

CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT:
INSPECTION AND EVALUATION OF
TRUMBULL CORRECTIONAL INSTITUTION

Prepared and Submitted by CIIC Staff

June 16, 2010

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**CORRECTIONAL INSTITUTION INSPECTION COMMITTEE REPORT:
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TRUMBULL CORRECTIONAL INSTITUTION**

INSPECTION PROFILE

Date of Inspection:	May 3, 2010
Type of Inspection:	Unannounced
CIIC Staff Present:	Gregory Geisler, Inspector Darin Furderer, Inspector
Facility Staff Present:	Bennie Kelly, Warden Kim Frederick, Institutional Inspector Chris Caja, Unit Manager

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

AREAS AND ACTIVITIES INCLUDED IN THE INSPECTION:

Trumbull Correctional Camp

Meeting with the Warden
Entrance
Food Services
General Population Housing Unit
Educational Building
Inmate Medical Services
Mental Health Services
Visitation

Trumbull Correctional Institution

Entrance/Processing
Segregation
Medical/Infirmary
Food Services
General Population Recreation
Religious and Recovery Services
Library/Law Library
Education Building
General Population Housing Units
Closeout meeting

Introduction to Questionnaires

Two questionnaires were developed by CIIC for use on inspections beginning in 2007. Completed questionnaires were requested to be returned to the CIIC office when possible following the inspection so that the results could be included in the inspection report.

Correctional Faith Based Initiatives

One of the questionnaires is based on the 16 recommendations of the *Ohio Correctional Faith-Based Initiatives Task Force*. *The purpose of the questionnaire is merely to gather information on the extent to which progress is being made in implementing the recommendations.* Brief, handwritten responses to the questions by any staff person knowledgeable of the subject, were requested. Questions and responses are provided at the end of this report.

Adult Expectations

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

According to *Expectations*, it is a tool for examining every aspect of prison life, from reception to reentry. They draw upon, and are referenced against, international human rights standards. The Inspectorate's four tests are:

- **Safety**
- **Respect**
- **Purposeful activity**
- **Reentry**

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

Environment and Relationships

- Residential Units
 - Clothing and Possessions
 - Hygiene
- Staff – Prisoner Relationships

Duty of Care

- Complaint/Grievance Procedure
- Bullying and Violence Reduction
- Self-Harm and Suicide

Activities

- Learning and Skills and Work Activities
- Library

Good Order

- Security and Rules
- Rules

Services

- Food Services

To avoid burdening any one staff person at the facility with the task of responding to the entire questionnaire, sections and subsections identified by topics were separated and stapled, ranging from one to three pages each. The Warden could choose to give each section or subsection to a different staff person who is knowledgeable in the particular area. Very brief responses, such as “yes,” “no” and/or explanations, indicating the extent to which the facility’s practices are similar or different from Expectations, were requested. The questions and responses on particular subjects are provided in sections of this report dealing with similar subject matter.

INSPECTION SUMMARY

On May 5, 2010, the following summary of the May 3, 2010 inspection was provided by the CIIC Director to the DRC Director, Regional Director and TCI Warden. On May 19, 2010 extensive follow-up communication was provided by TCI staff regarding the summary. The follow-up information is included and identified below.

CIIC Inspectors Darin Furderer and Gregory Geisler conducted an unannounced inspection of the Trumbull Correctional Institution and the Trumbull Correctional Camp. *The overall good condition of the institution and the professionalism of the staff were most impressive.* Although ceremonies for staff appreciation week were underway, and the institution was on lockdown as a result, the Warden was most accommodating in ensuring that a thorough inspection was still able to be conducted. The following is a brief summary of the Inspection.

Listening Session with Representative Group of Staff:

The listening session with a representative group of facility staff during this biennium's inspections, has been one of the most valuable aspects of the inspections, increasing knowledge and understanding of problems, issues, concerns and areas of pride at each facility. It is an excellent alternative or supplement to the more limited communication with facility staff in their respective posts during the course of the walk-through. *It was disappointing, strange, puzzling and certainly a first that, reportedly no TCI facility staff person expressed a desire to attend.* This is in stark contrast to previous inspections where groups of staff have been gathered to attend these sessions, and have expressed appreciation for the opportunity to communicate openly with the Correctional Institution Inspection Committee of the Ohio Legislature.

DRC Follow-up Communication:

This unannounced visit from CIIC happened on day one of State Employee appreciation week. It is customary that Trumbull Correctional Institution begins its week events with a memorial dedication service. This year was a special memorial dedication service as we were dedicating our new memorial site. This event had approximately 10 plus outside guests that were in attendance for this dedication ceremony. It was followed by an employee appreciation luncheon that all visitors attended. Therefore, most of the day was consumed with employee appreciation activities and employees did not take advantage of the opportunity to talk with the CIIC staff at the end of their day.

Staff-Inmate Communication

There were many concerns expressed by inmates. The most frequent and reoccurring issue shared was related to the reported lack of response to kites, informal complaints, and grievances. Many inmates expressed frustration with the management of the inmate grievance procedure. Inmates relayed that there is little enforcement of the timeframe, as outlined in administrative rule 5120-9-31, for staff to respond to informal complaints and grievances. Several inmates alleged that they did not receive responses to their grievances for several months, and two separate inmates alleged that they did not receive replies to their grievances for at least four months. CIIC staff were pleased to know of the Warden's decision to move the Inspector's office from the administration building to the education building, in an effort to increase her availability and accessibility to inmates.

Many inmates relayed concerns that they did not receive timely responses to their property grievances. However, it was relayed that with regard to property claims, the administrative rule 5120-9-32, *Inmate Property Claims*, permits the Inspector to take up to 30 days to respond to grievances concerning this issue. Some inmates were not aware of this exception, and were under the impression that their grievances about property claims also had to be rendered within 14 days.

DRC Follow-up Communication:

We do not have a high number for informal complaints. Our percentage for last year was 1% untimely response. Per Central Office the percentage would need to be 15%. During the past two years, we have been under that amount. We were at 12% in 2008. Per policy if an inmate does not receive a response, they are to inform the inspector's office. The inspector sends the complaint is to be addressed by the staff member the complaint is directed to. If I have not received a copy of the response, I contact the staff member and ask them to address the complaint.

The complaints are mainly in two areas; quartermaster and medical. The Medical complaints were during the change from contract to state service and are improving over time.

As far as the grievance process, the inmates need to be aware that there is a 30 day response time for property claims and the time is extended when they do not supply proof of ownership or purchase.

Property Concerns: Thefts, Cell Robberies and Lost Property

Inmates frequently expressed concerns about property issues such as cell robberies and property loss. They also relayed concerns about the reported lack of staff assistance with receiving completion of necessary documentation in an attempt to receive reimbursement for lost or damaged property. The administration acknowledged that property thefts and cell robberies remain a problem, and acknowledged that there is little they can do to completely stop this activity from occurring. However, the following methods were cited on how to reduce this occurrence of property problems:

- Making it a routine practice by officers to check the identity of an inmate's identification badge against the name on the cell door to ensure that the officers are only letting the inmate who was assigned to that cell to enter that cell.
- Gaining compliance from the staff to stop conducting "mass releases" using the electronic cell controls located at the officer's podium. Instead, they are encouraging officers to do more controlled releases where the officers must physically go to and unlock each cell door. They reported that this would be a more controlled and gradual release of inmates instead of flooding the housing units with all the inmates at one time. It has been reported that during mass releases, there is a reported increase in the number of cell robberies and assaults.
- Installing more cameras in the housing units which they believed would act as a deterrent, and assist to determine the perpetrators of the cell robberies.

Although the administration considered implementing the 30 minute lockout policy, they do not believe it would be effective. They relayed they do not believe staff would be willing to adopt this practice, and cited the strong objections of staff at another close security prison as the reason. However, the Warden indicated that he would consider consulting with other close security prisons cited by the CIIC staff where it has been reported to have been successful.

DRC Follow-up Communication:

TCI has addressed these issues in a variety of ways over the last six months. We have encouraged the inmates to lock their locker boxes when not in use and to lock their cell doors when neither inmate is present. We told the inmates to be aware of door jams that the inmates have made in attempt to breach a locked door. We have discouraged staff from “rolling” the doors at all times except for directly after count, and provide Corrective Counseling and Discipline to Officers who fail to abide by this directive. Name and number tags for the inmates have been placed on the inside of the doors to assist the Officers in checking inmate ID’s and we are researching a process to include the inmate’s picture inside the cell door.

Property loss for inmates going to Segregation has been addressed from pack up through release from Segregation. Meetings were held to facilitate the Theft Loss Report process, and the Theft/Loss file has been placed on the computer to assist with Informal Complaints, Grievances, and to aid the transparency of the process. The Deputy Warden ordered all shift supervisors to address accountability of the inmates’ pack up on the Report to Security Control, and officers have been disciplined for improper pack ups. The Receiving and Discharge Lieutenant’s office was placed near the segregation vault to increase accountability, and the Segregation Captain personally reviews inmate pack ups in the vault upon written request.

Investigations and mass searches related to theft have been conducted on a routine basis through the Major and shift supervisors which help to put the thieves on notice that their actions will not be tolerated.

While all of the measures have been helpful, TCI is cognizant of the fact that additional measures may be needed and that the process will be consistently monitored.

Segregation

With the exception of the Local Control range, where food and garbage were observed on the ground outside of some cells, *the overall condition of the segregation unit was clean and appeared very well maintained. The temperature and airflow of the unit was noticeably comfortable, and the atmosphere in the segregation unit was fairly calm.* Most of the inmates were observed to be sleeping or lying in their bunks. Several inmates near the rear of one of the ranges complained that they were *not provided adequate cleaning supplies, and cited the presence of gnats and the smell of mold. Another inmate expressed that they do not receive frequent linen changes that are supposed to occur.*

Although visibility into the segregation cells was not completely obscured, *inmates had the bottom half of many their cell doors covered with paper. Many inmates also had mush fake ropes tied up in the cell with articles of clothing or towels hanging from them, and towels blocking the space between the bottom of the door and the floor. Staff relayed that they were reluctant to continually enforce the rules regarding these observed discrepancies because most of the*

inmates in segregation were to be classified to 4B, or were pending disciplinary transfers to maximum security. Staff reported that these inmates did not respond to further disciplinary sanctions due to their pending transfers, and therefore staff felt that they did not need to pick battles with these inmates and risk injury to staff or inmates in order to enforce them. It appeared as if staff and inmates came to an unspoken agreement that if the inmates did not completely obstruct the officer's ability to observe conditions in the cells, then the officers would leave the inmates alone.

DRC Follow-up Communication:

Bed space in segregation is at a premium. For over a year the Segregation unit has been at full or near full capacity, with numerous inmates serving Local Control time or waiting to transfer to DRC's maximum security institution (Southern Ohio Correctional Facility). This creates a bottleneck in our Segregation that causes TCI staff to have some flexibility in enforcing the rules **as long as safety and security are not put at risk**. Warden Kelly has worked with the Bureau of Classification to relieve the crowding in TCI's segregation.

A Behavioral Review Committee is being chaired by the Unit Manager Administrator to look at alternative sanctions for inmates that normally would be sent to segregation. A report will be forwarded to the Warden and Deputy Warden for review this summer.

Inmates are given the opportunity for linen exchange, although since they have expressed this as being an issue the Major tasked the Segregation Captain to review the process. Inmates are given chemicals and the opportunity to clean their cells.

The conditions of Segregation will always be monitored, and key Executive Staff make routine rounds through Segregation to assess its condition.

Classification

Inmates expressed concerns about the delay in decisions regarding classification issues related either to being transferred to higher security institutions, or after being granted a security reduction. Many inmates in segregation expressed frustration about the length of time they were being held in local control pending transfer to the Southern Ohio Correctional Facility. One inmate in general population relayed that he had been granted a security reduction, but several months had passed and he was still not transferred to a lower security level institution.

Facility staff acknowledged these concerns, and stated that TCI staff met with the Bureau of Classification regarding *limited level three bed space*. It was explained that *TCI staff works to review those who are near their annual security classification review date in an effort to reduce eligible inmates more quickly*. However, he expressed concern that *this can create problems as they are transferring inmates with moderately good behavior and replacing them with disciplinary inmates from medium security prisons, and/or unknown inmates from the reception center. The staff stated that the introduction of the latter two groups of inmates can have a potentially disruptive effect on the management of the prison.*

DRC Follow-up Communication:

Approval for transfer of an inmate to a lower or higher security institution is made by the Bureau of Classification. The transfer is contingent upon bed space at the assigned institution. The Bureau of Classification will notify TCI of the date of transfer. No inmate movement between institutions can be made until the Bureau of Classification gives the approval. Inmate ... has been transferred since the CIIC visit.

The introduction of younger inmates from the reception center has had an increased negative effect on the atmosphere of the inmate population – one of fear. This influx of younger inmates brings with it a new type of gang mentality that has led to more cell robberies, inmate fights/assaults, and more inmates requesting Protective Control. Some of the incoming inmates from Level 2 institutions are gang related disciplinary.

Dental Care

Many inmates, both at the minimum camp, and the main compound expressed *concerns about the quality of dental services provided by the institution*. One inmate relayed that they have had *one filling performed several times, but the materials used would not adhere properly and fell out within a few days*. The inmate relayed that she was informed by staff that *she may lose the tooth*. Another inmate relayed that he had a cavity and has been *waiting for several months to get the cavity filled*. However, *the inmate relayed that instead of filling the cavity, the staff would simply clean his teeth*. While dental services have reportedly improved since the private medical contractors had been replaced with civil service employees, there still seems to be some concerns with the dental services.

DRC Follow-up Communication:

Mid America Health, Inc. is under contract with TCI to provide dental services to both the male and female inmate populations. We are aware of the instance where a TCC inmate lost a filling. Following investigation into the incident, it was found that the curing light that was used during this filling was not functioning properly. A new curing light was promptly purchased and fillings are remaining as clinically intended. Due to severe decay, the inmate was informed that her tooth could be lost. In this case, the new filling is holding as of this writing. As for the second inmate, dental protocol requires cleaning prior to restorative treatments. Due to the resignation of one of our two dentists, there have been some delays in the dentist's schedule during the month of April. A second dentist has been hired and TCI is fully staffed with dentists as of 5-10-10.

Prescription Medication Issues

Inmates and staff expressed concerns about the logistics of prescribed medications. One inmate relayed that her prescription ran out, and it *took at least one week to get a refill. A staff member also relayed concerns about the time it takes to get the medications refilled under the centralized pharmacy service now being utilized.* It was relayed that when the private medical contractor ordered medications, they were delivered the next day via a private parcel delivery service. The staff member relayed that prescriptions could be ordered as late as five o'clock in the evening and were delivered the next day. *Now, the medications must be ordered early in the afternoon to ensure that they are delivered within at least two days via the centralized pharmacy services.*

DRC Follow-up Communication:

Along with many ODRC facilities, TCI is under contract with Central Pharmacy Inpatient (operated by ODMH). This contract requires that prescription orders must be submitted by 11am in order for them to be delivered the next business day. The company that was contracted with TCI's prior private medical contractor did have a submission time of 5pm for next day delivery. Although the contract times differ, DRC's Bureau of Medical Services has determined the service to be an acceptable practice.

Food Services

The statute requires each inspection to include attendance at a general meal period. However, due to the staff appreciation ceremonies, inmates were in lockdown and given bag lunches in their cells on this particular day. *Although CIIC staff requested the opportunity to sample a bag lunch, none were reportedly available.*

The food service department was inspected at the minimum camp, and the main compound. Both facilities' food service departments appeared to be *clean and in excellent condition. Staff at the main compound reported that one of their steam kettles is down and all other equipment is under repair frequently.* They relayed that the *few maintenance issues* that exist do not prevent them from performing their jobs. According to staff, the maintenance staff and/or an outside repair contractor does a *good job of quickly performing repairs of equipment as needed.*

Inmates relayed *criticism of the brunch program.* According to numerous inmates, the *delay in the amount of time they are fed Friday evening to Saturday afternoon is nearly 20 hours. They expressed that the portion sizes are no larger than a normal meal and reported going hungry on the weekends. Many inmates report that they receive no support from the outside and are thus unable to supplement their diet with food purchased from the commissary. This could be a contributing factor to the cell robberies occurring in the institution. One inmate shared that he turned to robbing other inmates of their commissary, which he stated was the reason he was in segregation. While food service staff is encouraged to keep food costs low by strictly controlling portion sizes, there must be recognition that if they are purposely reducing the amount of food portions served to inmates during meals, they are possibly contributing to the incidents of theft in the housing units.*

Other inmates commented on the *repetitiveness of the meals served to inmates such as “chicken chunks” for most every meal, and the fact that their health has reportedly suffered since the implementation of the “heart healthy” meal program. One inmate relayed that nearly everything they are served is coated in gravy, which has caused him to have high cholesterol for the first time in his life.*

DRC Follow-up Communication:

Per Policy 60-FSM-02 it is my responsibility as the Correctional Food Service Manager II to ensure we accomplish our mission of providing quality food service to inmates in the prison system while complying with quality, safety and sanitation standards.

We are required to provide three nutritionally balanced meals provided to us on the Cycle Menu approved by the Dietary Operations Manager to the inmate population during each 24 hour period. There shall not be more than 14 hours between service of the evening meal and the next day’s breakfast meal which we pride ourselves on maintaining compliance.

The approved Brunch Meal shall be the only variation from this requirement. We are required to serve the brunch meal as directed by the approved DRC Cycle Menu on weekends and observed state holidays at 11:00am. Food service shall continue to provide two hot meals on days in which the noon/brunch meal is served.

Portions sizes are provided and adhered to per the DRC Cycle Menu and in the event substitutions are made in any variance it is reported on the Menu Substitution DRC 5274.

The Heart Healthy Menu shall take into account all foods necessary to maintain proper nutritional health, based on recommended standards that have been established by 2005 USDA Dietary Guidelines for Americans. The pre-planned schedule of meals is designed to minimize repetition and increase efficiency in the areas of preparation, ordering, cost containment and inventory.

PRE-INSPECTION DISCUSSION

Due to the ceremonies for staff, the Warden had a limited amount of time to meet with the CIIC staff. During that short period of time, the Warden touched briefly on some of his concerns and initiatives.

Inmate Idleness

Inmate idleness was cited as a significant problem in the prison that TCI staff are attempting to address through a variety of efforts. *The discussion on how to mitigate idleness included concerns stemming from the loss of the OPI shop, educational and recreational initiatives, and challenges presented with managing youthful offenders.* Limited resources were noted as well as a desire for all TCI staff to buy-in to the vision shared by administrative staff, and to understand

that many of the *traditional tools of behavior modification used in corrections are becoming obsolete*. The changing environment of corrections was discussed, as well as the need for staff to quickly adapt to these changes to meet new and evolving challenges.

DRC Follow-up Communication:

TCI attempts to mitigate inmate idleness in a variety of ways. Educational programs are encouraged for all inmates that do not possess a High School Diploma or GED, Advanced Job Training is provided through Youngstown State University to over 100 inmates. Tutoring has been made available through Youngstown State and their associated inmate group, The United Purpose Organization. A pilot tutoring program has been developed in one of the housing units to assist inmates that are ineligible or are on the waiting list to get into school. Apprenticeships have been developed in HVAC, Plumbing, Welding, and Baking, and the Vocational Drafting instructor position has been filled. The Mentoring Through Education Program is currently completing its' first semester, with over 100 inmates involved.

Recreation offers a variety of programs and opportunities for inmates to be active. There are Arts and Craft classes, Music classes, Music with a Purpose, Jump Stretch, Softball, Basketball, Community Service, Wellness, Open Recreation, and much more. The Activity Therapist Administrator is currently in the process of implementing more Recreation activities in the housing units.

Religious Services employs two full time Chaplains, a Muslim and Catholic contractor, and a host of volunteers to assist the inmates with their Religious and Programming needs. Chaplain Kostenko consistently creates a variety of new programs in an attempt to facilitate interest among the inmate community. Kairos is celebrated at TCI twice a year and once at TCC.

Recovery Services provides a variety of self-help and structured programs, including AA, NA, Big Book, Intensive Outpatient Program, and Alcohol and other Drug Education classes. They have developed a partnership with Warren UMADAOP to provide additional programming for the inmates.

