



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION

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Helen E. Hanks
Commissioner

Robin H. Maddaus
Director

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MLC

March 9, 2020

His Excellency, Governor Christopher T. Sununu
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 comprehensive plans for the State fiscal year ending June 30, 2017 and June 30, 2018, prepared in accordance with the provisions of RSA 21-H:8 X.

EXPLANATION

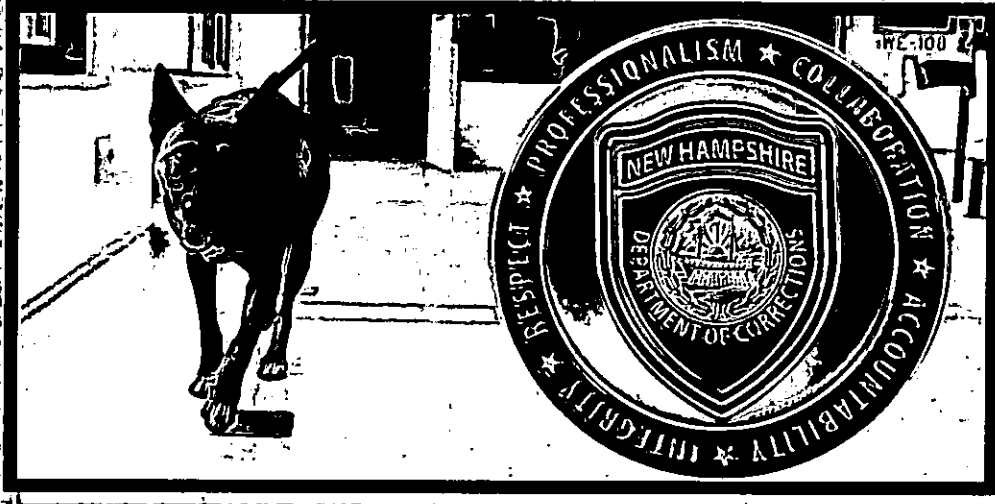
These annual reports outline the comprehensive planning that has occurred during the fiscal years to establish and achieve goals, objective, advocate for resources, examine the current condition of the State's Corrections system and identify continued needs. In addition, these reports highlight the accomplishments of the Department in State fiscal year 2017 and 2018.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Helen E. Hanks".

Helen E. Hanks
Commissioner

New Hampshire Department of Corrections



2017 Annual Report

Integrity - Respect - Professionalism - Collaboration - Accountability

**New Hampshire Department of Corrections
2017 Annual Report**

**Christopher T. Sununu
Governor**

Executive Councilors

Joseph D. Kenney, District 1

Andru Volinsky, District 2

Russell E. Prescott, District 3

Christopher C. Pappas, District 4

David K. Wheeler, District 5

**William L. Wrenn
Commissioner**

**Helen Hanks
Assistant Commissioner**



INTEGRITY · RESPECT · PROFESSIONALISM · COLLABORATION · ACCOUNTABILITY

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, 2016 and ending June 30, 2017. This report is also available at www.nh.gov/nhdoc.

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Commissioner's Report



Commissioner William Wrenn

SFY- 2017, the Department of Corrections continued to focus on addressing the long term challenges in recruitment and retention of employees. These issues directly effect staff morale and our budgeted overtime expenditures as we are required to fill necessary posts to maintain safe and secure facilities while still providing access to necessary treatment and programming for clients each day.

We did achieve adjustments in new hire standards by working with the New Hampshire Police Standards and Training Council to increase our pool of eligible candidates while still maintaining a safe physical work standard for certified employees. In addition, collaborating with the Division of Personnel, we lowered the age of hire from 20 to 19 for Corrections Officers. We believe these changes were positive steps to expand the labor pool from which to draw qualified candidates. We attended many job fairs, spoke to many college classes, and provided tours to criminal justice students in order to generate interest in a Corrections career. We increased our collaboration with colleges by increasing our capacity to provide internships and job shadowing.

Our ongoing efforts to curtail the introduction of contraband in our correctional facilities took big steps forward. We added two K-9 Teams in December 2016. In the last half of SFY 2017, the K9 teams showed great promise. They helped the Department recover drugs in prison mailrooms, visiting room locker areas, housing units, and at the homes of individuals on probation and parole. Some of the items recovered included Suboxone strips, Marijuana, Fentanyl, Heroin, drug paraphernalia, and weapons.

In 2016, the Legislature funded the installation of full body scanners in our facilities. This is new technology and in the first half of the fiscal year we heard multiple presentations and researched the use of these devices. This led us to request an amendment to the 2016 legislation, which was adopted in 2017. By the end of SFY 2017, we published a Request for Proposal for the equipment and we hope a contract can be awarded in SFY 2018.

In 2016, we learned that all of the NHDOC correctional facilities were in compliance with the US Prison Rape Elimination Act (PREA). This followed three years of audits conducted at each facility. This is quite an accomplishment because many facilities across the country are still struggling to pass for the first time. Our staff is maintaining the PREA standards and continuing to strive for excellence in the workplace.

In closing, this is my last Annual Report for the Department of Corrections. I will be retiring as Commissioner in SFY 2018. During the past twelve years, it has truly been an honor to lead this fine Agency. While the work can be demanding and very often challenging, I have also found it to be extremely rewarding. These demands and challenges in managing today's correctional environments require us to be creative, innovative and proactive with viable solutions to very complex issues. The leadership staff and our employees at every level of the Department are comprised of some of the best and brightest individuals I have ever had the pleasure of working with in my life. With their support and hard work, I believe we have continued to successfully meet those challenges and the Department has grown with many positive changes during my tenure. I believe that our work record reflects that we have raised the bar by always demanding that we strive for excellence. It is now time for me to pass on the baton to the next person to continue building upon all that we have accomplished.

Prison Facilities

Mike Zenk, Warden

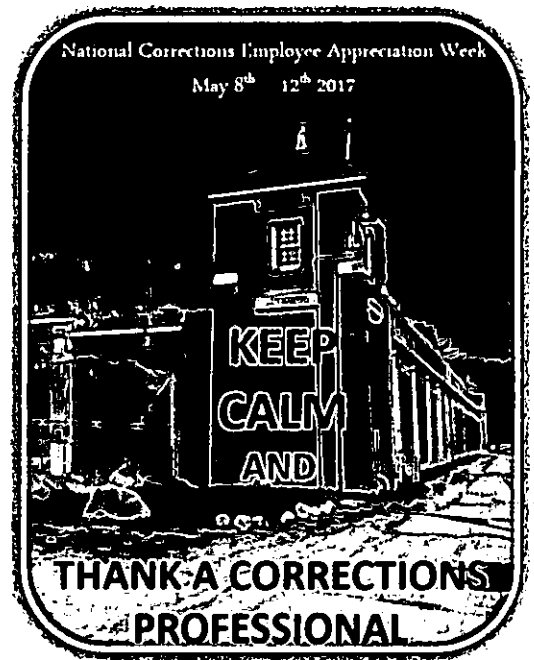
The New Hampshire State Prison for Men (NHSPM) provides housing for three custody classification levels of males ranging from C3 (general population) to C5 (maximum security). Additionally, all male individuals newly committed to the NHDOC system are received and processed through the Reception and Diagnostic (R&D) Unit before being placed in an appropriate housing unit.

The prison compound is located on North State Street and includes three separate C3, general population housing units: the Parker Hancock Unit, Medium Custody North Unit, and the Medium Custody South Unit. Approximately 1,075 persons are housed in these units.

The R&D Unit has a maximum capacity of 120. Included in this population are newly sentenced individuals, parole violators, and short term housing for those in protective custody review status. Newly sentenced individuals in the R&D Unit are required to undergo several types of assessment interviews and tests before being classified and assigned to an appropriate housing unit. Included in the assessment phase are an intake physical, behavioral health evaluation, unit manager orientation, dental screening, investigations intake, pre-release planning, and educational testing. The R&D Unit also serves as the receiving and discharge location of the facility for a variety of movements, including releases, new commitments, transfers to other NHDOC facilities, temporary movement to and from outside medical appointments, and escorted transports to and from court appearances. There are two dormitories (A and B Dorms) housing C2 (minimum security) residents who are awaiting movement to the Transitional Work Center (TWC) outside of the main institution. A third dormitory, C-Dorm is available if additional bed space is needed for population management purposes or emergency situations.

NHSPM includes two separate housing units for higher custody level individuals in our care and custody, the Close Custody Unit (CCU) houses up to 120 C4 individuals, while the Special Housing Unit (SHU) houses between 95-110 individuals including 50-65 C5 individuals. The balance of those housed in the SHU include: persons serving punitive segregation imposed as a sanction for a disciplinary infraction; those who are Pending Administrative Review (PAR); and C4 individuals who are in protective custody review status.

In addition to the referenced housing units, the facility has a central kitchen and two main dining rooms, a laundry, an Education Program area which includes a law and leisure library and nine education classrooms, a Chapel/Religious Service area, a Mental Health Program area comprised of group treatment rooms and staff offices, a Health Services Center which provides both in and out-patient services, a dental treatment area, a Family Connections Center (FCC) Program area, the Canteen, a gymnasium and an attached hobby craft area, an outdoor recreational yard, as well as a Correctional Industries Program area comprised of multiple trade shops and a Vocational and Education Training Program area located in the North Yard area of the facility. Additional administrative support areas include a maintenance department with multiple shops and an outside warehouse.



Prison Facilities

Mike Zenk, Warden

On June 30, 2017, the facility's resident population was 1,411 which is a decline of 5 residents from June 30, 2016 (SFY 2016). During the past year, the facility has continued to operate under budgetary restrictions, which has limited the number of funded security positions. Additionally, the facility has experienced difficulty in attracting enough qualified applicants to fill its vacant positions. Both factors have contributed to a significant amount of overtime being utilized to maintain proper staffing levels for offender supervision.

Noteworthy accomplishments and events during the past year included a successful Correctional Worker Appreciation Week in May, which included several staff members being recipients of performance awards by the NHDOC; the completion of multiple maintenance improvement projects, including steam line repairs, roof installation on the auto maintenance building, and remodeling of the resident bathrooms in Hancock Unit; and providing Correctional Officer assistance for several months to the NH Correctional Facility for Women construction site.



**Warden Zenk pinning an officer
with their Sgt. Rank Insignia during a promotion event**

Prison Facilities

Joanne Fortier, Warden

The New Hampshire Correctional Facility for Women (NHCFW) houses state sentenced minimum to maximum security individuals. As of June 30, 2017 there were 137 state sentenced females housed at the NHCFW and an additional 25 women at the Strafford County House of Corrections via a contract with the New Hampshire Department of Corrections. There were 2 maximum security, 13 close custody, 116 medium custody, 24 minimum custody and 7 in community custody status. The average daily population of the NHCFW in SFY 2017 was 135, up slightly from the average daily population in SFY 2016 of 134. The average daily population of state sentenced women housed at the Strafford County House of Corrections in SFY 2017 was 19, compared to a daily average of 29 in SFY 2016. The overall average daily population for all state sentenced women including the NHCFW, Strafford County Department of Corrections, Shea Farm Transitional Housing Unit, out of state placements and Administrative Home Confinement was 223 down from 225 in SFY 2016.

Numerous treatment and program offerings are available to the women. The Wellness Block focuses on delivering enhanced mental health treatment to the 24 women who voluntarily reside on the unit. In the Wellness Block women participate in a minimum of two mental health groups and a weekly problem solving group as well as community committees. They have access to all programs and services delivered to the entire population as well.

Throughout the facility behavioral health staff provides a variety of trauma informed treatment groups including Seeking Safety, Dialectical Behavioral Therapy, Grief and Loss and many more. Additionally, the Licensed Alcohol and Drug Counselor (LADC) provides a long term daily Substance Abuse Treatment group, Relapse Prevention and individual counseling.

Education professionals provide High School credit bearing courses as part of the Granite State High School and Thinking for Change, a group that addresses criminal thought processes, is taught by the Case Managers.

The Family Connections Center (FCC) provides parenting classes, a parenting support group and enhanced family support through video visits, FCC summer camp and life skills. The Industries Program is now offering a Braille Transcription course, teaching valuable income producing skills to the women.

Prison Facilities

Joanne Fortier, Warden

The NHCFW continues to provide additional opportunities for growth through the feedback from the Inmate Communications Committee , staff providing quarterly Wellness Week offerings including nutrition, preventing diabetes, meditation and yoga, and diversity of other gender-responsive offering. Volunteers provide many valuable opportunities for women to participate in religious services and recreational activities.

Throughout its history, the NHDOC has faced many legal challenges regarding the conditions of confinement and program and treatment opportunities for women comparable to those available to the men confined in Department facilities. In the 1987 lawsuit, *Fiandaca V. Cunningham*, the U.S. District Court found that the state had violated the plaintiff's right to equal protection of the law and ordered the construction of a permanent in-state facility for women.

New Hampshire Legal Assistance currently represents the women in *Woods et.al. V. Wrenn*. In 2016, Governor Hassan and the NH State Legislature provided funding for the construction of a new facility for Women. The new facility is on schedule to be completed in the fall of 2017. Effective July 2017, the Legislature provided funding for additional positions to operate the new NH Correctional Facility for Women and the hiring process will begin in SFY 2018. Once the transition to the new facility is complete, the NHDOC will have the space and resources needed to provide treatment and programs comparable to those offered to incarcerated men and comply with the intent of *Fiandaca V. Cunningham*.



Staff member educating during Wellness week regarding nutrition.

Prison Facilities

Michelle Edmark, Warden

The Northern New Hampshire Correctional Facility (NNHCF) is comprised of twelve housing units to include a minimum security dorm, eight general population units, a close custody unit, the Health Services Infirmary, and Reception Unit. Two of the general population units are residential programs units, Up to 68 individuals can live in each housing unit. The Wellness Unit is a mental health treatment unit, and the Focus Unit is a substance abuse treatment unit run by the Division of Medical and Forensics Services and supported by staff from other divisions.

As of June 30, 2017, 640 individuals were housed at NNHCF under the care and custody of the Department of Corrections: 38 close custody individuals (C4), 547 medium security individuals (C3), 11 health services patients, 33 minimum security individuals (C2), and 8 individuals housed in temporary housing in the Reception Unit, with 3 individuals out of population. The facility count indicated a decrease of 20 from June 30, 2016.

The collaborative work of the security, case management, and treatment staff, in conjunction with policy changes and efforts of the Investigations Bureau, resulted in a decreased presence of positive urinalysis results, of samples collected for individuals housed at NNHCF. As of July 2016, the facility positive urinalysis rate was a monthly average of 36% which steadily decreased over the fiscal year to a rate of 7.5% percent as of June 30, 2017.

In SFY 2017, NNHCF continued to work to overcome staffing challenges, and the impact of forced overtime on the staff and the facility operation. Staff members have engaged in alternative scheduling trials, consisting of a hybrid model of traditional eight hour shifts, as well as offering a voluntary twelve hour schedule, in an attempt to find creative ways to reduce forced overtime, and give staff more opportunity to balance their personal and professional lives.

NNHCF staff worked collectively as a team to interrupt and detect over 3,000 disciplinary infractions committed by incarcerated individuals housed at NNHCF this past fiscal year. Correctional staff members have worked tirelessly to preserve the integrity of the institution and maintain public safety. Over the past year, security staff members have recovered 10 weapons, 7 of which were able to be prosecuted through the administrative disciplinary process, with 2 being prosecuted criminally by the NNHCF Investigations Bureau. Staff have also documented 59 instances of possession of a controlled substance amongst the population. The Investigations Bureau based at NNHCF is credited with seventeen criminal convictions for delivery of articles and possession of a controlled substance this past fiscal year. The NNHCF staff have detected and prevented over \$100,000 of controlled substances from entering the facility, through an incredible combined effort.



Prison Facilities

Michelle Edmark, Warden

The efforts of staff to deter the violations of institutional rules, from minor rules to more serious violations is a fundamental role of corrections professionals that aids in the overall rehabilitation of incarcerated individuals. NNHCF staff also safely resolved a peaceful protest early in 2017, during which a portion of the population participated in response to the efforts of departmental administration to limit the introduction of illicit substances into departmental facilities. The work of staff in the day to day operations of our facility has been critical to our facility maintaining safe operation and allowing all staff to work towards completing departmental objectives.

The NNHCF underwent the Prison Rape Elimination Act Federal Audit in June 2017. The facility successfully met all of the required standards and received scores that met and exceeded expectations.

The NNHCF Transport Team transported a total of 1,417 individuals: 468 for medical appointments, 212 for court hearings throughout the state; and 737 security related transfers. This is an increase of ten transports over SFY 2016.

NNHCF remains to be a committed community partner, assigning supervised work crews to community projects as time and staffing permit. The facility work crews maintained facility grounds, the Androscoggin Valley Law Enforcement shooting range, and washed, waxed, and detailed NNHCF fleet vehicles, as well as vehicles from Gorham Fire Department, Coos Sheriff's Department, and Fish and Game. Work crews also participated in "Adopt-a-highway" program by picking up trash along the East Milan Road.



Warden Edmark with the House Criminal Justice Committee
who toured NNHCF

Kimberly MacKay, Director

The mission of the Community Corrections/Programs is to provide education, training, skills, recreation, and personal development opportunities which encourage positive work habits, promote pro-social behaviors and prepare offenders for re-entry to the community. Our team consists of many areas such as case management, education/CTEC, chapel services, Family Connections Center, volunteer/intern coordination, transitional work center, and the three transitional housing units- Calumet, Shea Farm and North End House.

Case Management

We have 28 re-entry case managers who focus on assisting our clients in the development of successful re-entry plans. All of our clients receive a programs assessment when they arrive which examines five domains. Those five domains are: criminal history, school behavior and employment, family and social support, substance abuse and mental health and criminal lifestyle. Using the information from this assessment, an individualized program plan is created with each of them as a guide while incarcerated. Our goal is to provide programs for our clients that will give them the skills needed upon release to maximize their successful return to the community. In addition, the re-entry case managers work with the clients to set up services and programs for when they return to the community. Case managers assist with community applications for housing, health insurance, social security benefit programs, substance use treatment and other programs that will support their re-entry. We also continue to extend case management services at the two largest district offices: Manchester and Nashua.

Education

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 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 students have access to a free and appropriate public education. Additionally, 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.



Kimberly MacKay, Director

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

- Approximately 79% of the North Country Facility clients, 73% of the women clients at the Goffstown facility, and 81% of the clients at the Concord Men's facility are entering without either a GED or HiSET (High School equivalency exam).
- Approximately 84% of the North Country Facility clients, 81% of the women at the Goffstown facility, and 77% of the clients at the Concord Men's facility enter without a high school diploma.
- The combined scores of the Tests of Adult Basic Education (TABE) continue to indicate that on average, students who have enrolled in classes and taken the Test of Adult Basic Education (TABE) function academically at the 8th grade level (reading ability is at the 9th grade level, math- 8th grade and language skills -8th grade.)

In SFY 2017, individual guidance counseling has continued to help men and women select education and career goals from the school district's offerings, as well as help them to achieve those goals. Granite State High School provided 821 intake assessments and 314 Tests of Adult Basic Education (TABE). Also, 86 students participated in HiSET (High School Equivalency Exam. Of those, 12 passed the entire battery of 5 tests to complete HiSET for Earned Time consideration. Twenty-two (22) students were awarded their high school diplomas (HSD).

