Number of offenders administered tests for TB infection in the past twelve months as part of periodic or clinically-based testing, but not intake screening	–	2,414
Number of offenders who completed treatment for latent tuberculosis infection in the past twelve months	–	2
Number of offenders treated for latent tuberculosis infection in	–	2

the past twelve months		
Number of offenders diagnosed with Hepatitis C viral infection on December 15	–	223
Number of offenders diagnosed with HIV infection on December 15	–	21
Number of offenders with HIV infection who are being treated with highly active antiretroviral treatment (HAART) on December 15	–	0
Total number of offenders diagnosed with HIV infection on December 15	–	21
Number of selected offenders with HIV infection on December 15 who have been on antiretroviral therapy for at least six months with a viral load of less than 50 cps/ml	–	4
Total number of treated offenders with HIV infection that were reviewed	–	6

During May and June of 2010, the medical services staff conducted 725 Nurse sick calls and 1,130 Doctor sick call appointments. The staff treated 610 emergencies on site. There were 16 inmates sent to local emergency rooms, and four inmates were sent to the Ohio State University for treatment.

The Dental staff completed 617 scheduled visits, and addressed 29 emergency visits. The specialty care provided on site includes optometry and podiatry services. The optometrists saw 102 inmates and conducted one consult. The optometrist spent a total of 20 hours on site. The podiatrist spent 26 hours on site, completing 100 appointments, and addressed eight emergencies.

The institution shares Pharmacy services with the neighboring Chillicothe Correctional Institution in order to reduce costs. During the period staff issued 7,076 medical and mental health prescriptions. Refills for medical prescriptions consisted of 3,635 of the total, and mental health prescription refills consisted of 284 of the total.

In terms of infectious diseases, three inmates were tested for tuberculosis. Of those three, none tested positive. In addition, there are no documented HIV positive inmates at RCI.

The following is a table reflecting the institutional medical services based on monthly reports:

**Table 4. RCI Medical Monthly Institutional Statistical Summary,
May through June 2010**

	May	June	Total
Sick Call			
Nurse Intake Screen	104	84	188
Nurse Referrals to Doctor	216	260	476
New Intakes Referred to Physician	61	35	96
Nurse Sick Call and Assessments	350	375	725
Doctor Sick Call	524	606	1,130

Doctor History and Physicals Done	35	46	81
Doctor No Shows	68	105	173
Emergency Triage			
Sent to local ER	4	12	16
Sent to OSU ER	4	0	4
Sent from Local to OSU	2	3	5
Inmate Emergencies Treated On Site	279	331	610
Staff Treated	24	37	61
Visitors Treated	1	0	1
Infirmiry Care			
Bed Days Used for Medical	184	196	380
Bed Days Used for Mental	39	55	94
Bed Days Used for Security	34	48	82
Dental Care			
Scheduled Visits	299	318	617
Emergency Visits	20	9	29
Total Visits	319	327	646
No Shows	0	0	0
AMAs	35	29	64
Specialty Care On Site			
Optometry			
Consults	0	1	1
Inmates Seen	44	58	102
Emergencies Seen	0	0	0
Hours On Site	20	0	20
Podiatry			
Consults	18	18	36
Inmates Seen	55	45	100
Emergencies Seen	3	5	8
Hours On Site	13	13	26
Pharmacy			
Medical Refills	1,794	1,841	3,635
Mental Refills	134	150	284
Medical New Prescriptions	1,407	1,468	2,875
Mental New Prescriptions	156	126	282
Total Prescriptions	3,491	3,585	7,076
Medical Controlled Prescriptions	3	1	4
Mental Controlled Prescriptions	0	0	0
Lab Data			
Blood Draws	356	362	718
DNA Blood Draws	0	0	0
Mental Health Blood Draws	26	19	45
EKGs	9	35	44
Non CMC X-Rays	88	132	220
Infections Disease Data			

Number Inmates Tested for TB	3	0	3
Positive PPD Test	0	0	0
Staff PPD	0	1	1
Inmates Completed INH	1	1	2
Inmates Incomplete INH	4	6	10
Inmates Refusing INH	0	0	0
HIV Positive Inmates	0	0	0
Inmate HIV Conversions	0	0	0
Deaths			
Deaths Expected	0	0	0
Deaths Unexpected	0	1	1
Suicides	0	0	0
Homicides	0	0	0
Deaths at Local Hospital	0	0	0
Deaths at OSU	0	1	1
Deaths at CMC	0	0	0

Inmate Communication Medical Services: One inmate alleged that he has been waiting eight to nine months to see the optometrist and said he has a prescription for glasses. The inmate is also reportedly waiting to see the dentist and explained that he has problems with his teeth.

A group of three inmates in 5B relayed that “They need to straighten out medical. They don’t see you. It all depends on how they are feeling. Then when you see the Doctor, he says you’re lying to get medication.” The inmates stated that you cannot imagine how that feels when you are really suffering with pain and you are not believed. Two of the three relayed that they are on the chronic care list. One of the inmates relayed that he cannot read or write. The illiterate inmate relayed that he has medical problems and “all kinds of other problems.”

DRC Follow-UP Communication

Inmate Communication Medical Services:

The RCI Medical Services Department has received extremely high ratings, proficiency scores, and comments during all recent Internal Management Audits, ACA Audits, and Fussell Oversight Committee visits.

The Bureau of Medical Services recently made available a new selection of eyeglass frames from the Ohio Penal Industries. Some institutions have experienced an increase in the amount of time it takes to receive glasses but it has never been as long as eight to nine months at RCI. Routine optical clinic visits have a waiting list of approximately two months at RCI. All referrals made from the Advanced Level Provider are addressed during the next available clinic.

Dental care services are provided to all RCI offenders as per laws defined by the State of Ohio and the State Dental Board. All emergency situations are addressed within twenty-four hours. The current waiting list to get a tooth filled at RCI is approximately three months and two months for a dental cleaning.

Offenders who submit requests to attend Nurse's Sick Call are always seen in a timely manner. If the offenders' issues cannot be addressed at that level, they are immediately referred to Doctor for follow-up care. The Doctor seriously evaluates the true need for medications before prescribing them. All chronic care offenders are routinely evaluated for continued care and medications. All medical treatment provided to the offenders incarcerated at RCI is explained in detail regardless of their specific special needs.

MENTAL HEALTH AND RECOVERY SERVICES

The following is a list of mental health and recovery service programs offered at Ross CI based on information from the ACA Audit 2010 Master List of Special Service Programs:

Mental Health Programs at Ross Correctional Institution

- | | |
|------------------------------|---|
| 1. Stress Management | 7. SAMI (Substance Abuse Mental Illness (Met) |
| 2. Conflict Resolution | 8. Medication Compliance/Education Group |
| 3. Anger Management | 9. Pain Management |
| 4. Creative Expression | 10. Self Awareness |
| 5. Wellness Group | |
| 6. Therapeutic Support Group | |

Recovery Services Programs at Ross Correctional Institution

- | | |
|---|---|
| 1. CBT-IOP | 4. Violence Prevention/Victim Awareness |
| 2. 24 AOD (Alcohol and Other Drugs) Education | 5. Alcoholics Anonymous |
| 3. SAMI (Substance Abuse Mental Illness) | 6. Narcotics Anonymous |

Mental Health Staff Group Meeting

The staff listening session consisted of a group of staff in the mental health services department.

One staff person relayed that mental health staff at Ross CI care about the individuals and the care that they are giving them. However, there are reported barriers, which prevent them from doing their job as efficient as they could. It was explained that their office is in a trailer, but they see the inmates in the mental health services building, which prevents direct access to information in the database or other resources.

A second staff person agreed, noting that the person also works in the trailer and sees inmates in the mental health building. They can no longer have an officer assigned to the trailer, so the inmates can no longer go to the trailer. They cannot have a computer in the building because inmates cannot have access to a computer. It was reported that they must record data by hand and enter it in the computer afterward. It causes mental health staff a lot of walking back and forth. There used to be an officer assigned to the trailer, but they lost half of their staff in 2002.

DRC Follow-Up Communication
Mental Health Staff Computer Access:

The recent loss of 70 weekly Correction Officer (CO) Posts resulted in the loss of the CO assigned in the trailer. A CO is assigned to the D-1 mental health area. Staff do have access to computers on Monday and Friday and any other time that offices are not occupied in D-1 with the exception of the group rooms. Staff are encouraged to run groups and do rounds on Tuesdays, Wednesdays, and Thursdays. They will continue to see clients regarding computer support resources on Mondays and Fridays and other days when offices with computers are available. We also have tape recorders that may be used by clinicians and shared with the secretary to transcribe information.

Staff are expected to conduct two groups per week. It was relayed that problems happened two years ago with a new secretary. However, they are very pleased with their secretary now and noted that she was awarded Secretary of the Year.

It was explained that the mental health caseload at RCI is approximately 335. Staff relayed that if they need to send an inmate to a Residential Treatment Unit, they use CRC or CCI, but rarely use WCI.

A new staff person relayed that working at RCI is “great. They work as a good team over here.” One staff person relayed the concern that they lost two of their psychiatrists with the shift to civil service. Staff stated that they offered them a salary of \$195,000 per year plus vacation perks, but they declined because they enjoy personal service contracts. They will soon have a contract psychiatrist and nurse practitioner to fill the vacancy. Staff relayed that they would like to see a civil service nurse practitioner.

Concerns were expressed about the future corrections budget. Questions were raised about rumors that RCI would be creating an RTU. Staff relayed their opinion that it is a “good idea.” Some indicated that they heard that the CCI RTU would close due to the conditions of the old facility and mentioned that RCI could have an RTU for both close and medium security.

Staff relayed concerns about the proposed legislation to study privatization of half of the prison system. The three state pension plans were also discussed.