Unit Management provides Reentry related programming such as Money Smart, Victim Awareness, Critical Thinking, and Responsible Family Life Skills. The Inside/Out Dad's program will be facilitated by a Unit Sergeant in the future. TCI employs a Reentry Coordinator who reviews the success of Unit programs and also serves as the hub for job placements. She is in the process of developing creative and useful inmate jobs to reduce idleness.

There are a variety of Inmate Groups at TCI that serve to reduce Inmate Idleness. They include the NAACP, the United Purpose Organization, LINKS, the Veteran's Group, and Toastmaster's (male and female).

Community Service has played a role in reducing Inmate Idleness. The Community Service Coordinator has developed a partnership with the National

Guard at Camp Ravenna, works with inmates on making cards, hats, and scarves for the homeless, and has a variety of other projects in the process of being created. Community Service may be expanded to assist with TCI's Green Project, aimed at creating useful inmate jobs and helping TCI go green.

While the current programs and initiatives at TCI do well to mitigate Inmate Idleness at TCI, we understand that we need to continue to use creativity to create more positive activities.

OPI Shop

Staff relayed that the *computer recycling/refurbishing shop that employed about 70 inmates has closed*. Facility staff consider it a priority to *find another industry to replace these jobs as soon as possible*. *Reportedly, a review is underway of the recycling programs used by other institutions to replace those jobs*. This would be something that would be meaningful to the inmates employed in these occupations who could actively work at improving their environment.

Inmate Recreational Aides

Staff relayed that they are working to employ inmates as recreation aids in each housing unit to organize tournaments and competitions among the offenders in the units, and between units. These activities would hopefully *reduce idleness and provide incentives for further positive behavior from inmates*. *The use of inmates as recreational organizers is an excellent way to utilize inmates who are talented at organizing and administering to programs*. *It is strongly recommended that the inmates chosen to work in these positions should be carefully supervised, and only selected after thoroughly reviewing their institutional record to minimize the potential for abusing the position*.

DRC Follow-up Communication:

As stated previously, Recreation in the units will assist in preventing Inmate Idleness. Inmates selected to serve as Recreational Aides in the housing units will be screened by the Activity Therapist Administrator and Reentry Coordinator and supervised by the Correction Officers, Correctional Sergeants, and Activity Therapist assigned to the housing unit. As with all inmate jobs, their performance will be monitored and evaluated.

GED Mentoring Program

Staff relayed that approximately *50 percent of the inmate population are ineligible for the school program due to a number of factors such as their offense of conviction, amount of time left to serve, or their time before they see the board*. *Another factor compounding the problem is related to the limited number of teachers to the number of inmates without their GED*. *In an effort to improve this ratio, consideration is being given to expanding the GED program to each housing unit via the utilization of inmate GED mentors, which will hopefully increase enrollment in GED programs*. *Facility staff relayed their hope that the mentorship program will bring more structure to the units if inmates choose to enroll in the program, thus reducing idleness*.

DRC Follow-up Communication:

As stated previously, tutoring is being utilized through Youngstown State University via the United Purpose Organization, and a pilot GED Mentoring program has been initiated in the housing unit to facilitate inmate learning and to reduce Inmate Idleness.

Music with a Purpose

Administrative staff discussed the vision of starting a *music program that emphasizes music education and instruction on how to play instruments. Through good behavior, inmates who participate in these programs could try out for one of several bands, and perform in concerts. Through positive institutional adjustment, the participants could invite an individual from their approved visiting list to watch them perform in a concert. This amounted to an extra visit, which was considered to be a good incentive to behave among inmates.*

DRC Follow-up Communication:

The Music with a Purpose Program is an innovative program provided by the Recreation Department, and is available to inmates that have displayed the ability to remain Conduct Report free and serve as positive role models for other inmates at TCI. To gain entry into the program, the inmate must first complete a Music Theory class; demonstrate proficiency, and an eagerness to learn.

INSTITUTION OVERVIEW

As noted in the above summary, CIIC Inspectors met briefly with the Warden during the beginning of the Inspection, and at the end of the inspection later that afternoon. The Warden relayed his vision for the prison, which included the use of education and activities that provide incentives appealing to inmates to encourage good behavior. According to what he relayed, some of the traditional methods of behavioral modification were not eliciting the same response with the youthful offenders entering prisons today as they had with prisoners in the past. Further, due to changes in the sentencing structure imposed under Senate Bill 2, many of the traditional methods of encouraging good behavior were no longer available. This change discontinued the use of indeterminate sentencing. Many staff has voiced their criticism that one significant reason it is difficult to manage offender behavior is attributable to the lack of accountability that indeterminate sentencing previously imposed. The incentive of getting out early for good behavior, staff believes, prevented many inmates from acting out in ways that may have extended their time in prison. Now that this management tool no longer exists for the offenders incarcerated after the enactment of SB2, there is little to induce a young offender's behavior. It was expressed that simply attempting to *bend* the younger offenders to staff's will is not going to be effective in the long run for the staff, inmates or society.

Another possible reason to explain the fact that younger offenders are more challenging to manage is associated with the impact of the crack epidemic, including potential physical and mental impairments associated with being birthed by a crack addicted mother. The 1980s was an era of high rates of abuse of the drug crack cocaine, primarily among urban communities that

caused social upheaval and was characterized by crime and violence. As noted by the Warden, many of the younger adult male offenders were born during this period, and their impression of life developed during this period that is reflected in their behavior as adults.

Institution Mission Statement

According to the information provided, the mission statement of the institution was detailed as follows:

The mission of the Trumbull Correctional Institution is to protect the Ohio citizens by *effective supervision of adult offenders in environments that are safe, humane and appropriately secure*. In partnership with communities, the institution will encourage *citizen participation through programming and victim reparation*. Through the philosophy of *re-entry and community service*, the institution will seek to *instill in offenders an improved sense of responsibility and ability to become law-abiding members of society*.

INSTITUTION DESCRIPTION

According to the information provided, the Trumbull Correctional Institution was completed in 1992 at a cost of \$37,746,000.00, with the intended purpose to house approximately 902 inmates classified as close security (level 3). It is designed as a campus-style facility on 167 acres with 16 buildings inside the fence that include housing units, food services, administration, disciplinary housing, a chapel, education, recreation, prison industries, and a medical facility.

There is a smaller satellite facility near the main compound that is designed to house offenders classified as minimum security (level 1). The minimum security facility was converted to house female offenders in 2004 to meet the demand for space among the growing female offender population. This facility also includes a free standing building used for education and vocational classes. Females assigned to this facility are generally designated short term offenders. They also perform many of the duties associated with outside the fence grounds keeping of the prison.

Operations Budget

According to literature provided, the institution has a **reported annual budget of \$26,298,237**. **The cost per day to house an offender in the facility is reported to be \$58.39.**

Proposed Improvement Projects

The following tables show the project name, the estimated cost of the project, and the fiscal years when the proposed projects are supposed to be completed.

Table 1A. Project Name by Fiscal Year and Estimated Cost

Project Name	2011/2012	2013/2014	2015/2016
HVAC Replacement	\$385,000	\$435,000	\$497,500
Telephone System	\$249,615	-	-
TCI Camp Segregation	\$3,010,000	-	-
Roof Renovation	\$1,500,000	-	-
Camp Shower/Dorm Wall Renovation	-	\$100,000	-
TCC Education Building	-	\$4,000,000	-
TCC Food Services Ventilation	\$100,000	-	-
Security Cameras	\$635,000	-	-
TOTAL	\$5,879,615	\$4,535,000	\$497,000

Table 1B. Project Name by Priority and Estimated Cost

Project Name	Priority	2011	2012	2013	2014
Continue Roofing Project	1	\$82,560	-	-	-
Security Cameras	2	\$1,300,000	-	-	-
TCC Multi-Purpose Room	3	-	\$635,000	-	-
HVAC	4	-	\$245,000	-	-
Laundry Washers and Dryers	5	-	-	\$330,000	-
Shower Renovation/Segregation Toilets/Sinks	6	-	-	\$141,000	-
TCC Segregation Unit	7	-	-	-	\$2,010,000

INMATE POPULATION

On the day of the inspection, information provided shows that there were **1,338 male and female inmates incarcerated at the institution**. Table 2 shows that there were **1,047 males classified as security level 3 assigned to the TCI main compound, and 291 females classified as security level 2 or level 1 assigned to the minimum camp**.

Table 2. Inmate population by gender at TCI/TCC on May 3, 2010

Institution	Number	Percent
Trumbull Correctional Institution (male)	1,047	78.25%
Trumbull Correctional Camp (female)	291	21.75%
Total	1,338	100%

According to information provided, as of March 2010, there were 1,352 male and female offenders assigned to the institution. Table 3 displays that **the majority are males classified as security level 3** (close security) at the main compound TCI. **A smaller number of female**

inmates who are level 2 (medium) or level 1 (minimum) are housed at the TCC satellite camp.

Table 3. Inmate population by security level at TCI/TCC as of March 2010

Security Level	Number of Inmates	Percentage
Level 3 (Close)	1,025	75.8%
Level 1B (Minimum) (TCC-female)	127	9.4
Level 2 (Medium) (TCC-female)	118	8.7
Level 1A (Minimum) (TCC-female)	81	5.9
Level 4B (Maximum)	1	< 1
TOTAL	1,352	100%

Table 4. Disciplinary and Administrative Transfers by Calendar Year for Level 3 Institutions and All Other Institutions, 2000 to 2009.

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	TOTAL
LEVEL 3 (Close) INSTITUTIONS											
Lebanon CI	94	69	55	85	87	118	147	173	85	136	1,049
Warren CI	53	73	45	77	64	83	140	161	134	158	930
Mansfield CI	68	89	71	63	98	68	75	81	80	79	772
Ross CI	30	62	47	75	71	112	68	83	63	124	735
Trumbull CI	10	11	13	11	26	32	24	27	21	47	222
Toledo CI	0	2	14	24	23	17	53	21	12	35	201
Level 3 (Close) Total	258	306	245	335	311	430	374	546	395	579	3,752
All Other Institutions	197	190	269	160	189	170	359	247	163	176	2,120
System Total	455	496	514	495	500	600	733	793	558	755	5,899

According to the information provided, as of March 2010, the number of *male* inmates identified according to their race at TCI is described in Table 5A. The table shows that there are **722 African Americans (68 percent)**, **317 Caucasians (31.3 percent)**, **seven Others (0.75 percent)**, **two Native Americans (0.19 percent)**, and **one inmate described as Asian (0.09 percent)**.

Ensuring a proportionate racial balance at each institution is the responsibility of the Department's Bureau of Classification and Reception. The Department attempts to maintain an even balance between the percentages of black and white offenders at each institution, while

attempting to place offenders at institutions that are closer to their county of commitment in order to ease the burden for families to visit. According to the *Ohio Department of Rehabilitation and Correction January 2009 Institutional Census report*, a significant number of black male offenders incarcerated in Ohio come from Cuyahoga County. Due to the institution's proximity to the County, this may account for the greater percentages of black male inmates to white male inmates that exist at this particular institution.

Table 5A. **Male inmate population by race** at TCI as of March 2010

Inmate Race	Number of Inmates	Percentage
African American	722	68.8%
Caucasian	317	30.2
Other	7	< 1
Native American	2	< 1
Asian	1	< 1
TOTAL	1,049	100%

According to the information provided, as of March 2010, the number of *female* inmates identified according to their race at TCC is described in Table 5B. The table shows that there were **202 Caucasians (66.6 percent), 100 African Americans (33 percent), and one Asian (< one percent).**

Table 5B. **Female inmate population by race** at TCC as of March 2010

Inmate Race	Number of Inmates	Percentage
Caucasian	202	66.6%
African American	100	33
Asian	1	< 1
Native American	0	0
Other	0	0
TOTAL	303	100%

Table 6 displays the rated capacity of the each prison, and the population count on May 3, 2010. *The Lorain Correctional Institution continues to be the most severely crowded at 238 percent of its capacity. The Trumbull Correctional Institution ranked twelfth highest at 148 percent of capacity. The least crowded prison is the Corrections Medical Center, which is only at 60 percent of its capacity.*

Table 6. Prison Rated Capacity with Population as of May 3, 2010 and Percent of Capacity

Prison	Rated Capacity	Population Count, May 3, 2010	Percent of Capacity
Lorain CI Reception	756	1,799	238%
Lebanon CI	1,481	2,763	187
Chillicothe CI	1,673	2,903	174
Warren CI	807	1,394	173
Corr Reception Center	900	1,511	168
Mansfield CI	1,536	2,500	163
Hocking CI	298	482	162
Allen CI	844	1,354	160
Ohio Ref for Women*	1,641	2,629	160
Grafton CI	939	1,482	158
Ross CI	1,643	2,569	156
Trumbull CI*	902	1,338	148
Belmont CI	1,855	2,701	147
Marion CI	1,666	2,292	138
Richland CI	1,855	2,510	135
Noble CI	1,855	2,453	132
North Central CI	1,855	2,301	124
Southeastern CI	1,358	1,544	114
London CI	2,290	2,517	110
Madison CI	2,167	2,310	107
North Coast Corr TF	660	697	106
Dayton CI	482	484	100
Lake Erie CI	1,498	1,497	100
Toledo CI	1,192	1,186	99
Franklin PRC	480	466	97
Oakwood CF	191	182	95
Southern Ohio CF	1,540	1,427	93
Montg. Educ PRC	352	313	90
Pickaway CI	2,465	2,093	85
Northeast PRC	640	543	85
Ohio State Penitentiary	684	542	79
Corr Medical Center	210	127	60
TOTAL	38,715	50,899	100%

STAFFING

As of May 1, 2010, information posted on the Department's website reported there were **376 total staff** at the Trumbull Correctional Institution, **with 232 custody staff, comprising 61.7 percent of all employees.** According to data provided, **the institution is allotted 240 custody staff.**

Male employees totaled 264 (70 percent) of the total employees, with 203 white (77 percent), 57 black (22 percent), three *other*, and one *unknown* (<1 percent).

Of the total number of staff, female staff totaled 112 (30 percent) of the total staff, with 61 white (54 percent), 50 black (45 percent), and one staff member described as *other* (one percent).

In all, there are 264 white employees, comprising 70 percent of staff's total. The 107 black employees comprise 28 percent of all staff. Four staff described as *other* comprised one percent of all staff.

Table 7. Employee Gender and Race as of May 1, 2010 at Trumbull Correctional Institution with Number and Percent

Staff Category	Number of Staff	Percent
White Males	203	54%
White Females	61	16
Black Males	57	15
Black Females	50	13
Other Males	3	0.7
Other Females	1	0.3
Unknown Male	1	0.3
TOTAL	376	100%
Subtotal Males	264	70%
Subtotal Females	112	30
TOTAL	376	100%
Subtotal White	264	70%
Subtotal Black/Other/Unknown	112	30
TOTAL	376	100%

Table 8. Office Race and Gender as of May 1, 2010 at the Trumbull Correctional Institution and Trumbull Correctional Camp with Number and Percent

Officer Race and Gender	Number of Officers	Percentage
Officer White	164	70.6%
Officer Black	66	28.4
Officer <i>Other</i>	2	< 1
TOTAL	232	100%
Officer Male White	139	55.1%
Officer Male Black	38	16.4
Officer Female Black	28	12.11
Officer Female White	25	10.7
Officer Male <i>Other</i>	2	< 1
TOTAL	232	100%

Staffing Vacancies

According to information provided on staffing levels and vacancies for the institution, there are reportedly **19 staff vacancies at the institution**. The vacancies include the following positions that are either in the process of being filled, are pending applicants, or approval from central office to fill.

Account Clerk	Human Capital Management Analyst
Activity Therapist	Training Officer
(2) Corrections Captains	(7) Correction Officers
Food Service Coordinator	Librarian (Degreed)
Teacher (Carpentry)	Teacher Elm ED
Nurse	Health Information Tech

USE OF FORCE

Staff may use force in accordance with the Administrative Rule (AR) 5120-9-01 and the DRC Policy 63-UOF-01 when warranted to restrain or control a resisting inmate or an inmate threatening harm. The following is a breakdown of the use of force incidents during the period of time from **January 2009 to April 1, 2010**. According to the data, there were **a total of 195 incidents where staff used force**. The majority of those incidents **involved Black inmates 146 (75 percent), and 49 incidents (25 percent) involved White inmates**. The total number of incidents that were assigned to a **Use of Force Committee for further investigation during this period was only 21 (11 percent)**. **The remaining 171 incidents comprising 88 percent of the incidents were determined to need no further action** and were not referred to the use of force investigating committee.

In the 16 month period, the institution had an average of 12 use of force incidents per month, with an average of 11 logged as “no further action required” and an average of one per month referred to the use of force investigating committee.

According to other records provided, there were **73 incidents documented where staff used chemical agents during some form of altercation with inmates from May 2009 to April 1, 2010.**

During the inspection, inmates in segregation expressed the most concern about staff using force. However, some of these inmates are housed in segregation for disciplinary reasons associated with violence where staff may have had to use force on an inmate to stop a situation from escalating.

**Table 9. TCI Report of Racial Breakdown and Use of Force
January 2009 to April 2010**

	Black	White	Other	Total	Monthly Average
1 Use of Force Incidents during the month	146	49	0	195	12.19
Number of those reports (from #1) above that were:					
2 Logged as “No Further Action Required”	132	39	0	171	10.69
Assigned to a Use of Force Committee	16	5	0	21	1.31
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	0	0	0	0	
4. Number of extended investigation(s) from previous months that were:					
Completed	1	0	0	1	
Not Completed	0	0	0	0	

ASSAULT DATA

Assault data is documented in the following categories: physical, sexual, harassment, both physical and sexual, and inappropriate physical contact with staff. It was reported by staff that aside from striking or hitting another inmate or a staff member, physical assault also includes the throwing, spitting, or other transfer of a bodily fluid on another when the *assailant knows s/he has a disease that could be transmittable through those bodily fluids*. Harassment is defined as the act by an inmate of throwing a non-physically harmful fluid or substance (water/liquid/food/etc.) on another, or the throwing or spitting of a bodily fluid when the *assailant does not have a disease that could be transmittable through those bodily fluids*.

Information provided in Table 10 displays that there were **21 incidents of inmate on inmate physical assault** that occurred for the reporting period of May 2009 to April 2010 between inmates. This accounted for 100 percent of all assaults. **There were no incidents of inmate on inmate harassment or sexual assaults occurring at the institution.**

Table 10. Assaults: Inmate on Inmate May 2009 to April 2010

Type of Assault	Number of Assaults	Percentage
Physical Assault	21	100%
Harassment Assault	0	0
Sexual Assault	0	0
TOTAL	21	100%
With Weapon		
	21	100%

According to the information provided in Table 11 there were **13 total inmate assaults on staff**. **Seven (54 percent) of the assaults were documented as physical assaults, six (46 percent) were documented as harassment assaults.** There were no documented incidents of inappropriate physical contact or sexual assaults on staff during this reporting period.

