



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION

P.O. BOX 1806
CONCORD, NH 03302-1806

603-271-5610 FAX: 603-271-5639
TDD Access: 1-800-735-2964

William L. Wrenn
Commissioner

Helen Hanks
Assistant Commissioner

May 13, 2016

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Executive Council
State House
Concord, NH 03301

REQUESTED ACTION

Authorize to accept and place on file the NH Department of Corrections' annual report for the State fiscal year ending June 30, 2015, prepared in accordance with the provisions of RSA 21-H:8 IX.

EXPLANATION

This annual report summarizes the operations and organization of the NH Department of Corrections as a system and highlights the accomplishments and goals of the Department in State fiscal year 2015.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "William L. Wrenn", written over a horizontal line.

William L. Wrenn
Commissioner

**20
15** ANNUAL
REPORT



New Hampshire Department of Corrections
2015 Annual Report

Margaret Wood Hassan
Governor

Executive Councilors

Joseph D. Kenney, District 1
Colin Van Ostern, District 2
Christopher T. Sununu, District 3
Christopher C. Pappas, District 4
David K. Wheeler, District 5

William L. Wrenn
Commissioner

Helen Hanks
Assistant Commissioner

This Annual Report was produced by the Commissioner Office at the New Hampshire Department of Corrections, pursuant to RSA 21-H:8, for the State Fiscal year beginning July 1, 2014 and ending June 30, 2015. This report is also available at www.nh.gov/nhdcc. For further information please call 603-271-5602

NHDOC 2015 Annual Report
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Commissioner's Report William L. Wrenn



Commissioner William Wrenn

SFY-2015 could best be described as a year of transition for the Department of Corrections. During the past twelve months, the Department has been working on a new women's prison, implemented policies to help reduce the prison population, and stepped up employee recruitment activities.

In August 2014, we broke ground on the New Hampshire Correctional Facility for Women. During SFY-2015, it became clear that the \$38-million capital budget allotment would be inadequate to complete the project as envisioned. In the 2015 legislative session, we requested and received an additional \$12.6 million to finish the project and pushed back the opening from 2016 to 2017. Throughout the year, representatives from the Department of Corrections and the New Hampshire Division of Public Works worked with the designer and contractor to revise the project so that it would be completed within budget. We are confident that this will be the case.

Legislation amended state law to allow inmates to receive up to 13 months off of their sentences in earned time credits if they successfully completed different levels of education, participated meaningfully in mental health treatment, and/or completed the FCC program. This new law was effective in September 2014 and we worked with our staff to upgrade the inmate management database system and re-write department policies to implement the changes. In SFY-2015, we reviewed and made recommendations on 275 individual petitions. We supported 249 of the petitions that we reviewed and the ones that we denied were based on exclusions outlined in the statute.

In last year's annual report, we reported that we would increase our efforts to recruit and hire on vacant positions. We have had some success in SFY-2015. Our staff attended

over 30 job fairs around New Hampshire and spoke to college criminal justice classes. In SFY 2015 we hired 63 new Corrections Officer Trainees. Unfortunately, not all trainees completed the necessary requirements to become certified Corrections Officers. We also continued to see many long term staff retire. However, our efforts resulted in a net gain of 24 new Officers. In SFY-2014 the net gain was zero (0). We will continue our aggressive recruitment efforts in SFY-2016.

Even though we are encouraged by the modest growth, it is important to note that it will still be necessary to use overtime funds to maintain our minimum staffing levels to operate safe and secure facilities.



Prison Facilities

New Hampshire State Prison for Men (NHSP/M)

Richard Gerry, Warden



The New Hampshire State Prison for Men (NHSP/M) in Concord provides housing for three classification levels of male offenders ranging from general population (C3) to maximum security (C5). In addition, all male inmates newly incarcerated in the NHDOC system are processed through the Reception and Diagnostic Unit (R&D).



Medal of Honor Recipient CO Peter Ash

The prison campus, located on North State Street, consists of three separate general population C3 housing units: The Parker Hancock Building, Medium Custody North, and Medium Custody South. Approximately 1,075 offenders reside in these housing units.

The Reception and Diagnostic Unit houses a maximum population of 120 offenders. Included in this population are newly sentenced inmates, parole violators, and inmates in protective custody review status. While in R&D, all new offenders must undergo several types of assessment interviews and testing before they are classified and assigned to a housing unit. The assessment includes an intake physical, mental health evaluation, unit manager orientation, dental screening, investigations intake, pre-release planning, and educational testing. Inmate movement through R&D includes releases, new intakes, movement to other facilities, movement to and from outside medical appointments and transports to and from court appearances. Immediately adjacent to R&D is a dormitory housing

area for up to 40 inmates who are awaiting movement to a general population unit. There are two additional dormitories housing up to 80 minimum security (C2) offenders who are awaiting movement to the Transitional Work Center (TWC) outside of the Concord facility.

NHSP/M includes two higher custody level housing units: The Close Custody Unit (CCU) which has a capacity for 120 offenders; and the most restricted, the Special Housing Unit (SHU), which routinely houses between 95-110 offenders. At the present time there is one inmate housed in SHU who has been convicted of Capital Murder and sentenced to the death penalty. The SHU houses maximum custody inmates, inmates serving punitive segregation imposed as a sanction to a disciplinary report, protective custody CCU inmates, and inmates who are in Pending Administrative Review (PAR) status.

In addition to housing units, the prison campus has a kitchen with three dining rooms, a laundry, an educational floor consisting of a law and recreational library and nine education classrooms, a chapel, mental health offices and treatment group rooms, a health services center for in-patient and out-patient services, a dental treatment area, a Family Connections Center (FCC)

program area, an inmate canteen building with storage, a warehouse, maintenance shops, a gymnasium and attached hobby craft area, a ball field recreational yard and a variety of shops providing Correctional Industries and vocational/educational training activities (North Yard).

On June 30, 2015, there were 1,519 male offenders incarcerated at this facility. This figure represents an increase of 34 offenders at this facility from SFY 2014. Since June 30, 2011, the inmate population at this facility has increased by 167.

Security staff shortages due to the elimination of positions and holding positions vacant due to budgetary restrictions continue to impact the facility. To ensure that security and public safety expectations are met, a significant amount of overtime continues to be utilized to maintain proper levels of offender supervision.



New Hampshire Correctional Facility for Women (NHCFW) Joanne Fortier, Warden



This year the name of the facility was legislatively changed to the NH Correctional Facility for Women (NHCFW), aligning name with mission. The facility located in Goffstown, NH houses state sentenced minimum to maximum custody inmates.

The average daily population for the NHCFW in SFY 2015 was 137, up from 129 in SFY 2014. The average daily population of the state sentenced female inmates housed through a contract at the Strafford County Department of Corrections was 40, up from 29 the previous year. The overall average daily population of all state sentenced female inmates, including the NHCFW, Strafford County Department of Corrections, Shea Farm Transitional Housing unit, out of state placements, and Administrative Home Confinement was 247 up from 206 in SFY 2014.



Aug. 18, 2014 – Ground-breaking for the new women’s prison

The NHCFW continues to offer many treatment and programing opportunities in an effort to assist women as they prepare to re-enter the community. A 24 bed wellness block emphasizes mental health treatment and peer support. This unit remains in high demand with active participation from its members. Many other mental health groups are offered to the entire population. A nine month daily substance abuse treatment program is offered with an emphasis on trauma and recovery. Relapse Prevention is also offered. Many programs are offered including high school credit bearing classes, Thinking for

Change, Parenting classes, Life Skills group and support groups, spiritual and recreational activities.

The NHCFW continues to receive the tremendous support of many volunteers including spiritual groups, recreational activities and sobriety maintenance. The Citizen’s Advisory Board is extremely active and provides valuable advice and support surrounding issues of confinement at the NHCFW.



Inmates at NHCFW participated in the annual Making Strides for Breast Cancer Walk to raise money for the American Cancer Society



Northern New Hampshire Correctional Facility (NCF) Michelle Goings, Warden



September 2014 inmates in the NCF Wellness Block walked, ran, and rolled for the United Way

On June 30, 2015, Northern New Hampshire Correctional Facility (NCF) housed 678 offenders: Forty close custody inmates (C4), 559 medium security inmates (C3), 14 health services inmates, and 59 minimum security inmates (C2), and 6 in Reception-Segregation. The facility count indicated an increase of five inmates from the same date one year earlier. There are 184 professionals maintaining operations at NCF 24/7: Sixty-one non-uniformed staff (including medical staff) and 123 uniformed staff.

The NCF Transport Team transported a total of 1,652 offenders: Three-hundred and eighty-five offenders were transported to medical appointments; 288 offenders to court hearings throughout the State; 13 for discharge planning related reasons; and 966 security related transfers. This is an increase of 469 transports compared to last year. NCF staff also facilitated 115 video or telephonic court hearings, and 222 parole and revocation hearings.

On November 5th, 2014 NHDOC established a new specialized treatment unit at NCF, called the FOCUS Unit. This unit provides substance abuse treatment and support for inmates struggling with addiction. The NCF Wellness block continues to thrive, and unveiled their vision statement at a special ceremony on March 31, 2015.

The NCF Education team, comprised of two full time teachers, taught a total of 506 students last year. These students filled 1,486 class seats throughout the budget year: 135 students attended HiSET preparation classes, 52 students completed high school classes, and 653 students utilized the NCF Computer Labs for Plato[®] and Choices[®]. These classes resulted in 47 students earning their HiSET[™] certificate, and our first student to complete his high school diploma as 2014 marks the first time NCF has offered High School classes for credit. In addition, NCF Education has also teamed up with Mental Health to offer a mandatory re-entry program to all of the clients on the Focus Unit.

The Family Connection Center offers parenting education and healthy relationship classes as well as father-child video visits for eligible inmates. NCF Corrections Counselor/Case Managers continue to deliver “Thinking for a Change” to eligible inmates, as well as classes in After Care and Relapse Prevention.

Chapel and Volunteer Services provide religious services to multiple faith groups. NCF’s chaplain also supervises support opportunities for incarcerated veterans to include the Vet to Vet Program and NCF American Legion Post 123.

NCF has a recreational library with over 8,000 books, and offers individualized law library appointments. “Humanities to Go,” a program in collaboration with the NH Humanities Council, continues to be made available through the NCF Recreational library. Recreational services offer intramural leagues in softball, basketball, musical instruction, extreme cardio program, language, and hobby craft programs featuring, wood/ceramic/clay, as well as art/leather opportunities. This is an increase of 64 participants in this year’s recreational services.

(continued)



Northern New Hampshire Correctional Facility (NCF) Michelle Goings, Warden



(continued)

The NCF Furniture Shop provided employment and vocational training for 48 inmates who completed 590 projects. Upholstery, refinishing, caning, spraying and Plexiglas skills combine with a solid work ethic and commitment to quality control that has enabled us to successfully maintain long-term contracts with the University System of New Hampshire as well as private companies such as M. B. Wellington, while also providing professional service to individual clients throughout New Hampshire. In addition to its goal of being financially self-sufficient, the Furniture Shop has also aided various other departments in the NHDOC — including Operations, Medical, Recreation, Maintenance and Programs — saving them money as well. The capabilities of the Furniture Shop and its inmate employees continue to grow, resulting in a department that is beneficial to the NHDOC, valuable to inmates, connected to the community, and good for the fiscal bottom line.