One staff person relayed concerns about the temperatures in the cells for those on psychotropic medications. It was relayed that form DRC5292 addresses cell temperatures in the units. However, at RCI, they only test the temperature in segregation. An inmate complaint was relayed to the Inspector who advised that they need to address the problem. The staff person relayed that segregation does not even have an ice machine. Mental Health staff are reportedly doing a good job monitoring it after receiving the referral from the Inspector to fix the problem. It was mentioned that inmates on psychotropic medications can go up to Inmate Health Services for assistance if they experience problems with temperature.

DRC Follow-Up Communication

Temperature in Cells of Offenders on Psychotropic Medication:

Per DRC Policy 67-MNH-07 the following is included:

1. *The psychiatric nurse will make available education materials on heat sensitivity and encourage the offender to follow the below preventative recommendations:*
 - a. *Wear protective clothing and/or sunscreen when exposed to direct sunlight.*
 - b. *Avoid excessive exhausting activities in the heat of summer.*
 - c. *Drink 8-12 glasses of liquid per day to avoid dehydration.*
2. *During appropriate seasons, temperatures must be monitored regularly by the correctional office in all units that house inmates on psychotropic medications and logged on a Cell Temperature Log (DRC5292).*
3. *If areas which house offenders on psychotropic medications exceed 90 degrees Fahrenheit, the institution will institute the following measures:*
 - a. *Increased ventilation to the area through utilization of fans to improve airflow and reduce room temperature to less than 90 degrees.*
 - b. *Provision of increased fluids and ice.*
 - c. *Allowance of additional showers to provide cooling.*
4. *A psychiatric nurse will provide notification to the Warden of the need to temporarily transfer an offender to an area of the institution that is more compatible with the offender's clinical status due to a heat induced syndrome.*

The institution strictly follows the policy with the exception of the completion of the Cell Temperature Log (DRC5292) in all offender housing units. Prior to the visit of the CIIC RCI had already formulated a committee comprised of the Major, a Psychiatric Nurse, the Psychology Supervisor, and the ACA Manager. They were tasked to benchmark with other institutions regarding the interpretation to utilize temperature logs in all offender housing units. The temperature log will be utilized in the units beginning in the month of August.

One administrative staff person relayed that mental health services is an excellent team and a lot of staff have been nominated for individual awards. They received an award in 2006 for their work in reducing "no shows." There had been 60-80 per week, and now there are less than five. They instituted a plan, which involves deploying relief officers to pick up inmates and escort them to their mental health appointments or issue a conduct report if they refuse. Now they have better attendance.

Staff relayed that Recovery Services programs department wide are cognitive behavior treatment programs and that staff are good about responding to crisis.

A mental health secretary relayed that staff are great and she has never been treated better. Another secretary stated that they are a great bunch to work with and staff are supportive. However, she relayed a concern that the mental health staff and programs are based on caseload,

but they really service the entire institution population. She reported that they used to have almost double the staff they have now.

SUICIDES AND ATTEMPTS

Staff relayed that the institution has had five suicides since 1999. The following table displays information from institutions in the Department that reported the inmates who have attempted suicide during the first half of the year. **Through June 2010 there have been a reported 33 inmates who have attempted to commit suicide** in the Department. **Ross Correctional Institution has reported two attempts from January 2010 through June 2010.** The Belmont Correctional Institution and the Corrections Reception Center reported four attempts each. The Chillicothe Correctional Institution, the Mansfield Correctional Institution, and the North Central Correctional Institution all reported three suicide attempts each.

Table 5. Institutions Reporting Inmate Suicide Attempts and Number of Attempts for each Institution

Institutions Reporting Suicide Attempts	Number of Attempts
Belmont Correctional Institution	4
Corrections Reception Center	4
Chillicothe Correctional Institution	3
Mansfield Correctional Institution	3
North Central Correctional Institution	3
Ohio Reformatory for Women	2
Ross Correctional Institution	2
Trumbull Correctional Institution	2
Warren Correctional Institution	2
Franklin Pre Release Center	1
Grafton Correctional Institution	1
Lake Erie Correctional Institution	1
Lorain Correctional Institution	1
Madison Correctional Institution	1
Noble Correctional Institution	1
Ohio State Penitentiary	1
Richland Correctional Institution	1
Total	33

FOOD SERVICES

The Meal: The meal consisted of a burger, two pieces of white bread, coleslaw, boiled potatoes, cooked carrots, a fresh peach, one salt and pepper packet, and two clear plastic bags of milk. Staff relayed that the milk is a good product and noted that they have not had problems with the bags breaking and leaking, as has been reported at some other institutions. Staff added that milk bags going to the minimum camp are frozen. The temperature, portions, and overall quality of the food were adequate and the taste was palatable, but not overly appetizing.

Budget/Meal Costs: The food reportedly only costs 98 cents per meal. The RCI web site reports the projected Fiscal Year 2010 General Revenue Fund (GRF) budget to be \$34,490.11 and a daily cost per inmate of \$45.13.

Heart Healthy Diet: A Nutritionist stated that she rotates between three different institutions: RCI, SCI, and CCI. She relayed that she is at RCI on Mondays and Fridays. In addition, she explained that her job entails educating inmates on special diets and ensuring that the diets are written per policy. She relayed that the institution provides diabetic diets and supplements. She stated that all of the inmates receive the “Heart Healthy” diet, described as less than four grams of sodium per meal and low in fat, with more vegetables and fruit, and more chicken than beef as well as pork, which is no longer served in the institutions. As to critics who have expressed to the CIIC that the diet was really created as a cost cutting measure, the staff person relayed that in fact, the “Heart Healthy” diet is more expensive.

DRC Follow-Up Communication

Heart Healthy Diet:

The Diet Tech is responsible for education and monitoring of offenders on special diets as ordered by the physician(s). Regular meals provided to the majority of the population are prepared and served based on a heart-healthy master menu as established by the DRC Dietician. The purpose of implementing the heart-healthy diet was to improve the overall health of the inmates, thus lowering the cost of health care as a whole.

Inmate Communication Meals: Several inmates in the dining room relayed that their meals have “a lot of chicken. We need more variety.” An inmate in segregation stated concerns about the food and maintained that the portions are small. He also alleged that food is sometimes served at inadequate temperatures. A separate inmate in unit 5B relayed that RCI is “a good place to do time, but the food went downhill. It’s always chicken, three or four times per week. We used to have pork.” Inmates in 5B stated that, “The chicken’s killing us! We have chicken about every meal!” Inmates in J Dorm stated that the food used to be better, that they used to provide a variety of foods, such as corn dogs and ravioli. Now they reportedly get “chicken, chicken, and more chicken.”

DRC Follow-Up Communication

Inmate Communication Meals: *Meals are prepared and served by the RCI Food Service department based on a heart-smart menu as established by the DRC Dietician. Chicken is included on the menu frequently as a heart-smart item rather than higher-fat protein options. Substitution of any item must be documented with the reason for the change and is subject to review by the Dietician.*

The institution has two separate dining halls due to their two security classifications. It was noticed that the floor on the medium side serving line was very wet as an inmate was mopping. Administrative staff addressed the issue and told the inmate that there was too much water on the mop.

Inmate Dining Rooms: The level two (medium security) dining hall was well maintained with a pleasant scent and an orderly appearance. On the adjacent level three (close security) inmate dining hall, inmate food service workers who were working the serving line all wore hair coverings and sanitary gloves.

Food Preparation Area: Inmates were observed preparing food for the evening meal in the veggie prep/bake prep room. Inmates were icing cakes and mixing tartar sauce.

The facility has a number of food storage rooms/coolers including a prep room in the kitchen area where items are held until they are ready to be placed on the serving line. Though some of the floors of the coolers were slightly wet, they were found to have a good clean scent. Staff relayed that the floors of the coolers are power washed every week.

One cooler contained products such as cookies, “Honey Buns,” coffee, cereal, and crackers, which are highly desired items. Staff relayed the need to secure these items in a separate area so they are not stolen.

A dry storage room is used to keep dry ingredients and canned goods at room temperature (just under 80 degrees) until 40 to 74 hours before being served, at which point they are transported to a cooler. The dry storage room air conditioner appeared to be malfunctioning as the room was noticeably warmer. The cooler used to store dry ingredients before being served also contained fresh fruit. Both coolers appeared orderly, clean, and stacked boxes were a safe distance from the ceiling.

Two of the freezers at the institution, one containing vegetables and the other containing OPI processed meat, had an observable problem. The issue was causing ice to build up on the boxes and floors, creating a potential slippery and hazardous surface. Staff relayed that a malfunction in the drainage line was the source of the problem.

DRC Follow-Up Communication

Food Preparation Area:

The air conditioning unit in the dry storage room was 78 degrees at the time of the committee’s visit. This is within the allowable temperature range for dry storage. There is a problem with the air conditioning unit in that area that, once corrected, will lower the temperature. The power plant has ordered the parts necessary to resolve the problem. The repair will be made upon their receipt.

The two freezers in food service with ice build up on the floors have been checked by power plant staff and a problem identified with the drainage lines. They have ordered the parts necessary to resolve the problem. The repair will be made upon receipt of those parts.

