

CORRECTIONAL INSTITUTION INSPECTION COMMITTEE

INSPECTION REPORT

INSTITUTION: Trumbull Correctional Institution and
Trumbull Correctional Camp

DATE OF INSPECTION: December 29, 2003

TYPE OF INSPECTION: Unannounced

CIIC MEMBERS AND STAFF PRESENT: Representative Michael DeBose
Senator Robert Hagan
Shirley Pope, Director
Gregory Geisler, Inspector

INSTITUTION STAFF PRESENT:

David Bobby, Warden; Julie Loomis, Deputy Warden of Operations; Robbyn Ware, Administrative Assistant; Paul Goodwin, Mental Health Administrator; Timothy McConahay, Major; Robert Hausen, Correctional Officer and Union Executive Board; Africka Grant, Case Manager; Kim Rummell, Unit Management Administrator; and Wray Noel, RTU Director. The Warden joined the CIIC at the Trumbull Correctional Camp for the exit discussion, but was not on site during the inspection of the main compound.

AREAS/ACTIVITIES INCLUDED IN INSPECTION:

Main Compound:

Entry Meeting	Inmate Dining Room
Food Services	Food Storage
Residential Treatment Unit (15 West)	General Population Housing (15 East)
Caring Companions Dog Program	Segregation Unit
Visitors Processing Building	Library
Medical Services	Recreation
Prison Fellowship Group	

Minimum Camp:

Exit Meeting	Dayroom
Shakedown Room	Library
Commissary	Quartermaster Property Issue Room

ATTENDANCE AT REHABILITATIVE OR EDUCATIONAL PROGRAM:

Residential Treatment Unit (RTU) for the Mentally Ill
Caring Companions Dog Program
Prison Fellowship Group Discussion

ATTENDANCE AT GENERAL MEAL PERIOD:

The CIIC ate lunch in the inmate dining room. The lunch meal consisted of rice, ground beef, peas, carrots, beans, coleslaw, three to five slices of bread, butter and cake.

INSTITUTION OVERVIEW:

Per the September 1, 2002 ODRC publication, "Three Decades of Progress: A Retrospective of Growth," the Trumbull Correctional Institution (TCI) took approximately three and one-half years to construct at a cost of nearly \$38 million. The institution is located on 130 acres of state owned property and has campus style architecture, with 19 buildings at TCI and two buildings at the Trumbull Correctional Camp (TCC). One of the buildings is a warehouse where boxes from vendors are scanned. TCI also has a Residential Treatment Unit (RTU) for the mentally ill which provides a mental health treatment resource for inmates at TCI and those at other institutions in its "cluster."

Per the ODRC website information on TCI, the facility was opened in 1992, and houses Level Three (formerly close security) inmates in the main compound. TCI received its initial accreditation from the American Correctional Association in 1996. In 1995, the Trumbull Correctional Camp (TCC), a minimum security facility, was completed at a cost of over \$4 million. The camp houses Level One (formerly minimum security) inmates.

Per the website, TCI's mission is:

to protect Ohio citizens by providing effective supervision of adult offenders in environments that are safe, humane and appropriately secure. In partnership with communities, the institution will promote citizen safety and victim reparation. Through rehabilitative and restorative programming, the institution seeks to instill in offenders an improved sense of responsibility and the ability to become law-abiding members of society.

The fiscal year 2004 annual operating budget is \$32,297,876.60, with an annual cost per inmate of \$21,135.14, and daily cost per inmate of \$57.90, which is less than the reported ODRC average daily cost per inmate of \$59.92.

Per the ODRC website, TCI staff total 382, including 274 security staff. The inmate population on the day of the inspection was 1,404. The inmate population per the website

as of December 24, 2003 was 1,420, with 793 or 55.9% Black inmates, 581 or 40.9% White inmates, 39 or 2.7% Hispanic inmates, and seven or .5% Other inmates.

FINDINGS:

Visitors' Processing Building:

The immediate entrance area was clean, quiet and no visitors were present. The area is equipped with a table and chairs, firearm marksmanship trophies, SADD appreciation plaque, award plaque for the "Choices" Juvenile Offender Program, and 1993 Correctional Officer of the Year award. Art projects of inmates were displayed in a showcase. The visitors' processing area was also clean and orderly. Proper security checks were conducted. Correctional Officers were thorough, efficient, and organized. In addition, they were courteous, friendly, helpful and enthusiastic.

Institution Grounds:

The grounds were clean and well landscaped. Inmates were observed moving across the compound in an orderly fashion.

Minimum Camp:

The Warden was away from the institution during the inspection of the main compound. However, he joined the CIIC at the Trumbull Correctional Camp, where all observations were positive.

Food Services:

The overall condition of the food services area was clean and orderly, even though workers were preparing the evening meal.

Kitchen:

According to staff, there are four Food Services employees on first shift from TCI, one Food Services employee from the Minimum Camp, and eight Food Services employees on second shift on duty at staggered times. Although TCI has a Culinary Arts Program, staff relayed that the students do not work in Food Services.

The entire kitchen area was clean, sanitary, orderly and in very good condition. Kitchen equipment was reported to be in good repair. It was further relayed that food service equipment is quickly replaced when needed. Staff relayed that the dishwasher is in good working order and that it cleans the trays and utensils very well. The inmate workers operating the dishwasher relayed the same in their separate comments in discussion. Other inmate workers were busy washing the pots and pans. All inmate workers were actively involved in tasks connected with their assigned jobs. They were pleasant and

openly communicated with the CIIC group while in their area. The freezer and coolers were clean, sanitary, orderly, in good repair and in good condition.