SFY-2017	NHSPM	NHCFW	NNHCF	Total
Intakes	556	77	188	821
TABE Testing	189	38	87	314
HiSET completers	3	2	7	12
HSD	20	1	1	22

The Department of Corrections funded an additional part-time teacher, as well as enhanced the program with additional instructional materials. The teacher provided educational services at Shea Farm, North End House, Calumet and the Transitional Work Center. The part-time teacher provided preparation for the high school equivalency test known as HiSET .

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

Kimberly MacKay, Director

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. Students with limited work histories also enrolled in a technology education classes through the Introduction to the Workforce Program at the New Hampshire State Prison for Men and the New Hampshire Correctional Facility for Women. All interested students meet with the Career and Technical Education Center counselor who guides them through the identification of their occupational interests, assesses their readiness and facilitates their program enrollment.

Student enrollment on a daily basis continued to average between 325-375 students throughout each of the four quarters in SFY 2017. From July 1, 2016, through June 30, 2017, 615 certificates of completion were issued to students enrolled in the various programs.

CTEC Program SFY2017	NHSPM	NHCFW
Automotive Mechanics Program	11	N/A
Building Trades Program	46	N/A
Business Education Program	156	60
Computer Education Program	147	23
Culinary Arts Program	84	N/A
Intro. to the Workforce Program	82	6
Power Mechanics Program	N/A	N/A
Total Certificates	526	89

Chapel Services

We have a chaplain at each facility: Northern Correctional Facility, New Hampshire Prison for Men and New Hampshire Correctional Facility for Women. The Chaplains provide pastoral care and religious services for the spiritual guidance of persons committed to Department of Corrections. They coordinate religious services to provide individuals opportunity to express personal faith and participate in meaningful worship. We have many community volunteers who provide a vast array of religious services to the individuals in our care and custody and the Chaplains supervise religious volunteers to ensure institutional security, monitor religious opportunities for individuals and enhance volunteer safety.

Kimberly MacKay, Director

Family Connections Center

The Family Connections Center (FCC) continues to partner with community agencies to apply for grants, receive donations and create additional resources for the FCCs located at all three prisons and the minimum security units. The FCC was the recipient of services provided by funds from the following grants and donations awarded to our partner agencies in SFY 2017:

In July 2016, CFS received \$9,000 from NH DCYF to provide parenting support staff services at the NH State Prison for Women in Goffstown. In January 2017, CFS received \$5,000 from the Bea and Woolsey Conover Fund of the NH Charitable Foundation to pay for staff and resources to support the internet video visits and the recording books on CD program at the men's prisons. In December 2016, Collective Coaches International received \$5,000 from the Charter Charitable Trust, a private family fund, to support internet video visits, recording books on CD's and parenting education classes. In December 2016, the Linden Foundation again awarded UNH Family Studies Department \$25,000 to pay for three part-time FCC staff to facilitate internet video visits between children and their parents who are incarcerated in the NH Department of Corrections.

Circle of Home and Family, a non-profit group, donated \$804 worth of new books, recordable CD's, envelopes and postage for incarcerated parents to record and send home to their children.

The Children's Literacy Foundation, a non-profit literacy organization, donated \$38,925 worth of books, postage and staff time to facilitate literacy seminars at the Northern NH Correctional Facility and NH State Prison for Men in Concord.

The NH Humanities Council donated books and staff time to run a book discussion group on various children's books. Postage was also donated so the books could then be sent home to the inmate's children. The total donation was \$588 to the Family Connections Center in Concord and Berlin.

Collective Coaches International, a non-profit organization who volunteers at the Concord Family Connections Center, donated \$60 worth of books for the Building Bridges program.

Volunteer/Intern Services

The NH Department of Corrections encourages positive community involvement with our offender population and currently has approximately 580 community volunteers. Volunteers are a critical component in the Department's efforts to maintain institutional safety and security by providing services to the offender while they are incarcerated. Some services volunteers provide include but are not limited to, faith-based support, educational programs, administrative support and/or mental health service programs. We offer 14 volunteer trainings yearly which helps prepare volunteers for the uniqueness of volunteering in a correctional setting.

Kimberly MacKay, Director

Transitional Work Center (TWC) and Transitional Housing Units (THU)

These facilities help forge better relationships between DOC, the courts, and the community. The Division of Community Corrections is the final stage of a person's incarceration as they prepare to transition back into the community.

Transitional Facility Population As of June 30, 2017	
Transitional Work Center (C2)	154
Calumet THU (C1)	69
North End House THU (C1)	45
Shea Farm THU (C1 & C2)	49
Total:	317

The security staff continue to meet the needs of our clients while we experience staff shortages. Their dedication to the Department of Corrections is remarkable. Our mission is to ensure everyone's safety and security within all Community Corrections facilities while meeting our divisional mission.

Our clients participate in the Transitional Work Center program to reintroduce them into the community through supervised work opportunities. The clients who reside at the TWC are also offered reentry case management, educational preparation for HiSet testing, FCC support group, behavioral health treatment and medical care. Once the clients enter the last phase of their incarceration period, they transfer to the Transitional Housing Unit to participate in the work release program. The program assists the clients with job searching opportunities, employment support and programs to help them smoothly reintegrate into the community.

Michael McAlister, Director

The Department of Corrections Division of Field Services is statutorily responsible for the community supervision of probationers, parolees, and people 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.



Supervision Cases – June 30, 2017	
Probation	3,823
Parole	2,383
Non-New Hampshire Supervised	645
Administrative Home Confinement	33
Collection Only	11,132
TOTAL	18,575
The first 4 categories shown are considered active supervision cases	

On June 30, 2017, there were 6,884 active supervision cases being serviced by the Division. 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 2017, a total of \$25,990 was collected pursuant to this statute. The Department continued participation in the FBI Safe Streets Gang Task Force and in the United States Department of Justice Asset Forfeiture Program. The Division continues to participate in several alternative sentencing programs including the Drug Court and New Hope probation strategy. A total of \$2,621,335.53 in fines, fees, and restitution was collected in SFY 2017. A total of \$2,621,439.95 was disbursed.

Field Services Receipts and Disbursements – SFY 2017	
Total Receipts	\$2,621,335.53
Disbursements Paid for Individual Restitution	\$1,731,819.44
Courts Fines	\$242,431.89
PSTC Training	\$20,238.84
DOC Field Services Collection Functions	\$231,838.58
DOC Field Services ICAOS Dues and Costs	\$25,990
Justice Victim Assistance	\$30,587.84
General Fund Annulments	\$133,005
General Fund Collection Fees	\$23,578.46
General Fund Supervision	\$329,920.17
Misc. Expenses	(\$147,970.27)*
Total Disbursements	\$2,621,439.95
*voided checks, bank fees, etc.	

Robin Maddaus, Director

The Division of Administration is “responsible to provide for: (1) Accounting, purchasing, and budget control, (2) Property, contracts, and grant management, (3) Assistance to the commissioner with short and long range department-wide planning activities.” (RSA 21-H:4). The Division oversees Financial Services, Contracts and Grants Administration, and Logistical Services and Correctional Industries.

Financial Services staff is responsible for accounts receivable, accounts payable, purchasing, budgeting, and financial analysis for the Department as well as maintaining the banking system for those in our custody and care. The Contracts and Grants staff is responsible for the request for proposal (RFP) process and management of contracts and grants administered by the Department. Logistical Services staff is embedded in the three prison facilities and is responsible for all maintenance, food service, laundry, and warehouse functions of the prisons, the transitional work center and three transitional housing units.

In SFY 2017 the Division was involved with planning for the staffing and operational expenses of the nearly completed New Hampshire Correctional Facility for Women in Concord. SFY 2018 will be a transitional year for the Department as well as the female residents, as the new women’s facility is finished and we move from the Goffstown facility to the larger Concord facility. In SFY 2019 staffing is funded to provide additional educational and programmatic opportunities for the female population. The budget is lean, but the Department will continue to uphold its mission as it faces the budgetary challenges ahead.

The SFY 2018-2019 Capital budget appropriation will keep necessary projects within our aging Concord men’s facility moving at a steady pace. As our Logistical Services Administrator finishes the management of the construction of the new women’s facility in Concord for the Department, he and his staff will immediately transition to management of the seven approved capital projects, all while performing the day-to-day responsibilities of their positions.

A challenge still facing the Department during the 2017 fiscal year was managing overtime due to vacant direct care positions. This challenge continued to test the financial and operational limits of the Department. When the state fiscal year came to a close, the Department successfully met this challenge due to a collaborative and cooperative effort in managing this budget.

Financial Services staff assimilated an increase in procurement card processing, transitioning back to processing invoices in NHFirst and an electronic filing system into their busy day. With these changes they still continued to execute their duties in an efficient and professional manner.

The Contracts and Grants staff coordinates and communicates with departmental staff, other state agencies, as well as outside vendors. The Contract Administrator guides them all through the state contracting process, from the initial RFP through the final awarding of Department contracts. The Grant Program Coordinator takes the staff down a slightly different path to successfully complete, approve and then manage the grants applied for and received. It takes special knowledge and skills to accomplish both these processes and the team should be proud of the work they do.

Logistical Services maintenance staff continued to keep the facilities mechanically operational as they faced the daily challenges of maintaining the infrastructure of our aging facilities. Concord maintenance staff encountered the daily challenges of maintaining the structures at the NH State Prison for Men, the transitional work center and the transitional housing units. They, as well as the Northern New Hampshire Correctional Facility in Berlin and the New Hampshire Correctional Facility for Women in Goffstown maintenance staff,

kept the facilities safe and operational.

The food services staff at the three prisons provided an average of 7,700 meals a day. Laundry staff successfully managed to get the job done while dealing with equipment failures. The warehouse staff coordinated the delivery, storage and disbursement of goods. All these staff members have the additional responsibilities of training, supervising and setting the example for the residents that work under their direction. SFY 2017 saw many, if not all, of the Logistical Services staff reach out to help each other, even in areas outside their daily responsibilities, due to intermittent job vacancies and the need for coverage during emergency repairs. We could not get the job done without the teamwork within the Logistical Services Bureau.

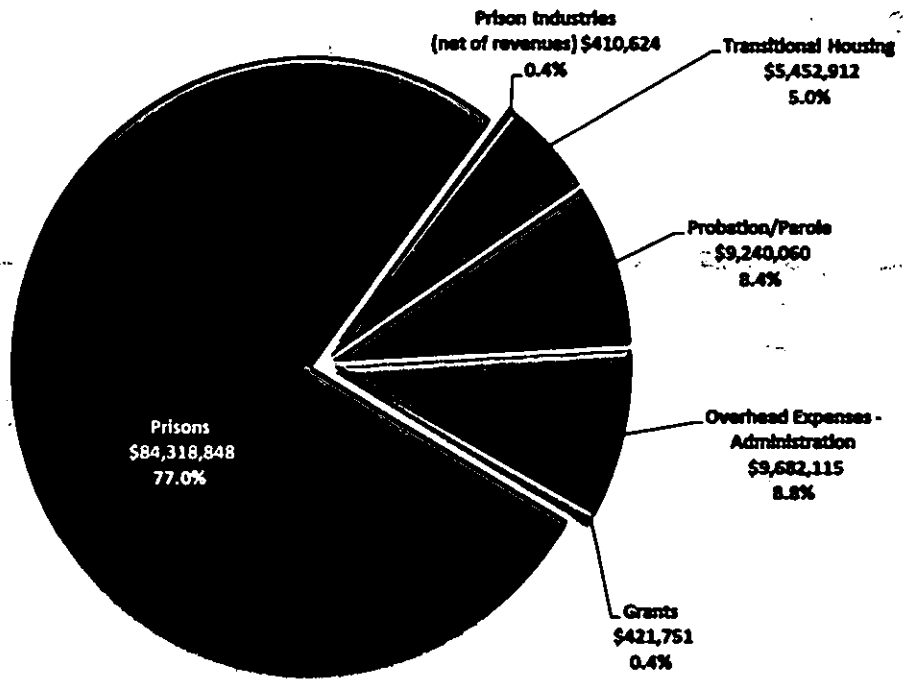
Grants SFY 2017

- The Department received an Adult Basic Education sub-grant from the NH Department of Education in the amount of \$46,834 for the 2017 fiscal year for a part-time HiSET/Regular Education teacher and teaching materials.
- The Department received a total of \$170,000 in Victims of Crime Act sub-grants from the NH Department of Justice to provide assistance to crime victims and their families.
- The Department receives a State Criminal Alien Assistance Program (SCAAP) Award annually 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 \$90,738.
- The FBI awarded the Department a Safe Streets Task Force grant of \$35,506, with a project period of October 1, 2016 through September 30, 2017. This grant provides funding for overtime for the Department's Probation/Parole officers and is a multi-agency effort between the FBI, the Manchester Police Department, the NH State Police and the Department.
- In SFY 2015 the Department 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. In SFY 2017 these funds continued to be utilized to improve supervision strategies of offenders in the community, collaboration among agencies, and improving offender outcomes.

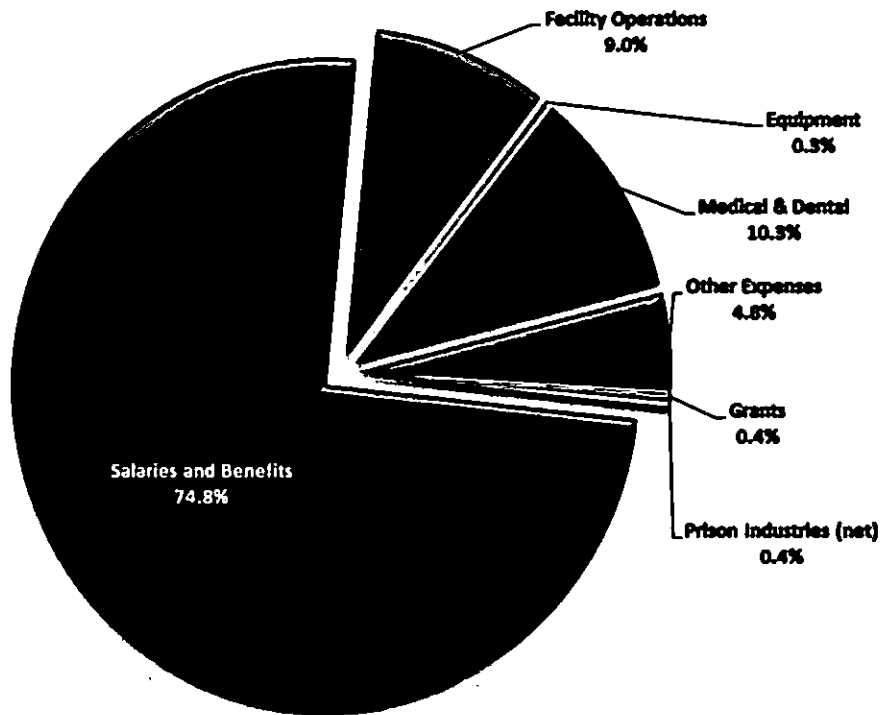
In addition, the Department received three new sub-grants in SFY 2016 that carried over to SFY 2017. The first award received was from the NH Department of Health and Human Services, Division of Community Based Care Services, Bureau of Drug and Alcohol Services, Governor Commission Funds in the amount of \$50,000 for the "Seeking Safety Program." This funding is to provide training to a variety of the Department's professionals in the area of treatment modalities for post-traumatic stress disorder (PTSD) and substance abuse. The Department received the second award, in the amount of \$40,513, from the NH Department of Education for the Title, I, Part – D grant. This grant provides supplementary services for education continuity to our population ages 18 through 21 and will provide entry level academic skills and remedial teaching resources needed for an adult learner to participate in educational re-entry. In an effort to reduce the hypertension rate of residents within the Department, a third sub-grant was received in SFY 2016 from the NH Department of Health and Human Services, Division of Public Health. This is a two year sub-grant in the amount of \$22,000 each fiscal year to implement a hypertension control project.

As part of the effort to combat the rising introduction of drug contraband within the facilities, in SFY 2017 the Department was awarded a sub-grant from the NH Department of Justice in the amount of \$74,440 which was utilized to establish a canine unit. The sub-grant funding permitted the purchase of two canines, which were trained and certified by the NH State Police Canine Unit, two vehicles equipped for the safe transportation of the canines, kennels, and veterinarian fees.

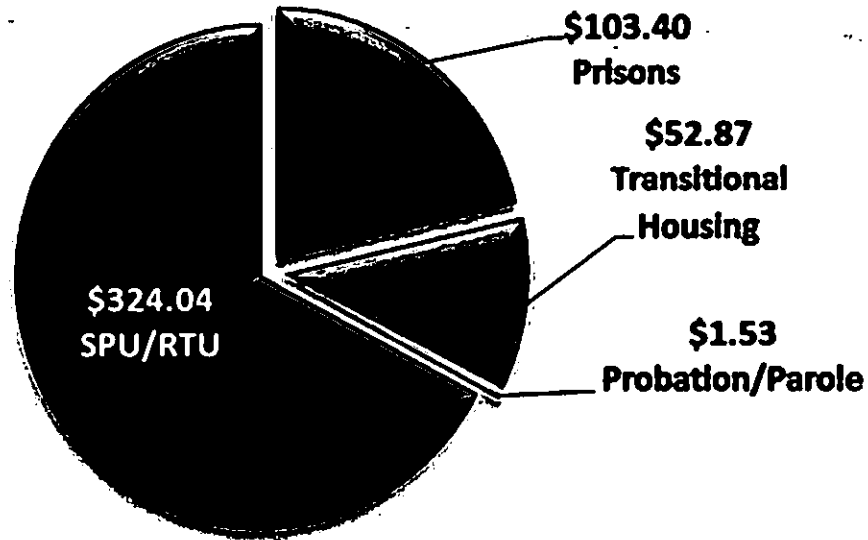
SFY 2017 Major Expenses by Area



SFY 2017 Major Expense Classes



Expense Category	Prisons	Transitional Housing	Probation/Parole	SPU/RTU
Total Expenses	\$84,223,067	\$5,981,694	\$10,136,090	\$8,722,812
divided by: Ave Number of Offenders	2,232	310	18,201	74
equals: Ave Annual Cost per Offender	\$37,740	\$19,296	\$557	\$118,275
divided by 365 equals: Ave Daily Cost	\$103.40	\$52.87	\$1.53	\$324.04



Correctional Industries

NH Correctional Industries (NHCI) operates nine service and manufacturing shops and a retail outlet, employing 19 full-time staff, 3 part-time staff and approximately 240 residents across all facilities. These shops produce goods and provide services to state agencies, municipalities, non-profit organizations and individuals throughout New Hampshire. NHCI shops at the NH State Prison for Men include: license plates, signs and engraving, printing services, woodworking and upholstery services. In Berlin, the Northern NH Correctional Facility offers woodworking, upholstery services and furniture refinishing. A forestry and wood production program provides skills to minimum security residents. Residents at the NH Correctional Facility for Women can work in dye sublimation, painting and braille transcription.