Kosher Food: One of the coolers stores cheese and boxed kosher cereal which is used for all inmates, not just those on kosher diets. The Food Services Coordinator pointed to markings on the boxes of cereal which identified the contents as kosher. All of the stored cereals except for toasted oats were reported to be kosher. Although the Chaplain relayed later in the day that they

have six Jewish inmates, the Food Services Coordinator relayed that they have only had two requests for kosher meals, and both recently declined the religious accommodation, preferring to eat the regular inmate meals. Kosher meals are reported to be expensive, at \$10 per meal for lunch and dinner. Regarding other institutions who report receiving kosher entrees for approximately two dollars, the staff person explained that theirs comes as a complete meal. It was noted that RCI's bread and juice are both kosher, so can be provided to those on kosher meals. He relayed *that DRC has no guidelines for food services staff regarding provision of kosher food*. He took the initiative to learn all about the subject by consulting their Rabbi and other information sources. As relayed to the Warden, the RCI Food Services Coordinator appeared to be more knowledgeable of kosher food than any other encountered on the CIIC inspections. *CIIC staff continue to believe that specific written guidelines should be provided to the institution food service employees on kosher diets so that they can all comply with the minimum requirements and so that there is standardization in using best practices identified in the system.*

DRC Follow-Up Communication

Kosher Food:

Food Service staff work closely with the Chaplain and Deputy Warden of Special Services to identify inmates who are eligible to receive kosher meals. The meals are available to them at each dining period upon request. The kosher meals presently in stock for Jewish inmates at RCI cost \$7.98 each from Gordon Food Services. They are a bit more costly than other available prepared kosher meals, but they are complete meals that require only a salad and bread to meet the nutritional requirements established by the DRC Dietician. Availability of alternative meals will be continually monitored and future purchases will be made based on nutritional requirements and cost.

Pages 119 and 120 of the "Informal Handbook on Religions" will be provided to the food service manger in order to clarify the specifics as to what constitutes a kosher meal. This section outlines the dietary requirements of the Jewish faith. These pages do not convey procedures as to procurement, and the accommodation processes. The current Food Service Manual only has one reference to kosher meals and that in association to Passover. DRC 72-REG-07, the policy on Jewish services states that.... "The Department will accommodate kosher dietary restrictions to recognized Jewish inmates pursuant to DRC Policy 72-REG-02." This policy states the following... "Requests that would require the creation of a special diet, a religious "feast" menu, or that would require the purchase of special foods (e.g. kosher, halal, etc.) not currently offered, or which would expand access to such diets to different or additional religious groups must be referred to the Religious Services Administrator for final decision. Further clarification as to procurement, will be addressed to the Religious Services Administrator. Until such clarification is received the Jewish services provider under contact will be consulted as to procurement.

The current policy dictates an offender's request for kosher meals is to be reviewed by the Religious Services Administrator for final approval, however, there are no specific guidelines provided in policy for removing an offender from

kosher meals should he abuse the accommodation, i.e. eat from a non kosher tray while still obtaining kosher meals at state cost. Religious Services Administrator will continue to be consulted for clarification on such issues.

Equipment: Staff relayed that they have three tilt grills which are inoperable but the parts have been ordered and they are simply waiting for them to arrive in order to make needed repairs. The facility has a large upright oven that is used, for example, to keep burgers warm. One part of the oven is reportedly broken and in need of a spark controller. Staff commented that they work well with maintenance staff who are there every day.

DRC Follow-Up Communication

Equipment:

Food Service Managers are presently working with the Regional Food Service Administrator on the purchase of replacement equipment including, but not limited to tilt grills, warmers, coolers and a slicer. Since the committee's visit, Hobart Company has completed service calls and the revent oven and two tilt grills are back in operation.

Tool Room: The tools are secured with a sally port style system: one must enter a cage before being able to unlock the door to the tool room. All kitchen utensils are mounted on the wall using the painted shadow and chit system to easily identify missing items and the person to whom the item was issued. The staff explained that each numbered "chit" is assigned to a particular person. A red chit identifies a broken item. Within the locked tool room is a separate locked see-through wired cage where sharp items are stored. According to the facility staff the sharp items are issued only to staff members and an inmate must be supervised at all times when using the item.

Staff Restroom: The staff restroom was observed as clean, in good condition and supplied with soap. Inmates may use two sinks near the serving line and two sinks in the kitchen area. All are reportedly supplied with soap.

Inmate Workers/Apprenticeship: The institution has a cook's apprenticeship program. It was relayed that they currently have eight inmates and one staff supervisor assigned to the program. The inmates attend class on Fridays and Saturdays and staff indicated that the eight students also work in food services.

Dishwashing Area: The dishwashing area appeared to be operating smoothly. One group of inmates would prewash (rinse) the trays and utensils while another group sent them through the dishwasher to sanitize them. Heavy plastic combination spoon and forks, termed "sporks" are used as the single eating utensil for the inmate meals. Staff stated that the dishwasher sanitizes the trays at a minimum of 180 degree temperature. The temperature of the water upon observation at the time of the inspection was 209 degrees. *This process reportedly eliminates the need for chemicals or detergent to effectively clean the trays and eating utensils, creating a significant cost savings.*

Roaches: Staff relayed that they have no issue with rodents, but recently incurred a roach infestation in the basement. Roaches come up where the serving line is located. Staff relayed that

they have contacted Ace Pest Control, described as a good company, to request assistance with the problem and that it should be taken care of in a few days.

DRC Follow-Up Communication

Roaches:

The pest control contract was recently renewed with Ace Pest Free Company. They are in the process of conducting an annual clean-out of all areas of the institution including food service. The entire food service area, including the basement, is being fogged on July 23, 2010, after the evening meal, and will be followed by weekly visits for the remainder of the fiscal year.

Coat Watcher: One inmate worker was seated in a chair in a wire mesh enclosure containing inmate clothing. The inmate relayed that his job assignment is that of "Coat Watcher," to make sure that inmate coats are not stolen. Facility staff relayed that inmates check their coats in on arrival to prevent them from stealing food items during their shift. The coats are returned to the inmates when they leave. It is not understood why inmates would be wearing coats in the hot summer unless the coats are used for working in the coolers.

DRC Follow-Up Communication

Coat Watcher:

Many of the offenders assigned to work in food service report to or leave work in the early morning hours when it is cool or during times when it is raining. Because the weather is unpredictable even during the spring, summer and fall seasons, the coat room is operated year round.

Incentive Based Food Services Work Placement: Staff relayed that inmates must go through an application process to work in food services. The rationale behind this concept is by getting those who are interested in working in this area; it will positively affect the overall quality of the meal. This practice can be extremely beneficial due to the importance of food services within the institution.

RECREATION

Recreation Yard

The recreation yard on the medium side has a fence to reduce the amount of open space on the compound. Inmates are called to recreation and may choose to attend or decline. Once an inmate decides what he wants to do, he must stay there until recreation halftime when he has the option to come and go again. Staff stated that the inmates want to take down or widen the area of the fence to open up the yard so they may come and go to recreation as they please.

DRC Follow-Up Communication

Recreation Yard:

The recreation yards on both the North (Level 3) and South (Level 2) RCI compounds have a fence enclosing the recreation yards. The fences were originally installed to provide additional security in the recreation areas, and to create separation between the recreation yards and the RCI housing areas. Level

2 offenders residing on the on the South Compound have an open recreational schedule. Those offenders are permitted to attend recreation between the hours of 7:30 am-10:30 am; 1:00 pm-3:30 pm; and 6:00 pm and 8:00 pm on a daily basis providing they are not scheduled to be at work, school, or attending a program. Offenders are allowed ten minutes to report to recreation during each scheduled period. The gate is then closed until halftime (a designated time to allow offenders the opportunity to return to their housing units or report to another scheduled obligation). This is done to control unnecessary movement and loitering on the compound and to provide increased accountability of offenders' whereabouts in the event of an emergency. Level 2 offenders are given the opportunity 7 ½ hours each day.

Inmate Communication Programs/Recreation: Inmate mentioned concerns about the availability of programs. An inmate believes that the yard should be opened up to allow more freedom with recreation. A few inmates alleged that the yard is never open. Another inmate relayed that he has been in prison for over 32 years. He stated that at RCI, he is “bored with nothing to do.” J Dorm inmates stated that they watch TV and play cards all day long. One inmate asked why they do not allow them to play cards in the visiting room with their family members. He felt that it is a reasonable request and something positive to do with their family or friend.

One inmate in J Dorm stated that he has six years of college already, so does not need more education. He relayed that he just spent \$70 to order art supplies so that he can have something to do. He stated that most of the inmates do not have money to purchase such supplies.

DRC Follow-Up Communication

Inmate Communication Programs/ Recreation:

The Recreation Department offers a variety of organized activities and programs throughout the calendar year. The included schedule is routinely posted for all offenders to review. The schedule lists the hours and times the recreation area is open to the offender population. RCI conducts annual evaluations and consistently solicits input from the population for suggestions regarding tournaments and other recreational activities.

The RCI Arts and Crafts program is an additional program that the Recreation Department offers. Ross Correctional Institution does not have a centralized art room. The program offered at RCI is referred to as bedside art program because it allows the offenders an opportunity to order supplies and keep them in their housing area. The Recreation Department screens supplies and assists offenders involved in the program receive some necessary materials. Due to the fact that most supplies are purchased by the individual offenders, the items are considered as part of each participant's personal property.

The suggestion was made that the offender population be permitted to play board games with approved visitors during visits. Generally offender/visitor movement in the RCI Visiting Room is discouraged for accountability reasons. There is also

concern that not enough space is exits in the RCI visiting room to accommodate additional tables for board games. This issue will be given consideration by a Back-to-Basics Committee recently tasked with reviewing the c current RCI visiting room and processes.