Table 11. Assaults: Inmate on Staff May 2009 to April 2010

Type of Assault	Number of Assaults	Percentage
Physical Assault	7	54%
Harassment Assault	6	46
Sexual Assault	0	0
TOTAL	13	100%
With Weapon		
	13	100%

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Expectations Questions and Responses: Bullying and Violence Reduction

1. Does everyone feel safe from bullying and victimization (which includes verbal and racial abuse, theft, threats of violence and assault)? **Most inmates feel safe. If not, they understand the avenues they need to take to report their fears.**

2. Are active and fair systems to prevent and respond to violence and intimidation known to staff, prisoners and visitors? **Yes, unit staff and security personnel are located on site for prevention and response. Security features are in place via phones, radios, and mandown alarms for massive response.**

1. Has the prison developed an effective strategy to reduce violence and intimidation, which has earned the commitment of the whole prison and has drawn on multi-disciplinary consultation including feedback from prisoners? **Yes, there are systems in place for verbal and written reporting from inmates and staff to reduce violence.**

- a. Is the violence reduction strategy is widely publicized? **Yes, risk assessments are conducted annually with the results conveyed through e-mail, Executive and Department Head meetings, and methods of reporting are addressed on the inmate TV and in the Inmate Handbook.**
 - b. Is monitoring part of the strategy and as a minimum, does it cover feelings of safety among prisoners, incidents of bullying (verbal and physical), number of assaults, number of racist incidents, location of incidents and action taken? **This is monitored in a variety of forums, including the Deputies, Executive Staff, Department Heads, Risk Assessment, and Security Threat Group meetings. Outcome Measures are also monitored.**
 - c. Do staff understand their duty to maintain a safe environment and what they do to promote this? **Yes, this is conveyed through meetings, training, written communication, and by Executive Staff that practice management by walking around.**
 - d. Are staff alert to threats to a safe environment, and do they confront all forms of victimization? **Yes, staff are trained how to observe and report signs of victimization.**
 - e. Are prisoners consulted as part of the strategy development and maintenance? **Yes, through rounds by Unit and Executive Staff.**
 - f. How effective is the strategy in promoting safer custody and violence reduction? **Considering the variety of cultural differences among the inmates, extremely effective.**
4. Are prisoners consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate? **Yes, through communication with key staff performing rounds and through the kite system.**
- a. Has there been any consultation in the last six months? **The consultation is ongoing. Also, there are Needs Assessments conducted by a variety of departments annually.**
 - b. Has an annual confidential survey to all prisoners about bullying been undertaken? **Needs Assessments are conducted annually and the results are confidential.**
 - c. Are there wing representatives? **No, there is a concern with the perception of one inmate having power over another.**
5. Do staff supervise and protect prisoners throughout the prison from bullying, verbal and physical abuse, racial abuse and threats of violence? **Yes.**
6. Are staff consistent in challenging these behaviors? **Yes.**

- a. How many incidents occurred in the last six months? **There were 13 requests for Protective Control and 17 grievances related to allegation of abuse, unprofessional conduct and harassment.**
 - b. Are there particular areas where prisoners feel vulnerable to bullying? **In their cell from their cellmate.**
 - c. What policies provide protection of vulnerable prisoners? **Numerous, including 50-PAM-01 (Rounds), 56-DSC-01 (Disciplinary Sanctions), and 79-ISA-02 (Sexual Assault Committee), and the Protective Custody Policy.**
 - d. Do staff lead by example in the way they treat their colleagues/prisoners, and understand that their duty is to foster a safe environment, by confronting unacceptable behavior quickly and fairly? **Yes.**
 - e. What are the arrangements for movement, exercise, mealtimes and discharge, especially for those who are considered vulnerable? **Those that require Protective Custody are transferred to an institution with housing units that help provide for their safety. At TCI, the inmate is separated to determine their needs and level of vulnerability.**
 - f. Is particular attention given to prisoners who have asked for protection from other prisoners or those who may be victimized because of the nature of their offense or other individual circumstances? **Yes, there are Protective Custody guidelines that are strictly followed. The Unit Manager Administrator is the Chairperson.**
7. Are prisoners' families and friends encouraged to make suggestions about how the prison could better protect prisoners from victimization and to provide information to help identify those prisoners likely to be at risk? **Yes, they call, write, and discuss issues with key staff while visiting.**
- a. Are prisoners' families encouraged to come forward if they feel they are being bullied to bring drugs into prison? **Yes, they are referred to the Institutional Investigator.**
 - b. Is a visitors' survey distributed systematically? **No.**
 - c. Do visiting families know about reporting procedures and do they think that visiting staff are approachable and sympathetic? **Yes.**
 - d. Are there posters in visiting rooms? **No.**
8. Is an effective strategy in place to deal with bullying which is based on an analysis of the pattern of bullying in the prison and is applied consistently throughout the prison? **Yes.**
- a. Has a strategy been formed by systematic consultation with prisoners across the prison? **Yes.**
 - b. Is a central log of bullying kept, and are incidents of bullying reviewed regularly by a multidisciplinary committee? **No; however, all verified or suggested incidents are reviewed regularly by a variety of disciplines.**

- c. Are staff alert to potential bullying and do they confront all forms of victimization? **Yes.**
 - d. Are all sources of information including security reports, accidental injuries etc. used for evidence of bullying/intimidation? **Yes.**
 - e. How does staff contribute to the strategy? **Through a variety of meetings; the Deputies, Executive Staff, Department Head, Operations, Security Threat Group, Unit Management, and Risk Assessments.**
 - f. Is there a coordinated approach by all departments? **Yes.**
9. Are allegations of bullying behavior treated consistently and fairly? **Yes.**
- a. Are they investigated promptly? **Yes, through Unit Staff, Shift Supervisors, and the Protective Custody Committee.**
 - b. Are outcomes of investigations recorded and is the prisoner who reported the bullying supported? **Yes.**
10. Are prisoners made aware of behavior that is unacceptable through a well-publicized policy and are made aware of the consequences of bullying? **Yes, we use the words coercion and intimidation.**
11. Is inappropriate behavior consistently challenged? **Yes.**
- a. Are there bullying posters throughout the prison? **No.**
 - b. What information is distributed to new arrivals? **The Inmate Handbook, information on how to report assaults, including sexual assault, and the Inmate Grievance process.**
 - c. Is bullying clearly defined to prisoners? **Coercion is clearly defined, bullying is not.**
 - d. Are staff aware of both direct and indirect forms of bullying? **Yes, staff are trained to look for signs of victimization, bullying, coercion, and intimidation.**
12. Do anti-bullying measures support the victim and take the victim's views about their location into account? **Yes.**
- a. Do staff understand the link between bullying and aggressive and disruptive behavior generally? **Yes.**
13. Are appropriate interventions in place to deal with bullies and support victims? **Yes.**
- a. What interventions are available to challenge bullies and to support victims of bullying? **Investigations, separations, conduct reports, protective custody, evaluations.**

- b. Are interventions aimed at achieving sustained and agreed changes in behavior? **Yes, disciplinary sanctions are aimed at modifying behavior.**

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Expectations Questions and Responses: Good Order – Security and Rules

1. Are security and good order maintained through positive staff-prisoner relationships based on mutual respect as well as attention to physical and procedural matters? **Yes.**

2. Are rules and routines well publicized, proportionate, fair and encourage responsible behavior? **Yes.**

3. Are categorization and allocation procedures based on assessment of a prisoner's risks and needs? **Yes.**

4. Are they clearly explained, fairly applied and routinely reviewed? **Yes.**

SECURITY

5. Are there any obvious weaknesses or anomalies in the physical and procedural security of the facility? **No, other than the number of inmates coming into prison at a younger age and with longer sentences.**

3. Are the elements of "dynamic security" in place? **Yes.**

a. Are staff-prisoner relationships positive? **Yes, and there are procedures in place when allegations are made that the relationship is less that positive.**

b. Do prisoners receive personal attention from staff? **Yes, unit staff have posted hours, officers are on post, and key staff make routine rounds.**

c. Is there constructive activity to occupy prisoners? **Yes, programs, school, and jobs.**

i. Do staff cluster during association? **Not sure how to interpret this question, but staff attend inmate programs to provide security and support.**

ii. Are there enough staff in dorm/block areas to facilitate good officer work? **Yes, two officers to each block on first and second shift.**

7. Does effective security intelligence safeguard prisoners' well-being? **Yes, information is conveyed to key staff verbally, through e-mails, and in Incident Reports.**

a. Do staff comply with security requirements in terms of filing reports? **Yes.**

b. Are there recent incidents where security reports have led to action? **All of the time; the Warden, Major, Deputy Wardens, Warden's Assistant and other key staff review Incident Reports and make assignments for good security.**

8. Is prisoners' access to prison activities impeded by an unnecessarily restrictive approach to security? **No, there are open recreation periods, programs that inmates sign up to attend, and a variety of special events throughout the year.**

9. Is strip and squat-searching of prisoners carried out only for sound security reasons? **Yes.**

10. Are prisoners strip or squat searched only in the presence of more than one member of staff, of their own gender? **Strip searches are gender specific and are done to protect the integrity of the inmate.**

a. If squat searches are used, does their incidence and authorization need to be logged and regularly checked? **Strip searches are conducted before and after each visit, thus the visitors log can double as the strip log.**

b. Are squat searches only used in exceptional circumstances? **Only upon reasonable suspicion of contraband or if an inmate comes into contact with the general public (Visitation).**

11. Is the criteria to ban or otherwise restrict visitors visible and unambiguous, with an appeal process available? **Yes.**

a. Are the visitors subject to bans or restrictions reviewed every month? **No. They are reviewed at the end of their suspension period; most suspensions are three months.**

RULES

1. Are local rules and routines publicized prominently throughout all residential and communal areas? **Yes. Inmates also receive an Inmate Handbook during orientation and have access to Policies/Administrative Regulations in the Library.**

a. Are rules and routines posted/distributed on units/blocks/dorms? **Yes, and when a new routine is announced, it is placed on the inmate TV channel.**

b. Are they accessible to those with language and literacy needs? **Yes, they also can be given staff assistance and we provide an inmate ADA Coordinator.**

2. Are rules and routines applied openly, fairly and consistently, with no discrimination? **Yes.**

3. Does staff use only the level of authority necessary to ensure a prisoner's compliance with the rules? **Yes.**

4. When rules are breached, does staff take time to explain how and why to the prisoner concerned? **Yes, this can be done at the time of the incident and during the issuance of the Conduct Report by the Hearing Officer.**

4. when decisions are conveyed to prisoners, are appeal arrangements explained and made available? **Yes.**

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MEDICAL SERVICES

According to the copy of the inmate handbook provided, the medical department is staffed by Registered and Licensed Practical Nurses, and is supervised by a Health Services Administrator. Inmates are informed through the inmate handbook that they can access medical staff 24 hours a day, seven days a week. Inmates can request routine care by submitting "Health Services Request" forms and placing them in boxes designated for that purpose, which will be collected every day by the medical staff who will schedule the inmate sick call appointments.

According to the DRC policy 68-MED-15, *Bureau of Medical Services Co-Payment*, inmate initiated contact with the infirmary will result in a \$2.00 co-pay being deducted from their account, unless the contact is an emergency. However, if no emergency exists per determination made by the medical staff, inmates will be charged \$3.00. Inmates who are indigent are exempt from a co-payment, as well as inmates requiring a medication refill. Inmates do not incur a co-payment for dental care provided to inmates.

Nurse sick call is completed each day during the morning and afternoon. Doctor sick call is scheduled five days a week. If an inmate's medical issue cannot be addressed during nurse sick call, inmates are scheduled to be seen by the Doctor. Inmates with chronic care conditions such as Diabetes, High Blood Pressure, High Cholesterol, Seizures, Asthma, and diseases such as HIV, AIDS, and Hepatitis are seen in accordance with the protocols established by Departmental policy. According to the literature, physical examinations will be offered annually to patients over the age of 50, every two years to all patients 40 to 50 years of age, and every five years to patients under the age of 40.

Medications that are prescribed to inmates are considered either carry or controlled medications. Inmates who are issued "keep-on-person" medications are issued a 30 day supply to be self-administered. Inmates who are prescribed controlled medications are required to report to the infirmary to receive each dose.

Dental services are provided to inmates that meet certain criteria defined by DRC 68-MED-12, *Dental Services*. Urgent dental care is provided to all inmates regardless of the length of time remaining on their sentence. However, routine dental care is not available to inmates serving one year or less, with the exception of those who have what is considered a chronic condition.

Trumbull Correctional Camp:

The Trumbull Correctional Institution and the Trumbull Correctional Camp share many of the same medical services and staff. Medical staff at the minimum camp explained that they have one to two nurses that float between the main compound and the camp depending on the workload and the number of patients requiring attention. They further commented that they have a nurse practitioner on site two times per week and a chronic care physician once per week. According to the staff, they try to conduct sick call at the camp every day, or within 48 hours of a health services request submitted by the inmate, except on weekends when they typically have only one medical staff member on site.

A walk through of the camp's infirmary revealed a cramped area that had been converted to the infirmary when the camp switched from housing male inmates, to housing female inmates. A Nurse was observed examining a female inmate's foot for an injury that occurred in the housing unit, and documenting her observations. According to staff, they are making do with the limited space provided. The medical area at the minimum camp has two exam rooms for privacy and a secure area where stock medications and equipment are stored. The exam rooms are very small, and the records are stored in the hallway leading into the examination area, which contributed even more to the cramped feeling. The work areas for Nurses and other medical staff are located in a narrow area between the exam rooms and a wall with small desks crowded with records and files.

During the walk through of the camp, several female inmates expressed concern about the medical services and dental services they received. One female relayed that medication refills are inconsistent, and there have been times when they have gone longer than a week without receiving a refill. Another inmate relayed that she has had several fillings performed by the Dentist, but they have fallen out after one to two days. She was concerned that she may have to have the teeth pulled.

Trumbull Correctional Institution Medical Services:

A walk through of the main institution's medical services department was conducted. The condition of the facilities were observed to be clean, and organized. The medical area has two nurse's sick call rooms, a treatment room, a doctor's sick call room, two patient rooms, two safe cells, and a dental office with two dental chairs. While there were no patients being seen at the time, there were two inmates who were being held in medical isolation cells, specifically one who had been cleared from suicide watch and was waiting transfer to segregation, and another inmate who was on suicide "constant watch," with an officer present outside of his cell door.

Medical staff stated that the most frequent injuries they treat are non-life threatening soft-tissue injuries associated with recreation. Staff conveyed that there are very few fights which result in serious injuries. Staff explained that a significant challenge is managing the care of the approximately 400 inmates on the chronic care caseload.

During the last year, the institution switched from using a private medical contractor to using civil service staff. The staff relayed that the changes, in addition to the changes implemented by the Fussell litigation which increased staffing, have been mostly positive. However, a staff member stated that they have run into a few issues and difficulties with obtaining medications since changing to the centralized pharmacy system. The staff person relayed that most of the pharmacy problems stem from logistics and mentioned that they must submit prescription orders much earlier to ensure prompt delivery. He relayed they could previously order medication up until late in the afternoon and receive them the next day.

Several inmates alleged that inmates are "routinely ignored" and that medication and treatment are also denied. One stated that dental work is inadequate, and that it had taken four months to receive treatment for a broken tooth. Another inmate relayed that instead of filling the cavity,

staff would simply clean his teeth. In one inmate's opinion, "there is no way the medical system complies with Fussell," but he did not provide further details to support his allegations.

**Table 12. TCI medical monthly institutional statistical summary,
January 2009 through March 2010**

	Total
Sick Call	
Nurse Sick Call and Assessments	6,792
Doctor Sick Call	4,138
Nurse Intake Screen	1,046
Nurse Referrals to Doctor	985
New Intakes Referred to Physician	537
Doctor No Shows	185
Doctor History and Physicals Done	113
Emergency Triage	
Inmate Emergencies Treated On Site	294
Sent to local ER	65
Staff Treated	18
Sent from Local to OSU	4
Visitors Treated	1
Sent to OSU ER	0
Infirmary Care	
Bed Days Used for Medical	503
Bed Days Used for Mental	302
Bed Days Used for Security	213
Dental Care	
Total Visits	4,385
Scheduled Visits	4,210
Emergency Visits	760
AMAs	149
No Shows	0
Specialty Care On Site	
Optometry	
Consults	284
Inmates Seen	192
Hours On Site	76
Emergencies Seen	0
Podiatry	
Consults	295
Inmates Seen	295
Hours On Site	104
Emergencies Seen	0

OB Gyn	
Inmates Seen	203
Consults	140
Hours On Site	78
Emergencies Seen	0
Pharmacy	
Total Prescriptions	47,170
Medical New Prescriptions	18,608
Medical Refills	16,981
Mental Refills	4,476
Mental New Prescriptions	7,055
Medical Controlled Prescriptions	140
Mental Controlled Prescriptions	52
Lab Data	
Blood Draws	2,462
Non CMC X-Rays	574
Mental Health Blood Draws	481
EKGs	137
DNA Blood Draws	0
Infections Disease Data	
Number Inmates Tested for TB	1,383
Staff PPD	453
HIV Positive Inmates	174
Inmates Incomplete INH	12
Inmates Completed INH	0
Inmates Refusing INH	0
Positive PPD Test	0
Inmate HIV Conversions	0
Deaths	
Deaths Unexpected	2
Deaths Expected	0
Suicides	0
Homicides	0
Deaths at Local Hospital	0
Deaths at OSU	0
Deaths at CMC	0

Inmate Deaths

According to data provided, **three deaths occurred at the institution in the previous five years.** One was determined to be a homicide that occurred on July 30, 2005 reportedly resulting from an inmate assault in 15 East. However, records available to this office show that the alleged assailant was never convicted of any offense in outside court. One death occurred on November 30, 2008 due to multi-system organ failure reported to be due to natural causes. The death of the

third inmate occurred on December 17, 2009 which, as of April 2010 was still pending a pronounced cause of death.

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Expectations Questions and Responses: Hygiene

1. Are prisoners encouraged, enabled and expected to keep themselves, their cells and communal areas clean? **Yes.**

a. Are older and disabled prisoners enabled to keep themselves and their cells clean? **Yes.**

2. Do prisoners have ready access to both communal and in-cell toilets, baths and showers in private? **Yes.**

a. Are screened toilets in shared cells? **No.**

b. Is there a shower cubicle adapted for use by older, less able or disabled prisoners as well as baths with grab handles? **A bath is available in the infirmary and a handicap shower is available also.**

2. Are prisoners able to shower or bathe daily, and immediately following physical activity, before court appearances and before visits? **Yes.**

c. Is there access at any time during the day? **Yes, except during count or emergencies.**

d. Are older, less able or disabled prisoners helped to have a bath or shower every day? **Yes.**

4. Do prisoners have access to necessary supplies of their own personal hygiene items and sanitary products? **Yes.**

5. Is fresh laundered bedding provided for each new prisoner on arrival and then on at least a weekly basis? **Yes.**

a. Is there a system for the replacement of mattresses in operation? **Yes.**

b. Are clean pillows available for new prisoners as well as other bedding? **Mattresses are purchased with a pillow attached.**

5. Is a prisoner's valuable property routinely security marked before it is issued? **Yes, electronics are titled and engraved.**

Mental Health Services

According to information provided to inmates in the inmate handbook, within 14 days of their arrival at the institution, a staff member from mental health will contact the inmate to perform an in-take screening. Mental health staff provide services that help the offender to deal with stressful situations related to a variety of events that can cause emotional distress; group or individual counseling to examine past behavior patterns and explore coping mechanisms; psychological evaluations; referral to a psychiatrist and treatment with medication if appropriate; specialty group counseling; crisis stabilization; and other psychiatric care. Offenders can also kite mental health staff for attendance at group or individual counseling, and in cases of emergency are instructed to contact their case manager or their correctional officer. The handbook also relays that the Stress Management program is available to inmates to teach stress management techniques in a prison setting.

Mental health staff reported **that the minimum camp mental health caseload consists of about 45 to 50 women, which are down from a previous high of about 70 inmates.** Staff estimated that only five or six of the female inmates on the mental health caseload are classified as C1s and the rest are C2s. According to documentation provided on the day of the inspection, approximately **334 male and female offenders** were on the institution's caseload. **The information provided shows a breakdown of 138 C1s, 155 C2s, and 41 C3s on the caseload.**

It was also communicated that inmates were previously subjected to IQ testing at the reception center as part of their mental health analysis and classification, but due to funding limitations, it was eliminated. The following depicts the different mental health classifications per the DRC Policy 67-MHN-02:

C1	Seriously Mentally Ill (SMI).
C2	Non-SMI: Offender does not meet the criteria for SMI but has a DSM-IV diagnosis and is receiving mental health services.
N	No mental health services: Offender does not require mental health services.

According to the information provided, Table 13 describes the estimated number of male and female inmates on the TCI mental health caseload for the month of April, 2010. **There were 110 inmates classified as C1, 189 inmates classified as C2, and 22 inmates described as C3.** For the period of January to April, the average institutional caseload was 302 inmates. However, in the month of February there was no information available. Table 14 displays the number and percent of seriously mentally ill for the total prison population as of April 2010.