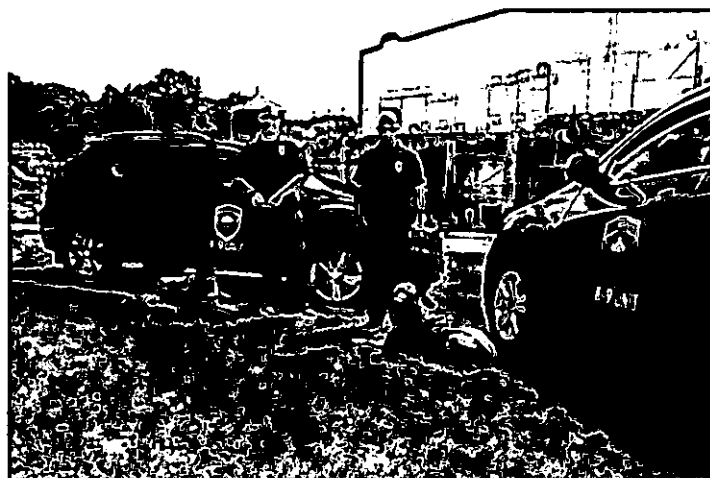
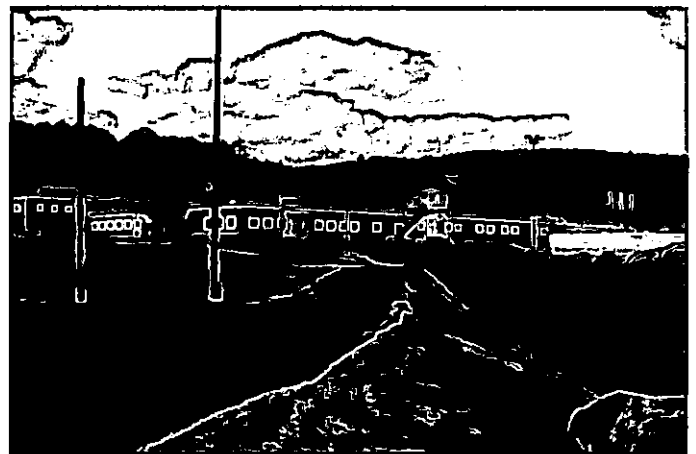
SFY 2017 was an exciting one for Correctional Industries. The retail store has been a great success in its first year of operation. We had a tremendous holiday season including our first annual Black Friday sale. The showroom has proven to be a great way to introduce Correctional Industries and its products to the public. Birdhouses made at the NH Correctional Facility for Women were featured in a local Hallmark store's flyer and on its website. In February, with the help of the NH Department of Education and the NH Association for the Blind the first braille transcription class began at the NH Correctional Facility for Women. The first class began with 16 students. Students are expected to begin final testing for their certifications in braille transcription sometime in the fall. Once certified, NHCI will begin providing braille services to the Department of Education and other public and private organizations.

NHCI's partnership with the Department of Resources and Economic Development to split and kiln dry firewood completed its first full year in SFY 2017. Approximately 20 minimum security residents are employed by this program and close to \$120,000 in revenues have been generated. By the end of the 2017 camping season we will have distributed over 30,000 bundles of firewood for use in New Hampshire's state parks.

At the end of the fiscal year we were notified by the University of New Hampshire that our contract to provide them with upholstery and refinishing services would be renewed for an additional two years. Our partnership with the university system has been beneficial for both sides. NHCI is able to train individuals in our custody in upholstery and refinishing while raising revenue and the university system is able to recycle its furniture extending the life and reducing costs.

Perhaps the most exciting change in fiscal year 2017 has been the implementation of US Department of Labor (USDOL) apprenticeships. Working in conjunction with the USDOL, NHCI was able to roll out the first of many certified apprenticeship programs. The upholstery shops in both Concord and Berlin worked hard to bring this program to fruition. We now have six registered apprentices in that program scheduled to graduate in the fall. We will be able to increase our enrollment as more apprentices become masters of their trade. This step forward represents the first nationally recognized certificate program in NHCI and it will provide graduates leaving the Department with an advantage in finding and keeping a job upon release. We are excited to grow this program to other shops and occupations in the coming months and years.

Looking forward to 2018, NHCI has several projects in the works. As our braille class graduates we will be gearing up for production at the new women's facility. Correctional Industries will also be assuming operations of the canteen, relocating to the new NH Correctional Facility for Women and developing a training program in warehouse operations and materials handling. Across all facilities we will be looking to expand our new apprenticeship program with new occupations and offerings.



Population by Age – June 30, 2017		
	Number	Percentage
17-21	65	2%
22-25	239	9%
26-30	488	18%
31-40	802	30%
41-50	529	19%
51-60	385	14%
Over 61	207	8%
Total	2,715	100%

Population by Race – June 30, 2017		
	Number	Percentage
White	2,324	86%
Black	191	7%
Native American	8	0.3%
Asian	12	0.4%
Other/Unreported	180	7%
Total	2,715	100%

Population by Crime Type – June 30, 2017		
	Number	Percentage
Crimes Against Persons	1,484	54%
Crimes Against Property	594	22%
Drugs/Alcohol	442	16%
Crimes of Public Order*	197	7%
Other Jurisdictions**	21	1%
Total	2,738	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 commitment

Population by Minimum Sentence – June 30, 2017		
	Number	Percentage
Less than 1 year	66	2%
Between 1 and 3 years	1,377	51%
Between 4 and 5 years	303	11%
Between 6 and 10 years	626	23%
Between 11 and 20 years	99	4%
21 Years and more	214	8%
Unknown*	30	1%
Total	2,715	100%

Population by Maximum Sentence – June 30, 2017	Number	Percentage
Less than 1 year	23	1%
Between 1 and 3 years	263	10%
Between 4 and 5 years	532	20%
Between 6 and 10 years	784	29%
Between 11 and 20 years	662	24%
21 Years and more	421	16%
Unknown*	30	1%
Total	2,715	100%

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

Admissions – SFY 2017	Males	Females	Total	Percentage
New Admission	433	63	496	36%
Parole Violator	515	88	603	44%
Probation Violator	130	46	176	13%
AHC Returns	7	4	11	1%
Other Jurisdictions	56	36	92	7%
Total	1,141	237	1,378	100%

Releases – SFY 2017	Males	Females	Total	Percentage
Maxed Out	76	6	82	6%
Paroled	951	146	1097	78%
Released to Probation	65	11	76	5%
Released to AHC	35	16	51	4%
To Other Jurisdiction	48	53	101	7%
Total	1,175	232	1,407	100%

Paula Mattis, Director

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 2,500 people in our care custody. In collaboration with community physicians, hospitals, contracted entities as well as community and state agencies, the Division strives to continue to meet both minor and serious health care 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 are described in the following sections.

Here are some highlights from Fiscal Year 2017:

- Our electronic health record was implemented in November 2016.
- The department continued to maximize the use of expanded Medicaid to defer expenditures from the state's general fund to Medicaid for eligible hospital stays. For inpatient hospital stays, the Department deferred \$2,166,546.00.
- We redesigned our process for management of external medical consults in two significant ways: by training staff nurses in the practice of utilization management and through collaboration with security by redesigning transportation services with regard to external consults.
- We implemented a weight loss program and added health education groups throughout our facilities.
- Pharmacy and medication administration processes were redesigned to be more efficient and enhance patient safety: we instituted an automatic refill pilot eliminating the need for those in our care and custody to submit forms for keep-on-person medications and we moved to a medication administration schedule of two times a day versus four times a day.
- Staff of the Division participated in numerous work groups and activities related to practice and education. These include, but are not limited to, participation on the Suicide Prevention Council, The Opioid Task Force, the State Board of Medicine, the Health Care Task Force and the New Hampshire Commission on Deafness and Hearing Loss.
- Two of our employees were recognized for their excellence in healthcare. Chelsea Cahill, R.N. was recognized at the New Hampshire Annual Immunization Conference for Excellence in Adult Immunization Initiatives. Dr. Jeffrey Fetter was presented with the Friend of Public Health Award from the New Hampshire Public Health Association.

Despite significant recruitment challenges, the Division has continued to provide a high level of service provision both in quantity and quality.

Behavioral Health Services

The Division of Medical and Forensic Services is committed to serving those in our care with a wide range of services designed to enhance wellness, learn new skills and implement behavioral change. The services offered include psychiatric treatment, sexual offender treatment and treatment for addiction. Services are individualized and driven by a treatment plan. Emergency services are available and delivered via a crisis intervention model resulting in a short-term crisis management plan.

The Division has implemented a community behavioral health model adapted to a correctional system to assist offenders in management of behavioral health issues. The range of services offered addresses both acute and chronic needs while reflecting care models found in community behavioral health systems. Acute needs are managed on both an inpatient and outpatient basis. Exacerbation of a chronic behavioral health issue or onset of suicidal feelings can be managed by emergency assessment visits from our clinicians or with an inpatient admission to the Secure Psychiatric Unit (SPU). Ongoing needs are addressed through medication management, individual therapy, group therapy, and skills building activities. Another level of care in the NHDOC system allows for admission to one of our three residential units: The Residential Treatment Unit for men located in Concord; the Wellness Block for men located in Berlin; and the Wellness Block for women

located in Goffstown. Specialized treatment services include sexual offender treatment and addiction services. Sexual offender treatment utilizes a risk-need-responsivity model. Addiction services are designed to serve people at the point of detox through relapse prevention. Every individual admitted to a NHDOC facility is seen by a behavioral health clinician. If services are needed, they are offered appropriate services. If services are not needed they are educated on how to access services if needed in the future.

Secure Psychiatric Unit (SPU)

The SPU serves multiple populations at the most intensive and secure inpatient treatment facility in the state behavioral health service delivery system. The SPU is designated to serve those having acute psychiatric needs that must be served in an inpatient setting. Those served are residents from state and county correctional facilities, patients committed through the NH judicial system (in accordance with civil commitment statutes) due to mental illness and dangerousness, those rare individuals committed under the state's sexually violent predator law and individuals who are developmentally disabled requiring intervention for extreme dangerousness.



There are 20-30 hours per week of structured therapeutic and diversional interventions available for individuals and patients; individuals' treatment schedules are contingent upon individualized treatment planning. The SPU continues to provide quality psychiatric care via its team of highly dedicated psychiatric, clinical, nursing, education and security staff who continually strive to improve the level of care provided. The security staff is certified correctional officers who participate in additional specialized training in managing clients with mental illness through collaborative behavioral 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 2017, there were 67 admissions to SPU and 56 discharges. The 67 admissions may have involved a patient being admitted multiple times in the fiscal year. Of those admitted, 63% were from correctional settings needing acute psychiatric stabilization due to dangerousness and/or suicidality. 11 % were transfers from New Hampshire Hospital due to the facility being unable to manage the dangerous behavior associated with the patient's mental illness exceeding the facility's ability to manage a patient safely. The remaining admissions were from orders from the Court for admission under other State laws due to dangerousness and a patient's mental illness.

Residential Treatment Unit (RTU)

The RTU offers a level of intervention designed for male individuals who have a behavioral health condition and are struggling in a prison setting. Individuals may request to be admitted to this unit and are referred to the RTU by behavioral health staff. Often, those who no longer need the intensive services of SPU may be admitted to the RTU as a transitional step down with the goal of returning to a prison housing unit. In SFY 2017, there were 33 admissions to the RTU with 24% coming from secure housing units. There were 39 people discharged from the RTU with 85% returning to general population. The RTU offers approximately 30 hours per week of structured therapeutic, recreational and diversional interventions. After an interdisciplinary evaluation, the treatment team, in conjunction with the individual, develops a specific, individualized treatment plan using evidence-based treatments and behavioral health best practices.

Sexual Offender Treatment (SOT) Services

Utilizing a risk-need-responsivity model that was developed on evidence-based practices, SOT services emphasize skill development designed to promote safety and self-management. All individuals are assessed to determine level of care needs. The primary modality is an intensive model, located in Concord, which incorporates SOT protocols into a therapeutic milieu. The capacity for the intensive program is 96. During SFY 2017, 158 men were served in the intensive SOT program based in Concord. If a less intensive level of care is needed based on the assessment, or if individuals are unable due to physical capabilities to reside in the residential unit, a plan of treatment will be devised to meet their needs.

Wellness Units, Berlin and Goffstown

The Wellness Units continue to show that a combination of clinical services based on a commitment to change will show positive results. These units are designed to support individuals towards achievement of personal goals while emphasizing the power that is derived from a positive group and milieu experience. Promoting a sense of community is the philosophy driving these units in order to prepare participants to be part of a positive community culture while in prison as well as for preparation for life after prison. Participants in these units identify the value of good communication skills as problem-solving techniques versus use of violence.



General Prison-Based Behavioral Health Services

At the point of entrance into our system, behavioral health clinicians conduct a screening to identify those with ongoing behavioral health issues and those who have a need for behavioral health services. Behavioral health clinicians collaborate with security and other healthcare staff to identify and intervene quickly if risky or concerning behaviors are observed. Behavioral Health Services meet the needs of individuals with a wide range of diagnoses as well as distinct populations including those with gender dysphoria, sexually deviant behaviors and trauma-related issues.

Of note this year is the development and implementation of a peer supporter program designed to ameliorate the effects of suicidal feelings by individuals who are placed on suicide watch. There are now 36 peer supporters at the Concord and Berlin facilities, up from 17 the prior year, that received specialized training through the Psychological First Aid program, which is a collaborative program developed with the NH Department of Health and Human Services. Individuals receiving support within the program cite the experience as a positive intervention. With the opening of the infirmary at the new women's prison in spring of 2018, we will be expanding the peer supporter program to include that location.

Substance Use Disorder Services

The DOC is committed to providing quality intervention services to assist individuals in addressing substance use issues. Different levels of care are offered starting with, if needed, detoxification on a medical unit. Intensive interventions are offered at each facility and transitional housing units. Relapse prevention is also offered via support groups for those who have completed treatment. Licensed drug and alcohol counselors are available to those who have left our facilities on parole status at the District Offices.

At our Berlin facility, we offer the Focus Unit which is a residential unit that provides substance use disorder services with the focus on rehabilitation and wellness. Goals of this program are to decrease substance abuse and to increase pro-social behavior. There is a capacity of 68 beds on this unit. Participants are assisted with follow up services after completion of the Focus Unit program.

In addition to the licensed drug and alcohol counselors on our staff, we continued our relationship with Keystone Hall. The agreement we have with them has allowed us to increase services in all transitional housing units. As a result we have expanded assessment opportunities as well as group and individual counseling sessions.

Sixty-eight people were provided Medication Assisted Treatment (MAT). This service is for those with opioid use disorders. There is a treatment protocol for this service with an emphasis on Vivitrol being administered at the time of release. Individuals opting for this treatment must also commit to follow up treatment in the community.

Dental Services

Dental services are provided on location at three locations: Berlin, Concord and Goffstown. Organizing clinics so that both basic dental hygiene and dental procedures occur in a timely fashion is an important aspect of the health care program provided to individuals. In SFY 2017, there was a total of 8,708 dental contacts for examinations, hygiene, prosthetics, extractions, and operative interventions.

Medical and Nursing Services

Medical providers (physicians and advance practice registered nurses) and nurses offer a continuum of services to meet the health care needs of individuals at our prison facilities. Those new to our system are offered a comprehensive assessment to identify and treat acute and/or chronic needs. When medically necessary, referrals are made to community hospitals, services and specialists to meet the unique needs of the individuals we serve.

Inpatient care is available in our infirmaries and is a place for those who do not need hospital level of care but require more immediate medical oversight. Hospice care is also available and is supported by individual workers who are specially trained to work with those needing these supports.

Outpatient care is offered in our health services centers. Individuals are treated, provided follow up appointments, receive medications and triaged for emergencies by nurses and providers. Providers and nurses also provide sick call daily at our secure housing units to ensure that medical needs are being met.

In the past year, we have updated protocols and guidelines with regard to mass hunger strikes, psoriasis, anticoagulant treatment, routine fractures as well as developing in-house clinics on podiatry and orthopedics. We also developed a discharge medication process to ensure that those being released from our facilities received necessary medication and patient education on medications. This was a collaborative effort among security, the Division of Community Corrections and our Division.

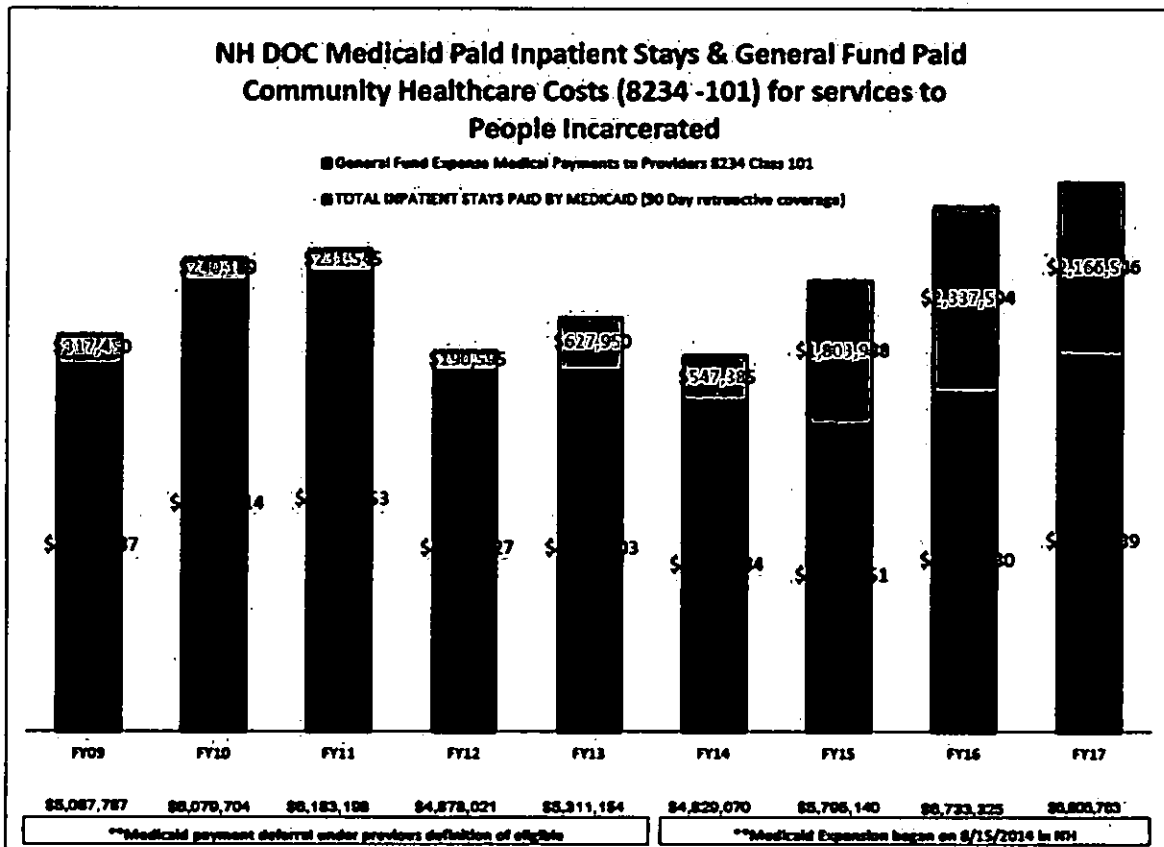
Pharmaceutical Services

Under the leadership of a Chief Pharmacist, our team of pharmacists and pharmacy technicians ensures that medication is packaged and available to be administered to those in our care. The Chief Pharmacist chairs a monthly Pharmaceutics and Therapeutics Committee comprised of the heads of our healthcare disciplines serves as a cost-containment body as well as monitoring prescribing practices and trends, reviewing our formulary as well as overseeing the safety and security of medications. Pharmaceutical costs continue to rise and management of that is a critical piece of our operations. Total pharmaceutical costs for SFY 2017 was \$3,076,924.