Recreation Schedule of Activities

<i>Basketball League</i>	<i>November 25, 2010 – March 15, 2010</i>
<i>Wiffle Ball League</i>	<i>November 25, 2010 – January 30, 2011</i>
<i>Dart League</i>	<i>January 5, 2010 – February 30, 2010</i>
<i>Fast Pitch Softball</i>	<i>April 1, 2010 – June 15, 2010</i>
<i>Volleyball (Indoor)</i>	<i>April 1, 2010 – May 15, 2010</i>
<i>Softball League</i>	<i>June 1, 2010 – September 31, 2010</i>
<i>Basketball (Summer)</i>	<i>July 3, 2010 – September 3, 2010</i>
<i>Horseshoes League</i>	<i>June 1, 2010 – July 3, 2010</i>
<i>Handball League</i>	<i>June 1, 2010 – September 31, 2010</i>
<i>Volleyball (outside)</i>	<i>July 1, 2010 – August 30, 2010</i>
<i>Football Flag</i>	<i>September 1, 2010 – November 25, 2010</i>

Activities offered annually include: Arts & Crafts- Bedside Program (Units Only) Music Program- South Compound Only

EDUCATIONAL/VOCATIONAL PROGRAMMING

The following is a list of programs offered at RCI based on information from the ACA Audit 2010 Master List of Special Service Programs:

Educational Programs at Ross CI

- | | |
|---|---|
| 1. ABLE (Adult Basic Literacy Education | 9. Career Tech Barber School |
| 2. Pre-GED | 10. Career Tech AOT (Automated Office Technology) |
| 3. GED | 11. Hocking College |
| 4. Title 1 | 12. Library |
| 5. Special Education | 13. Apprenticeship Animal Trainer |
| 6. Career Tech Construction | 14. Apprenticeship Landscape |
| 7. Career Tech Carpentry | 15. Apprenticeship Baker/Cook |
| 8. Career Enhancement | |

Barber School

The Barber school is a two year 1,800 hour program. Once inmates get 1,800 hours they can test with the Ohio State Barber Board. They have class in the morning on Tuesdays and Thursdays. There were 26 inmates in the program and staff relayed that there are 100 inmates on the waiting list for the barber school. The facility used for the barber school was fully occupied with students and inmates getting haircuts. The barber school operates five hours per day and services the general population inmates. There is reportedly a separate barber for the segregation unit.

Ohio Penal Industries

Although the RCI website lists two Ohio Penal Industries, specifically furniture manufacturing and furnishing assembly and shipping, facility staff relayed that the shops have closed. Staff relayed that at one time they employed as many as 239 inmates in the OPI shops on both sides of the institution. Facility staff relayed that they have two large buildings that were used for office furniture manufacturing for mostly governmental agencies. As of December 2009 RCI OPI inmate workers had been reduced to 39 and were subsequently completely eliminated. Staff mentioned that it would be a shame if they could not get the OPI furniture shop back up and running.

The merits of exploring innovative ideas for products and services related to “going green” were discussed, as well as the possibility of OPI refocusing on cutting costs of the institutions by promoting manufacturing of goods and services to meet institution needs. That OPI sells goods to institutions in its own department for a profit, often at a higher price than could be purchased elsewhere, has never been understood by the CIIC Director. Discussion included the history of prison farms, which produced nearly all the food needed to feed the prisoners state wide. The surplus at one institution was shared with the rest. Although it has never been popular to have Ohio Penal Industries, which operates on prisoner labor to compete with local businesses, the current economy makes it all the more questionable. It is an opportunity to rethink whether the provision of goods and services for its own institutions would not only make more common sense, but would yield an economic savings from the DRC budget. The creation of inmate jobs to alleviate idleness at many of the institutions would also provide direct assistance in meeting institution needs, and every effort could be made to transform the jobs to viable vocational and other work training programs.

DRC Follow-Up Communication

Ohio Penal Industries:

The CIIC reported the RCI web-site listed the institution as still providing a furniture assembly and shipping program through the Ohio Penal Industries (OPI), when in fact the program was eliminated in early 2010. The continued listing of the program is a regrettable oversight and has since been resolved. The fact the program was eliminated is a great concern to the employees and offenders at RCI. The program provided offenders an opportunity to gain skills associated with an assembly/production job setting and the self-esteem realized by producing a quality product.

The OPI furniture program was essentially a victim of the depressed state of the economy. The majority of the furniture produced by the program was sold to government agencies. Budget constraints eliminated the ability for agencies to purchase furniture and subsequently the services of the program were no longer needed. There are two large buildings currently vacant at the institution as a result of the closing of the OPI furniture shop. The prison administration is aggressively pursuing other industrial programs to replace the one eliminated. Serious consideration will also be afforded to the suggestions made by the CIIC.

RCI is implementing a committee tasked with developing ideas to create more meaningful jobs for the offenders incarcerated at RCI. There are also plans of increasing the number of offenders participating in the three apprenticeship programs available at RCI. Those programs include; landscape management, cook/baker, and animal trainer.

The following information pertains to educational enrollment. Based on data provided by the institution, 63 inmates participated in the Literacy Program at Ross CI during the time period of January 2010 through June 2010. Of those 63, nine received certificates. A total of 123 inmates participated in the Adult Basic and Literacy Education program (ABLE); of those, 37 received certificates. The institution's monthly report indicates that 147 inmates participated in the Pre-GED program, with 75 receiving certificates. Finally, 128 inmates were reported to be involved with the GED program, with 52 receiving certificates.

An oft-repeated inmate concern is access to programs. With simultaneous budget cuts and overcrowding, inmates report long waiting lists for programs. Furthermore, inmates' access to programs is often determined by the expiration of their stated term or their parole date: those who will be released soon are deemed to be in most need of programs and therefore are bumped ahead of inmates who may very much want to participate in programming, but whose sentence expirations are later in date.

The monthly institutional report for June 2010 reports that there are 152 inmates on the waiting list for Adult Basic and Literacy Education (ABLE).

Table 6. RCI Ohio Central School System Monthly Enrollment Report, June 2010

Program	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals	
					Month	YTD	QTR	YTD
Literacy	0	0	63	0	0	9		100%
ABLE (Adult Basic and Literacy Education)	38	7	123	152	3	37	98%	98%
Pre-GED	45	13	147	79	7	75	100%	99%
GED	84	10	128	53	0	52	97%	97%
GED Evening								
HS/HS Options								
Academic Total	167	30	461	284	10	173	98%	98%
Career-Tech (by program)	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals	
					Month	YTD	QTR	YTD
AOT	15	0	25	76	15	15	90%	98%
Barbering	26	3	42	123	0	9	100%	100%
Carpentry	16	2	20	250	16	16	100%	100%
Career-Tech Total	57	5	87	449	31	40	100%	100%

Special Education	13	13	25	0	0	0	-	-		
Title One	28	28	73	0	0	0	-	-		
EIPP (Education Intensive Prison Program)							-	-		
TEP (Transitional Education Program)							-	-		
YTP							-	-		
ESL (English as Second Language)							-	-		
Career Enhancement	32	0	220		0	195	-	-		
					50%	100%	50%	100%	-	-
Apprenticeship	7	0	7	0	0	0	0	0	-	-
	For Month	< 22	YTD	Waiting List	Program Cert.		1-Year Cert.		2-Year Cert.	
					Term	YTD	Term	YTD	Term	YTD
Advanced Job Training	57	0	105	0	0	19	0	0	0	0
	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals			
					Month	YTD	QTR		YTD	
Total GEDs given	0	-	87	-	-	-	-		-	
Total GEDs passed	0	-	64	-	-	-	-		-	
Literacy Tutors	0	-	7	-	-	-	-		-	
Other Tutors	22	-	33	-	-	-	-		-	
Tutors Trained	0	-	13	-	-	-	-		-	
Tutor Hours	456	-	6,403	-	-	-	-		-	
Children served in Reading Room		-		-	-	-	-		-	
Narrator Hours		-		-	-	-	-		-	
Work Keys	0	-	51	-	-	-	-		-	

Table 7. RCI Minimum Camp Ohio Central School System Monthly Enrollment Report, June 2010

Program	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals	
					Month	YTD	QTR	YTD
Literacy								
ABLE (Adult Basic and Literacy Education)	10	0	34	64	0	6	100%	100%
Pre-GED	6	0	16	26	0	9	100%	100%
GED	4	0	15	5	0	0	100%	100%

GED Evening										
HS/HS Options										
Academic Total	20	0	65	95	0	15	100%	100%		
Career-Tech (by program)	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals			
					Month	YTD	QTR	YTD		
Career-Tech Total	0	0	0	0	0	0				
Special Education								-	-	
Title One								-	-	
EIPP (Education Intensive Prison Program)								-	-	
TEP (Transitional Education Program)								-	-	
YTP								-	-	
ESL (English as Second Language)								-	-	
Career Enhancement								-	-	
								-	-	
								-	-	
Apprenticeship								-	-	
								-	-	
	For Month	< 22	YTD	Waiting List	Program Cert.		1-Year Cert.		2-Year Cert.	
					Term	YTD	Term	YTD	Term	YTD
Advanced Job Training										
	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals			
					Month	YTD	QTR	YTD		
Total GEDs given	0	-	3	-	-	-	-	-	-	
Total GEDs passed	0	-	1	-	-	-	-	-	-	
Literacy Tutors		-		-	-	-	-	-	-	
Other Tutors	2	-	7	-	-	-	-	-	-	
Tutors Trained	0	-	0	-	-	-	-	-	-	
Tutor Hours	39	-	1,040	-	-	-	-	-	-	
Children served in Reading Room		-		-	-	-	-	-	-	
Narrator Hours		-		-	-	-	-	-	-	
Work Keys		-		-	-	-	-	-	-	

Inmate Communication Programs/Reentry: One inmate relayed concerns with not being provided paperwork for reentry upon his release. Staff stated that they used to have a contract service re-entry program, but it is no longer provided due to budget constraints. However, the staff communicated that the Case Manager are supposed to fill out a form six months prior to an inmate's release which is used to provide them with information to prepare them for their release. It was also relayed that they have re-entry resources available in the library.

DRC Follow-Up Communication

Reentry:

DRC Policy 78-REL-01 mandates that RCI Unit staff provide offenders with information on the Offender Transitional Release Plan. RCI has provided 632 offenders with this service as of this date in 2010. The Adult Parole Authority provides release prep counseling to Inmates the first and third Thursdays of each month.