Inmate Dining Room:

The Inmate Dining Room was clean and sanitary. The floor, walls, ceiling and windows were very clean and well maintained. All inmates in the kitchen and serving line were wearing a hair covering and gloves per sanitation rules. Plastic forks and spoons were neatly wrapped in sets of two in a paper napkin, for each inmate to place on his food tray. The meal consisted of peas, carrots, beans, rice with ground beef, coleslaw, bread and cake.

According to staff, the dining room has a seating capacity of 325. Security staff supervised inmates as they walked to the dining hall, as they went through the serving line, and as they ate lunch in the dining hall. Inmates in the serving line proceeded in an orderly fashion. After the food tray was received, the inmates sat in the first available seat. During the general meal period, inmates were calm, relaxed and orderly. During the CIIC attendance of the general meal period, no pat downs of inmates leaving the dining hall were observed.

Segregation Unit:

On the day of the inspection, there were three Correctional Officers and one Captain assigned to the Segregation Unit.

The Segregation Unit was clean, and nearly full on the day of the inspection, with a total of 61 inmates in segregation cells. Inmates were both single and double celled. According to staff, 27 inmates were in Local Control, which is a placement of up to six months. Seventeen inmates were in Disciplinary Control, a penalty of up to 15 days for a rule violation. Seventeen inmates were in Security Control, a short-term placement for investigation or pre-hearing purposes for up to 21 days, with reviews at seven-day intervals. Of those in Security Control, five were reported to be in Protective Control Investigation status.

Inmates were loud, discontented and voiced numerous complaints and concerns, including alleged non-response to kites, and frustrations with the grievance procedure. Further information on the subject is in the Grievance Procedure section below. Inmates also relayed reports of three to five inmates being held in Segregation as "General Population overflow" due to lack of bed space in the general population housing units. A cell extraction of two inmates was observed during the inspection. The extraction was reportedly necessary because the inmates were found to be smoking in their segregation cell. The Captain and Major supervised while Officers restrained the inmates. The cell was subsequently cleared of contraband and trash.

Staff relayed that mental health staff visit the unit daily or at least weekly to talk to inmates to monitor and address any mental health problems. The “Segregation Psych Assistant” reportedly speaks to each inmate one time per week.

One inmate alleged that he has been in segregation since March 8, 2003, and was now waiting to go to SOCF. He complained that in the interim, an Officer allegedly kicked him on multiple occasions. In regard to the length of time that the inmate was in segregation, staff relayed that they tried to release the inmate from LC to population, but he reportedly spat on an Officer. According to the inmate, and confirmed by staff, he was recommended for an increase in his security level from level three to level four, which if approved by the DRC Bureau of Classification, would result in his transfer to the Southern Ohio Correctional Facility. He was upset with the delay in being transferred, and with the alleged treatment in the interim. The Inspector had been contacted prior to the inspection regarding the reported concerns pertaining to an Officer’s actions and inactions. The cameras in segregation were reportedly being monitored, and they could find no evidence substantiating the inmate’s allegations. However, during the inspection, the inmate stated that his cell is not visible on the camera. A Correctional Officer working the block spoke with the CIIC staff. The Officer verified that the inmate’s cell is out of range of the camera mounted in segregation.

According to the inmate and Officer, the inmate had not been recently moved to his current cell from another location. If that is correct, the report to the CIIC staff in the phone inquiry, which prompted assurance to the inmate’s mother that the cameras were being monitored and that there was no evidence of his allegations, was misinformation. Further, if the inmate had been in segregation from March 8, 2003 to the inspection date of December 29, 2003, nearly 10 months had lapsed. Even if he spent the full six months of that time in Local Control, it should not take four months to process an increase in security level and transfer to SOCF. This is especially important in that SOCF clearly had plenty of bed space, while TCI’s general population was so lacking in bed space that some general population inmates were being held in “general population overflow” in the segregation unit, which was at or near capacity. Although the above refers merely to one inmate, if a significant number of others in segregation were also waiting long periods of time to be reclassified and transferred, expediting the process and eliminating the delays could have made a major positive impact on the Segregation Unit.

In follow-up communication from the Warden regarding the above, he relayed the following:

Although there were several incidents regarding the inmate, each incident was investigated in accordance with DR&C policies and procedures. In reference to the misinformation about the cameras, I believe this issue was a misinterpretation on our part of the information that was requested. None of the cells in segregation are visible on the camera. Only the main hallway on each range is visible on the camera. Because of the way the doors are recessed, the camera can only view the traffic up to approximately four feet in front of the cell. Admittedly, the process of

increasing an inmate's security level had been very slow and almost non-existent. Since November 2003, several staff have been trained in conducting 4B hearings and the current process is extremely smooth and expedient.

General Population Housing:

The inspection included Unit 15 East, a general population housing unit, which provides celled housing, with two inmates per cell. On the day of the inspection, there were 124 inmates in 15 East. Two Officers and a Supervisor were assigned to the unit. The unit was well lit, and overall conditions were observed as very good. However, in reference to air circulation, ventilation, and temperature, the unit was stale and humid. Wall mounted fans were in the unit. Staff relayed that smoking is permitted only in the cells.