Allied Health Professionals

The Division's Allied Health professionals are a critical part of our healthcare system. Consisting of a nutritionist, physical therapist and recreational therapists, this group provides services that ensure the diverse needs of those in our care are met. The Division's nutritionist works in collaboration with food services in conducting reviews of menus, auditing meals and nutritional guidelines as part of an on-going quality improvement process at all sites. An annual nutrition analysis is conducted every year to ensure that basic nutritional needs are being met. Our nutritionist collaborates with nursing and medical staff to prioritize areas for patient education and individual consulting. This past year, our staff nutritionist expanded educational groups across our system.

Physical therapy services are provided at all sites by a licensed physical therapist. Focusing on treatment and improving the physical functioning of those served, our physical therapist provides direct care and coordinates services by external orthopedic specialists. Recreational therapy is specific to the Secure Psychiatric and Residential Treatment Units. By providing structured activities and individual skills building, recreational therapists encourage improved self-management through better use of leisure time, development of coping skills and learning effective communication techniques.



Office of the Forensic Examiner

The Office of the Forensic Examiner (OFE) 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 OFE has also been working closely with New Hampshire Hospital, Circuit and Superior Courts and lawyers to improve the system for court ordered evaluations, including improving efficiency and increasing evaluators’ access to needed mental health records. In SFY 2017, the forensic examiners completed 424 competency evaluations. This was an increase of 15% over FY 2016.

Not Guilty By Reason of Insanity Civil Commitments

The Department of Corrections monitors 31 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 behavioral health organizations to ensure ongoing treatment needs are met. The Division coordinates inpatient level of care and outpatient behavioral health services to ensure compliance with court orders and that treatment needs are being met for these individuals. 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.

Joel Dinsmoor, Investigator III

The New Hampshire Department of Corrections, Division of Professional Standards Investigations Bureau is responsible for criminal and administrative cases throughout the department. Numerous criminal and administrative allegations involving the incarcerated population, staff and the general public are investigated on a regular basis. The criminal cases involve illegal drug possession, illegal drug introduction, inmate on staff assaults, inmate on inmate assaults, sexual assaults, escapes, etc. Once the criminal investigations are completed, they are forwarded to the respective county attorney office or the New Hampshire Attorney General's Office for their review and possible future indictment. In addition to investigating criminal and administrative cases, the Investigations Bureau assists outside law enforcement agencies on a regular basis.

SFY 2017 INVESTIGATIONS	
Criminal	93
Administrative	13
PREA (Prison Sexual Assault)	28
Agency Assists	164
Unit Assists	851
Other	180
Total	1329

DISCIPLINARY HEARINGS OUTCOMES	
SFY 2017 INFRACTIONS	
Major Infractions (A Level)	2,611
B Level Infractions	5,692
C Level Infractions	2,069
Total	10,372

SFY 2017 DISPOSITIONS	
Pled Guilty	921
Found Guilty	303
Incident Report	229
Filed Without Prejudice	68
Found Not Guilty	1
Other	132
Total	1654

During SFY 2017, the Investigations Bureau added two K9 investigator positions along with two, Belgian Malinois canines. Investigator James Azzara and Investigator Christopher Ward were selected as K9 investigators and subsequently attended intensive K9 training with the New Hampshire State Police for several weeks. The training was successfully completed and the K9 team now conducts searches for illegal drugs and contraband at the New Hampshire State Prison for Men in Concord, the Northern New Hampshire Correctional Facility in Berlin, the New Hampshire Correctional Facility for Women in Goffstown, the Division of Community Corrections housing, and they also provide assistance to the Division of Field Services on a regular basis.

PREA – Prison Rape Elimination Act

In June, 2017, the NHDOC underwent a Prison Rape Elimination Act (PREA) Audit of the Northern NH Correctional Facility (NNHCF), the Calumet Transitional Housing Unit and the Transitional Work Center to ensure PREA standards are being met. In the final audit, NNHCF had exceptional performance and received a positive audit outcome. PREA staff worked closely with the Director of Professional Standards, Mental Health, Security and NHDOC staff to ensure safety and resources for offenders who are victimized while incarcerated and to ensure proper treatment of the LGBT (lesbian, gay, bisexual, transgender) community within our facilities.

Nicole Kipphut, Administrator

As a small, essential unit within the New Hampshire Department of Corrections, the Victim Services Unit strives to continuously improve assistance and support for crime victims/survivors, witnesses and families. We collaborate with community and statewide stakeholders to help stay responsive to the interests of victims as we fulfill our public safety responsibilities, the NH Department of Corrections mission and the NH Victim Bill of Rights. With respect for the rights and experiences of crime victims and survivors, we are committed to keeping interested citizens informed, involved, and safe.

During the SFY 2017, Victim Services staff documented 9,341 contacts with 3,835 victims/survivors and their families. Additionally, there were 351 new requests for Victim Notification during the fiscal year. The most common services provided include notification on offender case status, criminal justice support, advocacy and accompaniment. On a daily basis, Victim Services staff educates victims on the NH Adult Parole Board hearing process and assist in writing Victim Impact Statements for those hearings. Each week, Victim Services staff supports victims who attend Parole Board hearings to exercise their rights and advocate for victim requests to ensure personal and community safety. We facilitated approximately 13 in-service trainings and NHDOC Corrections Academies for staff. During Correctional Employee Appreciation Week we hosted resource table to involve and inform staff on important victim related topics.

In SFY 2017, the Victim Services unit reestablished its relationship with the AmeriCorps Victim Assistance Program (AVAP) by hosting an AVAP volunteer starting in September 2016 and ending in SFY 2018. This has helped increase our caseload and respond to victim's questions and concerns through letters, emails, phone calls, direct service and supporting victims at Parole Board hearings. Additionally, our NHDOC AVAP Advocate worked with the NH Correctional Facility for Women and Shea Farm Transitional Housing Unit to break the silence around Domestic Violence and Sexual Assault by educating and involving women at these facilities in the NH Clothesline Project, making t-shirts that represent their stories of past trauma and making positive steps towards the goal of, "No More; together we can end domestic violence and sexual assault" in New Hampshire.

The Victim Services Unit hired a part-time Victim Offender Dialogue Coordinator and Facilitator, Traci Lederer, who has a wealth of knowledge and experience from her 20 years in the Connecticut Department of Corrections and the Office of Adult Probation. Traci has a passion for working with victims and offenders interested in the Victim Offender Dialogue process. Victims are entitled to this corrections-based, victim-centered program under the NH Victim Bill of Rights; however, the program has been unavailable in recent years. Having trained staff and volunteers will initiate rebuilding this much requested program, furthering restorative Justice within the State of NH. Traci joined Nicole Kipphut, Administrator of Victim Services, and Jean Carroll, PREA Advocate, for a week long intensive Victim Offender Dialogue Summit and the National Association of Victim Assistance in Corrections Conference. This training initiated networking with Victim Witness Directors, Advocates and Victim Offender Dialogue professionals from around the United States. Victim Services is working with the National Institute of Corrections in resourcing funding to host a five-day Regional Training for Victim Offender Dialogue Facilitators in New Hampshire, Massachusetts, Vermont, Maine and New York.

Chris Kench, Director

Training Bureau

During SFY 2017, the NH DOC Training Bureau facilitated:

- Two Correction Academies graduating 20 Correction Officers.
- A First Aid/CPR/AED Instructor Training and graduated 12 new instructors.
- Two Pistol Instructor trainings graduated 16 additional instructors.
- 32 four-day Correctional officer in-service training classes ensuring that 370 corrections officers maintained their certifications.
- 27 three-day non-uniform staff in-service trainings which included First Aid/CPR/AED training.
- A Field Training Officer training, from which 25 Field Training Officers graduated.

We included members of the Vermont Correctional Emergency Response Team, and the Rockingham County Jail Emergency Response Team in our Special Emergency Response Team training.

In addition, we hosted the NH Fire Academy, Federal Probation and Parole Officers , US Marshall, NH Police Standards and Training, State of NH Liquor Commission and the NH Drug Task Force at our firing range a total of 26 times.

Six new weekly training modules, six new leadership courses and seven new miscellaneous courses were added to our on-line training curriculum.



Classification and Offender Records

The Inmate Classification Manual was updated during SFY 2017, the previous update was in 2011.

The Department established Interstate Compact Agreements with two additional states. As of June 30, 2017 New Hampshire sentenced individuals were housed in 22 states and the U.S. Bureau of Prisons. During the course of SFY 2017 we received 1,378 individuals, released 1,407 individuals, and processed over 6,000 classification boards.

Linda Socha, Administrator

The Department of Corrections is committed to the use of technology to improve communication, increase efficiency and security with a focus on fiscal responsibility. 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 is 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.

There were five main objectives which were the focus of this year's efforts for the Bureau:

Electronic Medical Records (EMR): This system went live on November 14, 2016, one day earlier than projected. This was an immense undertaking but the collaboration of DOC medical staff and great vendor support, helped pull it together successfully.

FileHold (Document Management): Efforts are on-going to incorporate in more areas in the agency and to reach the point where the work-flow feature of the software can be implemented.

VOIP (Voice over IP). With the efforts of Department of Information Technology, DOC converted many locations to the State of New Hampshire's phone system. This effort has involved upgrading wiring and network bandwidth to all locations. DOC has historically had separate phone systems for each location and is now over half-way through the conversion to a single phone system.

Information Infrastructure: Over the last 10 years DOC has worked to upgrade its network, servers and desktop environment. Efforts this year included the network upgrades needed for the VOIP conversion, along with a complete overhaul of the server infrastructure. Physical machines were replaced and operating systems and software applications were upgraded to the latest version with several old systems being retired. Desktop systems were also evaluated and upgraded in preparation of conversion to Windows 10.

Data Integrity & Reporting: A great deal of effort was put into system changes to collect data more efficiently and to correct system data errors. The main system impacted was CORIS, the offender management system, which had major upgrades to the financial, sentencing and program areas. The changes have allowed us to expand reporting and to evaluate areas in the agency with improved measurements.

Along with these projects the group also handled 3,942 help-desk requests. 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. 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. This group received 584 project requests; 481 of these requests were completed, 27 were in active status with 17 placed on hold.



Ella Fredette, Administrator

Overtime at the NHDOC continues to rise with the projected overtime expense to exceed \$10-million in SFY-2017. Most overtime expenses are primarily incurred by the DOC Security staff in providing a safe and secure prison environment. However, it helps staff other DOC operations such as health services, maintenance, etc. Security overtime results from the various challenges we face daily in meeting minimum staffing security requirements and for special unscheduled assignments. Vacant uniform positions that leave mandatory posts unfilled on a daily basis account for most of the costs of overtime. As of April 28, 2017, the DOC had 68 vacant uniformed officer positions and 45 vacant civilian positions. We have had a difficult time finding qualified applicants to hire into these vacant positions. The traditional methods of advertising for applicants have not been successful in the last several years. We have changed our recruiting strategies and adjusted our hiring process to help attract qualified people to fill those vacant positions.

While trying to attract new applicants and create a desire for young people to choose corrections as a career opportunity, our aging workforce has created a situation where many of our uniformed officers are now eligible for retirement. Retirements and resignations exacerbate our efforts to fill our vacancies.

With the future completion of the new NH Correctional Facility for Women, this facility will require more uniformed staff to safely operate as well as civilian staff to provide the necessary programs and treatment services. While we all recognize that the additional staffing is essential to the successful opening of the prison, it will create additional challenges to our ability to recruit, hire and train the staff to meet these staffing demands. To counter these recruiting and retention concerns, we have been working on new strategies and changing our organizational processes.

BREAKDOWN OF STATE CORRECTIONS PERSONNEL

	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016	SFY 2017
Executives	12	12	12	12	12	12	12	12
Managers/Administrators	57	38	30	29	27	27	26	25
Correction Officers	531	493	471	470	469	468	468	468
Probation/Parole Officers	71	70	70	70	70	70	70	69
Medical Personnel	70	66	62	62	62	61	61	61
Teachers/Instructors	28	29	24	24	24	23	23	23
Shop Supervisors/Tradesmen	63	60	62	62	62	63	64	54
Recreational Personnel	2	2	2	2	2	2	2	2
Clerical/Administrative	111	108	101	98	100	100	100	106
Correctional Counselor/Case Mgr	39	45	44	44	44	36	36	37
Psychological/Social Workers	30	24	20	20	20	29	29	29
TOTALS	1014	947	898	893	892	891	891	893

Recruiting Strategies

After a vacancy has moved through the internal State of NH posting process and is available for posting to the public, we use recruiting strategies to advertise the position and to educate people about these career opportunities within the DOC. The older recruiting strategies such as advertising in the newspapers do not work well with the young people that we are trying to target. So, the following recruiting strategies are ongoing at this time:

- A DOC Recruiting and Retention Committee was established in 2014.
- A speaker's panel was assembled consisting of over 30 veteran staff members who attend job fairs and speaking engagements at colleges and high schools.
- During the fiscal year approximately 51 job fairs and speaking engagements were attended.
- The hiring process was put through a LEAN process improvement exercise to assess and streamline the amount of time it took to hire people.
- We created a radio ad and increased our image through the use of social media.
- We have been working with the NH State Police on reviewing their applicants who did not meet their hiring standards for particular reasons to see if they would qualify with the DOC standards.
- The DOC is now embarking on a brand new strategy to advertise and rebrand our openings. An RFP was drafted to hire an advertising and marketing firm that specializes in digital advertising and recruitment making corrections an employer and career of choice.
- We began to expand our internship programs with local colleges and entered into affiliation agreements with them.
- The DOC entered into a partnership with the NH Technical Institute (NHTI) in Concord where we were allowed to have staff present at an informational table at the NHTI facility to talk with students.
- We are working on a plan with NHTI for interested students to apply for a DOC position while still in school, attend the Corrections Academy, and be ready to be hired full time upon graduation. They would also receive credits from NHTI for their completion of the corrections academy.
- We have offered more tours of our prison facilities to colleges and high school students.

Position	Funded Vacancies	Unfunded Vacancies	Total Vacancies
Executives	0	0	0
Managers/Administrators	1	1	2
Corrections Officers	56	19	75
Probation/Parole Officers	1	0	1
Medical Personnel	10	0	10
Teachers/Instructors	6	1	7
Shop Supervisors/Tradesmen	8	0	8
Recreational Personnel	1	0	1
Clerical/Administrative	6	3	9
Correctional Counselor/Case Mgr	5	1	6
Psychologists/Social Workers	4	0	4
TOTALS	98	25	123

Jeffrey Lyons, Public Information Officer

The New Hampshire Department of Corrections maintains an active presence at the New Hampshire Legislature. NH DOC monitors legislative hearings on bills of interest to the Department and works with the Commissioner to identify appropriate management staff to testify on important legislation. We also provide tours of our facilities for legislative committees.

Bills that we testified on in that were adopted and signed into law by Governor Sununu.

HB-208 – establishing a commission to study current mental health procedures for involuntary commitment.

This bill was all encompassing in that it created a commission to study all forms of involuntary commitment to the Secure Psychiatric Unit and New Hampshire Hospital.

SB-68 – relative to sentencing for violations of Probation.

We requested this bill to amend the sentencing and limitations statute to provide the court with additional options for sentencing a probationer who violates his or her probation.

SB-133-FN – relative to security screening at state correctional facilities. The Department of Corrections requested it to address concerns about the use of body scanners in our facilities. In 2016, the Legislature passed a bill to install six body scanners in our facilities in an effort to discourage the introduction of contraband.

Bills that we testified on that were voted Inexpedient to Legislate or Tabled.

HB-76 - relative to involuntary administration of medication to inmates with mental illnesses

HB-205-FN - relative to flying a drone above a correctional facility (Tabled)

HB-282 - relative to a prisoner's participation in the work release program

HB-526 - relative to rules relating to prison rehabilitation programs and inmate health.

HB-602-FN - prohibiting placement of certain persons with mental illness in the secure psychiatric unit, establishing a secure psychiatric hospital oversight commission, and appropriating funds to develop plans for a secure therapeutic psychiatric hospital facility.

Bills that we testified on that were not resolved by the end of SFY 2017. These bills will be revisited in 2018.

HB-192 - relative to rulemaking of the Department of Corrections. It removes rulemaking exemptions and requires DOC to develop policy based on RSA 541-A

HB-544 - relative to earned time credits for prisoners participating in rehabilitative or educational programming. This bill expands the current law to apprenticeships and participation in all programs.

HB-593-FN - granting Group II retirement system status to certain positions in the Department of Corrections. This bill has been introduced in the past. The intent is to provide Group II retirement benefits to certain non-uniformed employees who work inside our correctional facilities

HB-613-FN – amending the procedures for use of segregated housing for inmates. This is an all-encompassing bill that sets specific guidelines for the use of administrative or punitive segregation.

HB-619-FN – relative to medical services for prisoners. This bill requires payment for medical care for state and county prisoners from Medicaid or a private insurer before payment from the state or county will be made.

New Hampshire Department of Corrections

NHDOC 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

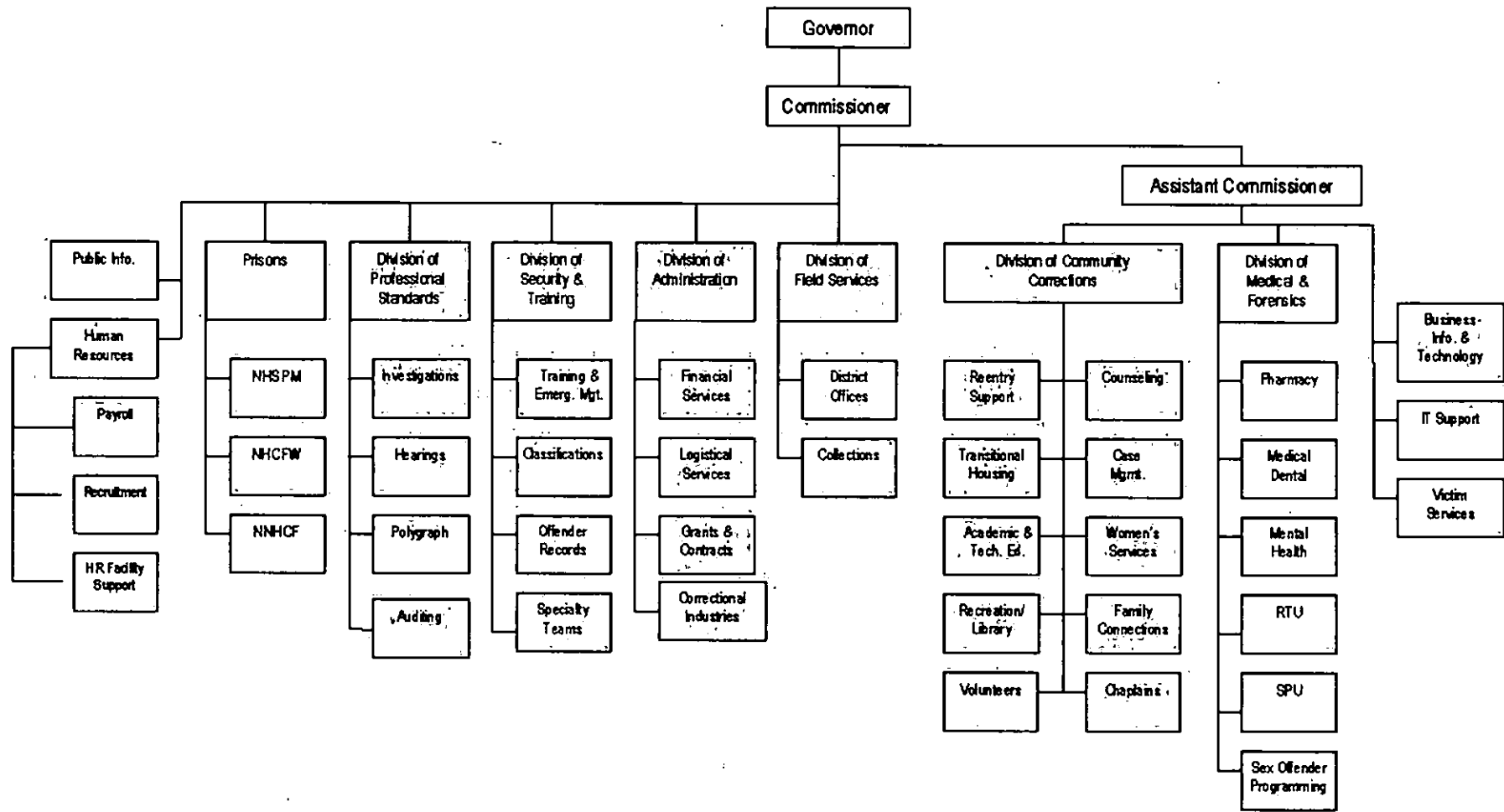
We adhere to holding ourselves and our co-workers accountable in carrying out our mission, values, policies, and directives, and in upholding the laws of the State of New Hampshire.