Pre-release, Social Security, Ohio Benefits Bank, and Reentry Team Management meetings routinely provide services to RCI offenders. Examples of services offered include programming information, job skills programs recommendations, information on drivers license reinstatement, Social Security eligibility and contacts, and temporary personal identification (ID).

LIBRARY SERVICES

Inmate Communication Library: Inmates in 5B stated that the library is not open enough. They stated that two staff are needed in the library seven days per week, but they only have one librarian and inmates can spend a maximum of three hours per week in the library. Sometimes they only get to go to the library for one hour and a half over the course of an entire week.

DRC Follow-up Communication

Inmate Communication Library:

Per DRC Policy 5B-LIB-01, Comprehensive Library Services: The main library is to be open no less than 28 hours during a seven-day period and must include at least six hours on the weekend and two evening services. A weekend that include evening hours can count as one of the two evening sessions. RCI has satellite libraries in all offender housing units. A rotation of unit library materials takes place in six-week intervals. The library may be closed on exceptional circumstances. Those situations are always properly documented. Examples of exceptional circumstances are described in the policy. The School Administrator works to ensure the library remains open due to approved leave requests for the Librarian. RCI does provide additional library time to offenders on a case by case basis to accommodate legal deadlines.

B. Availability of Services (SUBJECT: Comprehensive Library Services)

1. *All inmates shall be afforded access to institution library services. No inmate shall be restricted from the inmate library, unless approved by the Managing Officer or designee.*

2. *General Population Services*
 - a. *Library services shall be available to the inmate population daily, to include evenings and weekends. Excluding exceptional circumstances, the library shall be open and accessible to inmates no less than twenty-eight total hours during a seven-day period.*
 - i. *The no less than 28-hour total requirement during a seven-day period must include at least six hours on the weekend and two evening sessions.*
 - ii. *A weekend session that includes evening hours can count as one of the two evening sessions.*
 - b. *When the library is not accessible to the inmate population, library services can be provided through the use of book carts, housing unit libraries, or other alternative delivery systems, as determined by the Library Advisory Committee.*
 - i. *Rotations of unit library materials will be done at least once every 6 weeks, as materials are made available.*
 - ii. *These alternate delivery systems may not be counted toward the required 28-hour library hours.*
 - c. *The institution library staff is responsible for maintaining a master schedule of library hours and ensuring that the schedule is posted in inmate housing areas, work and program areas, and any other appropriate location throughout the institution.*
 - d. *The institution library staff is responsible for maintaining an accurate master historical file or log documenting the actual weekly hours of accessibility for the inmate library and law library. Exceptional circumstances, such as but not limited to, unexpected sick leave, fog alerts, and institutional emergencies, must be documented in the master historical file or log.*
3. *Special Management Population Services*
 - a. *All inmates assigned to special population status shall have access to reading materials, either through delivery of materials or the availability of an on-site collection. Such inmates shall also be provided with legal reference resources pursuant to Department Policy 59-LEG-01, Inmate Access to Courts and Counsel. In institutions where paralegal staff is employed, the paralegal will provide legal information to inmates in segregation who request information pertaining to their individual legal cases.*
 - b. *The institution library staff shall visit all special population areas of the institution at least once per week to determine inmate needs regarding legal and reading materials.*

The following chart is the library hour schedule listed by the institution:

H O U R S	Period #1 7:30am - 10:30am	JULY 2010				North Units: 1, 2, 3, & 4	
	Period #2 12:30pm - 3:30pm	SUNDAY LEGAL ONLY				South Units: 5, 6, 7, 8, & J	
	EVENINGS 5:30 P.M. to 8:00 P.M.	<i>Unit Libraries Open On Unit Schedule Times</i>					
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
				1 Split AM SOUTH 7:30 6H-8H-JB 9:00 5H-7H-JA PM NORTH 12:30 2H & 4H 2:00 1H & 3H	2	3	
					UNIT LIBRARY	UNIT LIBRARY	
4	5 North	6	7	8 Split	9	10	
JULY 4th HOLIDAY UNIT LIBRARY	12:30 - 2:00pm 1H & 3H 2:00 - 3:45pm 2H & 4H EVE-SOUTH 5:30 5H-7H-JA 6:45 6H-8H-JB	TRAINING UNIT LIBRARY	TRAINING UNIT LIBRARY	AM NORTH 7:30 2H & 4H 9:00 1H & 3H PM SOUTH 12:30 6H-8H-JB 2:00 5H-7H-JA	UNIT LIBRARY	UNIT LIBRARY	
11 South	12 North	13 South	14 North	15 Split	16	17	
12:30 5 - 6 - 7 - 8 & J DORM EVE-NORTH 5:30 - 7:00 PM 1H & 3H 7:00 - 8:00 PM 2H & 4H	12:30 - 2:00pm 2H & 4H 2:00 - 3:45pm 1H & 3H EVE-SOUTH 5:30 6H-8H-JB 6:45 5H-7H-JA	7:30 - 10:30am 5H - 7H - JA 12:30 - 3:30pm 6H - 8H - JB	7:30 - 10:30am 1H & 3H 12:30 - 3:30pm 2H & 4H	AM SOUTH 7:30 5H-7H-JA 9:00 6H-8H-JB PM NORTH 12:30 1H & 3H 2:00 2H & 4H	UNIT LIBRARY	UNIT LIBRARY	
18 South	19 North	20 South	21 North	22 Split	23	24	
12:30 5 - 6 - 7 - 8 & J DORM EVE-NORTH 5:30 - 7:00 PM 2H & 4H 7:00 - 8:00 PM 1H & 3H	12:30 - 2:00pm 1H & 3H 2:00 - 3:45pm 2H & 4H EVE-SOUTH 5:30 5H-7H-JA 6:45 6H-8H-JB	7:30 - 10:30am 6H - 8H - JB 12:30 - 3:30pm 5H - 7H - JA	7:30 - 10:30am 2H & 4H 12:30 - 3:30pm 1H & 3H	AM NORTH 7:30 1H & 3H 9:00 2H & 4H PM SOUTH 12:30 5H-7H-JA 2:00 6H-8H-JB	UNIT LIBRARY	UNIT LIBRARY	
25 South	26 North	27 South	28 North	29 Split	30	31	
12:30 5 - 6 - 7 - 8 & J DORM EVE-NORTH 5:30 - 7:00 PM 1H & 3H 7:00 - 8:00 PM 2H & 4H	12:30 - 2:00pm 2H & 4H 2:00 - 3:45pm 1H & 3H EVE-SOUTH 5:30 6H-8H-JB 6:45 5H-7H-JA	7:30 - 10:30am 5H - 7H - JA 12:30 - 3:30pm 6H - 8H - JB	7:30 - 10:30am 1H & 3H 12:30 - 3:30pm 2H & 4H	AM SOUTH 7:30 6H-8H-JB 9:00 5H-7H-JA PM NORTH 12:30 2H & 4H 2:00 1H & 3H	UNIT LIBRARY	UNIT LIBRARY	

**CIIC STATUTORY REQUIREMENT:
EVALUATION OF THE INMATE GRIEVANCE PROCEDURE**

The Inmate Grievance Procedure (IGP) is a three-step process that allows inmates to alert multiple levels of DRC staff to their concerns. The IGP's importance is reflected in the CIIC statutory requirement to evaluate and report on the procedure at each institution. The IGP has the potential to prevent costly litigation by preventing and solving problems. It has the potential to prevent violence, both individual and mass violence that can otherwise erupt from unaddressed problems. The following table details the three steps of the IGP, the time frames that inmates must abide by, and the time frame for staff to respond to inmate informal complaints or grievances.

Table 8. Inmate Grievance Procedure Timeframe per AR 5120-9-31

Step of Grievance Procedure	Time Frame for Inmate to File	Time Frame for Staff to Respond
Informal Complaint Resolution (ICR)	14 calendar days of the date of the event giving rise to the complaint	7 calendar days*
Notification of Grievance (NOG)	14 calendar days from the date of the informal complaint response or waiver of the informal complaint step	14 calendar days (The inspector of institutional services may extend the time in which to respond, for good cause, with notice to the inmate)
Grievance Appeal	14 calendar days of the date of the disposition of grievance	30 calendar days (The chief inspector or designee(s) may extend the time in which to respond for good cause, with notice to the inmate)

If staff does not respond within a reasonable time, the inmate is to contact the Inspector. The Inspector is to take prompt action to ensure that a written response is provided within four calendar days. If no response is provided by the end of the fourth day, the informal complaint process is waived.

Administrative Rule 5120-9-29 outlines the duties of the Inspector of Institutional Services as follows:

- Facilitate all aspects of the inmate grievance procedure, as established by rule 5120-9-31 of the Administrative Code.
- Investigate and respond to grievances filed by inmates;
- Monitor the application of institutional and departmental rules and policies affecting conditions of incarceration; and report to the warden any noncompliance including recommendations for corrective action;
- Conduct regular inspections of institutional services and serve as a liaison between the inmate population and institutional personnel;
- Review and provide input on new or revised institutional policies, procedures and post orders;
- Provide training on the inmate grievance procedure and other relevant topics;

- Perform other duties as assigned by the warden or chief inspector which do not create a conflict with (top two points)
- Submit all reports, documents, or other forms of accountability of their work to the chief inspector and/or warden as directed.

Inmate Communication Inmate Grievance Procedure: Several 5B inmates in unison expressed that “The grievance procedure is no good.” Inmates stated that “You can’t see the Inspector. They say he has an open door policy, but you need a pass and you can’t get a pass.” One inmate relayed that he has been at RCI for ten years and “I don’t know who the Inspector is.”