The inmates were observed as calm and relaxed. They relayed complaints and concerns regarding boredom and idleness. Staff on site commented that the idleness is a result of a lack of staff and programs. The concern was reportedly in the process of being addressed. Additional staff were reportedly on the way, though two Case Manager positions had not yet been posted.

Some inmates relayed that they have no access or inadequate access to a Case Manager. Regarding the reported concern, staff relayed that Unit Management is not fully staffed, that there are only two Case Managers per 500 inmates, and the institution is reportedly "down" two Case Manager positions.

Some inmates relayed the need or desire for more college programs, a masonry program, and an art program. The primary complaint pertaining to idleness involved discussion regarding recreation restrictions and limitations. Further information on the subject is provided in the Recreation section below.

Some complained that they reportedly must be level three (close security) for 24 months before their classification can be reduced. However, according to a review of the DRC policy on classification, an inmate's classification is to be reviewed no less than annually. In follow-up communication from the Warden in this regard, it was relayed that, "Security reviews are conducted annually for all Level 3 inmates. Each inmate is eligible for a security decrease at his annual review however; many inmates do not meet the requirements to decrease."

Unit Programs:

TCI has a total of seven Unit Programs, of which four are offered only one day per week. The programs titled, "Responsible Family Life Skills" and "Self Focus" are offered two days per week. However, one of the two days per week, the Self Focus Program is offered at the Minimum Camp. The only program that is offered daily is Arts and Crafts. The Unit Programs consist of the following:

Cage Your Rage	G.O.A.L.S.
Self- Focus	Victim Awareness
Arts and Crafts	Responsible Family Life Skills
Toastmasters	

Recreation:

The Recreation Department provides multiple activities for inmates, including an arts and crafts room, music room, and basketball court. Musical instruments may be purchased through an outside vendor, and inmates are permitted to have an acoustical guitar in a guitar case in their cell. This is a privilege that is not granted at some level two or medium security facilities.

The outside recreation yard was quiet with few inmates in sight. The outside recreation yard includes a separate recreation space for the dogs. Staff relayed that one Officer is assigned outside in the recreation yard, and one Officer is assigned to the indoor recreation area. The Officer assigned to outdoor recreation spoke positively about the recreation program, noting that it is good for the staff, because inmates who recreate reportedly are less of a behavior problem. According to the Officer, in the last nine years, there have been no problems on the recreation yard. The Officer added that recreation is a very important part of an inmate's time, and that it can be a useful tool to control the population by relieving tension. One Officer relayed that there are no bleachers on the recreation yard, yet they reportedly have a large audience of inmates. The Officer suggested that inmates should be used to build bleachers in the recreation yard, which would be a welcomed addition and improvement to the recreation yard.

Recreation Limitations/Restrictions:

Inmates in general population complained that they receive only one hour of outside recreation per day per pod. Staff on site relayed that several years ago, due to a high population of gangs at TCI, and past security threat group activity, the recreation restriction was imposed as a means of controlling movement, maintaining separations between inmates, and ensuring the safety and security of the inmates and staff. On the day of the inspection, some staff relayed that the recreation restrictions and limitations were in the process of being reviewed. Other staff, including those assigned to the Recreation Department, relayed that two pods are now beginning to recreate together, rather than limiting recreation to only one pod at a time.

Pod Recreation:

Most of the recreation reportedly occurs in the unit or pod. Inmates in population relayed the need or desire for more recreation equipment in their housing areas. The recreation equipment has been limited reportedly due to the close or level three security level of the institution. The general population housing units provide inmate access to television and some exercise equipment. However, inmates stated that they have no ping pong table

supplies, and are given extremely limited access to such supplies while in the housing unit.

According to follow-up communication from the Warden, at the time of the CIIC inspection, recreation activities were a target of improvement. It was further relayed that a committee was established to explore other recreational opportunities for the inmates. The results of this endeavor were reported to very positive. According to the Warden, outside recreational activity has nearly doubled. Further, recreation staff have been conducting activities in the housing units and stationary bikes have been purchased and installed in each housing unit.

Movies:

Inmates in the housing units complained about the lack of contemporary movies shown at the institution. They also relayed that the movies are too juvenile or childish. Further, very few movies are reportedly shown that relate to African American interests and issues. Staff relayed that they are in the process of ordering a new DVD player, and are pursuing the purchase of new movies with the Industrial and Entertainment fund. Inmates seriously questioned the decisions made by those who choose which movies to purchase. Movies are reportedly shown from Thursday through Sunday at the institution.

According to staff, a committee previews the movies. Staff relayed that the movie selection committee takes inmate communication into consideration in their decisions. However, according to inmate comments, they do not believe that is the case. Staff relayed that DRC policy prohibits inmate membership or direct participation in the movie selection committee. However, the institutions can and do use inmate surveys to plan programs of interest and need. It is therefore recommended that inmate communication should be solicited via a survey including a list of approved movie options, and the movie selection committee's choices should reflect the survey results.