NCF remains a committed community partner, offering supervised work crews to area projects as staffing permits, as well as participation in community service projects completed here at the facility. A total of 594 hours of community service was performed during this fiscal year.

Security and civilian staff at the Northern New Hampshire Correctional Facility are dedicated employees who work diligently to ensure the delivery of services to our offender population, while providing a safe and secure facility for staff, inmates, and members of the public. Staff members work collaboratively to maintain public safety and fulfill the department's mission in a very challenging environment.



Second Shift Corrections Officers were NCF Team of the Year in 2015



Division of Community Corrections Joseph Diament, Director



The staff of the Division of Community Corrections' various facilities and programs continue to do an outstanding job considering our short staffing conditions. Our Corrections Officers (COs) at North End, Calumet, and Shea Farm houses and those at the Transitional Work Center support each other by putting in extra hours to cover shifts that become vacant due to normal turnover, illnesses, training, resident transports, vacations, and other unplanned circumstances.

Like the communities these facilities are located in, we have seen an increase in relapses to substance use and continue to work with security and a sister Division's clinical services to try and stem that tide. The Division's Corrections Special School District continues to operate Granite State High School and the Career and Technical Education Center. The Family Connections Center is receiving added attention in this report as well as in some national publications. Last but certainly not least our Chaplaincy continues to provide spiritual guidance and support to all faiths represented in our inmate population.



TWC Work Crew shovels out fire hydrants in Concord in early 2015

A cornerstone of the Division's work is case management which is staffed by our dedicated Corrections Counselors/ Case Managers and their supervisors. A couple of major changes/innovations are in place as of this year. Until last year, case managers were unit based and because inmates move within the prison many times they would have a new case manager every time they moved. We have established a centralized case management center and staff are now assigned to an inmate for the full length of their stay thus getting to know the individual person and their circumstances better. A second innovation is the requirement that a preliminary reentry plan must be in place within 90 days of an inmate's arrival at one of our prisons. The plan is designed to guide an inmate's recidivism reduction programming. It is a living document which is updated and refined as the reentry date approaches.

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| Transitional Facility Population As of June 30, 2015 | |
|---|------------|
| Transitional Work Center (C2) | 158 |
| Calumet THU (C1) | 71 |
| North End THU (C1) | 43 |
| Shea Farm THU (C1 and C2) | 40 |
| TOTALS | 312 |



Corrections Special School District



The Corrections Special School District (CSSD)

has continued offering a diverse composite of educational services in accordance with RSA 194:60 and the Interagency Agreement between the New Hampshire Department of Corrections (NHDOC) and the New Hampshire Department of Education (NHDOE). The services range from initial intake assessments and guidance activities, to educational classes, labs and post secondary college course work. The CSSD is comprised of both the Granite State High School (GSHS), which provides traditional educational services, and the Career and Technical Education Center (CTEC), providing career focused, competency based instruction related to specific occupational interests.

Granite State High School's priority has been to meet the needs of all inmate students; to include the special education and learning disabled, in accordance with federal mandated National Standards, the New Hampshire State Department of Education Standards, the Individuals with Disabilities Education Act (IDEA), and the Americans with Disabilities Act (ADA). All interested inmate students have access to a free and appropriate public education, additionally, inmate students with low levels of education and minimal work histories attend Granite State High School remedial classes to enhance their skills in order to advance and participate in the full program of available High School level credit bearing courses.

When considering educational services, the following statistics of the NHDOC population are taken into consideration:

- Approximately 79% of the NCF inmates, 73% of the women inmates at the NHCFW, and 81% of the inmates at the NHSP/M are entering without either a GED or HiSET (High School equivalency exam).
- Approximately 84% of the NCF inmates, 81% of the women inmates at the NHCFW, and 77% of the inmates at the NHSP/M are entering without a high school diploma.
- The combined scores of the Tests of Adult Basic Education (TABE) continue to indicate that on average, students function at the 8th grade level (reading ability is at the 9th grade level, math - 8th grade and language skills - 8th grade.)

| SFY 2015 | Total |
|--------------|-------|
| Intakes | 621 |
| TABE Testing | 498 |
| HiSet | 92 |
| HSD | 10 |

In SFY 2015, individual guidance counseling has continued to help men and women choose education and career goals

from the school district's offerings, as well as help them achieve those goals. Granite State High School provided 621 intake assessments and 498 Tests of Adult Basic Education (TABE). Also, 92 inmate students achieved their HiSET's (High School Equivalency Exam) and 10 inmate students were awarded their high school diplomas.

The CSSD renewed the Adult Basic Education Grant (ABE), which funds a part-time teacher, as well as enhanced the program with additional instructional materials. For 2015 the funds were used to improve and enhance educational services at Shea Farm, North End House, MSU and the Transitional Work Center. Through the hiring of a part time employee to provide HiSET and transitional services, these purchases assisted the CSSD to move closer to strengthening the overall educational programming for inmates transitioning to lower custody.

The CSSD continued to facilitate formal studies at the post secondary level via New England College at NHSP/M. Educational opportunities are offered at all facilities on a year-round basis. Costs are assumed by inmate students or through grants.

| SFY 2015 | NHSP/M | NHCFW | NCF | TWC/SHEA | Total |
|--------------|--------|-------|-----|----------|-------|
| Intakes | 449 | 39 | 133 | 0 | 621 |
| TABE Testing | 282 | 86 | 130 | 0 | 498 |
| HiSet | 25 | 4 | 56 | 7 | 92 |
| HSD | 9 | 0 | 1 | 0 | 10 |



Corrections Special School District

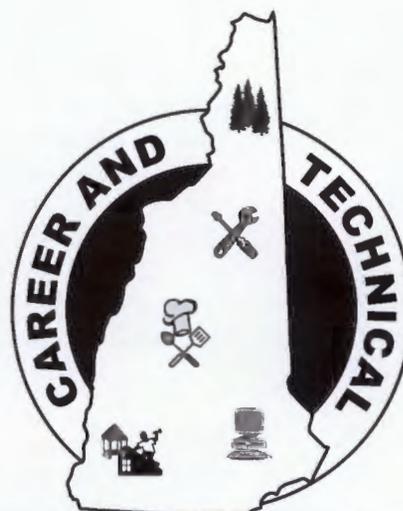


The Career and Technical Education Center

continued to offer eight career and technical education training programs. These programs provided opportunities to develop foundational skills and core competencies in relevant occupational areas in preparation for successful reentry into society.

Inmate students with limited work histories also enrolled in a technology education classes through the Introduction to the Workforce Program at the Concord facility. All interested inmate students met with the Career and Technical Education Center counselor who guided them through the identification of their occupational interests, assessed their readiness and facilitated their program enrollment.

Inmate student enrollment on a daily basis continued to average between 325-375 students throughout each of the four quarters in SFY 2015. From July 1, 2014, through June 30, 2015, 602 certificates of completion were issued to inmate student enrolled in the various programs.



EDUCATION CENTER

| CTEC Program | NHSP/M | NHSP/W |
|---------------------------------|------------|-----------|
| Automotive Mechanics Program | 33 | N/A |
| Building Trades Program | 52 | N/A |
| Business Education Program | 122 | 61 |
| Computer Education Program | 133 | 20 |
| Culinary Arts Program | 91 | N/A |
| Intro. to the Workforce Program | 54 | 17 |
| Power Mechanics Program | 19 | N/A |
| Total Certificates | 504 | 98 |



Family Connections Center July 1, 2014 - June 30, 2015



The Family Connections Center (FCC)

celebrated its sixteenth year of educating and supporting parents and their minor children. The FCC provides family support to inmates housed at all three state prisons in NH. They also provided limited services to the Transitional Work Center, North End THU, and Shea Farm THU in Concord. FCC met with and provided services for 439 incarcerated parents who have a total of 885 children. 139 fathers and 32 mothers completed the eighteen-hour parenting education class. 362 different incarcerated parents attended 626 weekly parenting support groups. Seventy-one life-skills/family seminars (facilitated primarily by volunteers) had 821 attendees.

Using media to keep familial connections, 230 CDs were recorded by incarcerated parents and sent home to their children with new books. The Family Connections Center also facilitated 1,343 internet video visits between incarcerated parents and their children. These internet visits allowed children who live in other countries, in addition to those in the United States, to visit with their parents.

In August 2014, the Family Connections Center partnered with Child and Family Services Camp Spaulding to host the 3rd annual Children of Incarcerated Parents (CIP) summer camp program. Private donors and foundations paid for the children's transportation, food and supplies to be able to spend time in the state prisons with their incarcerated father or mother. Each family created a life-sized mural titled "A perfect day with Mom/Dad", among other "camp" activities.

In July 2014, the FCC hosted two Family Fun Days in two of the prison visiting rooms; children and their caregivers, along with the FCC parents participated in games and crafts.

A continued partnership with the Children's Literacy Foundation led to eight literacy seminars being offered at the Concord State Prison along with brand new books given to children at all of the holiday parties. These seminars were made available to all parents at the Concord



Family Connections Center

prison, regardless of whether the inmates were involved in FCC. These seminars were offered on two different days throughout the year. 327 fathers attended these seminars and sent home new books to each of their minor children. A Literary Day was held in February in which children and their caregivers joined the fathers in Concord for food and fun reading activities. The kids all left with new books.

Thirty-five general population inmates completed the ten-hour Healthy Relationships class and seventeen Parole Violators completed the six-hour Healthy Families class.

The FCC taught the NH Court program, Child Impact Program, to 52 incarcerated parents completed this class and 16 were court-ordered to take this class.





Division of Field Services

Michael McAlister, Director



The Department of Corrections Division of Field Services

is statutorily responsible for the community supervision of probationers, parolees, and inmates placed on Administrative Home Confinement (AHC); collection and disbursement of fees, fines and restitution; and conducting investigations for the courts and Parole Board.

In addition to the Central Office in Concord, the Division maintains eleven District Offices and four sub-offices (in Lebanon, Salem, Portsmouth, and North Conway). The District Office locations are aligned with the Superior Courts (see below).

On June 30, 2015, there were 6,650 active supervision cases being serviced by the Division. See the chart on the following page for the breakdown.

In accordance with RSA 504-A:13 IV, the Department may collect an application fee for the transfer of supervision to another state through the Interstate Commission for Adult Offender Supervision (ICAOS). During SFY 2015, a total of \$27,498 was collected pursuant to this statute.

During the year, the Division completed pre-sentence investigation reports, annulment investigations, pre-parole investigations, and other miscellaneous investigations. The Department continued participation in the FBI Safe Streets Gang Task Force and in the United States Department of Justice Asset Forfeiture Program. The Department also participated in the Urban Violence Gang Initiative in Manchester, New Hampshire.

A total of \$2,800,893 in fines, fees, and restitution was collected in SFY 2015. A total of \$2,763,594 was disbursed. (See breakdown on following page.)