DRC Follow-up Communication

Inmate Communication Inmate Grievance Procedure:

The Inspector at RCI has an open door policy. Access to the Inspector is obtained by the inmate requesting a pass from the unit correctional officer or unit staff to ensure inmate accountability. A call is placed to the Inspector to ensure availability or be advised of a time to pass the inmate. Passes are also issued by the Inspector if requested via a kite. Inmates are not refused access to the Inspector. The Inspector will reiterate this procedure to correctional staff to ensure an understanding of open access to the Inspector’s office. Each inmate is shown a video during orientation in which the Inspector personally appears and provides the necessary information regarding access to Inspector’s office, the grievance procedure, and emergency grievances. The Inspector is also accessible during administrative rounds in various institutional services areas such as food service during meals, library services, recreation areas, open yard, etc.... The Inspector processed 206 grievances and 875 Informal Complaints in calendar year 2009. To date inmates have filed 110 grievances and 566 Informal Complaints since January 1, 2010. Ten (10) grievances have been filed by 7 different inmates living in unit 5B. Nine (9) grievances were regarding medical services and 1 regarding staff supervision.

Institutional Inspector Activity Reports

A review was made of the monthly Inspector Activity reports received from Ross Correctional Institution for the month of June 2010. According to the data, a total of 98 grievances were filed from January to June 2010. During the same time period, inmates filed 105 informal complaint resolutions.

**Table 9. RCI Institution Grievances Statistics,
June 2010**

Grievance Numbers	
Total Number of Grievances filed during year	98
Total Number of Inmates who filed grievances during year	68
Highest Number of grievances filed by single inmate	9
Grievances on hand at beginning of this period	7
Grievances Received during this period	13
Total	20

Grievances Completed during this period	9			
Grievances on hand at end of this period	11			
Total	20			
ICR Summary				
Number of Informal Complaints Received	105			
Number of Informal Complaint Responses Received	99			
Number of Informal Complaint Responses Untimely	8			
Dispositions				
Granted	White	Black	Other	Total
Granted – Problem corrected	0	0	0	0
Granted – Problem noted, correction pending	0	0	0	0
Granted – Problem noted, report/recommendation to the Warden	0	0	0	0
Subtotal Granted	0	0	0	0
Denied				
Denied – No violation of rule, policy, or law	2	0	0	2
Denied – Staff action was a valid exercise of discretion	2	0	0	2
Denied – Insufficient evidence to support claim	2	3	0	5
Denied – False claim	0	0	0	0
Denied – Failure to use informal complaint procedure	0	0	0	0
Denied – Not within the scope of the grievance procedure	0	0	0	0
Denied – Not within the time limits	0	0	0	0
Subtotal Denied	6	3	0	9
Withdrawn				
Withdrawn at Inmate's Request	0	0	0	0
Pending				
Pending Disposition	6	2	0	8
TOTALS	12	5	0	17
Percent				100%
Extensions				
14-Day Extensions	4			
28-Day Extensions	0			
Total	4			

CIIC Concern about Statistical Data: At first glance, the above data appears inaccurate: grievance totals in the first section equal 20, and yet the grievance total in the dispositions section is 17. In terms of dispositions, the only options for a grievance are Granted, Denied, Withdrawn, or Pending, so it appears that three grievances were lost in the counting. When this question was asked of staff, RCI staff relayed that first, the above chart is run by computer and the numbers are not put in manually, nor can they be changed manually. Staff relayed that if a grievance is received at the end of a month, and the report is run before the end of the fourteen day allowed period for disposition, the grievance may not show up in the monthly data. Staff relayed that the numbers are always accurately reconciled because the grievance disposition will then be counted in the next month's data. Staff further relayed that RCI staff check the numbers on December 31 of each year to ensure that no grievances were lost and the totals always equal. Staff reran the June 2010 numbers on September 2, 2010, and the total was listed as 20.

Granted Grievances: According to the Significant Incident Summary data included in the most recent ACA report, staff reported that there were 33 grievances resolved in favor of offenders from February 2009 through January 2010. Six of the 33 pertained to health care; six, staff/inmate relations; five, personal property; four, communications; three, dental, and nine, other. The following outlines the 33 approved grievances from February 2009 to January 2010 with a summary of the problem and how it was addressed:

Category	Grievance	Response
Administration – Records, earned credit	Inmate states he did not receive earned credit when he was entitled to it for attending approved Recovery Services Programming	IIS recommended earned credit be awarded.
Communications – Mail/Packages, damaged or missing	Inmate claimed embossed envelope was damaged by letter opening machine	Sgt...replaced one damaged envelope.
Communications – Mail/Packages, postal charges	Inmate was overcharged \$5.08 for postage	Inmate reimbursed for overcharge.
Communications – Mail/Packages, postal charges	Inmate's package was mailed to wrong address	Package was recovered with all contents intact and resent to correct address.
Communications – Visiting hours	RCI failed to notify inmates of changes in visiting hours when brunch schedule was implemented	Memos with revised visiting hours were posted in all living units and placed on the monitor for all inmates to view
Custody and Housing – Other	Inmate claims OPI and merit housing are not being called first to chow	IIS recommended OPI and merit housing be called first to chow by officer in the chow hall. Shift supervisors notified to adhere to this privilege.
Dental Care – Access/delay of dental care	Inmate claims dentures were delayed after approval	IIS requested dental services to fulfill commitment to inmate for denture replacement.
Dental Care – Delay of dentures	Inmate claims dentures were delayed after approval	IIS requested dental services to fulfill commitment to inmate for denture replacement.
Dental Care – Other	Inmate alleged cleaning requested and way overdue	IIS requested dental services to provide cleaning in accordance with the cleaning wait list.
Health Care Services – Access/delay in receiving medical care	Inmate was authorized to receive medical boots but they were not ordered	Inmate's boots were re-ordered due to vendor issue.
Health Care Services – Eye glasses	Inmate requested copy of current prescription for glasses	New exam necessary for a new prescription so an exam was requested and conducted.
Health Care Services – Improper/inadequate medical care	Inmate complained Colonoscopy was cancelled	Inmate issued wrong diet prior to medical testing and was rescheduled for the procedure.
Health Care Services – Improper/inadequate medical care	Inmate was approved for boots by Podiatry services but they were not ordered	Inmate's boots were ordered after review of records showed they had not been ordered when first approved.
Health Care Services – Medical records	Inmate's attorney requested medical records	Medical records were already released and forwarded to the attorney as requested.
Health Care Services – Other	Inmate claims the boots issued by Podiatry need replaced	Inmate placed on the list for next available date to visit contract Podiatrist.
Inmate Account – Court ordered Collections	Inmate claims the cashier withheld too much money from his account for court ordered collections	Funds are automatically collected by Cactus Program, not the cashier. Cashier discovered error in previous collections and corrected it by releasing some funds that were being held.
Inmate Account – Funds lost or not	Inmate claims a money order was sent but	Mailroom staff wrote wrong inmate number

posted	never applied to his account	on money order, inmate reimbursed for funds lost/not received.
Institutional Programs – Educational/vocational training	Inmate was bypassed on the GED testing list when it was given to qualifying inmates for free	Inmate was administered the GED test at first opportunity once funds were restored.
Institutional Programs – Library materials	Inmate claimed RCC missing full set of administrative rules and policies	RCC received new set of AR's and updated policy index. All AR's and permitted policies made available from compound library upon request.
Laundry/Quartermaster – State clothing and bedding, denied exchange	Inmate claimed her could not get exchange of shoes	QM received shipment of shoes and his exchange request was honored.
Personal Property – Denied permission to possess	Inmate requested his keyboard for therapy per mental health staff	Inmate was offered an institutional keyboard as his personal keyboard contained features not permitted by RCI policy.
Personal Property – Lost damaged, confiscated by staff	Inmate claims personal items were lost after staff took possession of them	Inmate reimbursed for lost property.
Personal Property – Lost damaged, confiscated by staff	Inmate claimed personal items were seized by officer but he never received a ticket, nor were the items declared contraband. Items were lost	Inmate reimbursed for lost property.
Personal Property – Lost damaged, confiscated by staff	Inmate claims officer knocked television off the shelf breaking it	Inmate reimbursed for damaged property.
Personal Property – Lost, damaged, confiscated by staff	Inmate claimed staff lost boots during pack up	Boots recovered in vault and returned to inmate.
Safety and Sanitation – Other	Inmate states toilet paper not available	Toilet paper delivered from warehouse to living units.
Safety and Sanitation – Smoking/nonsmoking issues	Inmate alleges officer smoking too close to building entrance	Officer advised of the proper distance to smoke away from buildings per DRC policy 10-SAF-01.
Staff/Inmate Relations – Force	Inmate claimed use of force by officer	IIS recommended investigation.
Staff/Inmate Relations – Force	Inmate claimed used of force by officer	IIS recommended investigation by Use of Force Committee.
Staff/Inmate Relations – Staff accountability, failure to follow policies	Inmate alleged Capt... responded to complaints about himself rather than his supervisors	Major...advised to respond to ICR's filed on shift captains and not to forward them to the staff involved in the complaint. Capt...advised not to respond to allegations against himself.
Staff/Inmate Relations – Supervision	Inmate alleged threats and force by an officer and Sgt.	IIS recommended investigation by Use of Force Committee.
Staff/Inmate Relations – Supervision	Inmate alleged officers refused to provide their names when he asked them, nor do they wear name tags	IIS recommended all staff be advised of requirements to provide name and wear name tags per policy 31-SEM-06 at roll call and postings notices on staff bulletin boards.
Staff/Inmate Relations – Supervision	Inmate alleged officers removed the window from his cell and refused to put it back	Captain advised staff to replace windows after shakedown, and complete work orders if damage occurs to state property

**Table 10. Number of Grievances and Informal Complaints Received at RCI,
January to June 2010**

Month	Grievances Received	Informal Complaints Received
January	18	88
February	20	106
March	16	89
April	10	75
May	15	54
June	13	105
Total	92	517
Average Per Month	15.33	86.17
Monthly Range	10-20	54-106

The following tables pertain to the number of grievances that were granted and denied, with additional information provided.