Industrial and Entertainment Fund: Recreation, Movies

Per Administrative Rule 5120-5-04, a local institution fund known as the "industrial and entertainment fund, may include income from the following sources: commissary profits, donations, vending machine commissions, interest from savings accounts, certificates of deposit, and any other investment accounts, transfer of funds, occupational and/or activities therapy projects such as barber and beauty shops, shoe shops, gift shops and car washes. The rule further states that, "All disbursements from the industrial and entertainment fund shall be used for purchases which exclusively benefit the inmates. No disbursements will be approved for items to be used for the sole benefit of employees." Approved disbursements include, but are not limited to the following:

- Recreation and entertainment equipment and supplies
- Repair and maintenance of such equipment purchased from these funds
- Christmas presents
- Books, magazines, newspapers and other library supplies

Films and film rental
 Miscellaneous chapel expenses
 Occupational and/or activity therapy supplies and expenses

As of January 2, 2004, the I & E fund balance at TCI was reported to be \$99,970.84. The fiscal year 2004 approved I & E budget was reported to be as follows:

Recreation	\$21,000.00
Library	18,062.90
Postage-Free	14,551.73
Unit Management	10,638.00
Religious Services	4,820.00
 Total	 \$69,072.63

As noted above, all disbursements of I & E funds must be used for purchases which exclusively benefit the inmates, and recreation equipment and supplies is at the top of the list of approved disbursements. With the report of scarce supplies, including those needed to play ping-pong in the pods, the report that most recreation activities are limited to the pods, and the report on inmate boredom and idleness, it is strongly recommended that funds be targeted to meet the needs. Note also that films and film rental is on the list of approved disbursement, per DRC policy. It is reasonable to ensure that such inmate generated funds be used to purchase or rent films which reflect their interests.

Mental Health Services and the Residential Treatment Unit for the Mentally Ill:

According to staff, on the day of the inspection, there were 220 inmates on the mental health outpatient caseload, and 77 in the RTU. The unit reportedly has a total capacity of 77. On the day of the inspection, the RTU inmates were classified in the following RTU Levels:

Level One	1
Level Two	21
Level Three	35
Level Four	20
 Total	 77

A review was made of the April 2004 Mental Health Caseload Segregation Report for all institutions, which includes TCI. The report shows that TCI is in the same "cluster" as Lake Erie Correctional Institution, Mansfield Correctional Institution and the Ohio State Penitentiary. TCI shares the same classification or security level as Mansfield Correctional Institution, but the Lake Erie facility is medium or level two, and the Ohio State Penitentiary is a level five facility, formerly known as "super-max".

At the end of April 2004, the TCI inmate population was reported to be 1,392 and their Psychiatric Outpatient Caseload totaled 164. Of the 77 RTU beds, there were 69 inmates assigned to the RTU. Including the RTU patients, their Psychiatric Caseload totaled 233.

Per the report, there were 84 inmates in Segregation at the end of April. Of that number, 13 inmates in Segregation were on the mental health caseload, comprising 15.5% of the inmates in Segregation.

Of the 1,392 inmates at TCI at the end of April, 87% were classified as "N", meaning no current Mental Health services are required. There were 181 inmates on the "Total Caseload" which includes 17 inmates classified as C3 who are listed as "Total General Outpatient." Those classified as C3 are on the General Caseload, and are reportedly receiving group, individual counseling, therapy and skill building services, have a mental health diagnosis and treatment plan, and are being treated by Mental Health staff other than the Psychiatrist. Offenders in this classification are not on psychotropic medication.

The same report referenced above, states that TCI had 62 inmates in the RTU classified as C1, and 102 inmates classified as C2. Both C1 and C2 classifications are on the Psychiatric Caseload. However, C1 inmates meet the criteria for a Serious Mental Illness designation, defined as "A substantial disorder of thought or mood which significantly impairs judgment, behavior, capacity to recognize reality or cope with the ordinary demands of life within the prison environment and which is manifested by substantial pain or disability." Serious Mental Illness requires a mental health diagnosis, prognosis and treatment by Mental Health staff.

Those classified as C2 are on the Psychiatric caseload, but do not meet the criteria for Serious Mental Illness. Such inmates reportedly receive Mental Health care and supportive services that include prescribed medication and monitoring, individual and group counseling and therapy, crisis intervention and behavior management.

According to staff, efforts were being made to increase the mental health staff at TCI, to include two Psychologists, a Psychology Assistant, an Outpatient Nurse and Secretary. Mental Health Nurses were reportedly cut due to budget limitations, affecting Nurses assigned to outpatients and those assigned to the RTU. Although there are four Nurses on the RTU staff, reportedly nine Nurses could be justified. Some RTU staff relayed that they need at least one additional Nurse on each shift. It was noted that Nurses are the ones who conduct the mental health groups, but they must give top priority to medication distribution.

The RTU staffing reportedly includes three Correctional Officers on First Shift, three on Second Shift, and one on Third Shift. In addition, the RTU is assigned one Sergeant/Correctional Counselor, and an RTU Director, as well as the following treatment staff: one full time Psychologist, two Activity Therapists, two regular Therapists, and a Secretary.

The RTU Director from Correctional Medical Services and the Correctional Counselor/Sergeant reportedly work well together. The RTU was very clean. The environment was positive, and free of tension. The CIIC Memo was posted in the RTU. Security staff, Treatment staff and inmate patients had positive interaction with the CIIC. One inmate was upset that a Nurse allegedly told him to come back in an hour when he requested medication that was reportedly to be given to him "as needed." Per his follow-up communication with the CIIC, the Inspector's grievance decision reportedly was that the Nurse's actions were appropriate.