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



NHDOC Special Emergency Response Team (SERT)

Integrity, Respect, Professionalism, Collaboration, Accountability



2018

Annual Report

Photo credit: Sergeant C. Lover taken at the
New Hampshire State Prison for Men, Concord, NH

New Hampshire Department of Corrections

SFY2018 Annual Report

Christopher T. Sununu
Governor

Executive Councilors
Joseph D. Kenney, District 1
Andru Volinsky, District 2
Russell E. Prescott, District 3
Christopher C. Pappas, District 4
David K. Wheeler, District 5



INTEGRITY · RESPECT · PROFESSIONALISM · COLLABORATION · ACCOUNTABILITY

Helen Hanks
Commissioner

Benjamin R. Jean
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, 2017 and ending June 30, 2018. This report is also available at www.nh.gov/nhdoc.

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Commissioner's Report



Commissioner Helen E. Hanks

The Department's mission speaks to providing a safe, secure and humane correctional system. In review of our organizations major changes and accomplishments, I can affirm we have continued to make advances to meet our mission. Key areas of progress in SFY 2018 included the construction and opening of a new Correctional Facility for Women, the advancement of resources to reduce the interdiction of contraband, enhanced communication resources for those under our custody to contact friends and family and implementing a more aggressive recruitment and retention initiative to change our staffing patterns.

In a review of the court order generated by *Fiandaca v. Cunningham* in 1987, it directed the Department to provide females under our custody "with a facility, conditions of confinement, and programs and services on parity with those provided to male New Hampshire State prisoners."

To better align our department to this legal order, we oversaw the State's first construction management project, with the construction of a new Correctional Facility for Women. Construction was finished in December of 2017 and we moved all female residence from the leased facility in Goffstown to the new facility in April of 2018.

Providing facilities that reinforce positive environments for rehabilitation comes from managing a diverse team of dedicated professionals who are committed to the Department's mission and support those under our custody or supervision to successful reintegration back to NH communities. Among our diverse group of professionals is a specific resource in our Investigative staff who we were able to through funding from the Legislature add two additional canine nine (K-9) teams. These additional teams as part of our ever vigilant surveillance help us combat introduction of illegal substances to create sober living environments where people can focus on rehabilitation.

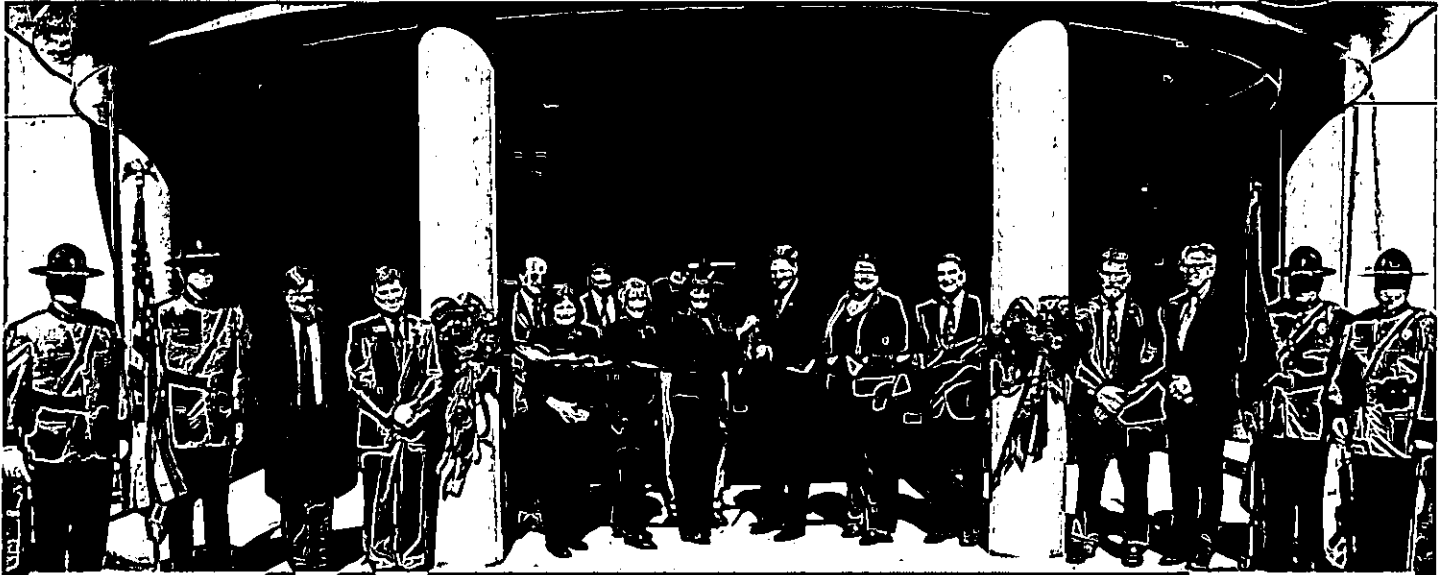
Creating connectivity to families and friends of those under our custody or supervision was accomplished through the deployment of both shared and individually purchased tablet technology within our facilities. Our residents gained additional access, outside of just the traditional wall phone service, with the ability to contact their families and friends through the tablet which has telephonic capability, messaging services, and picture and video messages. The tablets in addition to being a more diverse communication tool also provide enhanced access to educational resources, accounts management and law library services to outline a few areas of advancement. We have empowered individuals to be self-driven through tablet and kiosk technology.

In order to attain successes in these key areas, our department became more engaged in recruitment and retention of staff by contracting with a marketing firm, allocating additional resources in our recruitment office, enhancing communication at all levels of the organization and providing more opportunities for staff at all levels of the organization to be part of our staffing solution.

We are a department of hard working, dedicated and professionally committed staff who take our responsibility to rehabilitate men and women seriously and apply the integrity it deserves. When we change a life in corrections, we make more positive community members, improve parents, help reconnect families and overall empower people to be better citizens.

NH Department of Corrections

A Year in Review - SFY 2018



Moving into the new NH Correctional Facility for Women (NHCFW) in Concord NH

The new women's facility officially opened on April 17, 2018 with the transfer of 147 women from the leased Goffstown Facility. This transfer happened with the support of many partners including the NH State Police, the Massachusetts Department of Corrections, NH Department of Administrative Services, the Legislature, the Governor's Office, Municipal Leadership and Law Enforcement in the communities along the transfer route and our own Departmental staff. An additional 25 state sentenced women were transferred in from the Strafford County House of Corrections after April 17th, where they had been serving their state sentences due to a lack of facility capacity. The new facility has a bed capacity of 224 plus 4 Acute Observation rooms and as of June 30, 2018, the population was 175.

NH Correctional Facility for Woman - Bed Distribution by Housing Unit

Housing Unit	Beds per Unit	Occupancy by Cell
Reception	12	Double
C-5 Special Housing/PAR	12	Single
C-4 Close Custody	12	Double
C-3 Medium Custody	56	Double
C-3 Wellness	56	Double
C-2 Minimum Custody	64	Double
Infirmary	16	1 Four Bed, 1 Seven Bed, 1 Single Positive Pressure, and 4 Single Temporary Acute Observation Rooms
Total	228	



NH Department of Corrections

A Year in Review - SFY 2018

Site Preparation and Construction

Site preparation involved blasting the ledge and large rocks located on the site. To maximize the use of on-site resources the blasted material was crushed, screened, stockpiled and used for the building construction. Unsuitable materials, including rip rap and shot rock, were used to fill in unstable areas on the Concord Prison property which were left over from Granite Quarry operations that ceased in the 1920's. In order to establish building pads, construction teams removed over ½ million cubic yards of granite and earth.

Some Interesting Facts

Working with the Department of Environmental Services, three underground storage tanks were removed from the site as part of the project.

Approximately 65% of the contract dollars for all phases of work on the project were awarded to companies that were either NH based or had direct ties to the state including the local division of the Construction Manager with offices in Merrimack, NH.

The project also incorporated a public arts component. In addition to artwork being commissioned to be displayed throughout the facility, donations were accepted by the NH Council of Churches and the Greater Concord Interfaith Council to construct and install a 26" x 8' stained glass panel in the chapel.

The Architectural and Engineering drawings for the project received high praise with minimal amounts of Request for Information. A limited number of field changes were made for a project of this size.

Changes to the project were well under the industry standard at less than 2% of total construction cost.

During this capital project, we used the Construction Manager at Risk process allowing us to negotiate contracts with lower costs which resulted in over \$500,000 of savings. These funds were then available to be added back to aspects of the project removed during the value management process, to include: a synthetic gymnasium floor in lieu of exposed concrete, a fully paved perimeter road around the facility in lieu of gravel, a full welded steel fence versus chain link and full redundancy of electrical and security systems with a larger emergency generator.

System Enhancements

Security systems in the new facility utilize the newest technology available including fully digitized cameras with numerous pan tilt zoom capabilities. Devices detect resident movement and direct cameras to those areas to monitor activities.

The facility has a full computer-based mechanical and electrical control system that monitors the building's ventilation, lighting, power and security systems. All of these are connected to an electrical generator, which can power the entire facility. A grant awarded to the NHDOC funded large Photo Voltaic Solar panels that are installed on the roof areas which provide 10-15% of the electricity needed to run the facility.

Program Enhancements

The physical layout of the facility paves the way for a new beginning for women to have access to equitable programs and services. It creates greater access and dedicated spaces for areas such as educational and vocational programs; behavioral health treatment; medical treatment, including a full-time infirmary; a family connections center; and spiritual services. The new program offerings include, but are not limited to, a culinary arts program, apprenticeship opportunities, as well as, other much needed enhancements that focus on rehabilitation and reintegration of the women back to our communities. This new facility allows for greater capacity in the Wellness unit which targets treatment of behavioral health disorders in a modified therapeutic community, and provides a gymnasium and hobby craft space which will enhance positive coping skills and recreation.

With the high prevalence of substance use disorders among women who are incarcerated, the Department implemented a treatment service referred to as the Focus Unit. This unit specifically engages women using an intensive treatment curriculum and a modified therapeutic community to come together to work to abstinence and develop skills for relapse prevention as they confront their substance use disorder. Medication-assisted treatment is offered to those with an opioid use disorder specifically as an additional intervention for those at the appropriate stage of change based on clinical assessment from a multi-disciplinary team comprised of psychiatry, licensed alcohol drug counselors, medical providers and nursing.

May 2018—Braille Apprenticeship Graduates: Maximizing new programming space

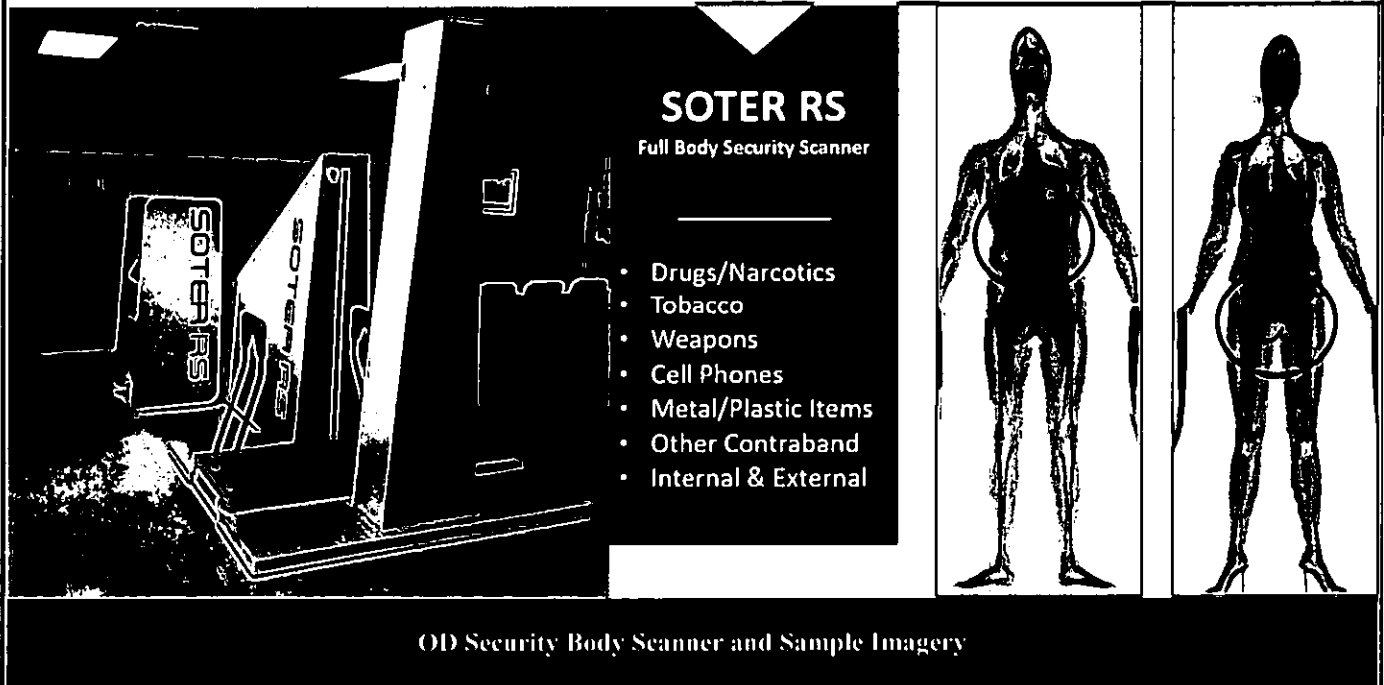




NH Department of Corrections

A Year in Review - SFY 2018

Corrections Partnering in Helping People Combatting their Substance Use Disorders



SOTER RS
Full Body Security Scanner

- Drugs/Narcotics
- Tobacco
- Weapons
- Cell Phones
- Metal/Plastic Items
- Other Contraband
- Internal & External

OD Security Body Scanner and Sample Imagery

Facilities Conducive to Sobriety

The Department contracted with OD Security after a review of comprehensive responses to a Request for Proposal to install and deploy SOTER RS Full body scanners at each of our Secure Facilities. These body scanners were provided through funding allocated by the Legislature which also set aside money to expand our K-9 Investigative team. The full body scanners are a tool that fall within the requirements outlined in NH RSA 622:6-a Security Screening Required. – Any individual entering the secure perimeter of a state correctional facility, including but not limited to visitors, state officials, employees, contractors, and vendors, shall be subject to one or more security screenings and inspections that will incorporate the use of electronic devices, visual searches, pat searches, or search by drug dog. These devices will assist our security staff in finding ingested contraband which is often illegal drugs that can both cause adverse health outcomes if it ruptures in someone's body as well as significant security issues if a resident is able to illegally sell and distribute it to other residents. The full body scanners use low dose x-ray technology to produce a scan of the body. OD Security provided and will continue to provide through the term of the contract the training needs to orient our security staff in the successful use of these devices.

K-9 Investigators

Our K-9 Investigators have become an integral part of enhancing our ranks within the Division of Professional Standards. They provide a unique resource across all of our locations including our Field Services Division. With their canines, they are able to detect diverted prescriptions of buprenorphine coming into our facilities by community members who are engaging in criminal activities to turn a profit on their prescriptions. These highly trained teams detect cellular telephones, other illegal drugs and enhance surveillance overall.



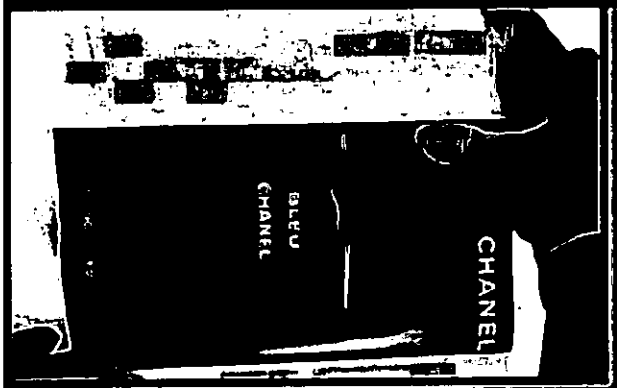
K-9 teams are required to complete 8 hours of in-service training per month, 96 hours per year, per New England State Police Administrators Compact (NESPAC) standards to maintain certification. Our canines are provided the necessary safety equipment to maintain their health and safety while performing their duties included vests, naloxone (carried by their handler) and regular veterinary services. Our K-9 teams have also been deployed to enhance our visiting room screening process for members of the public coming to support residents incarcerated. Part of orienting our department staff and outside parties to this new resources is providing education to everyone about proper conduct when our K-9 teams are working, these include:

- Do not attempt to have any contact with the K-9*
- Do not attempt to talk or make noise to the K-9*
- Do not attempt to engage the K-9 with eye contact*
- Do not attempt to interfere with the K-9 in anyway*
- Follow the direction of the K-9 handler*

These teams have worked side by side with our Probation Parole Officers also in going through community residences where they are on the front lines of the opioid epidemic. This work makes the need for naloxone critical if a canine is exposed to dangerous drugs like heroin or fentanyl. As we have ensure the availability of naloxone in our facilities to combat overdoses and for the safety of our staff, we continue to make sure our canines have the same tools as they do their work. We are excited to continue to use and advance our K-9 Investigative teams in future years to reinforce and maintain facilities conducive to sobriety and rehabilitation.

Contraband Intercepted in our Mailroom

Suboxone





NH Department of Corrections

A Year in Review - SFY 2018

Focusing our Treatment in Correctional Settings

Focus Units

The Department reviewed internal practices regarding actions taken when a person engages in the use of illegal substances during incarceration. In conducting this review, a shift occurred, away from discipline as a primary intervention to offering substance use treatment in a modified therapeutic community established in our two housing units. One housing unit specific for men at our Northern NH Correctional Facility and the other for women within their facility. These units began in 2016 but were strengthened in 2018 with the establishment of more diverse levels of care, a handbook for residents and peer facilitated committees.