**Table 11. Number of Granted Grievance Dispositions with Status of Problem Correction,
January through June 2010**

Month	Problem Corrected	Problem Noted, Correction Pending	Problem Noted, Report/Recommendation to the Warden	Total Granted
January	1	2	0	3
February	2	1	0	3
March	1	0	1	2
April	0	0	2	2
May	1	0	0	1
June	0	0	0	0
Total	5	3	3	11
Monthly Average	0.83	0.5	0.5	1.83
Monthly Range	0-2	0-2	0-2	0-3

**Table 12. Grievance Dispositions Denied with Reason for Denial,
January through June 2010**

Month	No Violation of Rule, Policy, or Law	Not Within Scope of Grievance Procedure	Failure to Use Informal Complaint Procedure	Staff Action Was Valid Exercise of Discretion	Insufficient Evidence to Support Claim	Total Denied
January	2	0	1	7	6	16
February	4	0	0	10	3	17

March	6	0	0	4	4	14
April	3	2	0	7	2	14
May	3	2	0	3	2	10
June	2	0	0	2	5	9
Total	20	4	1	33	22	80
Percent of Those Denied	25.0%	5.0%	1.25%	41.25%	27.5%	100%
Monthly Average	3.33	0.67	0.17	5.5	3.67	13.33
Monthly Range	2-6	0-2	0-1	2-10	2-6	9-17

The following table provides more specific information regarding the subject matter of the grievance.

Table 13. Number of Grievances Granted and Denied by Subject, January through June 2010

Subject of Grievance	Granted	Denied	Total
Institutional Operations – Health Care			
Access/Delay in Receiving Medical Care		16	16
Improper/Inadequate Medical Care		8	8
Delay/Denial of Medication		8	8
Medical Records			
Eye Glasses			
Forced Medical Testing			
Prosthetic Device			
Medical Co-Pay	1	2	3
Medical Restriction			
Medical Aide/Device	1		1
Disagree with Diagnosis/Treatment			
Other			
Institutional Operations – Dental Care			
Access/Delay in Receiving Dental Care	2	1	3
Improper/Inadequate Dental Care			
Delay/Denial of Dentures			
Dental Co-Pay			
Other			
Institutional Operations – Psychological/Psychiatric			
Denial/Inadequate Treatment		2	2
Forced Treatment			
RTU Assignment			
Psychiatric Medication			
Psych Co-Pay			
Mental Health Files			
Other			
Institutional Operations – Safety and Sanitation			
Fire Safety Measures			
Dirty Living Quarters/Work Areas			
Cleaning Supplies			
Vermin			

Unsafe Living Areas			
Smoking/Non-Smoking			
Unsafe Work Areas			
Unsafe Work Practices			
Handicapped Facilities			
Overcrowding			
Air/Water Quality			
Other			
Institutional Operations – Facilities Maintenance			
Toilets			
Sewers			
Showers or Sinks			
Water Temperature			
Building Temperature			
Lighting			
Ventilation			
Ceilings			
Painting/Repair			
Windows			
Privacy Screens			
Other			
Institutional Operations – Food Service			
Food Temperature			
Food Not Properly Prepared			
Poor Quality			
Deviation from Menu		1	1
Inadequate Substitute			
Foreign Object in Food			
Food Portions			
Medical Diet			
Religious Diet		1	1
Unsanitary Cooking Conditions			
Denial			
Other			
Institutional Operations – Laundry/Quartermaster			
Clothing Lost/Not returned		1	1
Clothing Damaged			
Improperly Charged for Damaged Clothing			
Received Soiled/Damaged Linen			
Denied Exchange			
Does Not Fit			
Refusal to Alter/Repair Clothing			
Denied Item			
Other			
Institutional Operations – Commissary			
Charged for Item Not Received			
Denied Commissary Privileges			
Inadequate Selection			
Insufficient Quantities			
Pricing			
Poor Quality			
Exchange/Refund			
Warranty			

Other			
Institutional Operations – Inmate Account			
Funds Lost/Not Posted			
Funds Improperly Refused			
Account Balance			
State Pay			
Court Ordered Collection (AR 5120-5-03)	1	1	2
Improper Charge			
Other			
Institutional Operations – Personal Property			
Lost, Damaged, Confiscated by Staff	3	10	13
Stolen or Damaged by Inmate		2	2
Denied Permission to Receive/Possess	1	1	2
Lost or Damaged During Transfer	1		1
Vendor Issues			
Other		1	1
Institutional Programs – Education/Vocational Training			
Educational Programs			
Vocational Programs			
Other			
Institutional Programs – Inmate Groups			
Denial or Permission to Start			
Staff Interference			
Other			
Institutional Programs – Job Assignments			
Job Assignment			
Job Removal		2	2
Preferential Treatment			
Racial Balance			
Evaluations			
Other			
Institutional Programs – Library			
Library Materials			
Library Hours			
Other			
Institutional Programs – Recovery Services			
Recovery Services Programs			
Mandatory Program Placement			
Drug Testing Procedure			
Other			
Institutional Programs – Recreation			
Recreation Facilities/Equipment		1	1
Selection of Activities			
Recreation Hours		1	1
Selection of Movies			
Other			
Institutional Programs – Religious Services			
Prevented from Worship			
Religious Materials		2	2
Services for Particular Faith		1	1
Other			
Communications – Mail/Package			
Delay/Failure in Delivery		2	2

Delay/Failure in Sending			
Publication Screening			
Handling of Legal Mail			
Handling of Packages		1	1
Damaged or Missing	1		1
Denial			
Postage Charges			
Other			
Communications – Visiting			
Visitor Not Approved/Removed from List			
Visitor Denied Access			
Visit Cut Short			
Hours			
Rules		1	1
Special Visit			
Other			
Communications – Telephone			
Inadequate Access			
Denial of Phone Privilege			
Other			
Administration – Records			
Good Time Credit			
Jail Time Credit			
Inaccurate Calculation			
Release of Information			
Earned Credit			
Other			
Administration – Legal Services			
Law Library hours			
Legal Reference Materials			
Legal Assistance			
Typewriters			
Legal Kit			
Copy Service			
Notary Service			
Legal Service in Special Management			
Access to Legal Property			
Other			
Staff/Inmate Relations – Supervision			
Unprofessional Conduct		1	1
Abusive Language		1	1
Racial or Ethnic Slurs			
Conduct Report for No Reason			
Intimidation/Threats			
Retaliation for Filing Grievance			
Retaliation for Filing Lawsuit			
Retaliation for Voicing Complaints			
Privacy Violations			
Harassment		2	2
Other			
Staff/Inmate Relations – Force			
Use of Force with No Report		1	1
Reported Use of Force			

Use of Force Committee			
Other			
Staff/Inmate Relations – Discrimination (race, creed, color, national origin, or sexual preference)			
Programs			
Jobs		1	1
Benefits			
Disciplinary Action			
Transfer			
Housing/Bed Assignments			
Other			
Staff/Inmate Relations – Staff Accountability			
Access to Staff			
Failure to Perform Job Duties		2	2
Failure to Respond to Communication			
Failure to Follow Policies		1	1
Other			
Custody and Housing Status – Security Classification			
Instrument Overdue			
Instrument Incorrect			
Instrument Overridden			
Procedural Issues			
Other			
Custody and Housing Status – Institutional Assignment			
Transfer or Denial		2	2
Other			
Custody and Housing Status – Housing Assignment			
Unit Assignment		1	1
Cell/Bed Assignment			
Racial Bunching			
Other		1	1
Custody and Housing Status – Special Management Housing			
Placement			
Release			
Privileges			
Other			
Custody and Housing Status – Protective Control			
Placement			
Release			
Privileges			
Other			
Non-Grievable Matters			
RIB(Rules Infraction Board)/Hearing Officer		1	1
APA (Adult Parole Authority)			
Court			
Legislative Action			
Separate Appeal Process			
Other			
Total	11	80	91
Percent	12.1%	87.9%	100%

PROPERTY

Facility staff relayed that inmates transfer to Ross CI from other institutions with large amounts of property, including some property that is not permitted at Ross CI. They relayed frustration with these issues and maintained that inmates have too much property, which is a contributing factor to theft. Inmates are permitted to spend \$125 every two weeks at the commissary. The accumulation of personal property was observed in the housing areas and in the huge sacks of property relinquished to inmates returned to general population after release from segregation. Property limits of 2.4 cubic feet per inmate, the size of state issued foot lockers, are set by administrative rule and are to be enforced by security staff. RCI used to strictly limit property accumulation and the rule violation of inmates “running stores” by regular and frequent security staff shakedowns of inmate housing areas, enforcing the 2.4 cubic feet property limit and prohibiting inmates from keeping consumable commissary items beyond a certain number of days after the purchase date, verified by checking their commissary receipt. Not only is the excess property exacerbating crowded conditions, but when inmates run stores it constitutes a rule violation of “dealing” which creates inmate debt which has for generations been directly linked to violence within prisons.

DRC Follow-Up Communication

Property:

Offenders transferring to RCI from other institutions are packed down to 2.4 cubic feet of property upon arrival. Items in excess of 2.4 cubic feet are destroyed at the offender’s request or mailed home at his expense. Effective March 1, 2009, offender spending limits at the RCI commissary were increased as shown below. This was an effort to reduce tensions created by the statewide tobacco ban. The current administration plans to revisit and revise these limits.

Level 1 limits were raised from \$125 to \$150.

Level 2 limits were raised from \$100 to \$125.

Level 3 limits were raised from \$125 to \$150.

RCI is formulating a procedure to conduct institution-wide quarterly 2.4 shakedowns with our current staffing while minimizing overtime.