Table 13. Estimated Number of TCI Inmates on the Mental Health Caseload by Mental Health Classification, April 2010

Mental Health Code	Number of Inmates
C1	110
C2	189
C3	22
Total	321

Table 14. Percent of **prison population** on the **mental health caseload** by institution based on April 2010 data

Institution	Number of Seriously Mentally Ill	Percent
Ohio Reformatory for Women (Females)	645	14.8%
Chillicothe Correctional Institution	255	5.8
Belmont Correctional Institution	245	5.6
Southern Ohio Correctional Facility	219	5.0
Lebanon Correctional Institution	216	4.9
Allen Correctional Institution	196	4.5
Mansfield Correctional Institution	196	4.5
Marion Correctional Institution	171	3.9
Warren Correctional Institution	169	3.9
Madison Correctional Institution	165	3.8
Noble Correctional Institution	156	3.6
Northeast Pre-Release Center (Females)	148	3.3
Grafton Correctional Institution	145	3.3
London Correctional Institution	139	3.2
Correctional Reception Center	134	3.1
Pickaway Correctional Institution	128	2.9
North Central Correctional Institution	118	2.7
Franklin Pre-Release Center (Females)	117	2.7
Trumbull Correctional Institution	110	2.5
Ross Correctional Institution	104	2.4
Southeastern Correctional Institution	103	2.4
Richland Correctional Institution	95	2.1
Toledo Correctional Institution	90	2.1
Oakwood Correctional Facility	89	2.0
Lorain Correctional Institution	80	1.8
Lake Erie Correctional Institution	61	1.4
Hocking Correctional Facility	39	0.9
Corrections Medical Center	17	0.4
North Coast Correctional Treatment Facility	8	0.2
Ohio State Penitentiary	5	0.1
Montgomery Education and Pre-Release Center	1	0.0
TOTALS	4,364	100%

Mental health staff relayed that for the most part, they have adequate resources to carry out their responsibilities. There are two psychology assistants employed at the women's camp, and two psychology assistants at the main compound. A licensed psychiatrist visits the women's camp one time per week. According to the staff, mental health and medical staff work closely with one another to monitor and ensure that inmates are taking their medications.

One psychology assistant mentioned that the female inmates prefer one on one treatment instead of group programs. Inmates on the caseload are seen once every other month, or more often if necessary. Inmates who are classified CI are seen at least once a month. The small size of the minimum camp is a benefit to the inmates and the staff as it increases the amount of exposure staff has with their patients, and the staff can be accessible if needed when approached by an inmate in the hallways. The staff believes that inmates are provided enough time to communicate their concerns with the mental health staff.

One psychology assistant stated that they have a great deal of flexibility with the programs they provide, and that they also have the opportunity to tailor some program content to what inmates want to focus on or learn about. The psychology assistants discussed that they run the mental health programs and stated that they conduct around four to five programs total. The program schedule is posted on bulletin boards in common areas, as well as notices for new programs that are going to be conducted in the future. It was explained that they will ask inmates during the first session, after going through the program agenda, if there is anything else or other topics they wish to examine related to the subject of the program. Another psychology assistant mentioned that they recently conducted a program series on relationships, which had eight inmates. It was also reported that staff were also conducting programs on stress and coping.

In the main compound, a walkthrough of the former Residential Treatment Unit (RTU) was conducted. During that time, an opportunity to speak with psychology services staff was provided, in addition to the opportunity to see the inmate's living conditions. During the inspection and the walkthrough of the housing unit, there was no mention of concerns expressed by inmates about mental health services, or their living conditions.

According to what was relayed, the Department recently ended the contract with the private contractor who had provided mental health services for the institution. Staff stated that the decision to not renew the contract had nothing to do with the quality of treatment the contractor had been providing, but more to do with the use of RTU beds at level 3 institutions. Reportedly, the use of RTU beds at level 3 institutions was down by half, but the need for general population bed space at level 3 institutions was in greater demand. Staff stated that the TCI RTU was one of the best RTUs in the Department. Staff relayed that TCI remained the parent institution for 90 percent of their RTU population.

It was reported that if it is necessary to send a patient on their caseload to an RTU for stabilization, the patients are transferred to institutions with RTUs that can accommodate a level 3 inmate. The Correction Reception Center, the Oakwood Correctional Facility, or the Warren Correctional Institution are institutions used for this purpose.

Suicides and Attempts

Upon inquiring into suicide attempts *staff relayed that they could only think of two in the past four years.* One of the suicide attempts occurred very recently, but staff explained that it was “superficial.” However, the inmate was placed in a safe cell in the infirmary at the main compound, received treatment, and was back at the minimum camp within three days. The other suicide attempt was reportedly serious and without staff intervention, would have likely resulted in death.

A review of the suicide attempt data system-wide shows that in 2009 there were 72 such attempts. The largest number at any one institution occurred at the Chillicothe Correctional Institution. Trumbull Correctional Institution, along with Ross, Noble and Lebanon Correctional Institution each had two suicide attempts in the year. From January through May of 2010, there have been 24 suicide attempts system-wide, with two at the Trumbull Correctional Institution, one in March and one in May 2010.

Per the DRC Policy 67-MNH-09, there are two types of suicide watch which are depicted below:

Close Watch: A crisis precaution that requires staff observation at irregular, staggered intervals not to exceed fifteen minutes.

Constant Watch: A crisis precaution where the offender is observed on a continuous uninterrupted basis, with documentation of the watch every fifteen minutes.

During the inspection of segregation, there were at least two inmates on close watch who were being observed by staff. Staff members were observed sitting outside of the cell of each inmate who was on constant watch annotating their behavior. According to one of the inmates, *he was on watch because he had refused to cell with another offender he had a problem with in the past. The officer reportedly told him either to accept his cell assignment or to go on suicide watch. This offender chose the latter, and was being held in the segregation recreation cell with only a urine bottle, a mattress, and a suicide gown. Reportedly the mental health staff had not visited segregation to clear the inmate from suicide watch.*

During the walkthrough of the infirmary, there were two offenders in isolation cells. One was on close watch with an officer sitting outside of the cell monitoring his activities. There was another who had been cleared from watch and was pending transfer to segregation. The inmate who was waiting transfer to segregation did not provide clarification as to why he was being transferred to segregation.

The offender handbook provides information to reduce the potential for suicides and suicide attempts, and to teach offenders to identify the behaviors and warning signs that could indicate that another offender is suicidal. It also explains what to do, and who to notify if an offender feels suicidal or observes the behaviors associated with suicide attempts.

There is a reported ongoing problem at TCI with inmates who claim they are suicidal in an effort to be placed on suicide watch with a female staff member. The offenders who engage in this

behavior know that if enough of them get placed on suicide watch, eventually a female staff member will have to be assigned to help perform a constant watch, or that another female staff member will make rounds in segregation to distribute medication. *Reportedly, they will then, as a group, masturbate in front of the female officer or female staff member. This is a reported “game” among younger offenders that has occurred in segregation units at other institutions. Since the exhibition is only believed to be a misdemeanor, it is likely that they will not be prosecuted. Further traditional prison discipline reportedly does not result in sanctions that have an impact on this behavior, and there is reportedly little that can be done to stop inmates from behaving in this way.* As reported in the CIIC report on the Mansfield Correctional Institution inspection of March 2009:

Females who must deliver medication in segregation confront this young group of inmates who chronically masturbate when they come to their cell.

They said that there should be some law against their behavior. It is believed to be a misdemeanor. The same staff say that writing conduct reports does not phase these inmates, that they just do not care. **Apparently they even do what they must to get on suicide watch and when a female comes on duty, they masturbate in their presence.**

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Expectations Questions and Responses: Self-Harm and Suicide

1. Does the prison work to reduce the risks of self-harm and suicide through a whole-prison approach? **Yes.**
2. Are prisoners at risk of self-harm or suicide identified at an early stage, and is a care and support plan drawn up, implemented and monitored? **Yes.**
3. Are prisoners who have been identified as vulnerable encouraged to participate in all purposeful activity? **Yes.**
4. Are all staff aware of and alert to vulnerability issues, appropriately trained, and have access to proper equipment and support? **Yes.**
5. Is there a safer custody strategy in place that recognizes the risks to prisoners, particularly in the early days in custody, and sets out procedures, which help to reduce the risk of self-harm? **Yes.**
 - a. Are the specific needs of different prisoner groups recognized, as are the levels of risk in different areas of the facility? **Yes.**
 - b. Does the strategy recognize the specific needs of the population e.g. women and minority groups, those with substance misuse problems, and those not on normal location? **Yes.**
 - c. Is staff training appropriate? **Yes.**
 - d. What is the availability and use of safer cells, particularly in areas of the prison where risks of self-harm are higher? **They are available and used.**

- e. Does the protocol in place recognize the need for continued interaction, and avoid an over reliance on the safer cell as a preventative measure? **Yes.**
6. Does a multi-disciplinary committee effectively monitor the prison's suicide prevention policy and procedures? **Yes.**
7. Is the committee chaired by a manager responsible for the policy and does membership include prisoners, staff representatives from a range of disciplines, and a member of the local community mental health team? **No inmates, local community mental health on the committee.**
8. Are prisoners' families, friends and external agencies encouraged, through local arrangements, to provide sources of information which may help identify and support those prisoners likely to be bullied or who have a history of self-harming behavior? **No.**
- a. Are there posters in the visiting room about who to contact with concerns, and is that information sent out with visiting orders alerting families to the help available? **Yes.**
9. Is there a detailed care and support plan prepared with input from the prisoner, which identifies needs, as well as the individuals responsible including a key worker? **Yes.**
10. Are personal factors or significant events which may be a trigger to self-harm identified? **Yes.**
11. Do regular reviews take place involving staff from a range of disciplines and family and friends as appropriate, which provide good support and care for all prisoners at risk? **Yes, for staff, not for families and friends.**
12. Are arrangements in place for following up after a care and support plan has been closed? **Yes.**
- a. Do unit officers have knowledge of policy and support plans? **Yes.**
- b. What level of training have they received? **Two Day Specialized Mental Health Training and Annual In-Service.**
13. Are prisoners at risk of suicide and self-harm held in a supportive and caring environment with unhindered access to sources of help including peer supporters? **They are on watch in a Safe Cell and are seen by Mental Health providers.**
- a. Is a care suite available to support the work of Listeners? **Don't understand what a care suite is.**
- b. Is there access to counselors, the chaplaincy team, Listeners and Samaritans at all times? **No.**

- c. Are appropriate free telephone help lines/interventions available, in particular, to address specific aspects of women’s prior victimization such as rape crisis, domestic violence and others? **Interventions, yes, help lines, no.**

14. Are prisoners encouraged to express any thought of suicide and/or self-harm, and encouraged to take part in all purposeful activities as part of the support plan? **Yes.**

- a. Are prisoners given the opportunity and assistance to make a written contribution to their review? **They have input into the Treatment Plan.**
- b. Are prisoners encouraged to identify their own support needs and are they able to draw on opportunities for informal support from other prisoners if they wish? **Yes.**

15. Are all staff, including night staff, fully trained in suicide prevention and clear on what to do in an emergency? **Yes.**

- a. Is there a program of refresher training in place? **Yes.**
- b. Do staff have access to first aid kits and shears? **Yes.**
- c. If facility does not have a first night center, does night staff know where first night prisoners and those at risk are located? **They know where those at risk are.**

16. Are incidents of self-harm closely monitored and analyzed at regular intervals to establish any trends and to implement preventive measures? **Yes.**

17. Are serious incidents properly investigated to establish what lessons could be learned and to promote good practice? **Yes.**

18. Where appropriate, are families or friends of the prisoner informed through a family liaison officer? **No.**

19. Is an action plan devised and acted upon promptly as a result of an investigation into an apparent self-inflicted death? **Yes.**

- a. Is this reviewed following subsequent findings of an investigation? **Yes.**
- b. Are there attempts to understand underlying causes and/or trends? **Yes.**
- c. Have there been any reviews of recommendations from previous deaths in custody? **We have had no suicides.**

20. Is all information about prisoners at risk of self-harm or suicide communicated to people who are able to offer support in the community? **No.**

Recovery Services Programs

According to the inmate handbook, the mission of the recovery services department is to assist the inmate with recovery from addiction and to stay out of prison for good. The programs are designed to help inmates to recover from chemical dependency, and other addictive behaviors that contributed to their incarceration. These programs are voluntary, and offer the offender the opportunity to begin to live a sober life. The programs include the following: **Smoking cessation, Intensive Outpatient Program, AA Meetings, NA Meetings, Codependents Anonymous, Thinking for a Change, Big Book Study.**

Information provided to offenders states that the **Intensive Out-Patient (IOP)** program meets four to five days per week for a total of 15 hours, and requires participation in Alcoholics Anonymous or Narcotics Anonymous. This program lasts three months. The **Alcohol and other Drug Education (AOD)** is a 12 week program that meets one day per week for two hours. This course is intended to educate the offender on the effects of drugs and alcohol. If they are eligible, inmates who participate in both of these programs are provided with the opportunity to receive Earned Credit (good days). According to the literature provided, if inmates attend **Alcoholics Anonymous** for 52 consecutive meetings they receive the “Big Book.” **Narcotics Anonymous** participants receive the “Basic Text.” Some of the other programs and groups that are provided by the institution address a mix of personal and relationship issues, as well as education and employment, community functioning, religious services, and mental health. These programs include the following:

Table 15. Recovery Services Program, Program Focus, and Reported Frequency

Program Name	Program Focus(s)	Frequency
Cage Your Rage	Personal/Emotional	1/week
Money Smart	Community Functioning	1/week
Responsible Family Life Skills	Marital/Family	1/week
Self Focus	Personal/Emotional	1/week
Victim Awareness	Associates/Social Interaction Community Functioning Personal/Emotional	1/week
Thinking for a Change	Associates/Social Interaction Community Functioning Personal/Emotional	1/week
Toastmasters/Toastmasters Outreach on Life	Associates/Social Interaction	2/week
Money Management	Community Functioning	1/week
Veterans Group	-	Three times monthly
Wellness/Exercise Program (TCC)	-	1/week
Arts and Crafts	Community Functioning	Daily
Handyman Workshop	Education/Employment	-
Religious		
Rose's Rescue Caring Companions Dog Program	-	Weekly
MH Transition Group (Various support groups-trauma survivor, depression, self-esteem, relationships)	-	-
Advanced Coping Skills	-	1/week
Picking Partners Poorly	-	1/week
Medication Education Compliance, Medication Non-compliance	-	Monthly
Anger Management	-	Weekly
Prison Greeting Cards	-	-
Positive Mental Health (MH Caseload Only)	-	Weekly

Religious Services

During the inspection, a walkthrough was conducted of the building used for religious services programming, and recovery services programming. One of the religious services staff took time to share information about his responsibilities, information on the number of faith based volunteers who assist with programming and services in the institution, and the religious services library. The inmate handbook also provided insight into the services provided by this department.

Chaplains are available for personal counseling, assistance with family matters, crises, and to coordinate the programs for the various religious representation in the prison population. According to the information in the inmate handbook, the institution provides services for Protestant, Catholic and Islamic offenders on a weekly basis. The institution also facilitates religious educational classes such as Bible study, Prison Fellowship, Taleem, Jehovah Witness meetings, and other classes for interdenominational/interfaith classes.

According to the Chaplain, **there are over 700 volunteers who have been vetted to assist in the faith based programs at the institution. Approximately 100 volunteers participate in the cycle of programs throughout the month** in programs such as the Ridge Project, Free Indeed, Couples Incarceration, City Mission, and Prison Fellowship.

Recreation

Recreation is an important management tool used to regulate the general population. It provides an opportunity for inmates to engage in constructive activities that allow inmates to work off stress, learn teamwork and other pro-social skills, as well as to pursue the development of artistic interests in arts and crafts, and through a robust music program. Inmates can also recreate to a limited extent in their housing unit, where board games are available, as well as pull-up and dip bars for exercise.

There were no inmates observed engaged in activities at the recreation building due to the circumstances associated with staff appreciation day, but the recreation facilities were observed. In addition, inmates involved in recreation activities in their housing units were also observed. *During the walk through of the recreation building, observations included very detailed and well designed art projects made completely of Popsicle sticks. Inmates in this program can construct designs and models using only Popsicle sticks and match sticks. The degree of detail exhibited in each piece of artwork and the completed projects on display was most impressive. Inmates created models of religious shrines, clipper ships, and other pieces of artwork.*

The institution has a large indoor gym with several basketball hoops as well as a large outdoor recreation area with two softball fields, a path for walking/running, racks for pull ups and dips, and other areas for recreational sports/activities. There is a cage to secure certain recreation items which can only be handed out by staff. However, it was observed that there is a rack with aluminum softball bats hanging on the outside of this cage, which are not secured.

According to literature in the inmate handbook, *the institution provides inmates with general rules and guidelines about the recreation department and the activities. Inmates can also view information about the recreation department, announcements, schedules and updates via the informational television channel on the prison network. There are classes in painting, crafts, drawing, art application, music theory and application and poetry writing are offered. Inmates can also compete in intramural sports programs and tournaments that are appropriate for each season.*

The institution also has an instrument room with several instruments where inmates can practice and play music. The staff proudly displayed a recording studio that will be completed in the future so inmates can engineer and produce music. This program, which is a work in progress, is one of the projects that the Warden discussed in the initial pre- inspection meeting earlier in the day. According to information provided, the music program at the institution includes jazz, rhythm and blues, blues, country and western, rap, and gospel.

Music with a Purpose, as described in the information provided, *is considered a key program and provides inmates the opportunity to enroll in classes that teach a combination of music theory and practice, which also includes the proper application of the instruments as well as vocal classes. Inmates can learn to play the guitar, drums, and keyboard. Information on the institution's website also explains that upon completion, inmates can audition for one of 14 bands, and can perform concerts for inmates, visitors, family members. The information also relays that there are CD recordings of the concerts, and the proceeds are donated to the institution's adopt-a-school program.*

TCI Community Service Programs

Information on the activity of inmates involved in community service programs was provided on site. The staff relayed that inmates are currently involved in *five programs*. Those programs include the **Caring Companion dog training program, the Roses Rescue dog training program, Prison Greeting Card program for homeless veterans, and Jubilee Gardens Program** (tending seedlings to plant in community gardens). The inmates also perform a variety of projects for **Camp Ravenna**, which included painting a large metal sign for the camp. The staff relayed that they are also in the process of starting a car washing program for the vehicles at the camp. It was also reported that the institution has made a request to do arts and crafts projects for **Jefferson Elementary school, and the Trumbull County Child Advocacy Center.**

According to the Department's *Prison Community Service Monthly Report*, April 2010, TCI has *51 inmates working on community service programs*. The report states that there were 44 white inmates, and seven black inmates working in the program. There was one inmate reported to be performing multiple activities. **The inmates completed a total of 11,454 hours of service for the month of April, and a year to date total of 44,673 hours with a projected 160,000 hours for the year.**

Library

According to the inmate handbook provided, inmates can *access the library five days a week for one hour at a time per housing unit*. Inmates have access to Westlaw computers for legal work, and computers for school assignments, legal work, and other programming. *Inmates can check books out for up to 21 days*. If the book is not returned in that time, the inmate will be issued a conduct report.

Library staff stated that they have *three trained legal aides*, two of which were described as “fairly proficient.” It was reported that they are in the process of *training several others*. The inventory and material in the library appeared *organized*. Staff relayed that they can provide copies of Administrative Rules (A.R.) upon request to inmates who are housed in segregation if the particular A.R. is not available to review or they would like to purchase their own copy. Staff are also supposed to make weekly rounds to segregation and the infirmary to ensure that the inmates’ needs are also met.

Some inmates in segregation relayed that the library staff will not provide copies of particular reports published by the CIIC other than the previous CIIC inspection report of TCI, even if they offer to pay for them. Other inmates expressed concern about the *librarian unnecessarily charging inmates for copies that should otherwise be paid for out of the Industrial and Entertainment fund (I&E)*. Another inmate expressed that *inmates are provided inadequate time to access legal materials and that legal publications are out of date*. While inmates should have access to the Westlaw computer terminals, *the inmate stated that the terminals are not fully functional, and there is an inadequate number of terminals to serve the population*.

Staff stated that some of their literature, such as a series of novels, is locked up, and they issue the volumes in a controlled manner. This is due to problems with inmates damaging or stealing books from the inventory. According to one inmate, the theft of books from the institution library is a significant problem.

Upon inquiring into minority book selections, staff pointed out a small area with books printed in Spanish. The staff member stated that they are still attempting to improve their African-American literature selection.

Creation or Expansion of Minority Book Sections

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

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

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

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

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

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

Segregation

On the day of the inspection, in the segregation unit of the main compound, there were **19 inmates in Disciplinary Control, 21 in Security Control, and 26 inmates in Local Control.** Information provided stated that there are 38 cells equipped to hold two inmates each and four strong cells for single occupancy. During the walkthrough, most of the cells in segregation were occupied by two inmates, although a few cells were observed to be occupied by only one inmate. There are indoor and outdoor recreation cells, and the Rules Infraction Board also meets in the segregation building to hear conduct reports.