In the words of the those who have participated in the Focus Unit, they have said “We, as a community, have come to understand that we need to change. We are determined to change for ourselves, for our families, and for our future. Let us stay positive, let us stay vigilant.” With this focus, participants voluntarily participate or in lieu of receiving discipline for their misuse of illegal substances, in a wellness community model that is a five (5) staged program which consist of:

Stage I: Orientation

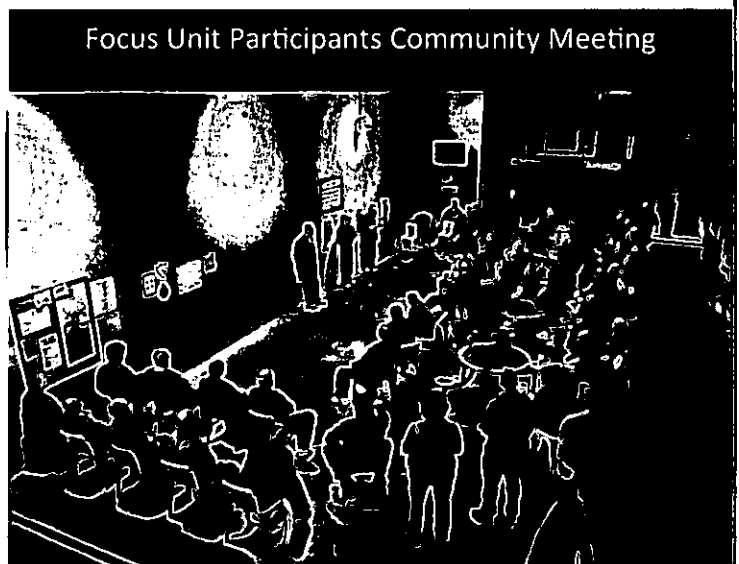
An in depth screening and assessment will be completed. Diagnosis and Treatment Plan will be documented. If necessary, detoxification methods will be employed per departmental policy. Participant will be introduced to the expectations of the unit and integrated into non-curricular components.

Stage II: Four Phased Curriculum

- Phase I: Motivational Enhancement Therapy
- Phase II: Cognitive Behavioral Therapy
- Phase III: Twelve Step Facilitation
- Phase IV: Transition

Stage III: Transition to Lower Classification

When completion of the Four Phased Curriculum has successfully been accomplished. Participants may or may not continue to be housed on the Focus Unit. This stage includes those that are awaiting transition into a lower classification.



**Focus Unit Participants in Group at the
New Women's Facility**



Stage IV: Relapse Prevention

Participants transition out to other housing units and utilize treatment supports in the form of groups and individual therapy. These focus on the area of relapse prevention, coping skills and other critical tools to help maintain abstinence.

Stage V: Community Follow-Up

Prior to release to the community, a follow-up plan is to be put in place to monitor and address relapse risks and behaviors.

In all phases of treatment, clinicians and participants consider the need for medication assisted treatment dependent on the substance use diagnosis. Modalities used in the program are evidence based including Motivational Interviewing, Motivational Enhancement Therapy, Cognitive Behavioral Therapy, Stages of Change, and Modified Dialectical Behavior Therapy. The program also strongly emphasizes peer participation in committees and crews described below:

Steering Committee – This group steers the direction of the Focus Program. They work on projects such as the agenda for the Monday-Friday morning meeting and any issues that need to be addressed by the Program. The steering committee is the voice of the Program. They bring new ideas, solutions and brain storm issues that can be brought forward to the team. They arrange the agenda for the block meetings and will work on any special projects that may need to be established for the Program. This group will discuss any Program issues or complaints.

Community Crews –Crew leaders are responsible and accountable for all assigned crew tasks. They will delegate, supervise and serve as role models for their crewmembers.

Communication Crew – Responsible for keeping the community informed of public information.

Motivation Crew – Responsible for keeping the community motivated, energized. In addition initiates, plans, and carries out celebrations that create a shared experience for the community

Activities Crew: This group schedules activities for evenings weekends and special occasions. Planning set up and organization belongs to this group. This team prevents idleness for residents believing busyness assists with happiness. The activities committee works and meets with the Recreation supervisor and Program Officer.

In addition, just as in the community, peer to peer supports are critical. Peer Supporter- agree to be a helper to their fellow participants when in need of general support. They are willing to self-identify as a peer with a substance use disorder. These individuals may help by modeling coping skills; co-facilitate groups, providing reminders for medication times or schedules and other helper type support.

Peer supporters will be responsible for meeting with new participants to discuss their entrance into the Focus Program. The peer supporter will outline the schedule for the new arrival. They will guide them through the process of acclimatizing to the Focus Program and all its expectations.



NH Department of Corrections

A Year in Review - SFY 2018

State Targeted Response (STR) to Opioids—Corrections Initiative

In order to enhance resident community re-integration, we focused on connectivity to treatment services and assertive case management for those exiting from correctional facilities, as well as those being supervised by probation/parole officers in the community with substance use disorders with a focus of opioid use disorders in soliciting STR grant funding. The Department reviewed research associated with harm reduction principals and opioid use disorders with specific attention to risks for people involved in the criminal justice system and best practice models that had demonstrated impact on assisting people in remaining in their communities post release from incarceration. STR grant funding was awarded to the Department which allowed two key initiatives: (1) Voluntary Naloxone education and distribution upon release from incarceration for those with opioid use disorders and (2) Targeted assertive case management for women being released to the community with up to 12 months of follow-up post release.

Naloxone Education and Distribution

Providing overdose prevention, recognition, and response education to those with opioid use disorders and their families is a harm reduction intervention that saves lives. Heroin and other opioid overdoses are particularly amenable to intervention as risk factors are well-understood and there is a safe antidote – naloxone. Naloxone reverses the effects of an opioid overdose, is safe and easy to use, and has already saved thousands of lives. Naloxone is just one of the many harm reduction tools to prevent overdose deaths. Harm reduction is a set of practical strategies aimed at reducing the negative consequences associated with drug use.

Our Department learned from research conducted by the State of Massachusetts, through their passage of Chapter 55, which provided extensive research on opioid abuse including specific data on incarcerated populations the following alarming statistics.

“When an individual is released from prison in Massachusetts, their ability to re-enter society is being threatened by the opioid crisis. The risk of opioid-related death following release from incarceration is more than 50 times greater than for the general public. Of great concern in there findings is that the threat is immediate. Fatal overdoses during the first month after release are six times higher than for all other post-incarceration periods.

Among individuals incarcerated in Massachusetts, who both were released and died between 2013 and 2014, opioid-related overdose was the cause of death for 40% of these people. The risk of death for people aged 18–24 in this group is roughly 10 times higher than for individuals 45 or older. While some individuals received substance use treatment while incarcerated, the data from there study did not include how, when, or for how long that treatment takes place.” (<http://www.mass.gov/chapter55/>).

This information underscored the importance for our Department to engage in this harm reduction practice by providing voluntary access to those with an opioid use disorder being released from any of our facilities as well as providing the same opportunity to their loved ones after a brief education on Naloxone use and purpose.



Assertive Case Management—STR Supported

Our Department uses published Association of State Correctional Administrators (ASCA) Performance-Based Counting Rules to measure Recidivism. ASCA defines the measurement of Recidivism as the:

“Number of Individuals released from the DOC during the calendar year (e.g. 2011) for which recidivism is calculated who returned to a DOC prison system for a new conviction within 36 months (3 Years) after release divided by the number of individuals released during the calendar year. This includes the number of individuals who were released during the calendar year who were returned to prison for a technical violation within 36 months of release (3 Years).”



Reasons for Return in Retrospective Recidivism Studies

2011	76.9% parole violation	23.1% new crime
2012	75.0% parole violation	25.0% new crime
2013	70.2% parole violation	29.8% new crime
2014	69.3% parole violation	30.7% new crime

Violation of Rule 11, which prohibits individuals from using, selling or being in the presence of controlled drugs or using alcoholic beverages to excess, has consistently been one of the top 3 drivers for violation of a person's parole.

Active data generated from parole hearings, continues to affirm parole violations are driven by lack of compliance to treatment and/or engagement in substance misuse. From January 2017 - December of 2017, substance use was cited in each month as one of the top 3 reasons for Parole Board revocations.

Examining the diagnostic needs of both men and women in our care and custody we found the prevalence rate of co-occurring disorders (both a major mental illness and a substance use disorder) was significantly higher for women than men, with 90%+ of women incarcerated in NH State Prisons being diagnosed with co-occurring disorders.

In response, the Department piloted use of federal dollars through the STR grant, to provide a full-time re-entry care coordinator whose focus is on establishing continuity of care planning (e.g. setting up appointments with substance use providers, medication-assisted treatment services and enhance family unification) for women re-entering our communities with opioid use disorders. This grant funded position follows the women post-release from our facilities onto parole as a targeted intervention to ensure continuity for 12 months post release.

While Probation Parole Officers (PPO) focus on client safety, the re-entry care coordinator focuses on support such as appointment compliance, connectivity to on-going resources, and identification of emerging needs or risk factors that might surface. The goal is to support the woman in the community and decrease the rates of violation associated with substance use while not causing safety issues.

As we engage in this model, the data collected will inform future implementation and progress in the area of supporting people to success when they enter our NH communities.



NH Department of Corrections

A Year in Review - SFY 2018

Vocational Initiatives

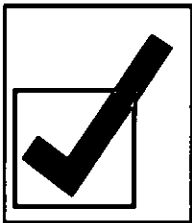
The NH Dept. of Corrections continues to improve our vocational offerings to our clients as well as establish stronger connections with community employers that in turn provide a better wage for clients in our care post release to the community.

We dedicated a full time position in SFY18 to reaching out to employers in our NH communities to make sure they are aware of the federal programs in place to incentivize hiring of “hard-to-place job seekers”, e.g., The Work Opportunity Tax Credit as well as the Federal Bonding Program.

Language from the Work Opportunity Tax Credit

- C) **Qualified Ex-Felons** * * * This target group refers to any one who:
- 1) has been convicted of a felony under any statute of the United States or any state, **and**
 - 2) has a hiring date that is not more than one year after the last date on which he/she was so convicted or was released from prison.

The tax credit for this target group is calculated at the rate of 25% of the qualified first-year wages up to \$6,000 for employees working at least 120 hours, but less than 400 hours. This allows a maximum credit amount of \$1,500. For employees working at least 400 hours or more, the credit is calculated at the rate of 40% of the qualified first-year wages up to \$6,000. This allows a maximum credit amount of \$2,400.



We are encouraging employers to consider extending job offers while the client is incarcerated to bridge the gap between their release and needing to find employment. The NHDOC and Project Staffing has partnered to provide a Certified Traffic Control Program at our Transitional Work Center. This program allows clients to apply, be interviewed for, participate in training, and be extended a job offer prior to release. Our current class has 19 applicants to be interviewed.

We are expanding our partnership with the U.S. Department of Labor to provide new apprenticeship programs that will provide our clients with nationally recognized certificates. Currently, we have industries apprenticeships in Braille Transcription, Furniture Upholstering, Printing Press Operation, and continue to examine all our vocational offering for alignment to National certification standards in order to ensure the training curriculums align to the job market skills requirements.

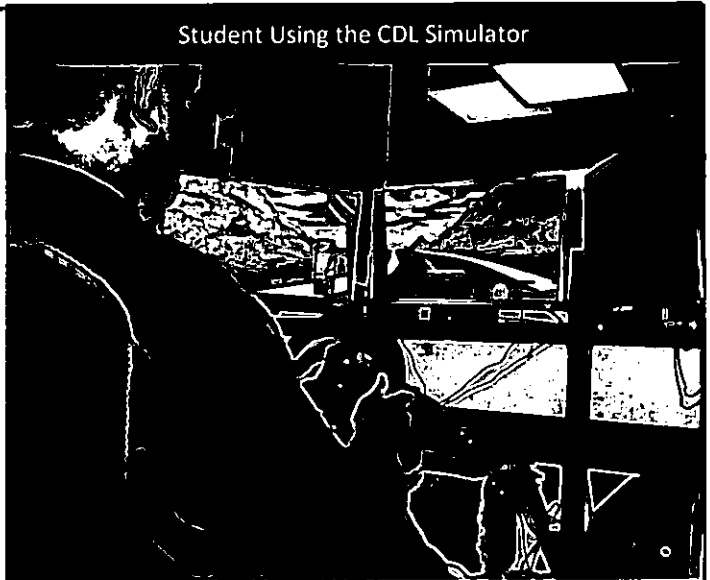
The Department has been and continues to explore partnerships to provide new vocational programming at our men’s and women’s facilities. We have been meeting and looking to partner with the learning institutions such as the NH School of Mechanical Trades to provide education in skilled trades such as Heating, Ventilation, and Air Conditioning (HVAC), Electrical and Plumbing. The Department has met with several technical colleges this fiscal year to identify opportunities to partner on offering certificate programs in Information Technology and Medical Coding.

NH Department of Corrections

A Year in Review - SFY 2018

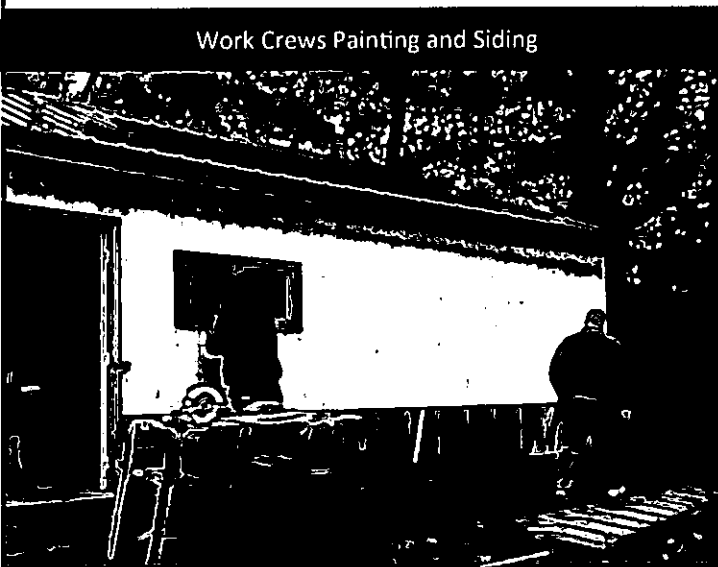


Using grant funds awarded through Adult Basic Education, the Department purchased two commercial driver license (CDL) simulators in order to implement a CDL curriculum for both men and women who are incarcerated in order to expand vocational initiatives that align with job market needs in the community. There is an enormous need for CDL Drivers both locally and nationally. According to "Trucker's Report," a trade publication for the trucking industry, statistics show that on average a truck driver can make between \$30,000 to \$80,000 a year depending on various factors such as location and type of cargo. The program will be available to minimum security and work-release adult learners in our custody who have fewer than two-years remaining on their prison sentence. Participants will develop an array of skills beyond truck operation including communication (written and verbal), listening, organization, punctuality, and teamwork. The grant activities focused on three concentrations: adult basic literacy, career readiness and CDL preparation for the written test. A tutor will be hired to work on literacy skills as well as review the CDL manual from the New Hampshire Department of Motor Vehicles. The application for the written test will also be completed prior to the resident's release back into the community so they will be ready to take the written test. The tutor will also assist in the development of career ready skills that may include job searches, resume, interviewing, job application skills and basic computer skills.



Promoting Community Involvement

The Department, in addition to teaching and creating skill development opportunities in our facilities, also deployed several work crews out to NH Communities to give back and help in completing projects for non-profit partners.



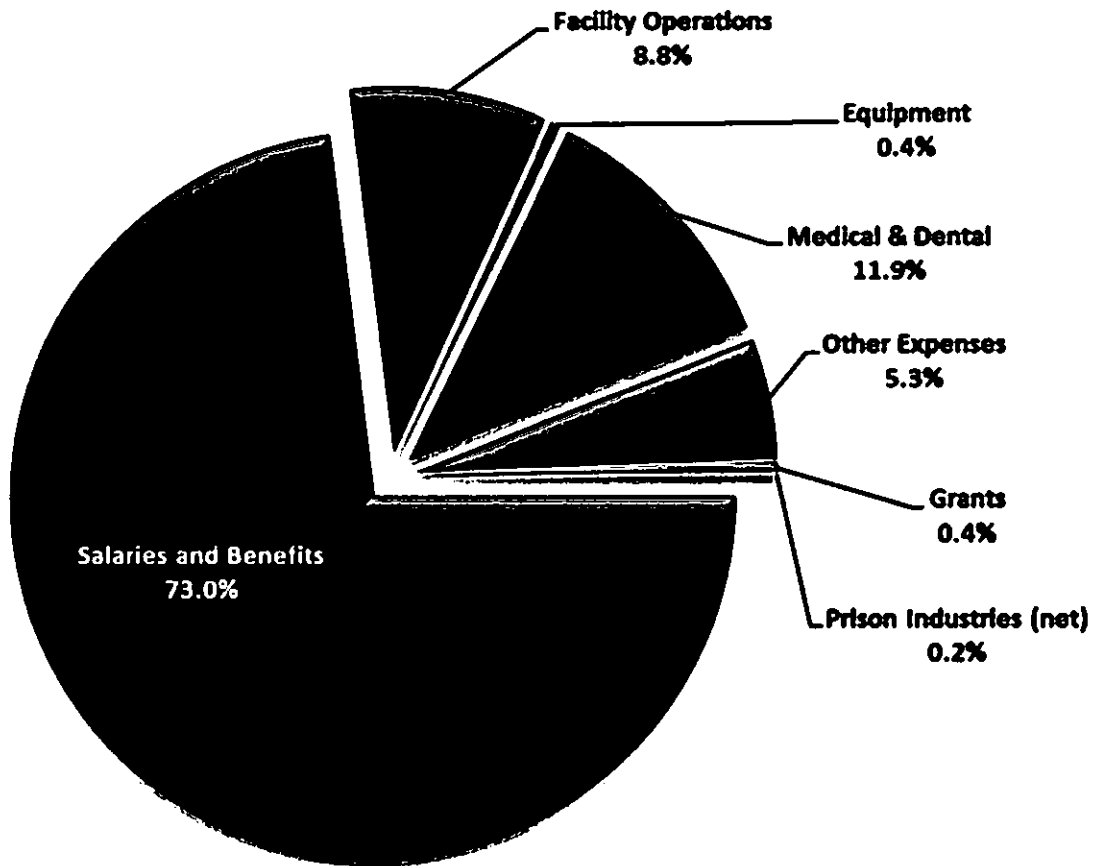
Most of the men and women incarcerated are returning to NH communities. Developing a focus on community involvement by helping fire departments paint their stations, clean community parks, renovating playgrounds, and supporting many other initiatives helps support rehabilitation by showing the rewards of why volunteerism is so rewarding. Our work crews consist of minimum security men supervised by a corrections officer who triages requests from NH Municipalities and Non-Profits and they set a schedule to work to fulfill these requests.