NHDOC FIELD SERVICE LOCATIONS

| | |
|---------------------------------------|---------------------------|
| Exeter District Office (#01) | Rockingham County |
| Manchester District Office (#02) | Hillsborough County North |
| Concord District Office (#03) | Merrimack County |
| Berlin District Office (#04) | Coos County |
| North Haverhill District Office (#05) | Grafton County |
| Central Office (#06) | 105 Pleasant St., Concord |
| Dover District Office (#07) | Strafford County |
| Laconia District Office (#08) | Belknap County |
| Keene District Office (#09) | Cheshire County |
| Claremont District Office (#10) | Sullivan County |
| Wolfeboro District Office (#11) | Carroll County |
| Nashua District Office (#12) | Hillsborough County South |



Commissioner Wrenn (left) presents a longevity certificate to Nashua DO Chief Paul Jacques



Division of Field Services

Michael McAlister, Director



(continued)

| Field Services Receipts and Disbursements SFY 2015 | | |
|--|-----------------------------|--------------------|
| Total Receipts | | \$2,818,999 |
| Individuals | Restitution | \$1,756,931 |
| Courts | Fines | \$261,020 |
| PSTC | Training | \$62,946 |
| DOC Field Services | Collection Functions | \$253,068 |
| DOC Field Services | ICAOS Dues and Costs | \$27,498 |
| Justice | Victim Assistance | \$33,178 |
| General Fund | Annulments | \$130,700 |
| General Fund | Collection Fees | \$26,706 |
| General Fund | Supervision | \$325,685 |
| Misc. Expenses* | | (\$114,138) |
| Total Disbursements | | \$2,763,594 |

*e.g., returned checks, bank fees, etc

| Supervision Cases on June 30, 2015 | |
|--|---------------|
| Probation | 3,692 |
| Parole | 2,320 |
| Non-New Hampshire Supervised | 592 |
| Administrative Home Confinement | 46 |
| Collection Only | 9, 974 |
| Total | 16,624 |

The first four categories in the chart are considered Active Supervision Cases.



Division of Administration Doreen Wittenberg, Director



The Division of Administration consists of Financial Services, Contracts and Grants Administration, and Logistical Services.

The Financial Services' staff is responsible for all accounting, purchasing, budgeting, and medical payment processing for the Department as well as maintaining the inmate banking system. The Contracts and Grants staff is responsible for the RFP process and management of numerous contracts and grants administered by the Department. Logistical Services staff is embedded in the three prison facilities and are responsible for all maintenance, food service, laundry, and warehouse functions of the prisons, the Transitional Work Center and three transitional housing units.

With the advent of state fiscal year 2015 beginning July 1, 2014, the Department's budget appropriation included inherent financial and operational challenges. The final budget appropriation reflected 65 unfunded positions coupled with a material under appropriation in overtime and in-state travel. These challenges tested the financial, operational, and staffing limits of the entire Department. When the state fiscal year came to a close, the Department successfully met these challenges thanks to a collaborative and cooperative effort in managing this budget at every level of the Department.

The Financial Services and Contracts and Grants staff did a commendable job as they continued to execute their duties in an efficient and professional manner.

Although the Logistical Services unit experienced unplanned vacancies due to unexpected retirements and medical issues, the staff continued to do an exemplary job. With minimal outside contracted resources, the maintenance staff continued to keep the facilities mechanically operational as they face the daily challenges of maintaining the infrastructure of our facilities. Concord maintenance staff encounters the daily challenges of maintaining the structures at the NH State Prison for Men as well as the Transitional Work Center and the Transitional Housing Units. They, as well as the Berlin and Goffstown maintenance staff, keep the facilities safe and operational.

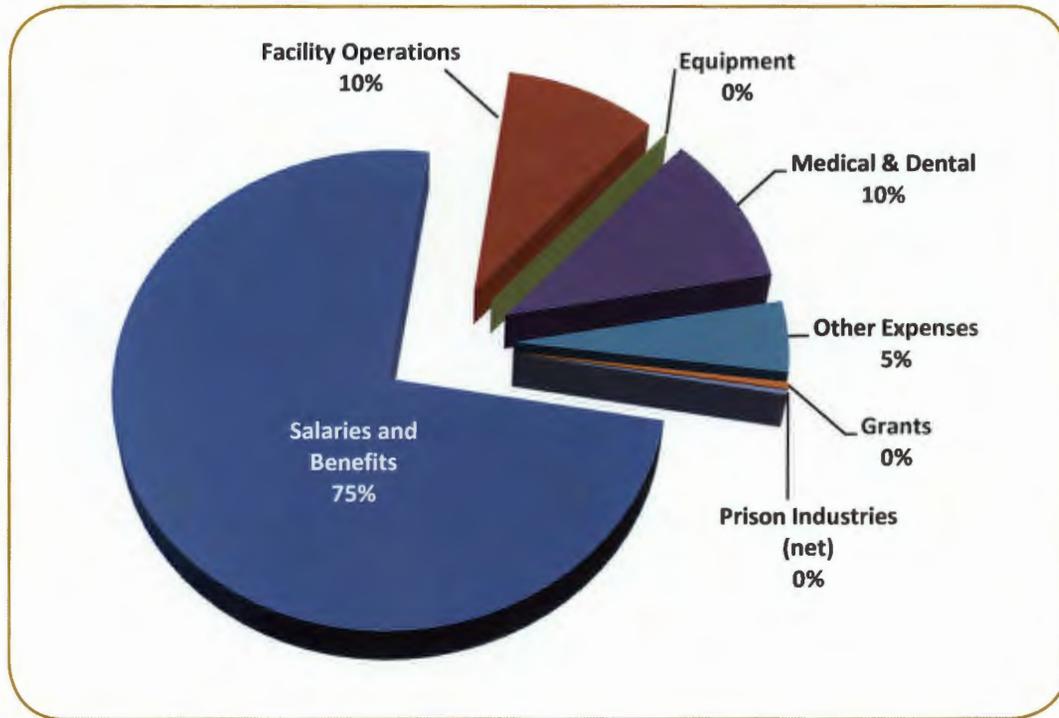


The food services staff at the three prisons continues to provide an average of 8,000 meals a day with minimal staffing resources.

Logistical Services Administrator, Jon Hanson also serves on the Department of Corrections committee that is planning in state fiscal years 2016 and 2017 for the construction of the new Women's Prison. The construction of the new Women's Prison is proposed to open in October, 2017, providing space and program needs for the female inmates currently incarcerated at Goffstown Women's Prison and Strafford County Prison.



Grants SFY 2015



The DOC benefitted from several grants this fiscal year, both directly and indirectly. The Department received an Adult Basic Education sub-grant from the NH Department of Education (DOE) in the amount of \$43,136 for the 2015 fiscal year for a part-time HISET/Special Ed teacher and teaching materials.

The Department received a total of \$149,200 in Victims of Crime Act (VOCA) sub-grants from the NH Department of Justice (DOJ). The NHDOC Victim Services personnel provide assistance to crime victims and their families.

The DOC annually receives a State Criminal Alien Assistance Program (SCAAP) Award from the U.S. Department of Justice to partially reimburse the Department for the costs associated with housing illegal aliens. This year's SCAAP Award was for \$64,427.

The FBI awarded the DOC a Safe Streets Task Force (SSTF) grant of \$34,404, with a project period of October 1, 2014 through September 30, 2015.

In SFY 2015 NHDOC received a Swift and Certain Sanctions/Replicating HOPE Project sub-grant award from the NH Department of Justice in the amount of \$56,676, with a project end date of September 30, 2016. These funds will be utilized to improve supervision strategies of offenders in the community, collaboration among agencies, and improving offender outcomes.

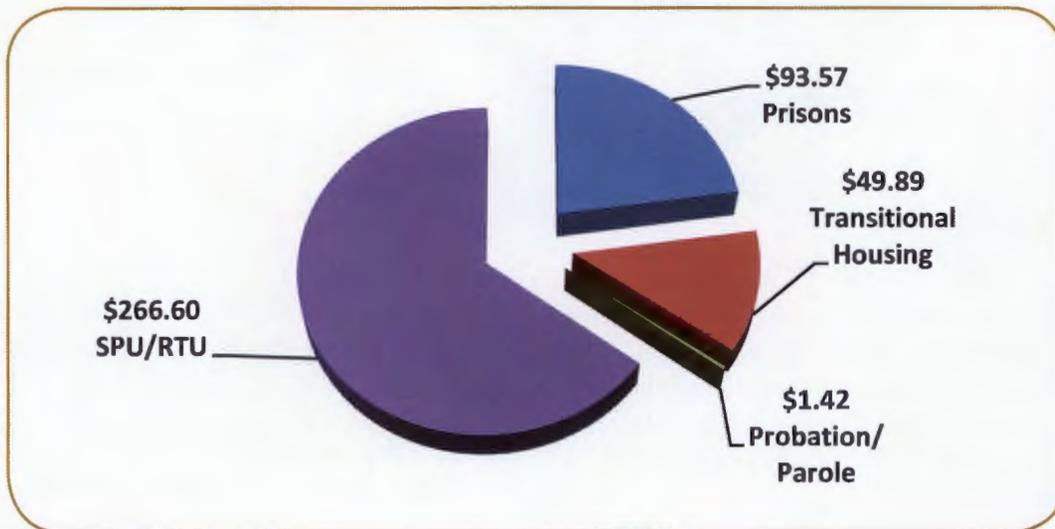
Also in SFY 2015 the Department was the recipient of a sub-grant from the Manchester Police Department in the amount of \$8,760, project end date of August 31, 2015, which is a collaborative effort between NHDOC Parole/Probation Officers and the Manchester Police to conduct offender probation compliance checks.

(continued)

Grants SFY 2015

(continued)

| Expense Category | Prisons | Transitional Housing | Probation/ Parole | SPU/RTU |
|--|---------------------|----------------------|--------------------|--------------------|
| Total Expenses | \$80,770,435 | \$5,678,557 | \$9,203,644 | \$8,433,575 |
| Divided by: Avg Number of Offenders | 2,365 | 312 | 17,713 | 87 |
| Equals: Avg Annual Cost per Offender | \$34,155 | \$18,210 | \$520 | \$97,310 |
| Divided by 365 equals: Avg Daily Cost | \$93.57 | \$49.89 | \$1.42 | \$266.60 |





Correctional Industries Ronald Cormier, Administrator



New Hampshire Correctional Industries strives to provide meaningful job training for inmates including both technical skills and “soft” job skills such as punctuality, work ethic, teamwork and problem solving.

NHCI also helps to provide for a safer prison environment for both staff and inmates by providing a meaningful outlet for inmates to spend their time. Financially it is our goal to be self-sufficient by covering 100% of our expenses from the sale of goods and services. In SFY 2015 NHCI was not able to reach that goal, however, we were able to cover 81% of all expenses including staff salaries from sales revenue.

In pursuit of that goal NHCI Farm Operations were suspended at the end of the year. This decision was made by the Commissioner after reviewing market trends, costs of operations and available staff resources. While the closure of a long time industry is difficult, this decision will help bring us closer to our goal of 100% self-sufficiency in the coming years.

With that change to operations NHCI currently operates eight shops and a retail outlet, employing approximately 20 staff and 240 inmates across all facilities. These shops include; license plates, signs and engraving, printing services, woodworking, and upholstery at the NH State Prison for Men.

At the Northern NH Correctional Facility in Berlin we offer woodworking, upholstery and furniture refinishing. Women at the NH Correctional Facility for Women can work in light manufacturing and painting.



For the future NHCI will be conducting long term strategic planning to outline a road map for the future success of NHCI, its staff and inmate participants.

We will continue to evolve our program to best meet the market demands for our goods and services as well as provide our inmates with the best possible chance for success upon their release.



The NHCI Farm operation closed at the end of SFY2015.