At the minimum camp where females are housed, there is one cell in either housing unit where females are held in short term segregation. If women are charged with more serious rule infractions, they are transferred to the Ohio Reformatory for Women in Marysville, which is equipped with a larger segregation unit to house more female offenders for longer periods of time.

Disciplinary Control – DC

Disciplinary Control is a form of segregation in which inmates who have been found guilty of an institutional rule, pursuant to the Administrative Rule (AR) 5120-9-08, may be placed. Per the AR 5120-9-11, inmates can receive placement in *DC for 15 days as a result of a single rule violation or a series of rule violations arising from one event. An inmate can also receive an additional 15 days for two or more unrelated violations or for any violations committed while in DC. However, no inmate shall spend more than 30 consecutive days in DC.*

The DC unit has one cell used for recreational purposes, which has a pull up bar attached to the wall. The temperature of the air in the unit was cool and the air quality was relatively fresh. Many of the inmates in the unit were sleeping and the atmosphere was generally calm, except for a few inmates who took time to relay their concerns.

Local Control – LC

Local Control, per the AR 5120-9-13.1, is an extended form of segregation in which an inmate may be placed if they have demonstrated a *chronic inability to adjust to the general population or their presence in the general population is likely to seriously disrupt the orderly operation of the institution.* Placement in *Local Control (LC) can be for up to 180 days (six months).*

During the inspection of the LC unit, it was noticed that there was *food lying on the ground outside a couple of the cells. Apparently the inmates had just finished their lunches and had slid the trays and other garbage under the cell doors to be collected by the porters.* It is unclear as to whether or not the institution uses general population inmates as porters in the segregation unit. If so, this could have explained why the garbage had not been collected yet, as the population was on restricted movement due to the staff appreciation ceremonies occurring that day. *Aside from the food on the ground, conditions of this unit were similar to those in the DC range. One inmate was observed sleeping on his mattress on the floor, which is a common practice that inmates employ in an attempt to seek cooler temperatures. However, the air temperature in the unit was noted to be comfortable.*

Security Control – SC

Security Control is a segregation status used for investigation prior to the issuance of a conduct report or pending other administrative action/criminal prosecution. An inmate may also be placed in SC pending a hearing before the RIB (Rules Infraction Board), pending transfer to another institution, or as a temporary housing assignment.

HOUSING UNITS

The inspection of the institution included a walkthrough of two general population housing units on the main compound, and a walkthrough of a dormitory in the female minimum camp to observe the condition of inmate living quarters. *Both areas were observed to be in good condition.*

TCI A Dorm

According to the literature provided, the TCI Camp can house 400 inmates. “A” dorm is one of two dormitory housing units for females located at the minimum camp. The dorm has an approximate population of 150 inmates and is divided up into two open bays labeled A1 and A2, with bathrooms and showers in the middle. The dayroom areas of the dorm contain two pool tables, a television, a few exercise bikes, and a satellite library. Both the A1 and A2 housing units have three pay phones each. *There is also a safe cell in the dorm, which was occupied by two inmates on the day of the inspection. The area appeared clean and organized, with no signs of neglect towards the importance of sanitation.*

During the walkthrough, most of the female inmates were in programming, or sitting outside on the recreation yard. Females sleep on bunks arranged in rows with space in between each bunk bed for their minimal amount of personal property. One row was reserved for inmates with exemplary conduct. They did not have a “bunkie” sleeping above them and had a little more personal space between them and the adjoining bed.

The A1 pod contained several rows of bunks, but several of the top bunks were not filled. *The far end of the pod was used for the dog program, which has four dogs and two inmates are assigned to each dog. The entire area was clean and well maintained, the temperature in the dorm was comfortable, and the airflow was good. Most of the inmates who were in the dorm at that time were lying in their beds sleeping.*

The condition of A2 unit was about the same as the A1 unit and demonstrated a very clean environment. Some of the top bunks were unoccupied as well. The far end of this unit had a “merit” row with beds that were not bunked. One inmate relayed that in order to earn placement in the merit row, inmates have to be ticket free for several years and have a more lengthy amount of time left to serve on their sentence.

TCI Main Housing Units

The main compound where male inmates live has housing units that are *two-tiered celled structures, with 62 cells which house two inmates each for a total of 124 inmates.* Literature provided states *each unit has two correctional officers and a Sergeant, and one case manager. In between each unit are located offices for the Unit Manager and programming staff. There are four cell blocks with eight housing units on the compound.*

On each cell door, the picture and name of the inmates were attached to the cell door so staff could ensure the correct inmate was being let into the cell. According to staff this was a newly implemented practice in an effort to reduce cell robberies. Offenders are not permitted to visit other cells, and offenders who live on the top range are not permitted to loiter in front of cells on the bottom range, and offender who live on the bottom range are not permitted to be on the top range. Staff acknowledged that they have a problem with inmates committing cell robberies at the institution. There was mention of one particular situation where an inmate’s cell was robbed and following the incident, he assaulted the inmate who took his property. On inspections of

other institutions, staff has shared their opinion that many if not most of the incidents of violence are directly attributable to the theft of property by another inmate.

Inmates are required to keep their cells clean, and to have the cell “inspection ready” by a certain time each morning. This includes keeping beds made, clothes hung up or neatly folded, vents, sink, toilets, floor and window sills and bars clean, and trash removed. There are strict rules with regard to the amount of property that inmates are permitted to possess in an effort to reduce clutter in the living areas. Inmates are required to have receipts for all commissary and sundry/food boxes, and are required to be able to prove ownership for all property in their possession. The cells that were observed in both housing units which were included in the walk through were observed to be in good condition and to reflect that for the most part, staff is ensuring that inmates abide by the rules of the housing unit with regard cleanliness and orderliness. However, there were several cells in both units where inmates had obstructed the view of any staff person who may have to look into the cell by covering the glass on the cell door.

Each housing unit has showers on the upper range and lower range. *All appeared to be in adequate condition with minor dirt and soap-scum residue.* According to the inmate handbook, inmates are required to shower at a minimum of three times each week.

The middle common area had several picnic tables, a dip and pull up rack, a ping pong table, and a sit up bench. *The laundry room in the housing unit had three washers and three dryers, which according to the inmates work well.* Inmates also have the privilege to access telephones in the housing unit. There are four telephones in each unit, and inmates must use their offender identification number to place the call.

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Expectations Questions and Responses: Environment and Relationships: Residential Units

1. Do prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions? **Yes.**
2. Are cells and communal areas (blocks, dorms, dayrooms) light, well decorated and in a good state of repair? **Yes.**
3. Do all prisoners occupy accommodation that is suitable for the purpose and for their individual needs? **Yes.**
 - a. Are there cell sharing risk assessments? **STG, co-defendants that testified against each other and problematic inmates are a few of the factors that are taken into consideration when making cell assignments.**
 - b. Are cells sufficiently warm in winter and cool in summer? **Yes.**
 - c. Are cells ventilated and do they have sufficient daylight? **Yes.**
 - d. Do prisoners have their own bed, corkboard, lockable cupboard/locker box, and use of a table and chair? **No corkboards are in the cells; a table and chairs can be utilized in the dayroom area; they do have their own bed and locker box.**

- e. Are older prisoners in shared cells with bunk beds given priority for lower bunks? **Lower bunks are usually assigned according to who has been in the cell the longest and/or medical issues.**
 - f. Do shared cells have screened toilets? **No.**
4. Are reasonable adjustments made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities, and services? **Yes.**
- a. Do prisoners with disabilities and those with mobility problems have ease of access to different locations and services? **Yes, all locations and services are at ground level.**
 - b. Are older, infirm and disabled prisoners assigned to landings, which hold most of the communal facilities? **No.**
5. Is there a system whereby nominated volunteer prisoners on each residential unit are trained to help less able prisoners and they are paid for this work? **Only prisoners that are assigned/classified as “tutors” are paid.**
- a. How are volunteers identified, trained and assigned? **A sign-up sheet is posted for the “position;” the education department interviews those that meet the criteria and makes the assignment; those prisoners that volunteer for CPR are screened by medical and case managers (medical to make sure they are physically fit and have no transmittable diseases; case managers screen the disciplinary records).**
6. Are residential staff aware of prisoners within their care with disabilities and their location? **Yes.**
- a. Are safe evacuation procedures in place to assist those prisoners who may need help in an emergency? **General evacuation plans are posted in each prisoner living area.**
 - b. Are there visible markers on cell doors? **Each cell door is numbered.**
 - a. What system is in place to highlight to other staff that any prisoners with disabilities and/or mobility problems may need assistance in an emergency? **Each cell door is equipped with an emergency button.**
7. Do prisoners have access to drinking water, toilet and washing facilities at all times? **Yes, each cell has a sink and toilet.**
- a. Is water in the cells certified as drinking water, if used in this way for prisoners? **Yes.**
8. Are age-appropriate risk assessments in place to ensure the safety of young adults from any other prisoners? **Yes.**
- a. Are there single cell risk assessments? **Suicide Strong Cell.**

- b. What are procedures in any case where young adults are identified as posing a risk to others? **Investigations, STG profiling, prior institutional conduct.**
9. Do all prisoners have access to an in-cell emergency call button/bell that works and is responded to within five minutes? **Yes.**
10. Do observation panels in cell doors remain free from obstruction? **Yes.**
11. Is there a clear policy prohibiting offensive displays, and is it applied consistently?
Yes, Rule 26 – Disrespect.
12. Are prisoners' communal areas (activity and shower areas) clean, safe, meet the needs of the prisoner population, and effectively supervised by staff? **Yes.**
- a. Are there adaptations for older, infirm and disabled prisoners? **Yes, medical levels are adjusted for older offenders that need placement and the Bureau of Classification considers prisoner needs.**
13. Do prisoners feel safe in their cells and in communal areas of the residential units?
Yes.
- a. Is there a suitable design of residential units e.g. good sightlines, and supervision in high-risk areas? **Yes.**
14. Are notices displayed in a suitable way for the population? **Yes, notices are posted on the bulletin boards in the blocks.**
- a. Is adequate provision made for any prisoners who cannot read notices because of literacy, language, or eyesight problems or any other disability? **Yes, staff assistance is available.**
15. Are residential units as calm and quiet as possible both to avoid incidents and to enable rest and sleep, especially at night? **Yes, prisoners are in their cells for the evening at 9:30 p.m.**
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Expectations Questions and Responses: Clothing and Possessions

1. Do prisoners have enough clean prison clothing of the right size, quality and design to meet their individual needs? **Yes, state guidelines are followed.**
- a. Are older prisoners provided with additional clothing and bedding, if required, without the need for medical permission? **No, medical permission is required.**
2. Do prisoners have at least weekly access to laundry facilities to wash and iron their personal clothing?
Yes.
- a. Do they have access to laundry/exchange facilities outside the weekly rotation? **Yes.**

3. Is prisoner property held in secure storage, and can prisoners access their property within one week of making a request? **Yes.**

4. Are prisoners fairly compensated for clothing and possessions lost while in storage? **Yes.**

5. Is there a standard list detailing the possessions that women prisoners are allowed to keep, and used across all women's prisons? **Yes.**

a. Is there a standard list also employed for male facilities of the same security category?
Yes.

6. Are suitable clothes and bags available to discharged prisoners who do not have them? **Yes.**

7. Are facilities available before discharge to launder clothes that have been in storage for long periods?
Washers are available in the housing units and in segregation.

STATUTORY REQUIREMENT:

ATTENDANCE AT A GENERAL MEAL PERIOD

The Correctional Institution Inspection Committee is required to attend a meal with general population inmates. On the date of the inspection, inmates were fed sack lunches in their cells by staff. The inmates had been fed in this manner because of the staff appreciation day being observed that morning and through part of the afternoon, and therefore a normal general population meal was unavailable. CIIC Inspectors requested to sample the sack lunches, but was informed that there were none left that were available for the Inspectors to sample because all of the lunches had already been distributed in the morning.

Food Services

The inmate dining hall has two serving lines, one that provides regular meal trays and one that is reserved for special diets that can reportedly accommodate about 260 inmates at one time. Information provided states that the institution *served 1,431,272 meals in FY 2009, at an average cost per inmate of \$1.23.* According to staff, they employ *between 35 to 40 inmates each shift in food services on the main compound.*

The food preparation and cooking area was exceptionally clean indicating that sanitation is regarded as a priority at the institution. Even though normal food service operations could not be observed, there were *absolutely no indicators of neglect* such as accumulated filth underneath the food serving line and cabinets, foul odors, debris, or presence of insects in the food preparation area. *The floor appeared to be newly finished, but staff relayed that it was approximately four or five years old.*

Staff stated that they have one kettle that is currently inoperable and explained that the dishwasher and a vent hoods are supposed to be repaired soon. There are three coolers and two

freezers to store food at their appropriate temperatures. *All food storage areas were very well organized, clean, and maintained at the reported proper temperatures. The areas in the kitchen were clearly labeled above the door indicating their use.*

Staff stated that they receive extermination services at the institution twice per month and if a problem arises, the exterminator will make a visit right away. As to the availability of cleaning chemicals, staff responded that they are unaware of any difficulties obtaining these products to ensure proper sanitation.

TCC Food Services

The entire food service area at the minimum camp was extremely clean and the equipment appeared to be in good condition. Staff relayed that maintenance is frequently working on the equipment, but there is good turnaround time for fixing equipment. They further stated that if the internal maintenance cannot fix the problem, they will have an outside company come in to make the necessary repair. However, staff relayed that they will sometimes substitute food, if needed, when the equipment is out of order.

The food storage areas were very impressively clean. The coolers and freezers were maintained at the reported appropriate temperatures and food appeared to be well organized and properly stored. The dry storage area for bulk food items was also observed to be clean and in good condition with no garbage or debris on the floor. The trash dock was clean, and staff pointed out the recycling container for cardboard is collected weekly. Staff reported that they also have no concerns acquiring cleaning chemical.

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Expectations Questions and Responses: Food Services

1. Are prisoners offered varied meals to meet their individual requirements? **Yes, diets, vegetarian or regular meals offered versus served.**
2. Is food prepared and served according to religious, cultural and prevailing food safety and hygiene regulations? **Yes, when applicable.**
3. Do all areas where food is stored, prepared and served, conform to the relevant food safety and hygiene regulations? **Yes.**
4. Are religious, cultural or other special dietary requirements relating to food procurement, storage, preparation, distribution and serving, fully observed and communicated to prisoners? **Yes**
 - a. Are Halal certificates displayed where prisoners can see them? **We only deal with Halal meat during Ramadan and yes, we can show the inmates proof that it is Halal.**
 - b. Are appropriate serving utensils used to avoid cross-contamination? **Yes.**

- c. Do kitchen staff make special arrangements for different types of food, and special dietary requirements for e.g?
 Pregnant inmates? **N/A**
 Specific religions? **Yes.**
 Prisoners with disabilities? **Not applicable.**
- d. Do prisoners who are on special diets have confidence in the preparation and content of the meals? **Yes.**
5. Are all areas where food is stored, prepared and served properly equipped and well managed? **Yes.**
6. Are prisoners and staff who work with food, health screened and trained, wear proper clothing, and prisoners are able to gain relevant qualifications? **Yes clothing, hats/hair nets and gloves.**
- a. Do medical clearance forms exist on food service workers, and are training courses offered? **We do not receive any clearance from medical.**
7. Are prisoners' meals healthy, varied and balanced and always include one substantial meal each day? **Yes.**
- a. Are prisoners encouraged to eat healthily and are they able to eat five portions of fruit or vegetables a day? **Yes.**
- b. Do prisoners on transfer miss out on their main meal? **They are provided with a nutritious bagged lunch meal.**
8. Do prisoners have a choice of meals including an option for vegetarian, religious, cultural and medical diets? **Yes.**
- a. Are all menu choices provided to the same standard? **Yes.**
- b. Are options for religious or cultural groups open to all, and not just those who practice their religion officially? **Yes.**
9. Are prisoners consulted about the menu, and can they make comments about the food? **Yes, daily on meal evaluations.**
- a. If logs of comments are kept, how frequently are they consulted? **Daily.**
- b. Is there a food comments book? **Yes, Meal Evaluation DRC 1181.**
10. Is the breakfast meal served on the morning it is eaten? **Yes.**
11. Is lunch served between noon and 1:30 pm and dinner between 5 pm and 6:30 pm? **Yes.**
12. Do prisoners have access to drinking water (including at night time), and the means of making a hot drink after evening lock-up? **Yes.**
13. Are prisoners able to eat together (except in exceptional circumstances)? **Yes.**

14. Does staff supervise the serving of food in order to prevent tampering with food and other forms of bullying? **Yes.**

15. Where prisoners are required to eat their meals in their cells, are they able to sit at a table?
N/A

16. Do pregnant prisoners and nursing mothers receive appropriate extra food? N/A

STATUTORY REQUIREMENT:

ATTENDANCE AT AN EDUCATIONAL OR REHABILITATIVE PROGRAM

Education

To fulfill the CIIC statutory obligation to attend a rehabilitative or education program, the inspection of the minimum camp included an observation of a *GED program, and a computer repair program. The culinary arts program was briefly observed in the food service area adjacent to the dining hall.* Students of the computer repair program were observed watching a video lecture on interviewing techniques and how to address the fact that they had been incarcerated if asked. The video was a rebroadcast of a distance learning course, and inmates from multiple institutions could be heard interacting with the teacher who guided the discussion and provided feedback to the participants. At the minimum camp, education staff relayed that they have approximately 12 inmates on the roster for their GED program, 40 in the pre-GED program, and 16 in the ABLE (Adult Basic Literacy Education).

A walkthrough of the main compound's education building was conducted. The education area includes classrooms, offices, the computer aided design (CAD) classroom, and the area designated for the post-secondary education classroom. The institution has an *education specialist whose primary responsibilities include, but are not limited to enrollments and testing. They also employ a special education teacher who conducts one of the institution's unique programs, which is a poetry workshop for offenders.*

The education building is also the location of the Institutional Inspector's office. According to the Warden, *the Inspector's office was moved out of the administrative building into the education building to improve inmate access to the Inspector. This location was chosen due to its relative ease of accessibility and eliminates the need for inmates to be escorted by a staff member into the administration building to see the Inspector.*

Academic Educational Opportunities

According to the literature provided on site, the Trumbull Correctional Institution staff provides a variety of programs to meet the educational needs of all inmates. These courses include **Adult Basic Literacy Education (ABLE)** for inmates who read at or below level 6.0 and have not earned a GED or high school diploma. The **Pre-GED** program, which is to assist inmates who

have a reading level of 6.1 to 9.0 in preparation to take the GED examination, and the **GED program** to further prepare the inmate to pass the GED examination. **Special Education** classes are available for offenders under the age of 22 who have a confirmed or suspected learning disability. *Special Population services are for inmates assigned to segregation for more than 60 days, and used to serve inmates who were residents of the Residential Treatment Unit when it was in existence.*

Career Technical Programs

The career technical programs operate in modules that are one year and five weeks in duration. The shorter programs are intended to address the short term offenders that are serving sentences of one year or less with the hope of improving their chances for employment upon release. Based on the monthly education reports, the institution formerly offered other career technical programs such as carpentry. The drafting program has not been in operation for some time according to these reports. *However, during the inspection, the classroom was observed, and the new drafting instructor was preparing the classroom for a new class to begin.*

Computer Repair, as described by the literature provided, is a one year vocational program that provides both competency and lab based experience, “designed to provide students with the knowledge and skills necessary to perform the tasks of troubleshooting and repairing personal computers, including both installing software and hardware components.” The five week Computer Repair program for short term offenders provides instruction on “Essential Computer Concepts, Word Processing, Spreadsheets, Network Cabling Systems, Database, Installation Techniques and Tools, Installation to Network Fiber Based Systems, and Windows XP.” *Inmates in the classroom were working on interviewing skills and were watching a training video. There were 12 inmates present in the program on the day of the inspection. This program is only available to the inmates housed at the minimum camp.*

During the walk through of food services in the minimum camp, inmates who were enrolled in the **Culinary Arts** program were observed in class. Staff relayed that one of the culinary arts program is 30 days and they have another one that is a year-long program. According to information provided on site, the following is a description of the Culinary Arts program.

The TCC Culinary Arts/Baking program is a one year program designed to provide hands-on experience of entry-level culinary arts and baking. Students learn to use dry/liquid measurements, ovens, mixers, and other culinary tools. The program prepares students to further their education so they may attend a culinary arts school or be employed as a prep-cook upon release. The five week program curriculum includes formula reading, quick bread, pies, cookies, cakes, cake decorating, lean dough and servsafe.