NH Department of Corrections

Data Elements of Interest FY18

Budget Expenditures

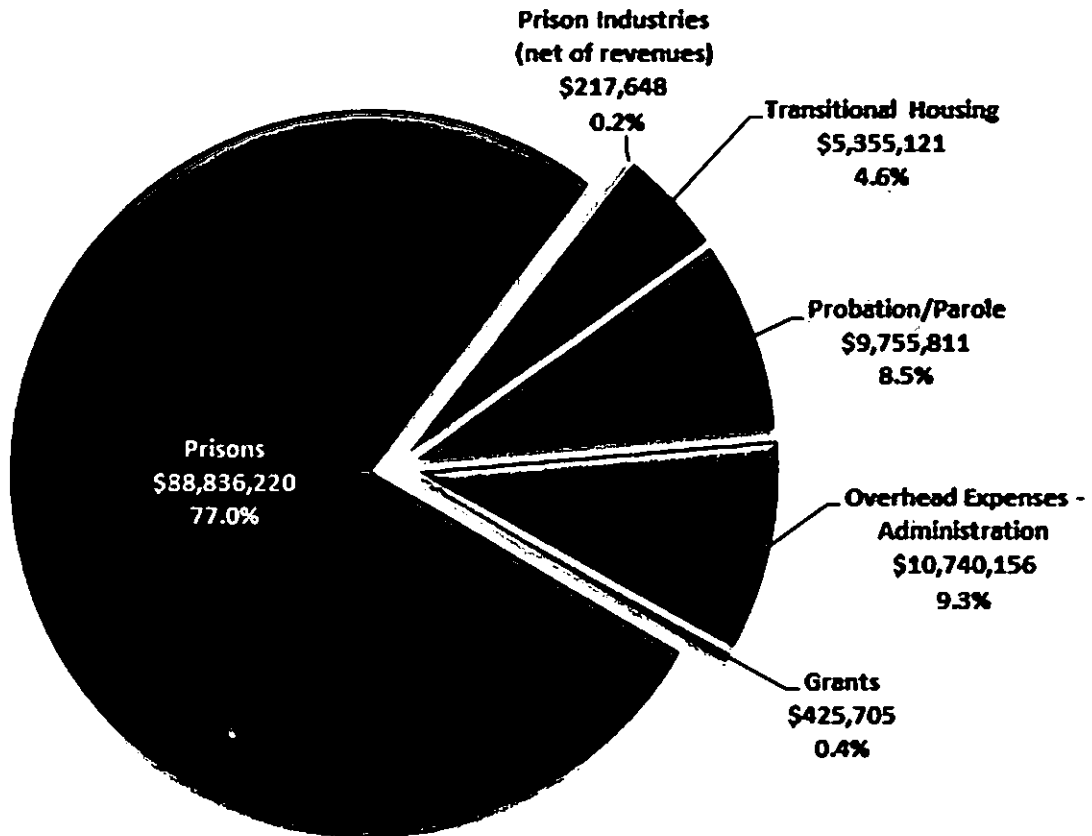
SFY 2018 Expenses by Major Expense Classes		
Expense Category	Actual	% of Total Expenditures
Salaries and Benefits	\$ 84,495,263	73.00%
Facility Operations	\$ 10,153,425	8.80%
Equipment	\$ 490,233	0.40%
Medical & Dental	\$ 13,793,736	11.90%
Other Expenses	\$ 6,149,794	5.30%
Grants	\$ 425,705	0.40%
Prison Industries (net)	\$ 217,648	0.20%
Total	\$ 115,725,804	100.0%



NH Department of Corrections

Data Elements of Interest FY18

SFY 2018 Functional Budget Summary		
Functional Area	Actual	% of Total Expenditures
Prisons	\$ 88,836,220	77.03%
Prison Industries (net)	\$ 217,648	0.19%
Transitional Housing	\$ 5,355,121	4.64%
Probation/Parole	\$ 9,755,811	8.46%
Overhead Expenses - Administration	\$ 10,740,156	9.31%
Grants	\$ 425,705	0.40%
Total	\$ 115,330,661	100.0%

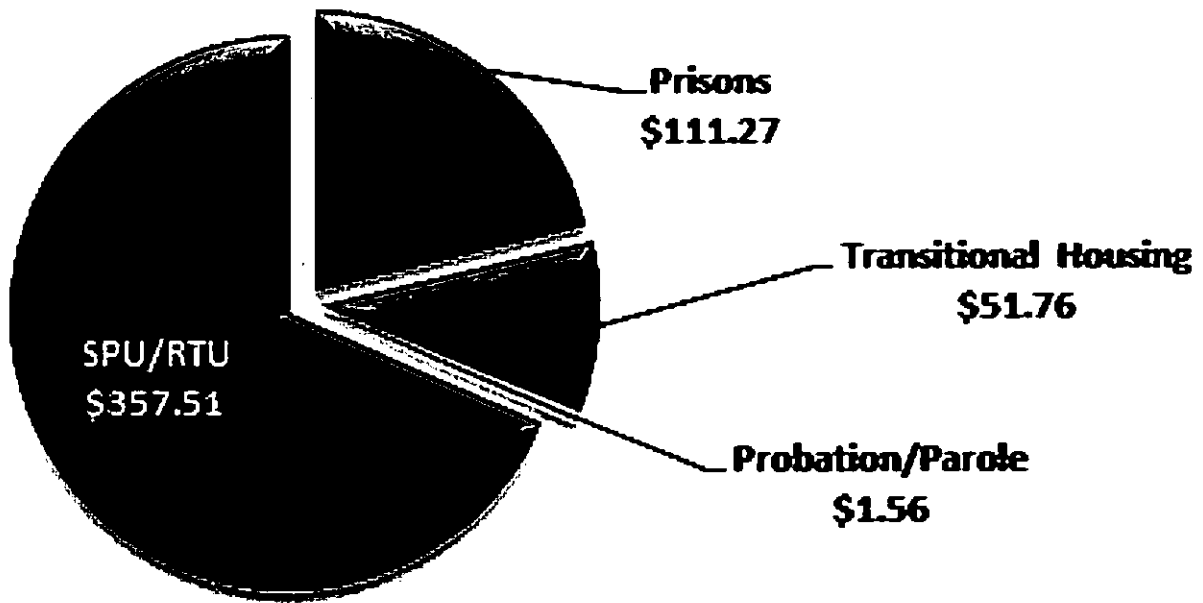


NH Department of Corrections

Data Elements of Interest FY18

Cost Per Day by Location

SFY 2018 Total Expenses and Cost Per Day				
Expense Category	Prisons	Transitional Housing	Probation/Parole	SPU/RTU
Total Expenses	\$ 88,379,052	\$ 5,905,025	\$ 10,757,613	\$ 9,819,551
Average Number of Offenders	2176	313	18840	75
Annual Cost Divided by: AVG Offenders	\$ 40,615	\$ 18,891	\$ 571	\$ 130,492
Daily Cost	\$ 111.27	\$ 51.76	\$ 1.56	\$ 357.51



NH Department of Corrections

Data Elements of Interest FY18

Population Data

Population by Age – June 30, 2018	Number	Percentage
17-21	62	2%
22-25	222	8%
26-30	472	17%
31-40	805	30%
41-50	535	20%
51-60	386	14%
Over 61	216	8%
Total	2,698	100%

Population by Race – June 30, 2018	Number	Percentage
White	2,294	85%
Black	191	7%
Native American	8	0.3%
Asian	11	0.4%
Other/Unreported	194	7%
Total	2,698	100%

Population by Crime Type – June 30, 2018	Number	Percentage
Crimes Against Persons	1,486	55%
Crimes Against Property	526	19%
Drugs/Alcohol	491	18%
Crimes of Public Order*	31	1%
Other Jurisdictions**	164	6%
Total	2,698	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 individuals housed for other jurisdictions or residents of SPU who are on involuntary committal.*

Population by Minimum Sentence – June 30, 2018	Number	Percentage
Less than 1 year	71	3%
Between 1 and 3 years	1,364	51%
Between 4 and 5 years	275	10%
Between 6 and 10 years	635	24%
Between 11 and 20 years	99	4%
21 Years and more	223	8%
Unknown*	31	1%
Total	2,698	100%

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

NH Department of Corrections

Data Elements of Interest FY18

Population Data

Population by Maximum Sentence – June 30, 2018	Number	Percentage
Less than 1 year	34	1%
Between 1 and 3 years	263	10%
Between 4 and 5 years	494	18%
Between 6 and 10 years	781	29%
Between 11 and 20 years	669	25%
21 Years and more	426	16%
Unknown*	31	1%
Total	2,698	100%

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

Admissions – SFY 2018	Males	Females	Total	Percentage
New Admission	413	69	482	34%
Parole Violator	557	91	648	45%
Probation Violator	123	22	145	10%
AHC Returns	8	3	11	1%
Other Jurisdictions	89	53	142	10%
Total	1,190	238	1,428	100%

Releases – SFY 2018	Males	Females	Total	Percentage
Maxed Out	93	9	102	7%
Paroled	968	131	1099	77%
Released to Probation	39	3	42	3%
Released to AHC	34	13	47	3%
To Other Jurisdiction	87	58	145	10%
Total	1,221	214	1,435	100%

NH Department of Corrections

Data Elements of Interest FY18

Granite State High School and Career and Technical Education Center (CTEC)

SFY 2018	NHSP/M	NHCF/W	NCF	COM COR**	Total
Educational Intakes	466	63	0	0	499
TABE* Testing	275	58	79	0	412
High School Equivalency Completions (HiSET)	9	1	3	3	16
High School Diplomas	13	2	2	0	17

*TABE stands for Test of Adult Basic Education

CTEC Cluster Certificates Awarded	NHSP/M	NHCF/W	NCF
Automotive Mechanics Program	0	Not Available	0
Building Trades Program	0	Not Available	0
Business Education Program	20	0	0
Computer Education Program	21	1	0
Culinary Arts Program	3	0	0
Intro. to the Workforce Program	1	0	0
Total Certificates	45	1	0

CTEC Class Certificates	NHSP/M	NHCF/W	NCF
Automotive Mechanics Program	10	Not Available	Not Available
Building Trades Program	0	Not Available	Not Available
Business Education Program	161	75	0
Computer Education Program	96	49	6
Culinary Arts Program	64	0	Not Available
Intro. to the Workforce Program	119	18	0
Total Certificates	45	142	6

NH Department of Corrections

Data Elements of Interest FY18

Field Services Data Summary: Probation Parole Caseload Review

As of June 30, 2018			
	Females	Males	All
Non-NH Supervised	128	536	664
AHC Supervised	8	21	29
NH Parole Supervised *	290	2,021	2,311
NH Probation Supervised *	1,075	2,690	3,765
Total Supervised Population*	1,501	5,268	6,769
Parolees As of June 30, 2018			
NH Parole Supervised	Females	Males	All
Berlin District Office	5	38	43
Central Office	14	241	255
Claremont District Office	9	76	85
Concord District Office	92	328	420
Dover District Office	15	147	162
Exeter District Office	38	154	192
Haverhill District Office	8	78	86
Keene District Office	6	64	70
Laconia District Office	7	73	80
Manchester District Office	61	624	685
Nashua District Office	33	167	200
Ossipee District Office	2	31	33
Total NH Parole Supervised *	290	2,021	2,311

Probationers As of June 30, 2018			
NH Probation Supervised	Females	Males	All
Berlin District Office	22	67	89
Central Office	30	131	161
Claremont District Office	68	163	231
Concord District Office	140	324	464
Dover District Office	128	293	421
Exeter District Office	167	444	611
Haverhill District Office	82	171	253
Keene District Office	86	216	302
Laconia District Office	60	137	197
Manchester District Office	166	442	608
Nashua District Office	93	203	296
Ossipee District Office	33	99	132
Total NH Probation Supervised *	1,075	2,690	3,765

* These caseload counts include probation or parolees that have absconded and are now considered fugitives

NH Department of Corrections

Data Elements of Interest FY18

Field Services Data Summary: Restitution/Collections Review

As of – June 30, 2018	
Collection Only Cases	11,742

Field Services Receipts and Disbursements – SFY 2018	
Total Receipts	\$2,679,584
Disbursements Paid for Individual Restitution	\$1,748,765
Courts Fines	\$238,257
PSTC Training Council Training Fund *	\$0
DOC Field Services Collection Functions	\$236,752
DOC Field Services ICAOS Dues and Costs	\$24,025
Justice Victim Assistance	\$31,140
General Fund Annulments	\$133,105
General Fund Collection Fees	\$24,581
General Fund Supervision	\$364,267
Misc. Expenses	(\$129,911)**
Total Disbursements	\$2,671,075
<i>*As of SFY 2018 100% of this goes directly to the general fund.</i>	
<i>**voided checks, bank fees, etc.</i>	

NH Department of Corrections

Data Elements of Interest FY18

Medical & Forensic Services Data Review:

NH Department of Corrections FY18 Community-Based Medical Cost Breakdown			
All Residents			
Age Ranges	Total Patients	FY2018 Costs	Mean Ave
18 through 19	0	\$ -	
20 through 29	172	\$ 314,049.86	\$ 1,825.87
30 through 39	300	\$ 485,864.07	\$ 1,619.55
40 through 49	198	\$ 340,135.56	\$ 1,717.86
50 through 59	178	\$ 356,529.79	\$ 2,002.98
60+	161	\$ 367,668.78	\$ 2,283.66
Total Community Based Medical costs	1009	\$ 1,864,248.06	\$ 1,847.62
Medicaid Paid IP Stays	144 Episodes of Care		\$ 1,923,948
	Total Cost of Community-based Medical Care		\$ 3,788,196.06

Note: These costs represent costs incurred EXCLUDING the static costs of NHDOC medical staff and on-site resources. Examples: Hospital stays, outpatient procedures, etc..

Top Highest Pharmaceutical Costs FY18	
Clinical Need	Cost
Hepatitis C	\$1,271,431.83
Inflammatory Disease	\$332,641.89
Human Immunodeficiency Viruses (HIV)	\$328,435.43
Diabetes	\$216,427.87
Total	\$2,148,937.02

Note: This summary does not represent all pharmaceutical costs.

NH Department of Corrections: Secure Psychiatric Unit										
Admissions/Discharges by NH RSA for FY18										
FY18 Quarter	RSA 622:45		RSA 623:1		RSA 651:9		RSA 135-C		RSA 171-B	
	Admission	Discharge	Admission	Discharge	Admission	Discharge	Admission	Discharge	Admission	Discharge
1st	1	3	9	9	0	1	4	1	1	0
2nd	0	1	8	18	0	0	2	2	0	0
3rd	4	3	9	2	0	2	3	2	0	0
4th	0	1	13***	11	0	0	1	1	0	0
Total	5*	8	39	40	0	3	10*	6	1	0

The highlighted RSA represents transfers of people from incarcerated settings (Prison and County Jails) into SPU.

** of the 5 admissions for RSA 622:45, there were 4 unique patients.*

*** of the 10 admissions for RSA 135-C, there were 8 unique patients.*

**** of the 13 admissions for RSA 623:1 in Q4, there were 12 unique patients.*

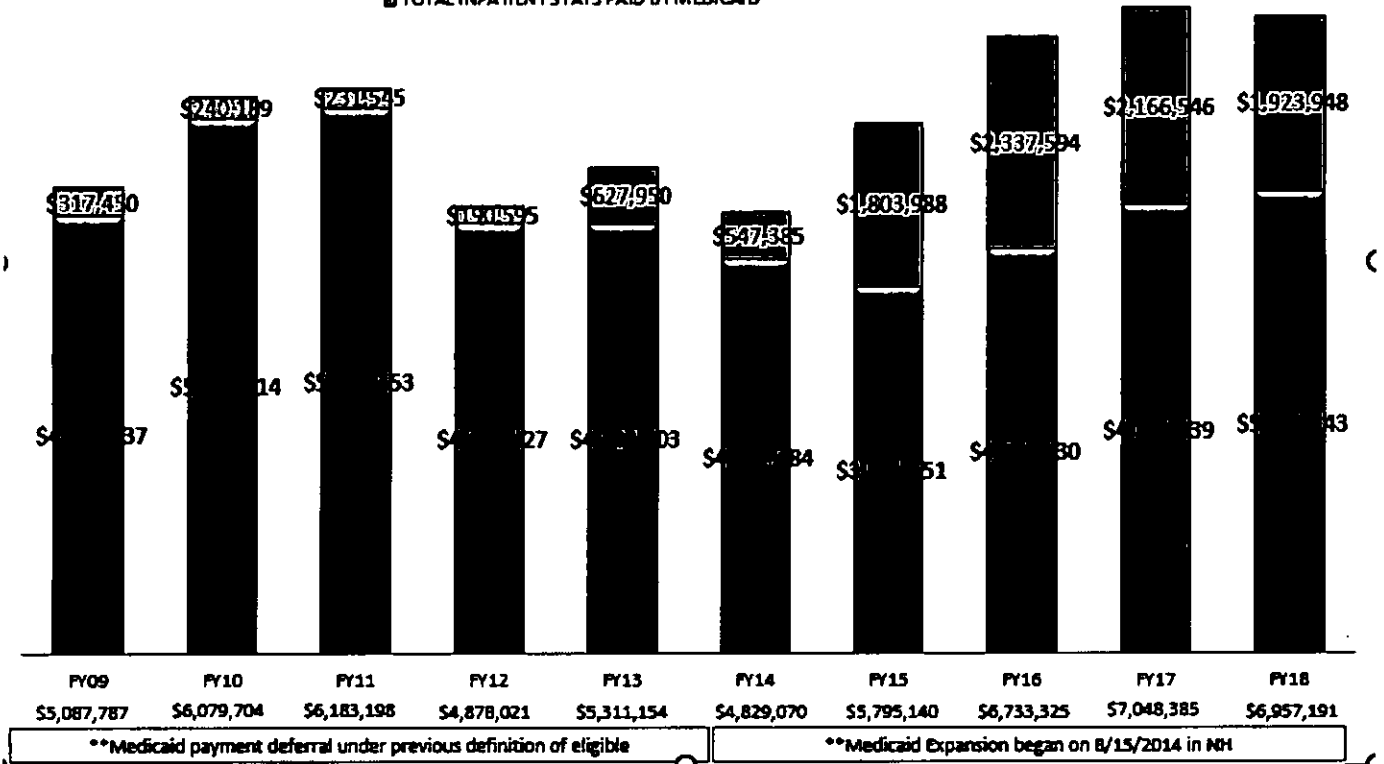
NH Department of Corrections

Data Elements of Interest FY18

Medical & Forensic Services Data Review:

NH DOC Medicaid Paid Inpatient Stays & General Fund Paid Community Healthcare Costs (8234 -101)for services to People Incarcerated

■ General Fund Expense Medical Payments to Providers 8234 Class 101
■ TOTAL INPATIENT STAYS PAID BY MEDICAID



FY2018	
Services	Total Appointments
Behavioral Health	24,302
Medical	42,088
Dental	8,882



NH Department of Corrections

Facility & Division Overviews

The New Hampshire State Prison for Men (NHSPM) in Concord, NH provides housing for newly sentenced persons under departmental control, parole violators and probation violators. It manages individuals in three classification levels: medium (C3), close (C4), and maximum (C5). On June 30, 2018, the facility's population was 1,387 down by 24 residents from June 30, 2017 (SFY 2017).

The majority of the individuals housed at the NHSPM are in general population housing units: the Parker Hancock Unit, Medium Custody North Unit, and the Medium Custody South Unit. NHSPM includes two separate housing units for higher custody level individuals in our care and custody, the Close Custody Unit (CCU/C4) houses up to 120 individuals, while the Special Housing Unit (SHU/C5) houses between 95-110 individuals including 50-65 C5 individuals. The balance of those housed in the SHU include: persons serving punitive segregation imposed as a sanction for a disciplinary infraction; those who are Pending Administrative Review (PAR); and C4 individuals who are in protective custody review status.