The Unit has only one very small classroom for programs. The RTU programs include a combination of life skills, education, therapy, dog training and relaxation. Groups available to the mentally ill inmates assigned to the Residential Treatment Unit include the following:

Earn-a-Change	Religious Services	ADL Group	Art Group
Relaxation	Bingo	Medical Education	Leisure Skills
Anger Management	Transition Group	Creative Writing	Dog Training
Music Explosion	Chicken Soup for the Inmate's Soul		

Written information was provided by staff during the inspection, including, the "Schedule of Weekly Programming in the RTU from October 13, 2003 through December 6, 2003." The schedule from Monday through Friday, from 7:30 A.M. to 5:00 P.M. consists of the following:

7:30-8:00 AM	Inmate Showers, Earn-a-Change Program
8:00	Bingo (Level II), ADL Group, Art Group, Relaxation
9:00-10:00	Leisure Skills (Level II)
9:30	Med Education Group, Religious Services, Anger Management, Transition Group
12:00-1:00 PM	Tutoring
12:30-1:00	Library (Level II)
12:30-1:30	Recreation (Level II)
1:00	For Levels III and IV: Creative Writing, Anger Management, Chicken Soup 4 the Inmates Soul Dog Training in Recreation Music Explosion
1:45-2:15	Bingo (Level II and IV)
2:00	For Levels III and IV: Relaxation, Community Service
6:00-8:00 PM	Earn a Change Program

Medical Services:

TCI's Medical Services Department is unique in that it is completely privatized. All Medical Services staff are provided via contract with Correctional Medical Services. Staff relayed that if they lose staff, CMS is required by contract to fill the positions. The infirmary, including the exam room was impeccably clean. The remaining Medical Services area was also in good condition and sanitary.

The following are examples of inmate medical concerns relayed to the CIIC during the inspection. The specifics were relayed to the Warden in the exit discussion so that further inquiry into the facts could be made. One inmate alleged that he has been waiting for knee surgery for three and one half years. He stated that he wrote to the DRC Medical Director, but did not know if he used the grievance procedure. The inmate has not contacted the CIIC since that time. One inmate relayed that he is legally blind in one eye, reportedly due to an infection while at MANCI. While at MANCI and NCCI, a cornea transplant was reportedly recommended and approved, but never done. However, at TCI, he was allegedly told that, "Since I have one eye, I don't need my other eye." One inmate complained that at three other Ohio prisons, the physician recommended that he should be assigned to a bottom bunk for medical reasons. However, he has reportedly been denied such medical bottom bunk at TCI.

Dental Services:

Only one dental chair exists in the Dental Clinic, which is contained in a very small space. The chair and adjoining apparatus were in serious need of repair. There is no speed drill and according to staff, they frequently have problems getting necessary equipment replaced. Dental equipment that is available and useable is reportedly limited. Three dentists are reportedly available five days per week, providing 40 hours per week of coverage.

According to the Medical Monthly Institutional Statistical Summary from January through December of 2003, the number of TCI inmates seen by appointment for dental care ranged from 83 in May to 171 in July. Based on the total seen in the year, the monthly average seen by appointment for dental care is 132.5 inmates. As to the number of emergency appointments reported each month, there was only one emergency appointment in the entire year, and that one occurred in December of 2003.

In regard to any waiting list, staff relayed that if an inmate sends a kite reporting a toothache, the inmate is seen right away. It should be noted that if pain is present, an inmate should be able to verbally report the condition to staff to obtain immediate access to the Dental Clinic.

Regarding other requests, such as for a cleaning or filling, staff on site relayed that the requests are logged and if received on December 29, 2003 for example, the inmate would be seen "in January." During the inspection, an inmate relayed a concern regarding dental treatment, which reportedly could not be completed in one visit due to equipment

problems. According to another inmate, he requested to see the Dentist on June 18, 2003 due to having a problem with a tooth, but reportedly was not seen until September 16, 2003. In December his tooth reportedly became infected, and the Unit Staff helped him to receive an emergency dental appointment, which resulted in treatment.

In correspondence it was reported that in January 2004 an inmate lost a filling and broke a tooth, but neither could be repaired, reportedly because the dental department did not have an ultraviolet light necessary for the repairs. He wrote that he waited months for them to get the necessary piece of equipment, and offered to purchase one if he could get his teeth repaired. He wrote, "They now have the light, but I am still waiting to get the necessary work done before I lose more teeth."

In follow-up communication from the ODRC Deputy Director of the Office of Health Care, it was reported that a second dental chair was approved for purchase in January and installed at TCI on May 20, 2004. Further, some smaller dental equipment was approved for purchase in February, and approval was given earlier this month for the purchase of additional high speed drills.

Staffing:

On the day of the inspection, there were reportedly 15 to 18 Correctional Officer vacancies. None of the positions had reportedly been posted. Several additional Officers were reported to be on disability. Staff relayed concern over the number of staff compared to the size of the inmate population. Staff relayed concerns regarding staff shortages in the Minimum Camp, reportedly four Officers assigned to 400 inmates, and only three Officers on third shift.

One Officer in the Segregation Unit relayed that the staff level and knowledge of "past tragedies" affect morale. Morale was reported to be very low. Some Correctional Officers relayed that morale has been low due to Central Office reportedly pulling or closing posts. Reportedly, six to seven posts were being closed. Administrative staff relayed that they have been closing posts to manage better without more funds and staffing. According to Administrative staff, the morale of Officers was considered to be good.