Inmate Population Data At the conclusion of SFY 2015



Population by Crime Type – June 30, 2015

| Crime Type | Number | Percentage |
|-------------------------|--------------|-------------|
| Crimes Against Persons | 1,470 | 51% |
| Crimes Against Property | 703 | 25% |
| Drugs/Alcohol | 436 | 15% |
| Crimes of Public Order* | 228 | 8% |
| Other Jurisdictions** | 30 | 1% |
| Total | 2,867 | 100% |

* This category refers to crimes that fall outside of the first three categories, including Public Order crimes and Motor Vehicle offenses.

** This category includes inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.

Population by Age June 30, 2015

| Age | Number | Percentage |
|--------------|--------------|-------------|
| 17-21 | 47 | 2% |
| 22-25 | 306 | 11% |
| 26-30 | 511 | 18% |
| 31-40 | 832 | 29% |
| 41-50 | 570 | 20% |
| 51-60 | 378 | 13% |
| Over 61 | 223 | 8% |
| Total | 2,867 | 100% |

Population by Race – June 30, 2015

| Race | Number | Percentage |
|------------------|--------------|-------------|
| White | 2,466 | 86% |
| Black | 177 | 6% |
| Native American | 12 | 0.4% |
| Asian | 11 | 0.4% |
| Other/Unreported | 201 | 7% |
| Total | 2,867 | 100% |

Admissions – SFY 2015

| Admissions | Males | Females | Total | Percentage |
|---------------------|--------------|------------|--------------|-------------|
| New Admission | 437 | 87 | 524 | 32% |
| Parole Violator* | 655 | 104 | 759 | 47% |
| Probation Violator* | 143 | 43 | 186 | 11% |
| AHC Returns | 9 | 5 | 14 | 1% |
| Other Jurisdictions | 77 | 59 | 136 | 8% |
| Total | 1,321 | 298 | 1,619 | 100% |

*Parole and probation violators in this chart should not be confused with the recidivism rate as discussed on pages 19 and 20.



Inmate Population Data At the conclusion of SFY 2015



Population by Minimum Sentence – June 30, 2015

| Minimum Sentence Length | Number | Percentage |
|-------------------------|--------------|-------------|
| Less than 1 year | 70 | 2% |
| Between 1 and 3 years | 1,536 | 54% |
| Between 4 and 5 years | 288 | 10% |
| Between 6 and 10 years | 625 | 22% |
| Between 11 and 20 years | 105 | 4% |
| 21 Years and more | 213 | 7% |
| Unknown* | 30 | 1% |
| Total | 2,867 | 100% |

**Unknowns are inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.*

Population by Maximum Sentence – June 30, 2015

| Maximum Sentence Length | Number | Percentage |
|-------------------------|--------------|-------------|
| Less than 1 year | 26 | 1% |
| Between 1 and 3 years | 304 | 11% |
| Between 4 and 5 years | 562 | 20% |
| Between 6 and 10 years | 844 | 29% |
| Between 11 and 20 years | 674 | 24% |
| 21 Years and more | 427 | 15% |
| Unknown* | 30 | 1% |
| Total | 2,867 | 100% |

**Unknowns are inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.*

Releases – SFY 2015

| Releases | Males | Females | Total | Percentage |
|-----------------------|--------------|------------|--------------|-------------|
| Maxed Out | 71 | 4 | 75 | 4% |
| Paroled | 1,217 | 168 | 1,385 | 79% |
| Released to AHC | 47 | 50 | 97 | 6% |
| Released to Probation | 82 | 3 | 85 | 5% |
| To Other Jurisdiction | 23 | 93 | 116 | 7% |
| Total | 1,440 | 318 | 1,758 | 100% |



Studies of Recidivism

Joan Schwartz, PhD., Administrator of Research

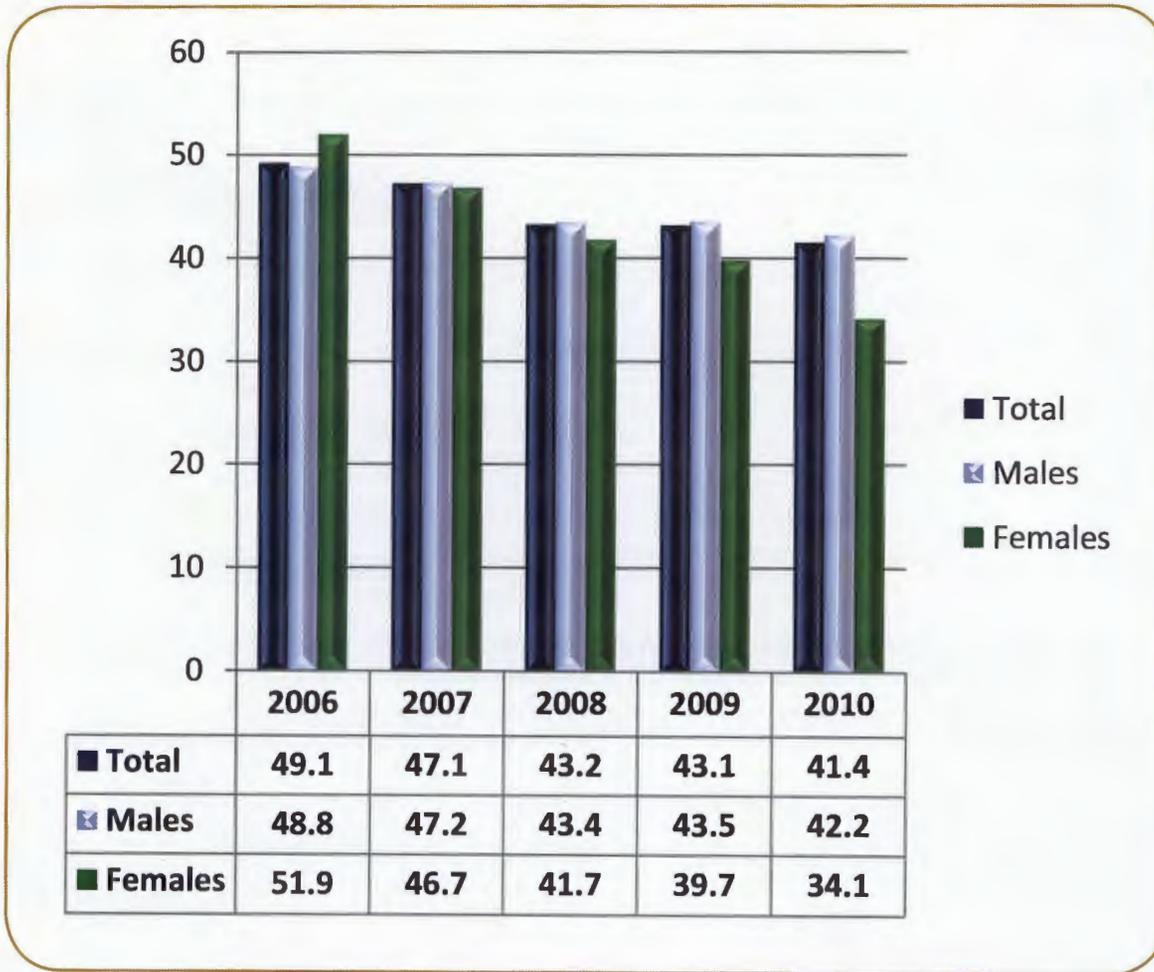


Table 1. Recidivism Rates, by Cohort Years 2006 – 2010

The NH Department of Corrections

conducts annual studies of recidivism to determine the number and percent of offenders who return to prison within three years of their release, and the reasons behind these returns. The most recent study of recidivism tracked offenders released between January 1, 2010 and December 31, 2010, referred to as the 2010 cohort.

Of the 1,267 offenders released in 2010, 524 returned to prison within three years of their release, representing an overall recidivism rate of 41.4 percent. The recidivism rate for this cohort represents the fifth consecutive year in which recidivism rates have declined. The recidivism rate for males for the 2009 cohort was 42.2 percent, representing

a decline of 3 percent from the previous cohort year. The recidivism rate for females for the 2010 cohort was 34.1 percent, representing a decline of 14 percent from the previous cohort year.

The statewide recidivism rate fell 8 percentage points between the 2005 and 2010 cohort years, representing a 17% decline overall. The decline for males over this period was 6.8 percentage points, representing a decline of 14% over five years. The recidivism rate for females decreased a total of 21.9 percentage points, representing a 39% decline over this same period.¹

¹ The significant decline in the female recidivism rates is attributed to a steady return to lower recidivism rates among females following two consecutive cohort years in which the recidivism rate among female offenders jumped to an unprecedented high of over 50% in 2005 and 2006.



Studies of Recidivism

Joan Schwartz, PhD., Administrator of Research



Recidivism by Crime Type

Recidivism rates and reasons for return to prison often vary by crime type. Overall, offenders with the highest rates of recidivism were those convicted of property crimes, followed by those convicted of crimes of public order. Males convicted of property crimes had a re-incarceration rate of 49.5%, while the re-incarceration rate for females convicted of property crimes was only 34.4%. Among male offenders, those convicted of drug or alcohol offenses were the least likely to return to prison, whereas for females convicted of violent crimes were the least likely to return.

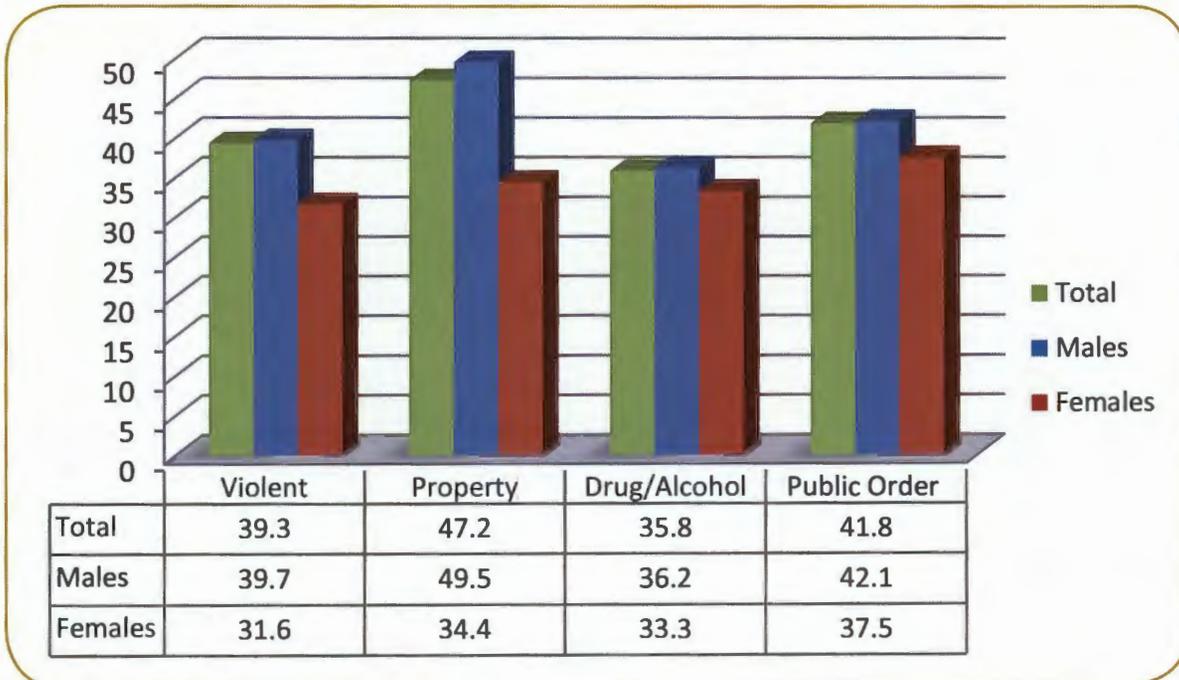


Table 2. Recidivism Rates by Crime Type

Reasons for Return to Prison

Of the 1,267 offenders released in 2010 cohort, 61 (5%) returned to prison on a new sentence, 256 (20%) returned for an arrest on one or more new charges, and 207 (16%) were returned for violating the conditions of their release to parole (referred to as 'technical violations').