The main compound also provides a technical education course for inmates. Per literature provided, **Computer Aided Drafting** gives students experience in two forms of drafting, computer aided and drawing board. The one year program is based in competency and lab experience, and gives the student the opportunity to use the computer and drawing board to develop drawings comparable to those developed in any introductory drafting classes. The five

week program includes classes on Scale Reading, Blueprints, introduction to AutoCAD and advanced AutoCAD Solids.

According to the literature provided, the **Transitional Education Program** is conducted by teleconference and is designed to provide students with job resources, and fundamentals in resume writing, and networking skills. *The course is reportedly only for inmates with less than 120 days remaining on their sentences.* Inmates kite the education department for enrollment.

Post Secondary Education

Staff stated that they have a distance learning program which is a partnership with **Youngstown State University (YSU)**. The program, which is also conducted at Northeast Pre-Release Center, has approximately 120 inmates in the program.

Enrollment in the YSU program is a three step process that consists of screening, application, and registration. Admission standards consist of proof of a high school diploma or a GED, and one year of Ohio residency, original transcripts of school attended, and official transcripts of all post secondary institutions attended. According to the YSU Advanced Job Training Student Information Packet, which was obtained on a previous inspection, tuition is provided by the Ohio Department of Rehabilitation and Correction and the current charge for a full time student is \$3,324. Inmates who are not eligible for tuition support may pay for the tuition themselves. The textbooks are purchased by YSU and they are provided on a loan basis to the inmates each semester and collected before exams are completed.

Inmates who participate in the program take instruction from a professor at YSU via videoconference, while a staff member supervises their activity. Students can earn up to 60 plus undergraduate hours and the following certificates are available upon completion:

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

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

1. Meet all criteria for program participation, including maintaining satisfactory academic progress as defined by the current college or university catalog.
2. Attend 75 percent of the enrolled classes offered each month, with no more than one unexcused absences per term and full participation in class assignments.
3. Earn satisfactory annual job performance evaluations.

4. Maintain compliance with the inmate grooming code during all educational activities.
5. Remain clear of any Security Threat Group Affiliation as indicated by the disciplinary record.
6. Have no more than two convictions of rule violations by the Rules Infraction Board within each rolling calendar year.
7. Complete each credit hour of enrollment.

Table 16. Trumbull CI Ohio central school system monthly enrollment report, April 2010 with year to date totals (Main compound and minimum camp)

Program	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals	
					Month	YTD	QTR	YTD
Literacy	62	13	122	24	0	27	-	100%
ABLE (Adult Basic and Literacy Education)	16	2	38	11	0	10	-	100%
Pre-GED	92	15	202	33	0	59	-	100%
GED	80	23	185	94	5	37	-	100%
GED Evening	-	-	-	-	-	-	-	-
HS/HS Options	-	-	-	-	-	-	-	-
Academic Total	250	53	547	162	5	133	-	100%

Career-Tech (by program)	For Month	< 22	YTD	Waiting List	# of Certificates		% Attained Goals	
					Month	YTD	QTR	YTD
Computer Repair	11	0	14	10	0	0	-	100%
Culinary Arts-Baking	11	0	12	25	0	0	-	100%
Career-Tech Total	22	0	26	35	0	0	0	100%
Special Education	29	29	52	0	0	0		
Title One	-	-	-	-	-	-		
EIPP (Education Intensive Prison Program)	-	-	-	-	-	-		
TEP (Transitional Education Program)	10	1	83	29	10	80		
YTP	-	-	-	-	-	-		
ESL (English as Second Language)	-	-	-	-	-	-		
Career Enhancement	42	1	240	322	0	137		
					50%	100%	50%	100%
Apprenticeship	10	0	11	12	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	109	5	242	384	0	29	0	14	0	5
	For Month	< 22	YTD							
Total GEDs given	7		50							
Total GEDs passed	5		37							
Literacy Tutors	15		24							
Other Tutors	19		23							
Tutors Trained	31		79							
Tutor Hours	729		7,341							
Children served in Reading Room	197		1,942							
Narrator Hours	264		2,310							
Work Keys	21		21							

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Expectations Questions and Responses: Learning Skills and Work Activities

1. Are prisoners encouraged and enabled to earn, and do they have access to good library facilities?

The Ohio Central School System, operating in Trumbull Correctional Institution (TCI) offers the following programming:

TCI

Literacy Unit – Reading scores range from second grade through seventh grade.

These students attend school in their housing unit - 13East.

Pre-General Education Development (Pre-GED) – Reading scores range from 7th grade, second month through 9th grade, sixth month

General Education Development (GED) - Reading scores range from 9th grade, eighth month beyond 12th grade.

Computer Aided Drafting (Auto CAD) – Career Development Career Technical Class (one year-long program – 600 hours)

Computer Aided Drafting (Auto CAD) – Career Enhancement (8 modules per year)

TCC

Adult Basic Education (ABE) – Reading scores range from 2nd grade through 7th grade.

Pre-General Education Development (Pre-GED) – Reading scores range from 7th grade, second month through 9th grade, sixth month.

General Education Development (GED) – Reading scores range from 9th grade, eighth month beyond 12th grade.

Computer Repair – Career Development Career Technical Class (one year-long program 600 hours)

Computer Repair - Career Enhancement (8 modules per year)

Library Schedule

<u>Days</u>	<u>Hours</u>	<u>Blocks</u>
Sunday	7:45am – 10:00am	14 & 15
	11:00am – 12:30pm	12 & 13 (Lunchtime Library)
	12:30pm – 3:20pm	12 & 13
Monday	8:30am – 10:30pm	14 & 15
	11:30am - 1:00pm	14 & 15 (Lunchtime Library)
	5:30pm - 8:15pm	Out-side (Workers and Students)
Tuesday	8:00am - 10:30am	14 & 15
	11:30am - 1:00pm	12 & 13 (Lunchtime Library)
	1:00pm - 3:20pm	12 & 13
Wednesday	8:30am – 3:30am	12 & 13
	11:30am - 1:00pm	14 & 15 (Lunchtime Library)
	1:00pm - 3:20pm	14 & 15
	5:30pm - 8:30pm	Out-side (Workers and Students)
Thursday	8:00am - 10:30am	14 & 15
	11:30am – 10:30pm	12 & 13 (Lunchtime Library)
	1:00pm – 3:20pm	12 & 13
Friday	Closed – access to housing unit libraries	
Saturday	Closed – access to housing unit libraries	

Each year an Inmate Needs Assessment questionnaire is conducted to determine areas of interest. From the questionnaire, funding is allocated to purchase books, magazines, and newspapers based on the assessment results.

TCI is currently understaffed in the library. In October, 2009, a request to fill the Librarian II position was denied due to budget constraints.

2. Is sufficient purposeful activity available for the total prisoner population?

Academic educational programming (Literacy, ABE, Pre-GED, and GED) is provided for mandatory students based on special needs, age, and outdate. All non-mandatory students (offenders who received six months of programming) are enrolled based on available space.

Recreation**Arts and Crafts****Music****Poetry****Card Game tournaments****Jumpstart****Bocce****Ping Pong****Pool****Soft Ball tournaments****Basketball tournaments****Volleyball tournaments****Handball tournaments****Racquetball tournaments****Baseball tournaments****Religious Services****Prayer Groups****Bible Study****Video Day****Services (different religions)****KAIROS****Unit Management****Consumer Skills****Victims Awareness****Responsible Life Skills**

3. Are all prisoners assessed to provide a clear understanding and record of their learning and skills needs including literacy, math, and language support, employability and vocational training, and social and life skills?

Each inmate receives CASAS testing at the Reception Center, and the scores are documented on their School Transcript (DRC 4138) as-well-as in the Departmental Offender Tracking System (DOTS). These scores determine academic placement at the inmate's parent institution. Students are tested on nationally normed tests (e.g., CASAS, Pre-GED, and GED) quarterly.

Career Technical students take Work Keys assessment. Specific Career Technical programs are required to take the OCAP or Serve Safe test. All testing results are documented in the DOTS portal, and on the School Record Transcript (DRC 4138). Students are given a computer generated copy and an explanation of their testing results.

Special Education students receive general intelligence testing administered by Richard Wantz, Ed.D, Psychologist. Depending on the reported disability, students are administered the following intelligence/achievement test:

Wechsler Individual Achievement Test (WIAT II)**Scale of Independent Behavior-Revised (SIB-R)****Wechsler Adult Intelligence Scale (WAIS III)**

The CASAS test which determines grade level achievement is administered to each offender upon arrival at a reception center. Regardless of a mandatory student's age each student receives the appropriate placement and curriculum based on the CASAS scores. Special Education students receive priority placement due to their age and documented disability.

4. Are there sufficient activity places to occupy the population purposefully during the core working day?

Yes, several departments offer a variety of activities during the day.

- a. How many prisoners are locked up during the day? **Current segregation count, 67 offenders.**
 - b. How many are formally registered as unassigned? **Currently there are 12 offenders.**
 - c. What is the rated capacity compared with current population? **Capacity is 1,476 beds and current population is 1,345 offenders.**
 - d. How easy is it for a prisoner to get a job? **Very easy, offenders can request a job using the kite system or speak with department staff.**
5. Are activities which fall outside the learning and skills provision purposeful and designed to enhance prisoners' self-esteem and their chances of successful reentry?

Yes, all activities and programming is designed to teach important skills and provide learning opportunities that will benefit the offender upon reentry into society.

6. Are facilities and resources for learning, skills and work appropriate, sufficient and suitable for their purpose? **Yes.**

Are all prisoners able to access activity areas? **TCI uses the pass system.**

- a. Is there access for older and disabled prisoners? **Yes.**
 - b. Are there any inaccessible areas because of poor mobility and insufficient help to get them? **No.**
7. Is every prisoner who wishes to, able to engage fully with all prison activities offered, and is no one excluded from participation, other than as a result of a disciplinary punishment? **Yes.**
- a. Is a full schedule of activities available to all prisoners? **Yes, during orientation.**
8. Is allocation to activity places equitable, transparent, and based on identified reentry planning needs? **Yes.**
9. Can prisoners apply for a job transfer and are they given written reasons for any decisions? **It depends on the circumstances. Educational Career Technical transfers are determined by the receiving institution; The decision is based on the current waiting list. YSU, Advanced Job Training students and Career Development are not permitted**

to transfer to another institution during the semester or during the year-long Career Technical program.

- a. Does case management link with the reentry planning process? **Yes.**
 - b. Do prisoners with identified learning needs work in low-skilled, production line work, rather than relevant classes? **Inmates identified with learning needs are enrolled into school immediately.**
 - c. How are unit-based jobs (cleaners, painters, food service workers etc.) allocated, as these often bypass formal procedures? **All jobs are assigned through the re-class process.**
 - d. Is there any favoritism or line jumping? **All students are enrolled into educational programming according to Policy 57-EDU-01**
10. Do local pay schedules provide disincentives for prisoners to engage in education or training activities? **No.**
- a. Do unskilled jobs with no links to learning offer more pay than education and training activities? **No. Students - \$17.00, Tutor - \$19.00, YSU - \$19.00.**
11. Do prisoners who do not work because they are exempt (Long-term, sick, etc.) receive sufficient weekly pay? **Yes.**
12. Do prisoners who are unemployed through no fault of their own or who are exempt from working, unlocked during the day, and provided with access to the library and other activities. **Yes, also the librarian and educational staff make weekly rounds in segregation providing books and school work.**
13. Does the prison have an effective strategy to ensure that learners are able to regularly and punctually attend those activities which meet their needs and aspirations? **Yes, through re-class and the pass system.**
- a. What systems are in place for managing punctuality, and encouraging attendance at prison activities? **The pass system, re-class process, Earned Credit, and Conduct Reports.**
14. Are all prisoners given accurate information, advice and guidance about prison activities, which support their learning and sentence plans and link to their reintegration into the community? **Yes, during orientation process, inmate television, and the kite system.**
15. Does the assessment and provisions of individual learning and skills form an effective part of prisoners' reentry plans and are they used effectively to record and review overall progress and achievement? **Yes.**
16. Do work placements provide purposeful and structured training for prisoners? Every job assignment teaches offender specific skill that will benefit upon release.
- a. Wherever possible, can vocational qualifications be obtained alongside their work? **Career Technical and Apprenticeship program students receive a certificate upon completion of their program. These students also take OCAP, Work Keys, and trade specific testing.**

- b. In the absence of such qualifications, are developed skills recognized and recorded? **Yes, on the School Record Transcript and Exit File.**

17. Are prisoners helped to continue on their courses when transferred or to progress to further education, training, or employment on release? **Yes, each year a job fair is conducted offering offenders an opportunity to interview with local businesses, colleges, and community service organizations.**

20. Does the prison accurately record the purposeful activity hours that prisoners engage in, excluding non-purposeful activities in their calculations? **Accurate attendance records and recorded times are kept on all offenders enrolled in educational programming on form DRC 4299.**

STATUTORY REQUIREMENT:
ASSIST IN THE DEVELOPMENT OF IMPROVEMENTS

The statute requires the CIIC to “Evaluate and assist in the development of programs to improve the condition or operation of correctional institutions; (and to) Prepare a report for submission to the succeeding General Assembly of the findings the Committee makes in its inspections and of any *programs that have been proposed or developed to improve the condition or operation of the correctional institutions in the state.*” The statute’s use of the term “*programs*” can include the traditional concept of programs, such as the rehabilitative or educational programs that the CIIC is required to attend during each inspection. In addition, the dictionary definitions for “program” include, “*a plan or procedure for dealing with some matter,*” which would be consistent with any recommendation to assist in bringing about improvements in conditions or operations.

CIIC CONTACTS AND REPORTED CONCERNS

The best source of recommendations for improvements is communication from those who live or work in the correctional institutions. As a result, the CIIC has always welcomed communication regarding prison operations, conditions, programs or grievance procedure. The CIIC appreciates and relies on such communication from staff and inmates in the Ohio prisons to assist the CIIC in identifying problems, issues, concerns and/or areas in need of improvement. Such communication assists in determining areas in need of focus on inspections or through inquiries.

The CIIC continues its ongoing documentation and analysis of information communicated through correspondence to the CIIC. Table 17 displays the number of contacts received from each institution throughout the current biennium. As Table 17 shows, the CIIC receives the most communication regarding the **Southern Ohio Correctional Facility with 619 contacts.** Comparatively, **the Trumbull Correctional Institution ranked fourteenth overall with 92 contacts to the CIIC** as of the date of the inspection.

Table 17. Number of **contacts** received by CIIC regarding the prisons with
breakdown by institution **from January 1, 2009 to May 3, 2010**

Institution	Number of Contacts	Percent
Southern Ohio Correctional Facility	619	19.2%
Mansfield Correctional Institution	291	9.1
Chillicothe Correctional Institution	180	5.7
Pickaway Correctional Institution	179	5.6
Marion Correctional Institution	150	4.7
Lebanon Correctional Institution	142	4.4
London Correctional Institution	139	4.3
Toledo Correctional Institution	138	4.3
Grafton Correctional Institution	121	3.8
Madison Correctional Institution	115	3.6
Warren correctional Institution	99	3.1
Lake Erie Correctional Institution	97	3.0
Ohio State Penitentiary	96	2.9
Trumbull Correctional Institution	92	2.8
Ohio Reformatory for Women	84	2.6
North Central Correctional Institution	75	2.3
Allen Correctional Institution	72	2.2
Ross Correctional Institution	59	1.8
Belmont Correctional Institution	53	1.7
Other	46	1.4
Lorain Correctional Institution	45	1.4
Southeast Correctional Institution	41	1.3
Oakwood Correctional Facility	41	1.3
Richland Correctional Institution	40	1.2
North Coast Correctional Treatment Facility	37	1.1
Noble Correctional Institution	36	1.1
Northeast Ohio Correctional Center	35	1.0
Corrections Reception Center	27	0.8
Hocking Correctional Facility	20	0.6
Northeast Pre-Release Center	18	0.5
Dayton Correctional Institution	11	0.3
Montgomery Education and Pre-Release Center	6	0.1
Corrections Medical Center	3	.09
Franklin Pre-Release Center	3	.09
TOTAL	3,210	100%

The problems, issues or concerns relayed through each individual *contact are* documented in the CIIC database by subject. Table 18 provides a breakdown of the category of reported concerns communicated in correspondence. Issues pertaining to staff accountability, staff supervision, and the inmate grievance procedure were the three largest categories of concern reported to the CIIC regarding Trumbull Correctional Institution.

Table 18. TCI breakdown of **reported concerns** to CIIC from **January 1, 2009 through May 3, 2010**

Subject of Reported Concern	Number of Contacts	Percent
Staff Accountability	76	18.9%
Supervision	63	15.6
Inmate Grievance Procedure	41	10.1
Non-Grievable	24	5.9
Institution Assignment	19	4.7
Facility Maintenance	18	4.4
Health Care	17	4.2
Personal Property	16	3.9
Special Management Housing	16	3.9
Protective Control	15	3.7
Staff Inmate Relations	12	2.9
Safety and Sanitation	10	2.4
Educational/Vocational	7	1.7
Laundry/Quartermaster	7	1.7
Force	6	1.4
Other	6	1.4
Mail	5	1.2
Food Service	5	1.2
Legal Services	4	1.0
Psychological/Psychiatric	4	1.0
Recovery Services	4	1.0
Housing Assignment	4	1.0
Discrimination	4	1.0
Religious Services	3	.7
Recreation	2	.5
Library	2	.5
Inmate Groups	2	.5
Job Assignments	2	.5
Visiting	2	.5
Security Classification	2	.5
Records	1	.2
Commissary	1	.2
Inmate Accounts	1	.2
Dental	1	.2
Telephone	0	
Total	402	100%

Table 19 provides information on the top five reported categories of concerns communicated to the CIIC regarding TCI. **The greatest number of problems, issues or concerns pertained to Staff Accountability, followed by Staff Supervision, the Inmate Grievance Procedure, Health Care, and Non-Grievable Matters.** After the inspection, there was an increase in the reported number of complaints from inmates about issues pertaining to Staff Accountability, but little increase in the number of complaints regarding other categories of concern documented in the CIIC database.

Table 19. Breakdown of **top five reported concerns** regarding TCI from January 1, 2009 prior to inspection May 3, 2010, and after unannounced inspection.

Category of Complaint: <i>Staff Accountability</i>	Number of Concerns Prior to Inspection	Number of Concerns May 20, 2010
<i>Failure to Respond to Policies</i>	25	43
<i>Failure to Perform Job Duties</i>	24	34
<i>Failure to Respond to Communication</i>	18	24
<i>Access to Staff</i>	6	11
Other	1	2
Total	85	114
Category of Complaint: <i>Supervision</i>		
Category of Complaint: <i>Supervision</i>	Number of Concerns Prior to Inspection	Number of Concerns May 20, 2010
Unprofessional Conduct	19	19
Intimidation/threats	10	10
Retaliation for filing grievances	7	8
Abusive Language	7	7
Harassment	6	6
Privacy Violations	6	6
Retaliation for voicing complaints	5	4
Conduct report for no reason	2	3
Other	1	1
Total	63	64
Category of Complaint: <i>Inmate Grievance Procedure</i>		
Category of Complaint: <i>Inmate Grievance Procedure</i>	Number of Concerns Prior to Inspection	Number of Concerns
Inspector	23	26
Informal Complaint	10	10
Chief Inspector	7	7
Total	40	43
Category of Complaint: <i>Health Care</i>		
Category of Complaint: <i>Health Care</i>	Number of Concerns Prior to Inspection	Number of Concerns May 20, 2010
Improper/inadequate medical care	5	7
Access/delay in receiving medical care	4	7
Delay/denial of medication	5	7
Other	2	2
Disagree with diagnosis/treatment	1	1
Total	17	24
Category of Complaint: <i>Non-Grievable</i>		
Category of Complaint: <i>Non-Grievable</i>	Number of Concerns Prior to Inspection	Number of Concerns May 20, 2010
RIB/Hearing Officer	13	14
Court	5	6
Separate appeal process	3	3
Legislative Action	1	1
Other	2	1
Total	24	25

STATUTORY REQUIREMENT: EVALUATION OF THE GRIEVANCE PROCEDURE

In partial compliance with the statutory requirement to evaluate the grievance procedure, the CIIC in cooperation with DRC, conducted surveys of wardens, inspectors and a random sample of inmates system-wide in the previous biennium, and completed reports on the results in 2009. Each report is posted on the CIIC website at www.ciic.state.oh.us.