As noted elsewhere in this report, staff relayed that Unit Management was not fully staffed. Inmates relayed concerns regarding availability and accessibility of the Case Managers. Staff relayed that there are only two Case Managers for every 500 inmates, and that they are short two Case Managers. Current staff are reportedly "spread very thin". As noted elsewhere, additional Nurses and other Mental Health staff are also needed, according to staff comments.

Educational and Vocational Programs:

Academic Educational Programs include Adult Basic Education, Literacy Unit, as well as a Pre-GED and GED Program. Youngstown State University offers advanced job training. According to written information provided on site, 41 inmates were enrolled in

Adult Basic Education at the main compound, and 15 were enrolled from the Minimum Camp. Due to the lack of a Pre-GED Teacher, no students were enrolled in Pre-GED from the main compound, but 10 were reportedly enrolled from the minimum camp. Reportedly, 39 inmates were enrolled in the GED program at the main compound, and seven inmates were enrolled from the minimum camp. Staff relayed that there are 20 to 25 slots for education at the college level. Reportedly, increased funds and increased staff would be necessary to increase the number of slots for educational programs.

Although the DRC website on TCI states that Vocational Programs include Culinary Arts, Plumbing, Computer Aided Drafting, and Carpentry, information obtained on site during the inspection clearly indicates that only the Culinary Arts and Plumbing Programs exist. Regarding the Culinary Arts and Plumber Apprenticeship Programs, on the day of the inspection, only one inmate was assigned as a Cook at TCI, and only three inmates were Plumbers. However, Trumbull Correctional Camp had four Cooks in the Culinary Arts Program. Further, on January 14, 2004, the Apprenticeship Advisory Committee, expected to consider 21 inmates for admission to the Culinary Arts Program, and eight inmates would be considered for minimum camp's Culinary Arts Program. There were 18 inmates from TCI enrolled in advanced job training provided by Youngstown State University, and 11 enrolled from the Trumbull Correctional Camp.

Ohio Penal Industries (OPI):

The DRC website for TCI as of December 24, 2003 lists two industries on site, Computer Refurbishing and Starlight Molds. However, on the day of the inspection, staff relayed that the Starlight Molds Program no longer exists at TCI and that the Computer Refurbishing Shop is temporarily closed due to a lack of an OPI Supervisor. The shop reportedly had been closed from two weeks to a month. Reportedly, an Officer was initially assigned as an Activity Supervisor to fill the position temporarily. When the temporary worker status expired, the position became vacant. Staff relayed that they expected the position to be filled soon and that the new OPI Supervisor would re-open the shop in one or two weeks.

Staff relayed that the Computer Refurbishing Program is referred to as Computer Scrapping, because they scrap spare parts. The Program reportedly operates with donations from different companies. Per the ODRC publication, "Three Decades of Progress: A Retrospective of Growth," the OPI Computer Refurbishing Shop refurbishes donated computers for schools and non-profit organizations throughout Ohio. Per an OPI Financial Report by Shop, Trumbull Correctional Institution is only listed as having a Recycling Shop, referenced elsewhere as a Computer Refurbishing Shop. As of April of 2004, net revenue was reported to be \$382. Expenses totaled \$5,140 with a monthly net contribution of -\$4,758. From July through April of 2004, net revenue was reported to be \$52,696, with expenses of \$57,407, yielding a net contribution of -\$4,711.

Per ODRC data on OPI from July of 2003 through April of 2004, TCI had a low of 36 inmates assigned to OPI in August of 2003, and a high of 64 inmates in OPI in April of 2004, with a monthly average in the 10-month period of 48.3 inmates. As of April 2004

data, 10 Ohio prisons had more OPI inmate workers than TCI, from 75 at the Southeastern Correctional Institution, to 337 at the London Correctional Institution.

In follow-up communication from the Warden, it was reported that the OPI computer refurbishing/recycling program is currently operational. Further, a new supervisor has been hired and currently employs 36 inmates. The Warden also relayed that the shop does refurbish computers and currently has at least 500 complete systems to be sold or donated. In addition, the shop recycles older computers for scrap.

Library

The library was equipped with the ODRC Administrative Rules and Policies affecting inmates. There was no CIIC memo posted in the library. However, staff copied the memo, posted it in the law library and in the units, when the concern was brought to their attention during the inspection.

Community Services Programs:

According to the ODRC publication, "Three Decades of Progress: A Retrospective of Growth," TCI inmates provided 389,322 hours of community service from 1999 through 2001. This included participation in painting, cleaning, artwork, the Ohio Reads Program, and other significant contributions. It is projected that 338,020 hours of community service will be donated in 2004. Reportedly, 113,624 hours have been completed through April 30, 2004.

Per the DRC website on TCI, in addition to the two programs described in more detail below, the following community service programs or projects are available at TCI:

Vegetable Garden for New Life Maternity Center	Making Toys for Children's Agency
Computer Refurbishing	Crop Walk
Litter Pick-up for Department of Transportation	Adopt-A-School
Stamps for Vets	Caring Companion Dog Program
Juvenile Offender Program	

The DRC website lists two unique programs at TCI. The Caring Companion Dog Program is designed to save young dogs destined for euthanasia. The dogs are assigned to inmates for a nine-week training period. The dogs are taught basic obedience, socialization skills, house training, and specific commands to be used by the local families who later adopt them. The Juvenile Offender Program is an educational program to deter juveniles from a life of crime. The program works with the Trumbull and Mahoning County Juvenile Courts. The inmates speak to the juveniles about their offenses and the consequences, and juveniles are given the opportunity to practice problem solving while parents participate.