Returns to Prison on a New Sentence

Males were twice as likely as females to return to prison on a new sentence (5% vs. 2%). Of the 58 males returned to prison on new sentences, almost half (47%) returned on a new sentence for a property crime, 31% received a new sentence for a drug or alcohol conviction, 24% had a new sentence for a crime of public order, and 22% received a new sentence for a violent crime. Of the three females returned to prison on a new sentence, two were convicted of a drug or alcohol related crime, and one received a new sentence for a property crime.

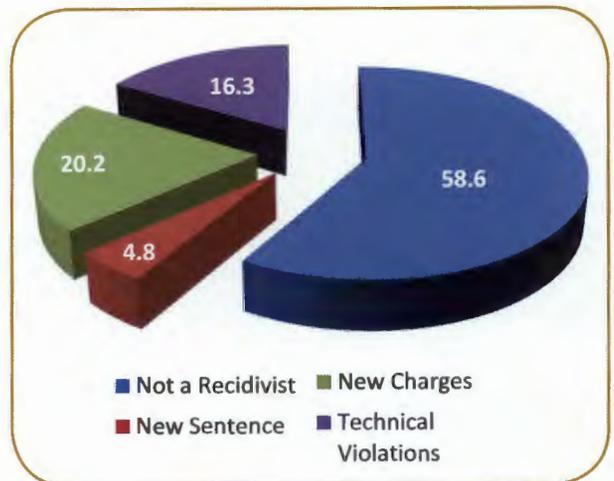


Chart 1. Recidivism Rates by Reason for Return to Prison



Studies of Recidivism

Joan Schwartz, PhD., Administrator of Research

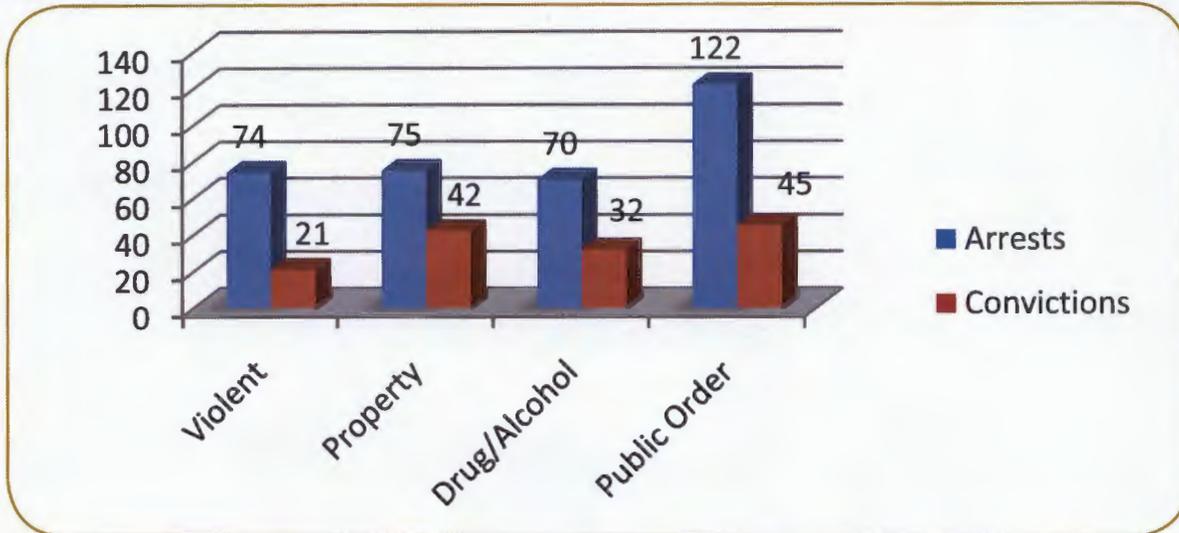


Chart 2. Arrests and Convictions for Offenders Returned to Prison on New Charges

Returns to Prison on New Charges

Of the 256 offenders returned to prison on new charges, 45% were arrested for more than one crime. Approximately half (n. 122) were arrested for a crime of public order, 29% were arrested for a violent crime, 29% were arrested for a property crime, and 27% were arrested for a drug or alcohol related crime. A total of 95 (37%) of those returned to prison for an arrest on a new charge received a new sentence. Conviction rates were the highest for offenders arrested for a crime of public order, at 47%, followed by property crime offenses, at 44%. Drug or alcohol related arrests had a conviction rate of 34%, while arrests for violent crimes had a conviction rate of 22%.

Of the 256 offenders returned to prison for an arrest on new charges, 184 (72%) were cited for technical violations. Forty-one percent had failed to report, moved without permission, or absconded from supervision at the time of their arrest. Thirty-one percent were cited for drug use, and 25% were cited for alcohol use or failure to complete drug and alcohol treatment in the community. Additional violations for these offenders include the failure to remain employed, failure to pay fines, possession of a firearm, and failure to participate satisfactorily in mental health or sex offender treatment in the community.

Returns to Prison on Technical Violations

A total of 207 offenders (16.3%) released in 2010 were returned to prison for violating their conditions of parole ~ referred to as technical violations. Over half of the offenders returned for technical violations were cited for more than one rule violation. Drug and alcohol use accounted for 72.5% of all returns to prison for technical violations. Drug use was cited in 54% of all drug and alcohol related returns, while alcohol use was cited in 20% of cases and combined drug and alcohol use was cited in 26% of all cases. The drug most often cited was opiates (29%), followed by marijuana (27%) and heroin (16%). The use of multiple drugs was cited in 30% of all cases.

The second most frequently cited technical violations were failure to report, changing residence without permission, or absconding from supervision, and were cited in 59% of all returns. While additional rule violations cited for these offenders included failure to retain employment or pay fines, associating with criminals, and failure to participate in mental health or sex offender treatment in the community, rule violations associated with drug or alcohol use, failure to report or absconding from supervision accounted for 90% of all returns to prison on technical violations.

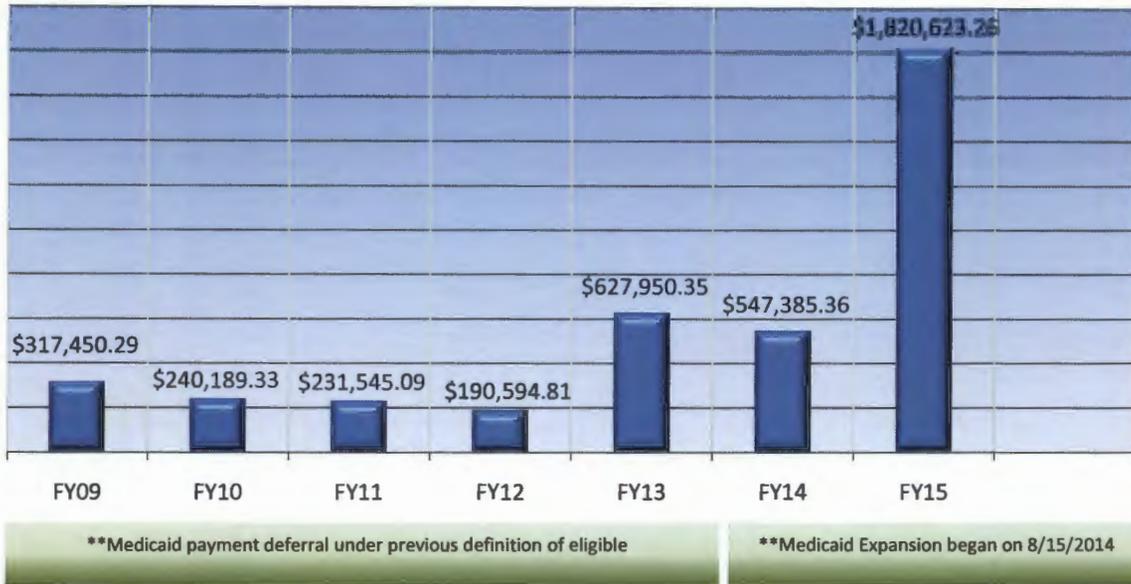


Division of Medical and Forensic Services

Paula Mattis, Director



NH Department of Corrections
Cost of Inmate Inpatient Stays Paid By Medicaid by Budget Year



The Division of Medical and Forensic Services

is the treatment entity of the Department. Employees within this division are integral to providing constitutionally appropriate health and behavioral health care to approximately 2,700 inmates and civil committees in our custody. A significant number of these individuals present with severe medical and behavioral health issues. In collaboration with community physicians, hospitals and contracted entities, the Division strives to continue to meet those needs by managing a delivery system that focuses on services that are appropriate and cost effective. The services provided to those in the care of this Division, along with advancements and changes achieved in SFY 2014, are described in the following sections.

The Division issued a Request for Proposal for an electronic health record that is anticipated go live for the Fall of 2016. The use of an electronic health record will assist the Department in reporting on the patterns of medical and behavioral health services provided to the men and women incarcerated in NH to better intervene with the goal of healthier outcomes.

In an effort to maximize the Department's use of expanded Medicaid, we successfully deferred over \$1.8 million dollars of inpatient eligible hospital stays to be paid by Medicaid rather than by the State's General Fund dollars.

Behavioral Health Services

The Department has a comprehensive set of behavioral health services to assist with the complexity of our clients' needs. Due to the increasingly high number of offenders entering the prison system with diagnosable needs, Medical/Forensics has established a community mental health model within Corrections. Inpatient needs are served through the Secure Psychiatric Unit. The Department has established three units for residential treatment needs at the three prison sites: The Residential Treatment Unit in Concord specifically for men; the Wellness Block at the Berlin facility for men; and a Wellness Block for women at the State Prison in Goffstown. Behavioral health offers a walk in clinic weekly for all offenders to ensure free access to services.



Division of Medical and Forensic Services Paula Mattis, Director



Secure Psychiatric Unit (SPU)

The SPU serves offenders from state and county correctional facilities who are in acute psychiatric need and patients committed through the NH Judicial system (in accordance with civil commitment statutes) due to mental illness and a level of dangerousness not able to be treated in a less restrictive environment. The SPU is also the secure facility designated to treat individuals committed under the State's Sexually Violent Predator law; currently we have two people committed under this statute.

The SPU offers a psychiatric hospital level of care within a secure setting. There are approximately 30 hours per week of structured and unstructured therapeutic and diversional interventions available for residents, contingent upon individual treatment planning facilitated by the diverse disciplines assessing the client's needs. The SPU continues to provide quality psychiatric care via its team of highly dedicated psychiatric, clinical, nursing, and security staff who continually strive to improve the level of care provided. The security staff are certified Corrections Officers who participate in additional specialized training in managing clients with mental illness through collaborative mental health training provided through New Hampshire Hospital.