CIIC staff are currently focusing on completing the remaining inspections and their inspection reports due in 2010. However, it is CIIC staff's sincere hope to carefully study and identify the most significant findings in the system-wide survey that can evolve into proposals or recommendations to assist in the development of improvements in the grievance procedure. *The grievance procedure's importance is reflected in the CIIC statutory requirement to evaluate and report on the procedure at each institution. The grievance procedure 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.*

As shown in the CIIC Contacts and Reported Concerns section, the inmate grievance procedure is the third largest subject of reported problems, issues and concerns pertaining to the Trumbull Correctional Institution. Their largest volume of concerns pertains to Staff Accountability and the second highest group pertains to Supervision. Both the Staff Accountability and Supervision categories contain problems, issues and concerns which are grievable, that is, which could be investigated and possibly resolved through use of the grievance procedure.

The CIIC report on the Evaluation of the Inmate Grievance Procedure at the Trumbull Correctional Institution was completed on July 26, 2009. *Out of 310 surveys to a random sample of inmates at TCI, 120 completed the survey and returned it to the CIIC, comprising 39 percent of the inmates who received the survey. A review was again made of the survey results from the Trumbull Correctional Institution. Highlights include the following, many of which identify possible areas in need of improvement:*

Survey Highlights

- Question 23. There were 113 respondents to the statement **“I believe staff will get back at me if I used the grievance process.”** Of the responses, **88.5 percent agreed with this statement**, while *only 11.5 disagreed with this statement.*
- Question 22. **“Most of what I’ve learned about the grievance process is from other inmates.”** Of the 115 respondents to the statement, **87 percent of respondents agreed with this statement**, and *only 13 percent of respondents who disagreed with this statement.*
- Question 9. There were 112 respondents to the question, **“Informal complaint forms are easy to get.”** **Positively, the majority of respondents, 78.6 percent agreed**, and *only 14.3 percent who disagreed.* There were *7.1 percent who did not know.*

- Question 6. There were 116 respondents to the question, **“I received a copy of written material (handbook/pamphlet) explaining the Inmate Grievance Procedure.”** The overwhelming majority, **75.9 percent**, reported **“yes,”** while *24.1 percent reported “no.”*
- Question 17. **“I believe the Chief Inspector, at Central Office in Columbus, resolves grievances concerning the Warden or Institutional Inspector fairly.”** This statement was responded to by 116 respondents, the majority **72.4 percent**, reported they **did not know**. There were **22.5 percent** of respondents who **disagreed** with this statement, and only **5.1 percent** who **agreed** with this statement.
- Question 1. There were 117 respondents to the question, **“Is the informal complaint process difficult or easy to understand?”** A total of **70.1 percent** stated that the **informal complaint process is easy to understand** and *20.5 percent of the inmates who responded stated that the process is difficult.*
- Question 21. There were 116 respondents to the statement, **“Inmate complaints are useful because they alert staff to problems.”** There were **67.2 percent** who responded that they **agree with this statement**, and *32.8 percent of respondents disagreed* with this statement.
- Question 5. There were 116 respondents to the question, **“Most of what I’ve learned about the grievance process is from prison staff.”** The majority of respondents **63 percent**, **disagreed** with this statement, and *only 37 percent agreed.*
- Question 12. There were 115 respondents to the question, **“Supervisors take too long to respond to informal complaints.”** The greatest number of respondents, **61.7 percent**, **agreed with this statement**, while only *6.9 percent of respondents disagreed* with this statement. Some respondents, *3.5 percent*, reported that *the supervisor never responded*, and *27.2 percent* stated that *they did not know.*
- Question 14. **“The Chief Inspector at Central Office in Columbus, takes too long to respond to appeals or grievances concerning the Warden or Institutional Inspector.”** There were 116 respondents to this statement. Of those, **61 percent** stated that they **did not know**, and **33.5 percent** stated that they **agreed** with this statement. Only **5.2 percent** stated that they **disagreed**.
- Question 24. Of the 108 respondents, **59.3 percent** relayed that the **grievance procedure is not fair**, and **40.8 percent** reported that the **grievance procedure is fair**.
- Question 15. There were 115 respondents to the statement, **“I believe institutional supervisors resolve complaints fairly.”** The majority, **59.1 percent**, responded that they **disagree with this statement**. There were only **23.5 percent** agreed, and **17.4 percent** did not know.

- Question 25. **“The grievance process is a good way to solve my problems.”** Of the 114 respondents, **57 percent disagreed with this statement**, and *43 percent agreed with this statement.*
- Question 16. There were 116 respondents to the statement, **“I believe the Chief Inspector at Central Office in Columbus, resolves appeals fairly.”** A total of **56.9 percent of respondents did not know**, **30.2 percent disagreed**, and only 12.9 percent agreed.
- Question 2. There were 117 respondents to the question, **“Is the formal grievance process difficult or easy to understand?”** In all, **56.4 percent responded that the process is easy to understand**, and *27.3 percent of the respondents stated that the process is difficult to understand.*
- Question 7. There were 113 respondents to the question, **“Is the written material that explains the grievance process easy or difficult to understand?”** Of the responses, **51.3 percent thought it was easy**, *19.5 percent reported that it was difficult*, **18.6 percent reported that they did not receive the written material**, and 10.6 percent reported that they did not read the material.
- Question 4. There were 117 respondents to the question, **“There is a separate process for filing a grievance concerning the Warden or Institutional Inspector. Is it easy or difficult to understand?”** In all, **51 percent did not know what the appeal process was**. There were *27.4 percent that stated it was easy*, while **21.3 percent reported that it is difficult.**
- Question 3. There were 117 respondents to the question, **“Is the grievance appeal process difficult or easy to understand?”** A total of **49 percent stated that the grievance appeal process is easy to understand** while *32.5 percent stated that the process is difficult to understand.* In all, **18 percent of respondents did not know what the grievance appeal process is.**
- Question 13. There were 116 respondents to the question, **“The Institutional Inspector takes too long to respond to a formal grievance.”** In all, **48.3 percent agreed (with the majority reporting “strongly agree”)**, and **42.2 percent did not know.** *Only 9.5 percent of the respondents disagreed with this statement.*
- Question 18. **“I believe Institutional Inspector resolve grievances fairly.”** Of the respondents, **47.4 percent disagreed with this statement**, 35.3 percent did not know, and **17.3 percent agreed with this statement.**
- Question 8. There were 117 respondents to the question, **“When I first got to this prison, the grievance process, as explained by prison staff, was difficult or easy to understand.”** In all, **45.3 percent of respondents replied that it was never explained to them**, while *32.4 percent reported that it was easy to understand*, and *22.2 percent reported that it was difficult to understand.*

- Question 10. There were 113 respondents to the question, “**Formal grievance forms are easy to get.**” **The largest group of respondents, 43.4 percent, disagreed, 35.4 percent agreed with the statement, and 21.2 percent did not know.**
- Question 11. “**Forms for filing a grievance appeal are easy to get.**” There were 113 respondents to this question. In all, **41.6 percent disagreed.** Those *who agreed, and who did not know, each comprised 29.2 percent of the respondents.*
- Question 20. There were 116 respondents to the statement, “**There is too much paperwork in the grievance process.**” Of the responses received, **41.3 percent of respondents agreed,** while *30.2 percent reported they disagreed, and 28.4 percent reported they did not know.*
- Question 19. There were 116 respondents to the question, “**The amount of time to file a grievance is long enough.**” **There was a slight majority that answered that they agreed, 36.2 percent.** *However, nearly as many inmates did not know how much time is allowed, 35.3 percent. There were slightly fewer respondents who disagreed with this statement, 28.5 percent.*

Table 21. 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)

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

Grievance Statistics

Table 22 displays a breakdown of the institutional grievance statistics from the Trumbull Correctional Institution for the month of April 2010 as contained in monthly reports.

Table 22. TCI grievance statistics, April 2010

Grievance Numbers				
Total Number of Grievances filed during year	11			
Total Number of Inmates who filed grievances during year	11			
Highest Number of grievances filed by single inmate	1			
Grievances on hand at beginning of this period	1			
Grievances Received during this period (April)	0			
Total	1			
Grievances Completed during this period	0			
Grievances on hand at end of this period	1			
Total	1			
ICR Summary				
Number of Informal Complaints Received	12			
Number of Informal Complaint Responses Received	12			
Number of Informal Complaint Responses Untimely	0			
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	0	0	0	0
Denied – Staff action was a valid exercise of discretion	0	0	0	0
Denied – Insufficient evidence to support claim	0	0	0	0
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	0	0	0	0

Withdrawn				
Withdrawn at Inmate's Request	0	0	0	0
Pending				
Pending Disposition	0	0	0	0
TOTALS	0	0	0	0
Percent	0	0	0	0
Extensions				
14-Day Extensions	0			
28-Day Extensions	0			
Total	0			

Informal Complaints, Grievances

As shown below, informal complaints in the 16 month period **averaged 25 per month and ranged from a low of zero half of the time to a high of 81 in August**. Informal Complaints are sent by the inmate to the appropriate supervisor relevant to his problem, issue or concern. The Inspector has responsibility to ensure that timely responses are provided.

Grievances are submitted to the Inspector for investigation and disposition. According to available documentation, during the 16 month period **an average of seven grievances per month were received, ranging from a low of zero grievances to a high of 16 grievances in June 2009**.

Table 23. Number of **grievances and informal complaints** received at the Trumbull CI by month, January 2009 through April 2010

Month	Informal Complaints Received	Grievances Received
January 2009	0	7
February	0	0
March	37	9
April	48	6
May	55	7
June	73	16
July	73	12
August	81	8
September	0	12
October	0	9
November	21	7
December	0	4
January 2010	0	0
February	0	10
March	0	0
April	12	0
Total	400	107
Average Per Month	25	6.68
Monthly Range	0-81	0-16

Grievances Granted/Denied

As shown below in table 24, in the 16 month period from **January 2009 through April 2010, a total of 37 grievances were “granted”** (formerly termed “resolved”). **Of the 165 grievance dispositions in the period, the granted grievances comprise 22 percent of the decisions.** Such grievance decisions ranged from zero granted grievance dispositions in five months to a high of seven granted grievances in September 2009, **with a monthly average of 3.08 per month.**

Of the 37 granted grievance dispositions, in 35 decisions, the problem was corrected, comprising 21 percent of the 165 total grievance dispositions. “Problem correction” was an average result in 2.91 grievances per month, ranging from as low as no such grievance decisions in four months to as high as seven in September 2009. There were no reported grievances granted in the category that prompted a report or recommendation to the Warden.

Table 24. Number of granted grievance dispositions with status of **problem correction** from January 2009 through April 2010

Month	Problem Corrected	Problem Noted, Correction Pending	Problem Noted, Report/Recommendation to the Warden	Total Granted
January 2009	5	0	0	5
February	0	0	0	0
March	0	0	0	0
April	1	0	0	1
May	6	0	0	6
June	2	0	0	2
July	2	1	0	3
August	3	0	0	3
September	7	0	0	7
October	4	0	0	4
November	1	0	0	1
December	1	0	0	1
January 2010	0	0	0	0
February	3	1	0	4
March	0	0	0	0
April	0	0	0	0
Total	35	2	0	37
Monthly Average	2.91	1	0	3.08
Monthly Range	0-7	0-1	0	0-7

As shown below, a total of 128 grievances were denied in the same 16 month period from **January 2009 through April 2010, comprising 78 percent of the 165 grievance decisions.** Grievance denials ranged from as low as zero to as high as 26 in July.

The largest number of grievance denials were based on a determination that “Staff Action was Valid Exercise of Discretion,” with a total of 46 such decisions in the period and comprising 36 percent of the denials. The second highest volume of denials was due to a determination that there was “Insufficient Evidence to Support Claim,” with 35 grievance dispositions comprising 27 percent of the denials. The third largest volume of denials were based on a determination that the problem cited in the grievance is “No violation of rule, policy or law,” a total of 26 such denials comprising 20.3 percent of the denials. A total of 15 grievances were denied for “Not being within the scope of the grievance procedure,” which accounted for 12 percent of the denials. Only five grievances were denied due to a determination that the grievance was a “False claim,” which accounted for four percent. In 16 months, only one grievance was denied because it was “Not within time limits.” There were zero grievances denied for “Failure to use informal complaint procedure,” comprising five percent of the denials.

Table 25. TCI grievance dispositions denied by month, **January 2009 through May 2010** with reason for denial.

Month	Staff Action Was Valid Exercise of Discretion	Insufficient Evidence to Support Claim	No Violation of Rule, Policy or Law	Not Within Scope of Grievance Procedure	False Claim	Not within time limits	Failure to Use Informal Complaint Procedure	Total Denied
January 2009	4	5	1	3	0	0	0	13
February	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0
April	4	0	0	1	0	0	0	5
May	3	0	7	0	0	1	0	11
June	4	0	4	0	0	0	0	8
July	6	8	5	5	2	0	0	26
August	7	7	1	0	0	0	0	15
September	4	5	3	0	2	0	0	14
October	8	3	1	4	0	0	0	16
November	1	1	0	1	0	0	0	3
December	1	4	1	1	0	0	0	7
January 2010	0	0	0	0	0	0	0	0
February	4	2	3	0	1	0	0	10
March	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0
Total	46	35	26	15	5	1	0	128
Percent	36%	27%	20%	12%	4%	≤1%	0	100%
Monthly Range	0-8	0-8	0-7	0-5	0-1	0-1	0	0-26

The top five categories of denied grievances were in regard to Inmate Property, Medical, Non-grievable Issues, Staff Accountability, and Communication.

According to monthly reports, the greatest number of grievances granted or denied pertained to *inmate property*, with **18 grievances granted, and 35 grievances denied for total of 53 grievances**. The majority of the grievances in the category were in regard to inmate property that was lost, damaged, or confiscated by staff members. **There were 41 grievances of this subject filed, with 17 granted and 24 denied.**

The second highest category of grievances reported was in regard to *medical*. Since January 2009, there were **26 total grievances filed** concerning this subject, **with five grievances granted, and 21 grievances denied**. The greatest number of grievances filed in this category were in regard to access/delay in receiving medical care, with **a total of eight grievances filed, seven denied, and one grievance that was granted.**

The third highest grieved issue was in regard to *Non-grievable issues*, which include subjects that cannot be addressed through the inmate grievance procedure, such as disciplinary hearings, legislative or court actions, or issues that have a separate appeal process. The majority of the grievances filed about this matter were classified as **“Other” by the Inspector, and all 10 were denied**. There were **four grievances denied regard issues with a separate appeal process, and one grievance regarding the Rules Infraction Board/Hearing Officer.**

Issues pertaining to *Staff Accountability* ranked fourth in volume. There were **seven grievances filed for staff reportedly failing to respond to communication**. Five of those grievances were denied, and two were granted. The remaining four grievances pertained to staff reportedly failing to perform their job duties. All four were denied. There were ten grievances filed by inmates regarding the *library*. Five grievances were filed about library materials, four grievances were filed regarding the library hours, and one grievance regarding an issue listed as “Other.” **All but one of these grievances was denied.**

Table 26. Number of grievances granted and denied by **subject** at the Trumbull CI, **January 2009 through April 2010**

Subject of Grievance	Granted	Denied	Sub Total	Total
Property: Lost, damaged, confiscated by Staff	17	24	41	
Stolen or damaged by inmate	0	6	6	
Lost or damaged during transfer	0	3	3	
Other	1	2	3	
TOTAL PROPERTY	18	35	53	53

Subject of Grievance	Granted	Denied	Sub Total	Total
Medical: Access/Delay in Receiving Medical Care	1	7	8	
Disagree with Diagnosis/Treatment	0	5	5	
Delay/ Denial of Medication	2	3	5	
Medical Co-Pay	1	2	3	
Forced Medical Testing	0	1	1	
Medical Aide/Device	0	1	1	
Other	0	1	1	
Improper/Inadequate Medical Care	0	1	1	
Eye Glasses	0	1	1	
TOTAL MEDICAL	5	21	26	
Non-Grievable Issues: Other				
Separate Appeal Process	0	4	4	
RIB/Hearing Officer	0	1	1	
TOTAL NON-GRIEVABLE	0	15	15	
Staff Accountability: Failure to Respond to Communication				
Failure to Perform Job Duties	0	4	4	
TOTAL STAFF ACCOUNTABILITY	2	9	11	
Institutional Programs:				
Library Materials	1	4	5	
Library Hours	0	4	4	
Other	0	1	1	
TOTAL LIBRARY	1	9	10	10
Communication:				
Mail/Package-Denial	1	2	3	
Publication Screening	0	3	3	
Other	1	0	1	
Delay/failure in delivery	0	1	1	
Damaged or missing	0	1	1	
TOTAL MAIL/PACKAGE	2	7	9	9
Subject of Grievance				
Administration: Records-Release of Information	0	7	7	
TOTAL RECORDS	0	7	7	

Subject of Grievance	Granted	Denied	Sub Total	Total
Staff/Inmate Relations- Supervision: Retaliation for Voicing Complaints	0	3	3	
Harassment	2	0	2	
Conduct Report for No Reason	1	0	1	
TOTAL SUPERVISION	3	3	6	6
Institutional Operations-Food Services: Food Portions				
Food Temperature	1	1	2	
Other	1	0	1	
TOTAL FOOD SERVICE	2	3	5	
Institutional Operations- Laundry/Quartermaster:				
Denied Exchange	1	1	2	
Denied Item	0	1	1	
TOTAL QUARTERMASTER	1	2	3	3
Institutional Programs- Religious Services-Other				
Religious Materials	0	1	1	
TOTAL RELIGIOUS SERVICES	0	3	3	
Custody Housing Status- Special Management Housing: Privileges				
TOTAL SPECIAL MANAGEMENT HOUSING	0	2	2	2
Institutional Operations- Dental Care-				
Improper/Inadequate Dental Care	0	1	1	
Access/Delay in Receiving Care	1	0	1	
TOTAL DENTAL CARE	1	1	2	2
Institutional Operations- Safety/Sanitation: Unsafe Work Practices				
Cleaning Supplies	0	1	1	
TOTAL SAFETY/SANITATION	0	2	2	

Subject of Grievance	Granted	Denied	Total	Percent
Inmate Accounts: Improper Charge	1	1	2	
TOTAL INMATE ACCOUNT	1	1	2	2
Job Assignments: Job Assignment	0	1	1	
TOTAL JOB ASSIGNMENTS	0	1	1	1
Custody and Housing Status-Institutional Assignment: Transfer or Denial	0	1	1	
TOTAL CUSTODY AND HOUSING	0	1	1	1
Staff/Inmate Relations: Reported Use of Force	0	1	1	
TOTAL STAFF/INMATE RELATIONS	0	1	1	1
Administration Legal Services: Other	0	1	1	
TOTAL LEGAL SERVICES	0	1	1	1
Institutional Programs-Recreation: Recreation Hours	0	1	1	
TOTAL RECREATION	0	1	1	1
Custody and Housing Status-Housing Assignment: Other	0	1	1	
TOTAL HOUSING ASSIGNMENT	0	1	1	1
Total	36	126	162	100%

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

1. Are there effective complaint procedures in place that are easy to access, easy to use, and provide timely responses? **Yes, as stated in A.R. 5120-9-31, the Inmate Grievance Procedure. Inmates can also speak with staff. Informal Complaints are in housing units and formal grievances are processed through the IIS.**

2. Do prisoners feel safe from repercussions when using these procedures and are they aware of an appeal procedure? **The procedure is explained in the Inmate Handbook and they are informed during the orientation process.**

3. Is information about the grievance procedure reinforced through notices and posters that are produced in English and other languages and displayed across the prison? **There are pamphlets available in English and Spanish. Posters are not displayed.**

- b. Are there posters in prominent places on all residential units, including for those with literacy problems and those with disabilities so that they can understand and are able to access the procedures? **No.**
- c. Since some prisoners, e.g. foreigners, may need to be specifically told about the whole process, is there a single channel of contact or clear information on how to make a complaint? **Only available in a Spanish version.**
- c. Is information on the units/blocks always displayed and do prisoners understand it? **Nothing is displayed.**
- d. What are the procedures for blind prisoners? **They receive assistance from unit staff or the Inspector.**

4. Are prisoners encouraged to solve areas of dispute informally, before making official complaints? **Yes, through the kite system or an Informal Complaint Resolution form.**

5. Can prisoners easily and confidentially access and submit complaint forms? **Yes, with the Notification of Grievance form, obtained through the Inspectors office.**

- a. Are forms required to access complaint forms? **Yes.**
- b. Are there forms, and at least one kite box on each block/dorm? **Yes, kites and Informal Complaint forms are in the housing areas. Notification of Grievance and Appeal forms are obtained through the Inspector.**
- c. Are the boxes emptied daily by a designated officer? **The mailbox is emptied once a day.**
- d. Are form dispensers always stocked with forms? **Yes.**
- e. Are informal complaints and grievance files secured on a limited access basis? **Yes, in the Inspector's office, only the Inspector and secretary have access.**

6. Do prisoners make use of the procedures, and are they free of pressure to withdraw any complaints or grievances? **Yes, a kite must be submitted same.**

- a. **What are the procedures for prisoners with learning or other disabilities?** They receive assistance through the Inspector or unit staff.