RCI Unit Managers recently provided twenty copies of the offender handbook to the unit pod officers. Cell appearance guidelines are outlined in the handbook. The correctional counselors were instructed to have the pod officers provide offenders copies of the handbook if they have misplaced or lost their original copies. Offenders are informed on the expectations and given direction on what needs to be done to ensure compliance. Security supervisors have also been notified of this procedure. It is obvious additional 2.4 shakedowns are needed. There will be continued discussions with Unit staff to work in conjunction with Custody Supervisors to conduct and properly document inspections on a periodic basis.

There is a direct relationship to offenders neglecting to lock their cell doors and/or placing jams in locks and the theft of their personal property. These items are confiscated and doors are locked not only during correction officer range checks but also by administrative staff during routine checks of the housing units.

Inmate Communication Property: One inmate stated concerns about his property being confiscated by staff.

DRC Follow-UP Communication

Inmate Communication Property:

Administrative Rule 5120-9-55: Contraband; defines the appropriate circumstances items can be confiscated from offenders. It is difficult to address the issue expressed by the unidentified offender without knowing more information regarding his concern. The confiscated property could have been issued a contraband number and processed through the offender disciplinary process if it was confiscated as contraband. The offender would be afforded the opportunity to refute and appeal any decision rendered regarding his property under that scenario.

If the property was confiscated and not processed as contraband, the offender could have initiated the informal complaint or offender grievance process or requested the opportunity submit a theft/loss report. As of the date of this writing, there are no open cases at RCI to suggest either of the aforementioned situations exist.

ASSAULTS

According to the “Significant Incident Summary” from a recent ACA Audit of RCI, which reflects information from February 2009 through January 2010, there were **54 reported inmate on inmate assaults where a weapon was used**. The institution also had 22 inmate on staff assaults where a weapon was used. They institution reportedly had 48 offender medical referrals as a result of injuries sustained, 34 instances of a chemical agent being used, one occurrence where a four/five point bed restraint was needed, and no cell extractions. The institution reportedly only had one medically unexpected death.

USE OF FORCE

The following table provides information pertaining to Use of Force (UOF). According to information contained in the monthly reports on Use of Force relayed to CIIC, 61 UOF incidents (58.1 percent) involved a Black inmate. A total of 44 UOF incidents (41.9 percent) involved a White inmate. One incident involved an inmate who reported “Other” as a racial classification. Of the 61 incidents involving a Black inmate, 51 incidents (83.6 percent) were referred to a Use of Force Committee for investigation. Of the 44 incidents involving a White inmate, 30 incidents (68.2 percent) were referred to a Use of Force Committee.

Of interest is the number of extended investigations from previous months that were not completed. A total of 85 extended investigations were still not completed at the end of the month.

**Table 14. RCI Report of Racial Breakdown and Use of Force,
January through June 2010**

	Black	White	Other	Total
1. Use of Force Incidents	61	44	1	105
Percent	58.1	41.9	1.0	100
2. Number of those reports (from #1) above that were:				
Assigned to a Use of Force Committee	51	30	0	81
Logged as "No Further Action Required"	13	13	1	27
Referred to the employee disciplinary process	0	0	0	0
Referred to the Chief Inspector	0	0	0	0
3. Number of those reports (from #2) where the investigation was not completed in 30 days and were extended	2	2	0	4
4. Number of extended investigation(s) from previous months that were:				
Completed	18	23	0	41
Not Completed	50	35	0	85

CONTACTS AND CONCERNS

From January 1, 2009 through July 12, 2010, CIIC received 73 contacts from or regarding inmates at Ross CI, of which 294 concerns were reported. The top five concerns reported to CIIC were: Staff Accountability, Non-Grievable, Supervision, Health Care, and Protective Control. The following table is a breakdown of the type of concerns:

**Table 15. Concerns Regarding RCI Reported to CIIC,
January 1, 2009 through July 12, 2010**

Concerns	Number of Concerns
Staff Accountability	52
Non-Grievable	30
Supervision	26
Health Care	24
Protective Control	19
Personal Property	17
Institution Assignment	16
Inmate Relations	16
Inmate Grievance Procedure	15
Special Management Housing	10
Housing Assignment	9
Security Classification	9

Inmate Account	7
Discrimination	5
Recreation	5
Mail/Package	5
Laundry/Quartermaster	4
Force	4
Psychological/Psychiatric	3
Food Service	3
Legal Services	3
Recovery Services	2
Safety and Sanitation	2
Visiting	2
Job Assignments	2
Commissary	1
Dental Care	1
Educational/Vocational Training	1
Records	1
Other	0
Facilities Maintenance	0
Telephone	0
Inmate Groups	0
Religious Services	0
Library	0
Total	294

To better understand the exact concerns of the inmates, the following table provides a specific subject area breakdown of the top five reported concerns to CIIC. As a note, CIIC's database is based on the Inspector's database, which is why there is a "Non-Grievable" category. For the Inspector, a grievance in which an inmate complains about a non-grievable issue (such as a Rules Infraction Board decision, judicial matter, etc) is automatically denied. For CIIC's purposes, we read, record, and respond to all concerns, regardless of subject area.

Table 16. Breakdown of Top Five Reported Concerns

Staff Accountability	Number of Concerns
Failure to perform job duties	17
Failure to respond to communication	17
Failure to follow policies	14
Access to staff	3
Other	1
Total	52
Non-Grievable	Number of Concerns
RIB/Hearing Officer	15
APA	5
Legislative action	5
Transitional Control	2
Court	2

Separate appeal process	1
Other	0
Total	30
Supervision	Number of Concerns
Unprofessional Conduct	7
Retaliation for filing grievance	5
Retaliation for voicing complaints	4
Conduct report for no reason	4
Intimidation/threats	3
Harassment	2
Racial or ethnic slurs	1
Abusive language	0
Privacy violations	0
Other	0
Retaliation for filing lawsuit	0
Total	26
Health Care	Number of Concerns
Access/delay in receiving medical care	6
Disagree with diagnosis/treatment	6
Improper/inadequate medical care	5
Delay/denial of medication	4
Medical aide/device	1
Medical transfer	1
Medical records	1
Medical restriction	0
Medical co-pay	0
Other	0
Forced medical testing	0
Eye glasses	0
Prosthetic device	0
Total	24
Protective Control	Number of Concerns
Personal safety	11
Separation	6
Placement	2
Release	0
Privileges	0
Other	0
Total	19

ADDITIONAL ASPECTS OF THE INSPECTION

Landscape

The landscape on entry and on the main compound included beautiful perennial flowers in bloom. Facility staff relayed that, regrettably, they do not have an inmate horticulture program. They indicated a desire to improve upon the flower gardens and the lawn inside the compound, where the grass has been damaged from thousands of inmates walking on the grass rather than the cement walkways. Consideration could be considered to requiring all inmates and staff to use the walkways, as is done at numerous facilities.

DRC Follow-up Communication

Landscape:

The employees at the Ross Correctional Institution (RCI) exhibit a great deal of pride in the appearance of the institution. Although there is currently no horticultural program, there is a landscape apprenticeship program. The program currently serves six offenders and an additional ten have submitted applications which are being screened for approval. The grounds located inside the institution are maintained by Level 2 and Level 3 offenders who are incarcerated inside the RCI compound. The areas outside the main compound are kept by offenders residing at the Level 1 Ross Correctional Camp facility.

The concern expressed by the CIIC members regarding some areas of grass being damaged by offenders not walking on designated walkways has been addressed. Enforcement prohibiting walking on unapproved grassy areas has been increased through communication to all employees. Potential repairs to the damaged areas will be assessed as the weather becomes more conducive to sowing grass.

Entry

The entry building was very clean and orderly. One male and one female officer were posted at the processing station. The officer who assisted the CIIC Director was extremely professional, efficient and very cordial. He noted that he just took the initiative to update the CIIC members and staff list. CIIC members with their photos were displayed in a frame on the wall, easily accessible to any entry officer.

Electronic Monitoring

The Ross Correctional Camp and the Northeast Pre-Release Center were the first and only Ohio prisons to pilot electronic monitoring following discussions in 2003 with presentations from company representatives to the CIIC. Although the staff at the Northeast Pre-Release Center praised the monitoring as recently as the CIIC's last inspection in 2009, staff at the Ross Correctional Institution relayed that they discontinued its use due to not fulfilling its purpose of providing accurate monitoring for minimum security inmates who are away from their facility outside of the fence with little or no direct supervision. In the demonstration provided to the CIIC by the company marketing the electronic monitoring system for prisons, its use was described as purposeful in pinpointing the location of every inmate at every moment of every day, reportedly valuable data to identify assailants after an assault. The CIIC staff assumed initially that the system would be installed in the Ross Correctional Institution, which at the time had a high incidence of violence.

DRC Follow-Up Communication

Electronic Monitoring:

The Ross Correctional Camp (RCC) and the Northeast Pre-release Center (NEPRC) received different systems from different manufacturers. NEPRC's tracking system is called TRACE3 manufactured by Electronic Monitoring Technologies (ElmoTech). RCI's tracking system is called TSI Prism manufactured by Alanco Technologies, Inc. I spoke with an employee at NEPRC who has been involved with their system since the beginning. He stated that they

had some minor problems such as bracelet bleed-over between floors and some delay when actually tracking, but are pleased with the system overall.

*At RCI, not being able to track offenders who are working outside the fence on a detail has never been the issue as the manufacturer never claimed to be able to do that. The system was supposed to track offenders inside RCC's perimeter fence, both in the building and on the yard and alarm when an offender left the perimeter fence without being authorized to do so. There were numerous, well-documented issues with the TSI system to include **multitudes** of false alarms, inmates in areas other than the system showed them, it could not distinguish between upper and lower levels, it did not alarm in an acceptable time frame, the system would be down for days and even weeks at a time, faulty bracelets, etc. RCI worked diligently with the manufacturer from 2005 to July of 2009 to resolve these issues without success.*