The SPU has a 66 bed capacity, with a current configuration of 50 male beds, 10 female beds, and six infirmary rooms. During SFY 2015, there were 91 admissions to SPU and 72 discharges. Of those discharged, 56 percent went to General Population settings and 24 percent went to the Residential Treatment Unit (RTU). The average length of stay in SPU for SFY 2015 was 110 days with the median length of stay being 67 days.

Residential Treatment Unit (RTU)

The RTU is designed specifically for male inmates who are unable to function successfully in a general prison environment due to their mental illness. Inmates may be clinically referred to the RTU from behavioral health staff working in the general prison facilities or as a step down from the SPU.

The average length of stay in RTU for SFY 2015 was approximately 160 days. During that time frame a total of 23 inmates were discharged from RTU: 15 to General Population, 4 to parole, 2 were admitted to SPU, one to transitional housing, and one maxed out.

The RTU, like the SPU, offers inmates approximately 30 hours per week of structured and unstructured therapeutic and diversional interventions. After professional evaluation by specific disciplines, the inmate and treatment team develop a specific, individualized treatment plan. The psychiatric, clinical, nursing and security disciplines continue to strive toward best practices models and providing evidence-based treatment modalities.

General Prison-Based Behavioral Health Services

Behavioral Health offers an extensive variety of services to assist with the intricacy of our clients' needs. Our team offers Wellness units for our male and female clients interested in a holistic approach to treat their behavioral health conditions. We pride ourselves on ensuring that offenders are educated on mind body integrative interventions by treating the whole person. This is obtained by optimizing services that may include yoga, exercise groups, nutrition education, group clinical treatments and many more themes and services that form the framework of an integration approach.

Our professional team also offers all clients of behavioral health individualized services that may include groups and individual sessions. A personalized treatment plan is provided for all our clients to ensure that goals are clear and measurable. Groups change based on the needs and diagnoses of our population. Our treatment curriculums are evidenced-based. For on-going analysis of our services, we utilize client surveys to analyze the effectiveness of the treatment curriculum and attain other feedback to improve treatment services.

(continued)



Division of Medical and Forensic Services

Paula Mattis, Director



(continued)

A drop-in clinic is offered at all facilities to ensure that any offender seeking care can access services in a comfortable confidential environment. This is also an opportunity for established clients to check in with their provider if issues arise in between scheduled treatment meetings. This is not for emergencies as our facilities are equipped with a 24 hour emergency services system for any individual who is suicidal or homicidal.

Drug and alcohol services are offered at every facility, this team continues to see great results from some intensive work. The Focus unit was established as a modified therapeutic community targeting client with substance use disorders. It prides itself on stabilization and engagement in a long-term chronic care plan.

Clients may require detoxification prior to admittance into intensive treatment and our medical team is equipped to assist. Our clients will then be provided a full assessment and plan by a licensed drug and alcohol counselor. This may include intensive services (Focus) or outpatient services offered within the prison facilities. We also offer aftercare/relapse prevention to our clients to ensure that they maintain contact and support. Our trained clinicians use interventions such as motivational interviewing,

motivational enhancement, cognitive behavioral therapy and even relaxation techniques. Our woman's facility offers intensive services and general services all in group and individual settings. The curriculums in all facilities are identical to ensure parity and the only intervention that may differ is for gender responsivity purposes.

A new innovative concept for our division is the Inmate Peer Support Program. Thirty-three individuals have started training in Psychological First Aid, and will use this new skill to help support offenders in crisis. These offenders receive a certificate. Two years ago staff had been instructed to meet with a small group of offenders who had been on suicide watch to explore how our team could best support individuals on this status. The response was that they felt having someone who can relate would be helpful to talk with besides staff. So, our team reached out to the Department of Health and Human Services and Northern Human Services regarding their Psychological First Aid Program. The instructors agreed to come into our facilities and train offender volunteers to obtain these skills. It is off to a great start and we are excited about the possibilities!



Dental Services

Through a wider contract for physician services, the Division's Dental Clinic has successfully expanded its ability to provide necessary services, including dental hygiene services. The appointment scheduler continues to effectively and accurately track offender access to dental services within the Department.

The Dental Clinic participates with Tufts University School of Dental Medicine and NH Technical Institute for externship opportunities. During the year, the Dental Clinic presented informational workshops to female inmates through the Wellness Block at the Women's Prison, with plans to eventually make these presentations available to the SPU and RTU in Concord.



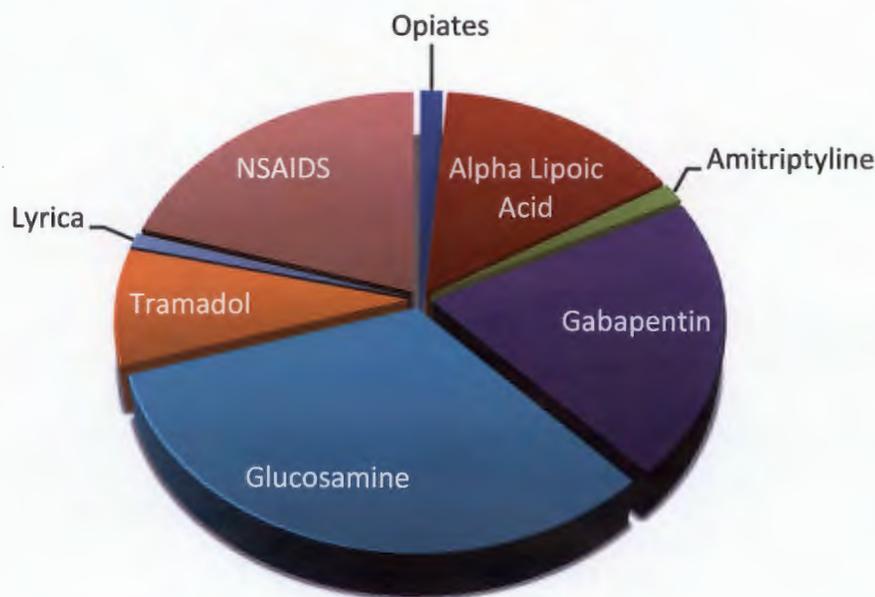
Division of Medical and Forensic Services Paula Mattis, Director



Medical and Nursing Services

The Division has a dedicated staff of medical professionals including nurses, physical therapists, contracted physicians, and nurse practitioners. The medical records administration office assists the medical staff by making all pertinent information available. When medically necessary, community-based treatment referrals are made to hospitals, community clinics, laboratory service and other medical specialty providers.

NHDOC Pain Clinic Meds 2015



At the Department's correctional facilities, nursing staff provide infirmary care, triaged emergent and sick call services, and administer medications as ordered by providers for individuals under departmental custody. Nursing oversees the infection control program, monitors communicable diseases, and implement disease control measures as needed.

Providers under the leadership of the Department's Chief Medical Officer implemented numerous initiatives to improve care, including a suturing program, infection control processes, and a diabetes care quality improvement project. The division implemented a computerized Health Services Log to improve communication about critical medical incidents, and a computerized physician order entry (CPOE) is utilized at all facilities.

Our Division implemented in 2009 a Pain Management Clinic to move away from a single modality of treatment, medication, to a multi-disciplinary team. A physician, nurse and physical therapist comprise the core team with liaisons in the areas of mental health substance use and dietary services. Prior to our implementation of the Pain Clinic our use of opioids as intervention was the primary first step in treatment pain, proudly as of this year 1.9% of total pain clinic prescriptions are opioids. This change has best assisted our clients who struggle with opioid addiction by providing a treatment regimen that does not predispose them to their substance abuse issues.



Division of Medical and Forensic Services

Paula Mattis, Director



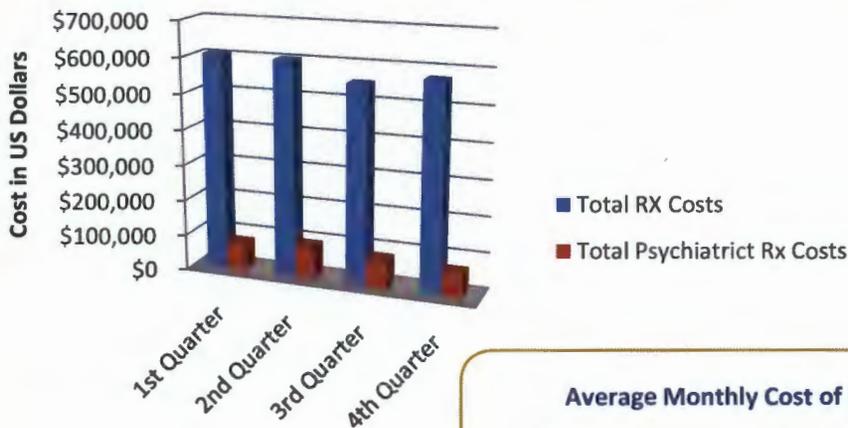
Pharmaceutical Services

In order to meet the medical and psychiatric needs of residents in our custody, our Pharmaceutical Department processed 217,333 prescriptions in SFY 2015, an increase of 4% over SFY 2014. The Chief Pharmacist facilitates the monthly meeting of the Pharmaceutics and Therapeutics Committee bringing together the heads of our healthcare disciplines to monitor activities of specific medications, review prescribing practices, monitors compliance with our formulary, and makes recommendations for changes in practice patterns by practitioners. These meetings continue to educate our practitioners on effective use of medications used to treat the many diagnoses we manage in Corrections.

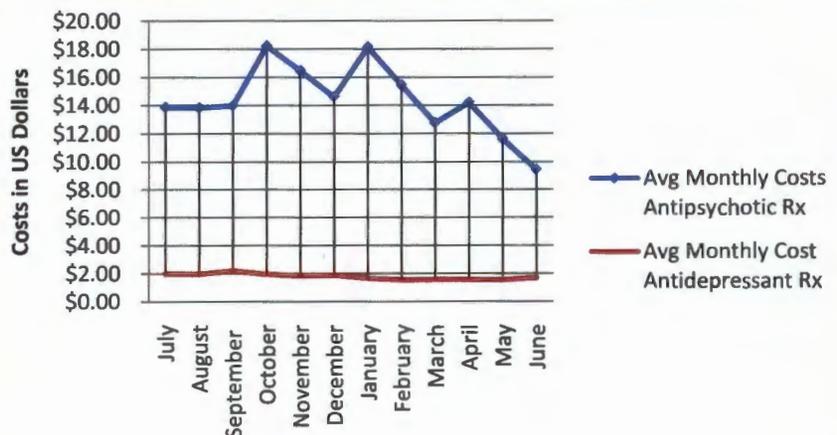
The Pharmacy utilizes an AutomedFastpak EXP to dispense psychotropic medications in patient specific packets. The system reduces administration time, reduces potential for loss, and increases the level of accuracy.

The Pharmacy also utilizes computerized physician prescription order entry at all prison facilities. Computerized physician order entry eliminates the potential for error created by handwritten orders, allows immediate access to patient prescription histories, and creates efficiencies within the nursing process. The Pharmacy became compliant with the new Prescription Drug Monitoring program, which is a program geared toward reducing abuse of prescription medications.