7. Are all complaints and grievances, whether formal or informal, dealt with fairly and answered within three days, or 10 days in exceptional circumstances, with either a resolution or a comprehensive explanation of future action? **Yes, per A.R. 5120-9-31, Inmate Grievance Procedure and 5120-32, Inmate Property Claim.**

- a. Are complaints resolved? **They are either granted or denied with the right to appeal.**
- b. Are complaints answered within three working days, or within 10 days in exceptional circumstances? **Kites five days, Informal Complaints within seven days, grievances 14 days, if property 30 days.**

- c. Are forms sent back to prisoners because of technicalities in procedure? **Yes, if Informal Complaints are sent to the wrong department or supervisor. If it's a grievance the inmate is contacted to clarify.**
 - d. Are such complaints referred to the relevant staff member, not back to the prisoner? **Kites are referred back, not Informal Complaints.**
 - e. Are target return times recorded? **Yes and tracked.**
 - f. Are letters of complaint/concern from third parties, such as legal representatives, family or voluntary organizations, logged and answered? **Yes and tracked monthly. The CIIC is contacted in writing and through phone calls.**
8. Do prisoners receive responses to their complaints/grievances that are respectful, legible, and address the issues raised? **Formal Grievances receive a Disposition of Grievance and the response is noted on the bottom of Informal Complaints.**
9. Are formal grievances signed and dated by the respondent? **Yes.**
- a. Regarding the quality of responses, is there a quality assurance system in place? **Staff has been informed to refer to cite policy or A.R. If an inmate disagrees, they have the option of filing a grievance or appeal.**
 - b. Does the staff member who dealt with the complaint clearly print their name on the response? **Yes.**
 - c. Are staff responses to confidential complaints returned in sealed envelopes? **Yes.**
10. Do prisoners feel able to ask for help in completing their complaint or grievance form and in copying relevant documentation? **Yes.**
- a. Are staff responsive to requests for help with forms? **Yes.**
 - b. Are translation services provided for those who need them? **Only in Spanish.**
 - c. What are the arrangements for prisoners with literacy problems, and for those who are blind? **They work with unit staff or the Inspector.**
11. Is any declaration of urgency by prisoners fully assessed and answered? **Yes.**
- a. Are staff responsive to requests for urgent help? **Yes.**
12. Are prisoners who make complaints against staff and/or other prisoners protected from possible recrimination? **Yes.**
- a. What protection measures are in place and put into practice? **Local/Institutional separations and institutional transfers when necessary.**
 - b. Are responses objective and factual and conclusions based on evidence rather than supposition? **Based on facts, statements and documentation supplied.**
 - c. What are the adverse effects of filing complaints? **The inmates fear of retaliation.**
 - d. Do prisoners know that there are protection measures if they complain about staff or other prisoners? **Yes, they are informed during orientation and are provided a pamphlet.**

13. Do prisoners know how to appeal grievance decisions? **Yes.**
- a. Are appeals dealt with fairly, and responded to within seven days? **This is processed at the Chief Inspector (CIIS) level.**
 - b. Are prisoners reminded of their appeal option on the relevant forms? **Yes, the disposition is located on the bottom of the form.**
 - c. How many have appealed in the last six months? **Five.**
 - d. What was the outcome, and how promptly were they answered? **One (1) modified, three (3) affirmed, one (1) open.**
14. Do all prisoners (and staff) know how to contact members of the Ohio General Assembly's Correctional Institution Inspection Committee and can they do so in confidence? **Yes.**
- a. Is CIIC contact information posted in dorms, blocks, library and other areas to ensure that staff and inmates are aware of how to contact CIIC? **Posted on the blocks, the library and on channel 10, the inmate TV station.**
 - b. Are there any difficulties with access to the CIIC? **No.**
15. Do prisoners receive help to pursue complaints and grievances with unit managers, prison administrators, or other central office staff, if they need to? **Yes, through all supervisors and IIS.**
16. Do all prisoners know how to contact the Inspector and Chief Inspector? **Yes.**
- a. Do blocks/dorms have contact details and information? **They are instructed during orientation and it's posted on the inmate TV station.**
17. Do prisoners receive help to pursue grievances with external bodies if they need to? **Yes.**
- a. Do they also receive help in contacting legal advisers or making direct applications to the courts? **They are provided Court of Claim forms and also proceed through the remainder of the process themselves.**
 - b. In the last month, how many original grievances and appeals were sent to the Chief Inspector? **One.**
 - c. What do they tend to be about? **Inspector listed as inadequate investigation.**
 - d. What proportion is generally resolved? **All.**
18. Do prison managers analyze complaints (both granted and denied) each month, by ethnicity, disability, block/dorm/unit, prisoner type, etc., and if necessary, make any appropriate changes? **Yes. All of the information is listed on the monthly report.**
- a. Is data studied and is action taken when strong patterns/trends emerge? **Yes.**

Expectations Questions and Responses: Staff/Prisoner Relationship

1. Are prisoners treated respectfully by all staff, throughout the duration of their custodial sentence, and encouraged to take responsibility for their own actions and decisions? **Yes, staff are trained in pre-service and expected to treat inmates with respect. Inmates are encouraged to be responsible for their decisions and actions.**
 2. Is there a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison community are safe and treated with fairness? **Yes.**
 3. Are all prisoners treated with humanity, and with respect for the inherent dignity of the person? **Yes.**
 - a. Is staff aware that the prison has a duty of care for all prisoners, to ensure no prisoners are at risk of physical or emotional abuse by staff or prisoners, and that prisoners are to be held in decent and humane conditions? **Yes.**
 4. Are staff aware that they should set a personal example in the way they carry out their duties at all times? **Yes.**
 5. Are staff always fair and courteous in their day to day working with prisoners? **Yes, staff are encouraged and trained to be firm, fair and consistent.**
 6. Do staff positively engage with prisoners at all times? **Staff are encouraged to engage positively with prisoners.**
 7. Is interaction between staff and prisoners encouraged by the senior management team? **Yes, Warden Kelly expects management by walking around the compound.**
 - a. Does staff help and encourage older and less able prisoners to participate in and access all facilities offered across the prison? **Yes, the ADA Coordinator.**
 8. Does staff routinely knock before entering cells, except in emergencies? **Yes.**
 9. Are prisoners encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behavior? **Yes.**
 - a. What methods are used to encourage prisoners to get involved? **Orientation and programming.**
 10. Is inappropriate conduct on the part of prisoners challenged? **Yes.**
 - a. Do staff demonstrate skill in confronting low level disputes without using official disciplinary measures? **Yes, staff are encouraged to use IPC skills.**
 11. Are prisoners encouraged and supported to take responsibility for their actions and decisions? **Yes.**
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**QUESTIONS AND RESPONSES:
CORRECTIONAL FAITH BASED INITIATIVES TASK FORCE RECOMMENDATIONS**

Infrastructure

1. Is DRC/DYS being encouraged, wherever practical, to use faith-based and community programs that address documented criminogenic needs? How? By whom? **Yes.**

- a. Is DRC/DYS in conjunction with the Governor's Office of Faith-Based and Community Initiatives, making available to the faith community, examples of evidence-based programming shown to impact offenders' lives? What examples? How are they being made available? **Yes. HB113.**
- b. Is information being used and disseminated to faith-based and community organizations so that they provide programs that are evidence based and can truly impact the lives of ex-offenders and their families? **Yes. Job Fair.**
- c. What is in place to ensure that the recommendation is implemented? **Community faith based organizations.**
- d. What methods of program evaluation are being explored to further document program success? What methods are in place? **It's a continuous process and evaluated each time. Inmate and volunteer feedback.**

2. Is the DRC/DYS Director working with wardens/superintendents to develop programs that will facilitate a cultural change in institutions to encourage collaboration with faith-based and community service providers? How? What programs have been developed? **Yes. The Ridge Project; Free Indeed.**

- a. Is the culture within the institution continuing to evolve to encourage community volunteers? Explain. **Yes.**
- b. How is the warden/superintendent supporting and encouraging a cultural shift and institutional change as a day-to-day practice to encourage community volunteers? **Involvement of Mega churches.**
- c. How is the DRC/DYS administration working with wardens/superintendents to collaboratively develop protocols that will proactively assist with changing the culture? **N/A**
- d. Have such protocols been developed? **N/A**
- e. What are they? **N/A**
- f. Have policies been reviewed to determine if they might inhibit use of community volunteers, and have necessary changes been made accordingly? **Yes, on a continuous basis.**

- g. What policies have been reviewed? By whom? **By a committee, i.e., ACA Coordinator.**
- h. What policies have been changed so that they do not inhibit use of community volunteers? **No change necessary.**
3. Has DRC/DYS developed a marketing plan to assist in recruiting volunteers from the community and faith-based institutions? **Yes.**
- a. Does the plan discuss educating volunteers about the justice system? **Yes.**
- b. Is there a need to increase programming for incarcerated offenders to improve the likelihood they will be reintegrated into the community successfully upon release from prison? What programming exists? What programming is needed? **Yes, the Ridge Project, Free Indeed, and Rebuild Prison Ministry. Marriage, parenting, family, ethics, finances, morals are some of the programs that are needed.**
- c. Is the faith community being encouraged to volunteer to provide programs and services to assist offenders in both the institutions and the community? How? **Yes.**
- d. Has a marketing plan been developed to overcome the public's misperceptions of offenders?
Yes.
- e. Has DRC developed an educational program to motivate the faith community to get involved in volunteering, including a video to educate volunteer groups about offenders and their needs in institutions? **Yes.**
- f. Is information provided on how individuals and groups can volunteer in the prisons?
Yes.
- g. Does the marketing campaign include information on the needs of the adult/youthful offenders, information on how the justice system works, and information on the different ways to volunteer? **Yes. Also on the application, all the different ways to volunteer are outlined so the person can make a choice or choices.**
4. Has DRC/DYS developed a standard training program for staff, volunteers, and the community to facilitate working in institutions together? Explain. **Yes.**
- a. **Does the program include information on:**
1. Ethics of working with offenders? **Yes.**
 2. Confidentiality issues? **Yes.**

3. Ensuring safety and security of volunteers? **Yes.**

4. Working with volunteers? **Yes.**

5. Rules and regulations for volunteers? **Yes.**

b. Does the program include information to volunteers on the security requirements for the institution, why the requirements are in place, and how to properly work with offenders?

Yes.

c. Has a standardized training program been developed for volunteers to facilitate their work in institutions? **Yes.**

d. Has DRC/DYS established an orientation program for volunteers, held at preset intervals to allow community organizations to plan for the training as part of their program planning? **Yes.**

6. Has Ohio law been revised to remove unnecessary and unreasonable collateral sanctions which inhibit offenders' successful reentry? **On going.**

7. What improvements have been made regarding communication about programs and services between:

- Staff and volunteers? **E-mails.**
- Staff and the community? **Same as above.**
- Other parts of the criminal justice system and the community? **OBB (Ohio Benefit Bank).**
 - a.** What improvements have been made in effectively communicating among staff within the facilities, as well as with the community? **Computers are located in every area.**
 - b.** Has an improved communication mechanism been developed in order to ensure these efforts?
Yes.
 - c.** Has the system been developed collaboratively with staff and volunteers to address observed problems? **N/A**

Alternatives to Incarceration

7. Has the statute been revised to increase judicial use of community options for non-violent offenders so prison space can be reserved for violent offenders? **No.**

- a. Working with faith-based and community service providers, have programs been developed in the community to effectively provide treatment while protecting public safety? **N/A**
- b. Has the Ohio Criminal Sentencing Commission reviewed additional options to encourage judges to use these community options rather than sending non-violent offenders to limited prison space? **N/A**
- c. Have local probation departments prepared a listing of community options currently available for judicial use? **N/A**
- d. Have faith-based and community programs contacted local probation departments through the Juvenile Court, Common Pleas Court, and Municipal Courts to inform them of programs and services available? Explain. **N/A**

8. Are faith-based and community programs being encouraged to supplement existing community and diversionary programs for offenders and to provide services that are not currently available? How? **Yes, halfway houses, i.e. Oriana House, City Mission, Teen Challenge.**

- a. Is DRC/DYS working with community organizations and probation departments to expand services available for offenders? How? **N/A**
- b. Has a community model been created that will help meet the basic needs of offenders within the community? Is it being created? Explain. **N/A**

9. Has DRC/DYS taken a more active role in linking with the faith-based community to develop programs to meet the gaps in services to adult and juvenile offenders? How? **N/A**

- a. Has DRC/DYS reviewed current grant or subsidy programs to determine eligibility for faith community programs, in order to increase the number of faith-based and community programs available to judges for sentencing? **N/A**
- b. Following identification of funding sources, is DRC/DYS actively working with the Governor's Office of Faith-Based and Community Initiatives to provide information to these organizations on funding availability? How? What is in place? **N/A**
- c. Is the Governor's Office of Faith-Based and Community Initiatives providing technical assistance to the faith community to assist them in developing competitive applications for state and federal funding? **N/A**

10. Has DRC/DYS, and Job and Family Services expanded efforts in partnership to work with employment centers and the faith community to increase practical employment opportunities for offenders in the community? Explain. **Yes, through citizens circles.**

- a. Has a job placement program been implemented? **Job Fair.**
- b. Does it provide:
 - Information on job fairs to ex-offenders? **Yes.**
 - Education of businesses/employers on the benefits of hiring ex-offenders? **Yes.**
 - Incentives for employers to hire ex-offenders (i.e., tax breaks)? **Yes.**
 - Increased involvement of faith-based and community groups? **Yes.**
- c. Is there collaboration between the DYS, DRC and Job and Family Services who started the employment centers in Ohio? In what way? **Yes. Involvement is important local contact information for jobs and services.**
- d. Has a program been implemented with the goal to get jobs for offenders upon release, and also to match them up with jobs of interest to the offenders, specifically ones at higher wages and skill levels, if possible? Explain? **Yes. Re-entry classes provided for the inmates prior to release.**
- e. Has the DRC Omnibus Reentry legislation been enacted to reduce unnecessary sanctions in the law and thus made training more relevant? **N/A**

Institutional Programming

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

- a. Do current programs include the following? Are they being developed? Are they being expanded?
 - Life skills? **Yes.**
 - Financial management and budgeting? **Yes.**
 - Personal hygiene? **Yes.**
 - Family programs including:
 - Family and community-based orientation? **Yes.**

- Family mediation? **Yes.**
 - Family education and orientation program? **Yes.**
 - Transportation and video conferencing for visitation? **N/A**
 - Parenting? **Yes.**
- b. Dynamic risk factors that impact offender behavior and risk of re-offending include: antisocial personality, companions, interpersonal conflict, social achievement, substance abuse, and criminogenic needs. Treatment programs can influence and change offender behavior during the time they are in an institution. Programs that address criminogenic needs are programs designed to change offender attitudes, cognitions, behavior toward authority, employment instability, education, housing, and leisure time.
- Is DRC/DYS working proactively with faith-based and community groups in the development of programs that will meet the criminogenic needs of offenders in institutions? How? **Yes. Through the volunteers and programming.**
- c. Have specific life skills programs been developed in the following areas? **Yes.**
- Budgeting? **Yes.**
 - Parenting? **Yes.**
 - Job searches? **Yes.**
 - Anger management? **Yes.**
 - Appropriate leisure-time activities? **Yes.**
- d. *Is emphasis centered on using a mentor-type relationship for such training?* **Yes.**
- e. Has legislation created a new community-based reorientation program whereby non-violent offenders could be released to the community up to 30 days prior to the expiration of their sentence to arrange for suitable employment, housing, treatment services, etc.? **No.**
- f. Have video-conferencing opportunities for the families, particularly children of offenders, been expanded? Are they used as an incentive program? **N/A**
- g. Do volunteers facilitate the improvement of family relations through coaching in basic relational skills or involvement in family mediation programs? **Yes, the Ridge Project.**

12. Has DRC/DYS expanded partnerships with national organizations including faith-based and community organizations to provide programming in state institutions? Explain. **Yes, Prison Fellowship, Kairos. Both organizations provide orientation and reentry for the inmates.**

- a. Does DRC/DYS have a stated plan for the extent of their involvement in prison programming that specifies any limitations seen as necessary? What is it? **Yes. Department policy limits our ability to expand programming.**

13. Does DRC/DYS involve the faith community when appropriate, in the development of release plans for the offender that flow from the institution to community reentry? Explain. **Yes.**

- a. Are community actors and organizations a part of reentry planning for those offenders who will shortly be returning home? Explain. **Yes.**
- b. The best ideas and programs will serve no purpose in helping offenders live out productive lives after their release if there is no effective community follow-through. Is there effective community follow-through? **Yes, for a small percentage of inmates.**
- c. Is there a mentorship program for offenders at your facility? **Yes.**
- d. Are faith-based and community volunteer groups actively developing such a program for participation by offenders at your facility? Explain. **Yes. Prison Fellowship.**

Re-Entry Programming

14. Have methods been developed to increase and encourage the involvement of the faith community in various reentry efforts, and to encourage collaboration among faith groups? What are they? **Yes, through conferences.**

- a. What has been done to make the faith community aware of programs and training for the faith community's involvement? **Training volunteers.**
- b. What has been done to create awareness among the faith community of the needs of ex-offenders and the avenues to get involved? **Angel Tree.**
- c. What effort has been made to inform the faith community of the needs of ex-offenders and volunteer opportunities available? **Public Relations Office.**
- d. Have leaders among the faith community been identified? How? When? **Yes, continuously.**
- e. Have staff been used to accomplish this, using existing organizations, groups and established relationships? Explain. **Yes, by word of mouth, constant networking, and utilizing staff that are directly connected to the faith community.**

- f. Has this educational opportunity been extended to faith groups of all kinds? **Yes.**
- g. Has an easily visible section been added to the DRC (or DYS) web site for the faith community that identifies different programming opportunities for volunteers? **Yes.**
- h. Does the section contain volunteer opportunities linked to specific communities in Ohio, including contact information for volunteer coordination within each department or institution as needed? **Yes.**

15. Are offenders informed of various housing options before leaving prison or immediately upon release? How is this done? **Yes, through the re-entry classes and Community Linkage.**

- a. Although the offender is no longer in prison, he/she is still subject to housing restrictions due to the crime committed (i.e. sex offenders), which creates more difficult circumstances and specialized needs. Are seminars, with free legal or consultation services provided, along with increased involvement of the faith community? **Yes, faith communities provide housing.**
- b. Is legal advice in these situations available? Have partnerships been formed with local law schools to achieve this end? **No.**
- c. Are presentations by the federal Department of Housing and Urban Development provided to ex-offenders to provide information on their options upon leaving prison, and knowing how to navigate through the many restrictions placed on them? **Yes.**
- d. How has DRC/DYS made better use of existing federal programs that aim to address the issue of housing? **By providing access to local agencies, i.e., Section 8 housing.**

16. Has DRC/DYS partnered with grassroots and community organizations in an educational effort towards the general public aimed at decreasing the negative stigma of ex-offenders and making the public aware of the needs involved in the process of reentry? What has been accomplished and how? **Yes, through the Public Relations Office.**

- a. What educational efforts have been made to:
 - Assure the public that their best interest is at hand, that public safety is not at risk, but will improve with these efforts, and to
 - Inform the public of the many needs of ex-offenders to help them transition successfully back into society?
This is a continuous project.
- b. Are grassroots agencies and advocacy groups being made aware of and sold on this effort, so that they can help to market the increased public safety and reduced criminal justice costs associated with effective offender reentry? How? **Yes, by meeting with local faith based organizations.**