Religious Services:

Religious Services and programs include the following:

Protestant Worship	Jehovah Witness Classes	Bible Classes
Prison Fellowship	Catholic Liturgy	Catholic Religious Education
Taleem	Jummah	Community Praise Gathering
Religious Videos	Religious Resource Center	Self-Improvement Classes

Per written information provided by staff on site, Opening Doors is a three-day program that offers a unique perspective on inmate programming accomplished through a partnership between the faith community and Ohio prisons. The program uses Christian volunteers and focuses on the following: Encouraging personal growth, building community and trust, conflict resolution skills, affirmation, listening and communication skills, Learning to “think about what we think about,” the gift of laughter, and understanding the value of our choices.

Opening Doors Facilitators work in teams of four. At least one member is an outside volunteer and one or more members are trained inmate facilitators. The team works together to plan the agenda, set up activities and exercises, give participants direction, manage the learning environment, ask skilled questions and provide encouragement, and help participants to learn new life skills. Facilitators must be available for three consecutive program days at least three to four times per year. They are encouraged to make a one-year commitment to at least one prison. Potential volunteers must complete an application form. A background check is conducted, a Facilitator Agreement is signed, and volunteer security training is provided.

The Trumbull Correctional Institution and Ohio State Penitentiary hosted a “Faith Based Initiative” at TCI on July 16, 2003. DRC staff and 50 representatives from the religious community throughout the Mahoning Valley attended the event. Representatives from KAIROS, Opening Doors, Bill Glass Crusade and Prison Fellowship made presentations. The goal of the event was to educate the religious community on the inmate re-entry process and to explore options on how the community can further assist with the process.

During the event, inmates from TCI and OSP were able to provide religious testimonial on how they have changed their behavior as a result of religious participation. Members of the attending community have since volunteered to assist in the institutions with religious activities and provide assistance to the Chaplains at the institutions. Opening Doors programs are being planned at 13 Ohio prisons, including Trumbull Correctional Institutions.

Re-entry:

Staff relayed that they are still working on Re-entry. They have established a relationship with area churches, and plan to have a certified re-entry program.

Inmate Grievance Procedure:

A review was made of grievances filed at TCI based on monthly reports from October of 2003 through January 2004. In the period, from 17 to 25 grievances were filed per month, with 25 in October, 23 in December, and 17 each in November and January. Of the 82 grievances filed, 59 or 72% were unresolved, and 23 or 28% were resolved. According to the Inspector of Institutional Services Monthly Report, a grievance is logged as "Resolved" if the problem is corrected, the problem is noted with correction pending, or the problem is noted and a report or recommendation was submitted to the Warden. A grievance is logged as "Not Resolved" if contrary to the Ohio Revised Code, Administrative Rule, or Department or institutional policy; if staff action was a valid exercise of discretion, if there is insufficient evidence to support the claim, if it is a false claim, if the inmate failed to use the informal complaint procedure, if the grievance is not within the scope of the grievance procedure, or if the grievance was not filed within the time limits.

Twelve other prisons had more grievances filed in the period, from 88 at both the Ohio Reformatory for Women and Noble Correctional Institution, to 180 at the Southern Ohio Correctional Facility. Twenty other prisons had fewer grievances filed than TCI, ranging from no grievances at Dayton Correctional Institution, to 77 at the Pickaway Correctional Institution.

The Force/Supervision category has the largest number of TCI grievances, with 13 or 15.9% of the grievances filed. The category titled "Force/Supervision" is a subcategory under "Staff/Inmate Relations". The Force/Supervision group includes grievances pertaining to the following: Use of force with no report; Abusive Language; Racial or ethnic slurs; Conduct report for no reason; Intimidation/threats; Retaliation for filing grievance, filing lawsuit, or for voicing complaints; Privacy violations; and Harassment.

The Health Care category has the second largest number of grievances, with 11 grievances, or 13.4% of the grievances filed at TCI.

Staff Accountability is the third largest grievance category, with 10 grievances or 12.2% of all TCI grievances in the four-month period. The Force/Supervision group and Staff Accountability group are subcategories of the larger group titled Staff/Inmate Relations, which also includes Discrimination. In all, there were 24 grievances in the period in the Staff/Inmate Relations category, including one grievance pertaining to alleged discrimination. The following provides the number of grievances filed in the four-month period at TCI and the subject area of the grievance.

Complaint Category	Number of Grievances	Percent of Total Grievances
Force/Supervision	13	15.9%
Health Care	11	13.4
Staff Accountability	10	12.2
Personal Property	8	9.8
Library	6	7.3
Non-Grievable Matters	6	7.3
Safety and Sanitation	5	6.1
Inmate Account	5	6.1
Visiting	3	3.6
Dental Care	2	2.4
Laundry/Quartermaster	2	2.4
Legal Services	2	2.4
Job Assignment	2	2.4
Special Management Housing	2	2.4
Housing Assignment	1	1.2
Commissary	1	1.2
Discrimination	1	1.2
Recreation	1	1.2
Records	1	1.2
Total	82	100.0%

No grievances were filed in the four-month period regarding mental health services, facility maintenance, food services, educational or vocational training, inmate groups, recovery services, religious services, mail/packages, telephone, records, security classification, institution assignment, or protective control.