Quarterly Prescription Cost Comparison SFY 2015



Average Monthly Cost of Psychiatric Prescriptions SFY 2015





Division of Medical and Forensic Services Paula Mattis, Director



Allied Health Professionals

The Division's Allied Health professionals provide direct care to all Correctional sites in addition to providing oversight to their discipline specific area in conjunction with other healthcare practitioners. Their involvement with amending departmental policy and insight into legislative initiatives is integral to proper functioning and accountability to best practice and national standards. The Division's nutritionist works in collaboration with Food Services in conducting reviews of menus and nutritional guidelines as part of the on-going quality improvement process at all sites. Nutrition and rehabilitation services respond to clinical referrals from nursing, providers, and all other disciplines to provide their clinical synopsis of the cases and additional input into the plan of care.

Recreational therapy is specific to the SPU and RTU provides structured and unstructured diversional activities targeted to the special requirements of these groups to assist in meeting the goals of their treatment plans and to increase their frustration tolerance in social settings.

Allied Health employees play important roles in the Pain Management clinic, management of eating disorders, review of community-based referrals, and increasing residents' abilities to participate in physical fitness and more appropriate social coping skills.

Physical therapy services are currently provided at all of the sites by a Licensed Physical Therapist. The therapist works along with security and the entire healthcare team responding to clinical referrals for evaluation. Patient evaluations often result in determination of further needs, including patient education and an independent exercise program that assists them in achieving their rehabilitation goals. The physical therapist coordinates the on-site services for orthopedic needs and works as part of multi-disciplinary Pain Management team.

Office of the Forensic Examiner

The Office of the Forensic Examiner conducts court ordered psychological evaluations when there are concerns about a criminal defendant's competency to stand trial or when the defendant has pled Not Guilty By Reason of Insanity. The forensic examiners conduct in-person evaluations with the defendants, write forensic reports for the judge, and often testify about their findings.

The Office of the Forensic Examiner has also been working closely with other state agencies to improve the system for competency evaluations and streamline the process for involuntary emergency admissions to the state psychiatric hospital for incompetent defendants throughout this fiscal year.

Not Guilty By Reason of Insanity Civil Commitments

The Department of Corrections monitors 32 civil committees, committed as Not Guilty by Reason of Insanity (NGRI) and on-going enforcement of the treatment regimen per RSA 651:11-a. The Division of Medical and Forensic Services has a dedicated NGRI Clinical Coordinator who meets regularly with individuals and different mental health organizations at the varying levels of care the client has obtained.

The Division coordinates inpatient level of care and outpatient mental health services to ensure compliance with court orders, and reviews clinical files for symptomology related to their illness and risky behaviors for the safety of the client and the community. The Division utilizes trained forensic psychologists in assessing risk for future violence in these cases to evaluate preparedness for changes in level of care as deemed necessary.



Division of Security and Training Christopher Kench, Director



The Division of Security and Training oversees Inmate Classification and Offender Records, the establishment and maintenance of prison security and emergency management programs, and implements the department-wide training program. The Division includes the Bureaus of Training and Staff Development and the Bureau of Inmate Classifications and Offender Records.



Governor Maggie Hassan spoke to Corrections Academy 99 graduates

During SFY 2015, three corrections academies were facilitated, starting 61 Correctional Officers, and approximately 368 days of in-service and other miscellaneous training were facilitated for all NH DOC staff members.

The Open Source Learning Management System (Moodle) launched and tested last year is proving successful with over thirty on-line courses available to date.

We were able to acquire Simunitions weapons to provide non-lethal pistol training to select Correctional Officers and all Probation and Parole Officers.

The NHDOC liaisons to the NH State Police Hostage Negotiations Team continued training together during this period, and the Special Emergency Response Team (SERT) completed required annual training. Also, we combined the Bureaus of Inmate Classification and Offender Records into one bureau headed by an Administrator.



Division of Professional Standards Colon Forbes, Director



The Department of Corrections Division of Professional Standards

is responsible for department-wide criminal and administrative investigations. The Division also includes the Polygraph Unit, the Hearings Bureau and the Bureau of Audits and Compliance.

The Polygraph Unit is responsible for conducting polygraph examinations related to the supervision and treatment of sex offenders, the pre-employment recruitment of uniformed staff, and criminal and administrative investigations. Community safety is the number one priority. The sex offender polygraph testing program assists Probation/Parole Officers and sexual offender treatment providers by identifying low level behaviors which, if left unchecked, could lead to high level risk behaviors and possibly re-offense. In addition, the pre-employment polygraph examinations for law enforcement positions ensure that the Department of Corrections selects credible candidates. In SFY 2015, the Polygraph Unit conducted a total of 252 examinations.

The Hearings Bureau provides a due process system for hearing inmate grievances and claims, and ensures proper due process protection and adherence to disciplinary procedures for the inmate population. In SFY 2015, the Hearings Bureau processed 9,503 disciplinary reports (1,504 of which resulted in hearings) and ordered restitution in the amount of \$28,593.83.

The Investigations Bureau is responsible for the department-wide investigation of serious incidents and allegations of criminal and/or administrative wrongdoing by inmates, staff and members of the public as well as assistance to other law enforcement agencies. During SFY 2015, the Investigations Bureau staff conducted 1,763 investigations. In addition, the Investigations Bureau staff received 67 indictments as a result of 30 criminal investigations presented to Grand Juries.

The Bureau of Audits and Compliance was formed in September of 2014. The mission of the Bureau is to provide insightful, objective, independent audits and evaluations of department operational activities. The Bureau also provides consulting services in coordinating Lean process improvement events and department policy management.



DISCIPLINARY HEARING OUTCOMES

SFY 2015 INFRACTIONS

| | |
|---------------------|--------------|
| Major Infractions | 2,401 |
| B Level Infractions | 5,115 |
| C Level Infractions | 1,987 |
| Total | 9,503 |

SFY 2015 DISPOSITIONS

| | |
|-------------------------|--------------|
| Pled Guilty | 757 |
| Found Guilty | 315 |
| Incident Report | 192 |
| Filed Without Prejudice | 169 |
| Found Not Guilty | 19 |
| Other | 52 |
| Total | 1,504 |

SFY 2015 INVESTIGATIONS

| | |
|------------------------------|--------------|
| Criminal | 70 |
| Administrative | 16 |
| PREA (Prison Sexual Assault) | 58 |
| Agency Assists | 201 |
| Unit Assist | 1,370 |
| Other | 48 |
| Total | 1,763 |



Victim Services/PREA Helen Hanks, Assistant Commissioner



The mission of the Victim Services Bureau at the Department is to provide advocacy, support and quality services for crime victims and survivors. With respect for their role as participants in a successful justice system, we are committed to honoring each crime victim's right pursuant to NH RSA 21-M:8-k to be treated with fairness and respect as well as be informed, involved and reasonably protected throughout the criminal justice process. As part of fulfilling this mission, our many areas of the Department seek victim input in diverse way including but not limited to inform case planning for offenders, during pre-sentence investigations conducted by our Probation/Parole officers, and through the enforcement of court-ordered restitution.

The Victim Services Resource Center is located at the NH State Prison for Men which has allowed for closer collaboration with the Parole Board Office. The Center is designed for survivors and victims' families to meet with Victim Services staff for preparation for parole and/or revocation hearings, prison tours and safety planning upon an offender's release into the community. At the close of SFY 2015, the Victim Services unit was responsible for tracking 1,208 inmates with active victim notification requirements that affected 2,246 individuals and businesses. There were 614 new requests for victim notification during the fiscal year. Victim Services staff documented 6,463 contacts with victims/survivors and their families during this fiscal year.

The Victim Services unit has been actively working with the Department of Safety to implement a State Automated Victim Information and Notification System (SAVIN). The goal of this project is to provide real-time notification of changes to inmates' status at the request of individuals directly impacted by their crimes. NH SAVIN is a closed-system that will provide fast and secure notifications regarding offender status through phone calls, text messages and emails. Both prosecution based advocates and NHDOC victim advocates will be tasked with registering victims of crime, who will then maintain a personal profile, which will allow them to update their notification preferences and contact information as needed. Our Victim Witness Specialist staff has been meeting with other State Advocates to prepare for the SAVIN roll-out in 2016.

PREA – Prison Rape Elimination Act

The New Hampshire Department of Corrections (NHDOC) is committed to a zero-tolerance standard for prison sexual assault and sexual victimization. The prevention, detection and response to offender-on-offender sexual assault and staff sexual misconduct is a top priority. In August and September of 2014 the Northern NH Correctional Facility, Calumet House and the Transitional Work Center were audited and found to be in compliance with the Federal Prison Rape Elimination Act (PREA) Standards. The NH State Prison for Men (NHSP Men) and the North End House were scheduled for audits September and October of 2015. There were 43 standards mandated for the NHSP Men. Of the mandated 43 standards; 41 met the standards, one exceeded standards, and one standard was not applicable. The auditor explained that it is rare for a facility to exceed standards. This shows exceptional work on the part of NHDOC staff, both uniform and non-uniform. There were 39 standards mandated for the Community Corrections North End House. Of the mandated 39

standards; 38 were met, and 1 was not applicable, again showing a commitment to a zero-tolerance of sexual abuse on offenders.

NHDOC compliance with PREA is also a result of collaboration with a number of other agencies and departments. The PREA SART Team continues to meet to discuss PREA related issues and to conduct mandated PREA case reviews. SANE (Sexual Assault Nurse Examiner) nurses conduct forensic medical exams of offender victims in order that sexual assault evidence if properly collected and documented. The Crisis Center of Central NH in Concord and RESPONSE in Berlin, both community-based crisis centers, provide support for offender victims on an as needed basis both at the time of the SANE examine and/or after if requested. PREA training for all staff continues yearly as well as inmate education.

The final phase of the three year audit cycle will include the NH Correctional Facility for Women and Shea Farm scheduled for the fall of 2016.



Information Technology Division Ransey Hill, Administrator Linda Socha, Business Processes Manager



The Department of Corrections is committed to the use of technology to improve communication, increase efficiency and security with a focus on fiscal responsibility. During the last year, the agency restructured our business information area and information technology resources into one Bureau. The Bureau of Business information and Technology was established to increase the focus on using technology to allow the agency to accomplish a wide range of objectives.

The Bureau continues to be a joint effort with the Department of Information Technology (DoIT). This collaboration provides a smooth transition from the business side with project management, reporting, application support, data analysis, and prioritization of projects through the technical side with network support, server operations, desktop support, and application development. Over the last several years, our focus has been on providing a stable infrastructure for data and security systems. The project is now 99% complete and has been a huge success! Over the reporting year, there was only one unexpected outage due to network equipment failure. DOIT staff have been able to replace desktops that have failed quickly under the warrantee process which has allowed DOC to work with the minimal resources on hand. Over the next few years, we will begin working areas such as video conferencing, industries and education.



Help Desk requests include everything from installing new hardware or resolving hardware problems, to assisting with user access to the network and to systems along with support during and after system upgrades and/or outages. DOC staff did experience a higher than normal rate of scheduled outages due to system upgrades, hardware replacements and system change overs. Help-Desk requests dropped from 3,700 to 2,024. The majority of the help-desk tickets were from upgrades and administrative requests.

Several initiatives were started that focus on the removal of paper processes, reducing staff time and increasing compliance. The largest of these is the task of converting all paper records into electronic documents. This project will significantly reduce time consuming tasks such as filing, records retrieval, making copies, mailing, and storing

paper records. In addition to the staff efficiencies, we anticipate cost savings from reduction of purchases for paper, toner, postage, folders, labels, boxes, filing cabinets, etc.

The Application Development Group supports DOC management and operations by providing in-house development of applications, databases, research and statistical reports, compliance with federal reporting, and third party right-to-know requests. The Application Development Group received over 354 project requests; by the end of SFY 2015, 306 of these requests were completed, 48 were in active status.

A major effort by the group was in building systems to allow online submission/tracking for maintenance requests and to submit requests for items from the DOC Warehouse. They also began working with the Department of Safety to be the first in the state to implement automated Victim Notifications. It's been a busy year for our new Bureau!



Division of Human Resources Staffing Charts



BREAKDOWN OF STATE CORRECTIONS PERSONNEL

| POSITION | FY 05 | FY 06 | FY 07 | FY 08 | FY 09 | FY 10 | FY 11 | FY 12 | FY 13 | FY 14 | FY 15 |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|
| Executives | 9 | 9 | 9 | 9 | 11 | 12 | 12 | 12 | 12 | 12 | 12 |
| Managers / Administrators | 68 | 68 | 68 | 71 | 69 | 57 | 38 | 30 | 29 | 27 | 27 |
| Correction Officers | 626 | 625 | 605 | 596 | 590 | 531 | 493 | 471 | 470 | 469 | 468 |
| Probation / Parole Officers | 71 | 71 | 71 | 72 | 71 | 71 | 70 | 70 | 70 | 70 | 70 |
| Medical Personnel | 57 | 57 | 73 | 67 | 72 | 70 | 66 | 62 | 62 | 62 | 61 |
| Teachers / Instructors | 30 | 30 | 28 | 29 | 28 | 28 | 29 | 24 | 24 | 24 | 23 |
| Shop Supervisors / Tradesmen | 74 | 75 | 70 | 70 | 72 | 63 | 60 | 62 | 62 | 62 | 63 |
| Recreational Personnel | 1 | 1 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 |
| Clerical / Administrative | 115 | 117 | 106 | 102 | 104 | 111 | 108 | 101 | 98 | 100 | 100 |
| Correctional Counselors/Case Mgrs | 46 | 46 | 40 | 38 | 39 | 39 | 45 | 44 | 44 | 44 | 36 |
| Psychological / Social Workers | 19 | 18 | 30 | 30 | 30 | 30 | 24 | 20 | 20 | 20 | 29 |
| TOTALS | 1116 | 1117 | 1103 | 1087 | 1089 | 1014 | 947 | 898 | 893 | 892 | 891 |

| Position | FY 15 Budgeted | Actual on June 30, 2015 | | | |
|---------------------------------|----------------|-------------------------|------------------|--------------------|-----------------|
| | | Filled | Funded Vacancies | Unfunded Vacancies | Total Vacancies |
| Executives | 12 | 12 | 0 | 0 | 0 |
| Managers / Administrators | 27 | 22 | 4 | 1 | 5 |
| Correction Officers | 468 | 419 | 34 | 15 | 49 |
| Probation / Parole Officers | 70 | 67 | 3 | 0 | 3 |
| Medical Personnel | 61 | 56 | 5 | 0 | 5 |
| Teachers / Instructors | 23 | 20 | 2 | 1 | 3 |
| Shop Supervisors / Tradesmen | 63 | 54 | 9 | 0 | 9 |
| Recreational Personnel | 2 | 2 | 0 | 0 | 0 |
| Clerical / Administrative | 100 | 94 | 4 | 2 | 6 |
| Correctional Counselor/Case Mgr | 36 | 35 | 1 | 0 | 1 |
| Psychologists / Social Workers | 29 | 26 | 3 | 0 | 3 |
| TOTALS | 891 | 807 | 65 | 19 | 84 |



In FY 2015 many Department employees volunteered to attend job fairs and to speak at colleges to assist in the Department's hiring efforts.

This photo was taken during one of the Corrections jobs fairs that run in cooperation with the Department of Employment Security and Teamsters Chapter 633.



Legislature

Jeff Lyons, Public Information Officer and Legislative Liaison



The focus of the 2015 Legislative session was mainly the budget for the 2016-2017 biennium. The Department of Corrections participated in many hearings before the House and Senate Finance Committees. We provided presentations on the proposed new women's prison. Part of our budget proposal included a gradual hiring of new staff so that they could be trained and prepared to begin work when the new women's prison opens in 2017. The overtime budget we originally requested was reduced when the final budget was approved.

The 2016-2017 Capital Budget was also authorized during the session. Department received an additional \$12.6 million to complete construction on the new women's prison. Funding was also approved to replace old roofs on the NHDOC Warehouse and other building at the State Prison. Funding was also approved to implement an Electronic Health Records system and in the final days of the session additional funding was provided for various maintenance projects in the transitional housing units. There had been legislation (SB-28) during the session to allow some of the money that is collected from transitional housing unit residents to go toward ongoing maintenance but that bill was defeated. The capital budget allocation was the result of that.

Several Corrections specific policy bills were taken up during the session. Among those was HB-472, which was requested by the NH Adult Parole Board. It increased the membership from 7 to 9 members, made adjustments to the process for early termination from parole based on the offender's conduct, and eliminated the use of newspaper advertising of parole hearings.

SB-27 was a bill that made changes to the Department of Corrections Inventory fund. The effect would have been to operate Correctional Industries as a program. This bill was defeated in the Senate.

SB-43 became chaptered law. It officially changed the name of the New Hampshire State Prison for Women to the New Hampshire Correctional Facility for Women.

SB-53 repealed the Interagency Coordinating Council for Women Offenders and expanded the duties of the Interbranch Criminal and Juvenile Justice Council (ICJJC). As part of the change the Warden of the women's prison would be appointed to the ICJJC.

SB-138 was a bill that we requested that amended the scope of the claims that arise from clinical services provided to the Department of Corrections. Essentially, contracted providers would fall under the same laws that protect correctional workers. This bill was sent to Interim Study at the end of the session.

Another bill that we requested would pertain to online harassment by prisoners. SB-140 would offer protection to victims of crime who are threatened by inmates or their associates on social media and the Internet. This bill was also sent to Interim Study.

Some of the bills that we supported did not gain the support of the Legislature. These were all voted Inexpedient to Legislate. HB-682 would have allowed about 40 DOC civilian employees to receive Group II retirement benefits because they work in close proximity of inmates on a daily basis. SB-139 pertained to the fees paid by the Department of Safety for the manufacturing of license plates in the prison. It would have been linked to the cost of living index. Another bill that failed was one that we raised concerns about at public hearings. HB-245 would have studied combining the State and County Departments of Corrections as a single entity.



New Hampshire Department of Corrections Mission Statement



Our mission is to provide a safe, secure, and humane correctional system through effective supervision and appropriate treatment of offenders, and a continuum of services that promote successful re-entry into society for the safety of our citizens and in support of crime victims.

Core Values Statement:

The New Hampshire Department of Corrections is committed to fulfilling its mission by upholding the following values:

Integrity

We adhere to the highest ethical standards and accept responsibility for our decisions and actions.

Respect

We treat all employees, offenders and the public with fairness, honesty, and dignity, while recognizing individual diversity.

Professionalism

We are firm, fair and consistent in the performance of our duties and responsibilities. We strive for excellence and take pride in maintaining high quality services, as reflected by our performance, our appearance, and our commitment to lifelong learning. We build trust and teamwork in the workplace by providing positive support and promoting cooperation and communication.

Collaboration

We promote positive relationships through cooperation and collaboration in partnership with others as we strive to achieve common goals.

Accountability

We adhere to holding ourselves and our co-workers accountable in carrying out our mission, values, policies, and directives, and in upholding the laws of the State of New Hampshire.

Victim Recognition Statement:

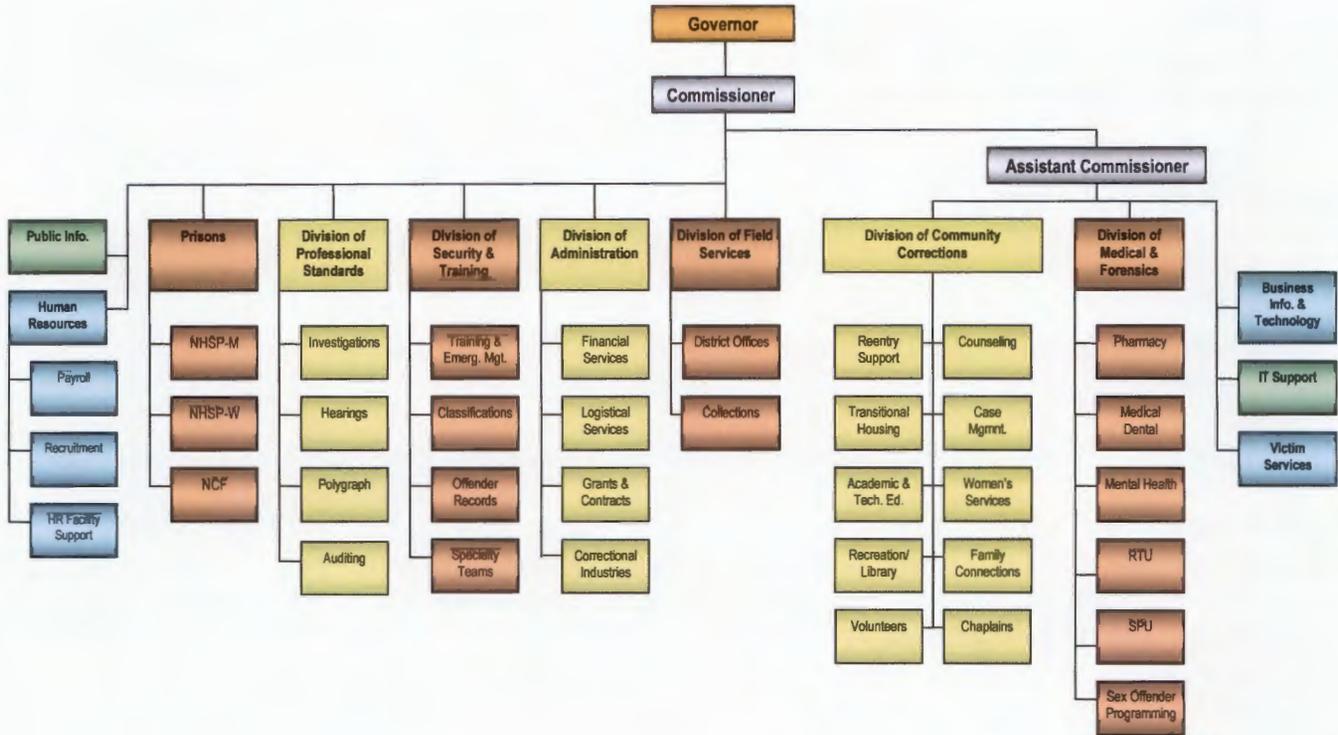
The NHDOC recognizes and respects the impact of crime upon victims and their families. We acknowledge and support the rights of crime victims, remaining mindful of our role in their process of recovery.

Vision Statement:

The NH Department of Corrections is an integral part of the criminal justice system, strengthening public safety by achieving excellence in correctional practices.



New Hampshire Department of Corrections as of June 30, 2015





NEW HAMPSHIRE
DEPARTMENT^{of}
CORRECTIONS

Serving With Integrity, Respect and Professionalism