During the inspection, inmates complained of staff non-response to Informal Complaints. One inmate claimed that grievances, kites, and informal complaints seem to “fall into a black hole,” and you reportedly never know if you will get an answer or not. Kite responses are reportedly “the worst” regarding non-response. Some inmates alleged that even the Inspector does not respond to their kites, including those requesting Notification of Grievance Forms.

Some alleged that they “get the run around” from the Inspector who reportedly will not allow them to proceed with grievances if they do not have an answered Informal Complaint Resolution Form attached. One inmate commented, “The Grievance procedure doesn’t work here. If there’s no answer to an ICR, you can’t proceed with the grievance

to the IIS.” An inmate reportedly grieved the denial of a medical bottom bunk, which he had previously obtained at three other Ohio prisons. He reportedly filed an informal complaint with the Health Care Administrator, but received no answer. He reportedly kited the Inspector for a grievance form. Reportedly, the response was “No, not without the ICR.”

Segregation inmates voiced complaints and concerns regarding non-response to kites, including alleged non-response of the Inspector, and complaints that the Inspector reportedly will not talk to inmates, but reportedly will talk to staff. One inmate said, “The Inspector never talks to nobody.” General population inmates relayed complaints about the grievance procedure itself, including alleged non-response to Informal Complaints, even by one of the Deputy Wardens, and alleged denial of grievance forms by the Inspector when informal complaints are unanswered by staff. One inmate relayed frustration that the Inspector reportedly had misread, misunderstood or missed the point of his grievance. Inmates in the RTU relayed frustration with the grievance procedure, citing unanswered informal complaints, and unanswered kites to the Inspector requesting grievance forms, which were reportedly never provided.

The CIIC has the statutory duty to evaluate the inmate grievance procedure at each institution. The review of statistics on grievances filed and unsolicited comments of inmates regarding the grievance procedure during the inspections, are part of the evaluation process, which is ongoing. In nearly every area that was included in the inspection, there were complaints and reports of frustration regarding the grievance procedure.

Regarding inmate comments to the CIIC alleging non-responsiveness of staff to communication, including kites, the Warden relayed that he previously heard similar comments from inmates, which prompted him to e-mail staff regarding the subject in an effort to address the concerns. The Warden noted that he personally reads and answers kites and Informal Complaints. It should be noted that the Warden had recently been transferred from the Warden’s position at Belmont Correctional Institution to Trumbull Correctional Institution.

In follow-up communication from the Warden, it was relayed that an additional Assistant Inspector has recently been hired at TCI. He added that this position has enabled the Inspector’s office to be much more efficient. In addition, the Warden relayed that several reminders have been sent to staff in reference to answering correspondence from the inmates.

Violence:

According to staff, there has been a decrease in violence at TCI, including a decrease in use of force incidents, reportedly due to communications training. A number of inmates commented to the CIIC in the dining room that, “It’s safe here.”

A review was made of Inmate assaults on staff in 2003. At TCI, there were 21 inmate assaults on staff in the year, an average of 1.75 per month. Nine other prisons had more assaults than TCI, from 22 at the Lebanon Correctional Institution to 130 at the Southern Ohio Correctional Facility.

There were 17 inmate on inmate assaults in 2003 at TCI, an average of 1.42 per month. Allen Correctional Institution also had 17 such assaults in the year. Seven Ohio prisons had a larger number of assaults, from 19 at the Ohio Reformatory for Women, to 38 at the Oakwood Correctional Facility, to 139 at the Southern Ohio Correctional Facility.

CIIC Database:

From January 6, 2004 through May 21, 2004, the CIIC received communication from 49 inmates at the Trumbull Correctional Institution, the fifth highest volume of all of the prisons, exceeded only by the Ohio State Penitentiary with 50 contacts, Mansfield Correctional Institution with 57 contacts, Pickaway Correctional Institution with 64 contacts, and Southern Ohio Correctional Facility with 122 contacts.

In the same period, there were 126 reported complaints or areas of concern from the Trumbull Correctional Institution, the fifth largest volume of the institutions. TCI complaints were exceeded only by the Ohio State Penitentiary with 143 complaints, Mansfield Correctional Institution with 174 complaints, Pickaway Correctional Institution with 205 complaints, and Southern Ohio Correctional Facility with 362 complaints.

From January 6, 2004 through June 18, 2004, the CIIC received contacts from 54 inmates from Trumbull Correctional Institution, relaying 141 problems, concerns or complaints. The areas of concerns and the number in each category were as follows:

Category of Concern	Number of Complaints	Category	Number
Staff Accountability	19	Psychological	3
Non-Grievable Matters	15	Inmate Account	3
Health	14	Mail	3
Force/Supervision	14	Discrimination	3
Inmate Grievance Procedure	9	Special Mgmt.	
Facilities Maintenance	8	Housing	2
Job Assignment	8	Commissary	2
Housing Assignment	6	Personal Property	2
Legal Services	6	Recreation	2
Security Classification	5	Other	2
Institution Assignment	4	Food	1
Dental	4	Laundry	1
Safety Sanitation	4	Library	1
Total			141