The Reception and Diagnostic (R&D) Unit has a maximum capacity of 120. Included in this population are newly sentenced individuals, parole or probation violators, and those in short-term protective custody review status. Individuals are booked into the R&D Unit requiring several types of assessment interviews and tests before being classified and assigned to an appropriate housing unit. The assessment phase includes:

Intake Physical/Nursing	Behavioral Health Evaluation
Dental Screening	Unit Captain Orientation
Investigations Intake	Pre-release Planning—Case Management
Educational Testing	Classification Assessment

The R&D Unit also serves as the receiving and discharge location of the facility for a variety of movements, including releases, new commitments, transfers to other NHDOC facilities, temporary movement to and from outside medical appointments, and escorted transports to and from court appearances. Two dormitories (A & B Dorms) underwent re-purposing this year for future program implementation in SFY 2019. A third dormitory, C-Dorm, is available if additional bed space is needed for population management purposes or emergency.

With the support of other divisions, the facility offers a variety of programs and services to residents. The facility has a Health Services Center, Chapel, and Education Wing offering classrooms as well as a library/media center, Mental Health Wing, and the Family Connections Center. Vocational and Education Training Programs, Canteen, Correctional Industries, and Hobby Craft and Recreation services are also available, to include a Weight Room, Gymnasium, and yards throughout the facility.

NH Department of Corrections

Facility & Division Overviews



Noteworthy accomplishments and events during the past year included the transition of leadership from Warden Michael Zenk in April 2018, to Warden Michelle Edmark. Additionally, NHSPM staff received awards for their professionalism, teamwork, and lifesaving efforts during this year's Correctional Worker Appreciation Week in May, which included several staff members being recipients of performance awards by the Commissioner.

The facility also made strides preparing for and implementing multiple agency initiatives. Most notable was the roll out of the "tablet" system that allows persons under departmental control to access services and privileges electronically through a secure Wi-Fi system including financial transactions, messaging, educational trainings, e-books and movies. The tablet system also functions as a telephone which has significantly increased the ability of residents to contact community supports and maintain meaningful relationships to assist with re-entry. The use of advanced technology allowed for a wide spread access to legal resources through the tablets by installing Lexis Nexis law resources on all of them. This creates rapid access to legal resources for residents.

NHSPM Security leadership is always engaged in advancing best correctional practices. This year a collaboration occurred with Maine State Prison staff at the Warren State prison to advance conflict resolution efforts with the NHSPM facility. This day long event provided a depth of experience on how to implement a leveling model based on behavior modification and incentive building. Maine State Prison leadership shared the positive effects of their conflict resolution program and how it can better improve NHSPM housing and resident conduct management within the facility and other sites under the responsibility of the department.

Outgoing Warden Michael Zenk (center) and incoming Warden Michelle Edmark, (right) and their Security Team Supervisors.



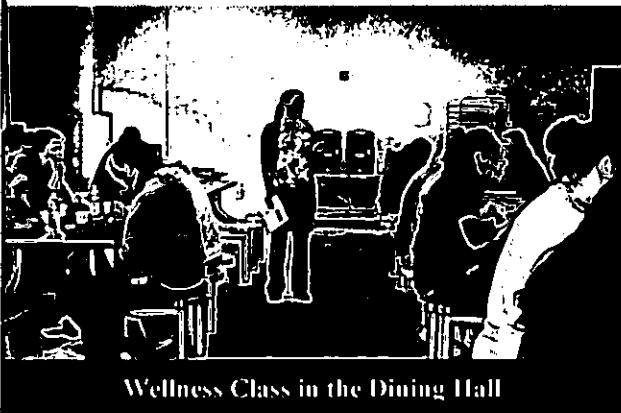


NH Department of Corrections

Facility & Division Overviews

The New Hampshire Correctional Facility for Women (NHCFW) in Concord NH, houses minimum to maximum security state sentenced women. In SFY 2018 the average daily population of the NHCFW was 154, which was up from 135 in SFY 2017. The average daily population of state sentenced women housed at the Strafford County House of Corrections in SFY 2018 was 16, compared to a daily average of 19 in SFY 2017. The average daily population for all state sentenced women including the NHCFW, Strafford County Department of Corrections, Shea Farm Transitional Housing Unit, out of state placements and Administrative Home Confinement was 237 up from 223 in SFY 2017.

The new facility has expanded Industries' physical space to include management of the NHDOC's entire canteen operation. Job skills development will include electronic order fulfillment, purchasing, inventory, quality control and merchandise crediting. Six women will be completing the year-long Braille transcription training program during SFY 2019 and sublimation printing continues as an Industries' offering at NHCFW.



Wellness Class in the Dining Hall

There are three large classrooms and teachers rotate every semester throughout the facilities. This approach allows women to access all the classes they need to earn a high school diploma or prepare to take a high school equivalency exam. A Culinary Arts program will also be offered as part of the Education program offerings. In the expanded kitchen and dining area, the staff have been able to engage in education regarding health eating while also teaching women how to prepare these meals.

The facility has a chapel and spaces for individual or small group faith based programming, a full size gymnasium and recreation rooms. The Wellness Block has an increased capacity of 56 compared to the available 24 beds in the old facility. The Wellness Block is a voluntary unit where women have access to enhanced mental health treatment in addition to a variety of trauma informed treatment groups offered by the facility's mental health staff. The licensed alcohol and drug counselor provides three levels of substance abuse treatment groups to meet the needs of the women.

The new facility also has a separate minimum custody unit and separate units within the Secure Management unit for maximum custody, close custody and reception and diagnostics. In addition to the housing space, there is a full outpatient health services suite including dental services and a medication distribution space. An infirmary space has the capacity for 12 patients and specified spaces to assist those in an unsafe acute psychiatric state.

The campus has a ball field for recreation and other outdoor activities including space for small agricultural projects.

NH Department of Corrections

Facility & Division Overviews



Northern New Hampshire Correctional Facility (NNHCF) in Berlin houses minimum, medium and close custody males. On June 30, 2018, 645 individuals were housed at the NNHCF. There were 36 close custody, 565 medium custody, and 44 minimum security. This was an increase of five from the same date the previous year. Of the 565 medium security individuals, 62 were participating and housed in the drug treatment unit (FOCUS), 66 were participating and housed in the Mental Health Wellness unit, 12 were housed in the Health Services unit, and 6 were temporarily housed in the Reception unit.

Approximately 164 professionals are employed at NCF, made up of 60 non-uniformed staff and 104 uniformed (security) staff, maintaining security and orderly operations and offering a variety of programming, recreation, industrial, and educational opportunities. Security staff consisted of 98 full-time employees, 19 vacancies, and 6 part-time employees.

During SFY 2018, staff at NNHCF completed over 1,300 Incident Reports, 2,000 disciplinary reports, and 2,800 drug screening tests. Eight percent (8%) of the drug screening tests were positive, which is significantly lower than SFY 2017's average of 18%. The decline in positive drug screening tests can be contributed to a decrease in contraband being illegally introduced into the facility. This decrease was achieved by a combined effort from our Officers, Supervisors, and Investigators, as well as many others who take pride in keeping the facility and the persons under departmental control safe and drug-free.

NNHCF offers numerous programs including High School Equivalency Test preparation and testing, counseling services, religious and faith-based services, veteran meetings and services, Family Connection Center services, recreation library (consisting of over 7,000 books), and other recreation opportunities such as organized sports tournaments, cardio and weight room access, hobby craft and more.

The facility's three Licensed Alcohol and Drug Counselors (LADC) along with the three Mental Health Clinicians work with security staff to provide structured treatment on the Focus and Wellness housing units. Those struggling with behavioral health disorders live on these specialized housing units receiving the intervention and treatment they need while forming a community bond with the other residents.

NNHCF features two revenue-generating correctional industries shops: a furniture shop and a woodworking shop. Residents employed in these areas gain valuable skills, can participate in apprenticeship programs, and earn additional income. Other work opportunities inside the facility include food preparation in the kitchen, laundry services, barbering, and janitorial services. Minimum security residents work as warehouse laborers, groundskeepers and on supervised community projects.

**NCF Team of the Year recognized during the 2018
Corrections Employees Appreciation Week.**





NH Department of Corrections

Facility & Division Overviews

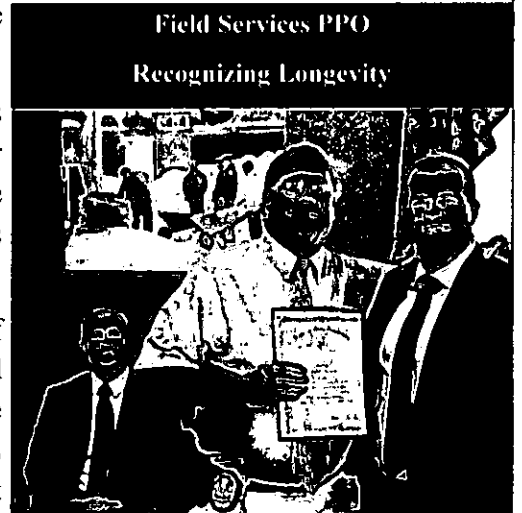
Division of Field Services is tasked to collect restitution pursuant to court orders, supervise individuals sentenced to terms of probation and those granted the privilege of parole.

Restitution may be ordered in legal cases regardless of the person's ability to pay and regardless of the availability of other compensation; however, restitution is not intended to compensate the victim more than once for the same injury. A restitution order is not a civil judgment.

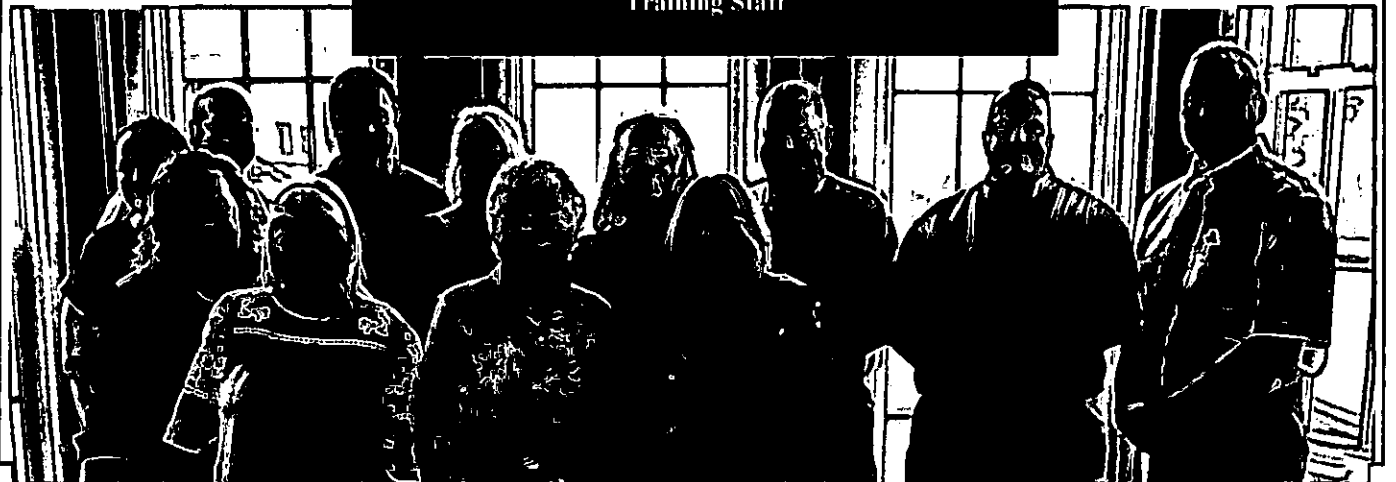
The purpose of parole and probation is to provide a means of supervising and rehabilitating individuals without continued incarceration and a means by which people can be aided in the transition from prison to society. The Division of Field Services works to fulfill the requirements of parole enacted from the adult parole board and the department of corrections relative to the administration of this system to emphasize the need to protect the public from criminal acts and ensure continue rehabilitation.

The Division operates out of 11 District Offices spread across the state with a dedicated team of probation parole officer, a lead chief probation parole officer and other administrative support staff at each office. The District Office locations are aligned with the Superior Courts.

The Division has a specific set of case technicians who work to collect restitution and manage cases that have served their sentencing requirements but still owe dollars, these cases are referred to as collection only cases. 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 2018, a total of \$24,025 was collected pursuant to this statute. The Department continued participation in the FBI Safe Streets Gang Task Force and in the United States Department of Justice Asset Forfeiture Program. The Division continues to participate in the Drug Court Programs.



NHDOC Field Service Leadership, Collections Team and Training Staff



NH Department of Corrections

Facility & Division Overviews



Division of Security & Training is responsible for supporting the security and safety of the operations in all facilities and ensure the consistency of the operations within departmental policies. This is accomplished through the classifications system, adjustments in training both at the Academies and during annual training and oversight of the department's special teams.

During SFY2018, the NH DOC Training Bureau facilitated:

- Three Corrections Academies graduating 49 officers
- 45 3-day Correctional officer in-service training classes
- 40 firearms range days
- 21 Standard CPR/AED/First-Aid classes with 239 obtaining certification
- Nine Healthcare Provider CPR classes with 30 obtaining CPR.
- Four Non-Uniform Pre-Service 5-day trainings attended by 59 new employees
- 16 new Firearms instructors have been certified through a Police Standards week long certification course.
- Three Field Training Officer (FTO) certification blocks were administered. This resulted in furthering the education of our present FTOs and also added six new FTOs to the ranks.

Special Teams

The Special Emergency Response Team was successful in completing their 40 hour training as well as a multitude of other training blocks to include a mock riot scenario in conjunction with Rockingham County Corrections. These training events are essential in keeping our team up to date on trends, training and resulting in a force of readiness. This readiness was demonstrated with a call back to the Closed Custody unit in July. The efforts of our SERT are to be commended.

Honor Guard

The honor guard represented our department proudly at the following events:

- | | |
|-----------------------|-------------------------------|
| 3 Academy graduations | 2 School Presentations |
| 1 College job Fair | 1 NH Fish and Game conference |
| 5 Funeral services | 1 Law Enforcement Memorial |
| 3 Parades | |

Classification and Client Records

The Resident Classification Manual was updated this SFY18. Last previous update was in 2011. We were able to establish Interstate Compact Agreements with 3 additional states this past year. We now have agreements with 35 states. We took in 1,429 residents to our facilities, released 1,435 residents and processed over 6000 classification boards throughout the course of SFY18.





NH Department of Corrections

Facility & Division Overviews

Division of Professional Standards is comprised of the Investigations Bureau, Hearings Unit and Polygraph Unit totaling 20 staff. The Investigations Unit has a group of trained investigators with specially trained K-9s who work to detect contraband within our facilities and in support of the Division of Field Services. This Division also has dedicated headquarters staff who focus on auditing, sentinel event reviews and completing overviews of other areas of department associated with compliance.

Investigations Bureau has offices at the New Hampshire State Prison for Men (Concord) and the Northern New Hampshire Correctional Facility (Berlin) that are responsible for the department-wide investigation of serious incidents and allegations of criminal and/or administrative wrongdoing by residents, staff and members of the public as well as assistance to other law enforcement agencies.

Note: On July 18, 2018 Investigator Timothy Coulombe was presented with the Honorable Service Award by Commissioner Hanks for his recent work and completion on a case in SFY18 that resulted in (2) residents, each being indicted on one count of attempted murder; six counts of felony assault by a prisoner; simple assault; falsifying evidence; and being a felon in possession of a dangerous weapon.

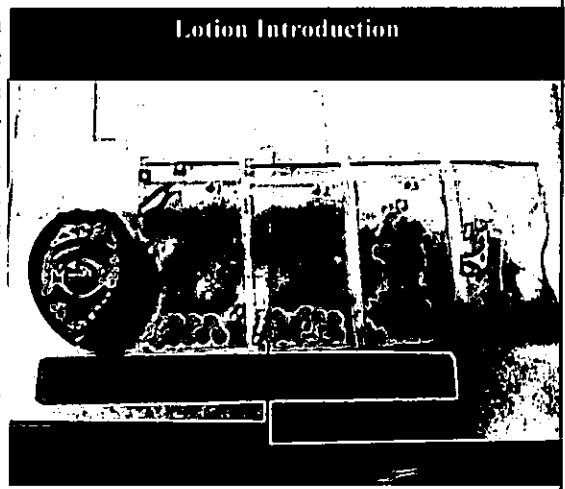
This followed an incident that occurred August 4, 2017 when the two residents used shanks or improvised weapons made of sharpened plastic to attack and slash another resident in the NCF yard. The resident suffered serious wounds around his jugular vein, head, face, neck, torso, back and legs. He was hospitalized and treated with many sutures, staples, steri-strips, and stitches to close the wounds.

The K-9 Unit is a sub-unit within the Investigations Bureau. Currently there are two K-9 Officers & Handlers with two additional positions which have been filled and will begin August 17, 2018 making it a unit of four. Prior to assignment, the K-9 Handlers/Officers attend a 10-Week academy with the New Hampshire State Police, afterwards receive continuous training. Since July 1, 2017 the NHDOC K-9 Unit has worked diligently at drug interdiction throughout the department, handling 304 calls for service. To date the K-9 Unit has intercepted 480 strips/pills of Suboxone, 81 grams of fentanyl, 26.03 grams of marijuana, 21.88 grams of carfentanyl, 20 grams of methamphetamine, 15 grams of cocaine, and 4 cell phones. Suboxone continues to be the most popular drug smuggled into the facilities. The Suboxone intercepted would have a street value inside the prison walls of nearly \$384,000.

Cases of note include:

On November 22, 2017 the K-9 Unit received information in regards to a substantial amount of carfentanyl hidden in the community prior to the incarceration of a NHDOC inmate. The NHDOC K-9 Unit worked in conjunction with the Manchester Police Department Detectives and seized 21.88 grams of liquid carfentanyl. Carfentanyl is 100 times more potent than fentanyl, 5,000 times more potent than heroin, and 10,000 times more potent than morphine.

On January 25, 2018 the K-9 Unit intercepted packages from an outside distributor being sent to two residents at the NHSP-M and NCF. Hidden inside of two bottles of lotion were 20 Suboxone pills, 20 Suboxone strips, and 4 grams of suspected K-2. Criminal charges were sought.



NH Department of Corrections

Facility & Division Overviews



Hearings Bureau provides a due process system for hearing resident grievances and claims, and ensures proper due process protection and adherence to disciplinary procedures for the resident population. They also conduct these services across all of the facilities operated by the department.

Hearings Bureau Cases SFY 2018			
Infractions		Dispositions	
Major	1,857	Plead Guilty	695
B Level	5,049	Found Guilty	279
C Level	1,993	Incident Report	286
Total:	8,899	Filed Without Prejudice	72
<i>In SFY 2018, the Hearings Bureau processed 8,899 disciplinary reports (1,542 of which resulted in hearings) and ordered restitution in the amount of \$82,484.95.</i>		Found Not Guilty	5
		Other	157
		Total:	1,542

Polygraph Unit is responsible for conducting polygraph examinations related to the supervision and treatment of sexual offenders, the pre-employment recruitment of uniformed staff, and criminal and administrative investigations. Community safety is the number one priority. The sexual 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 and follows the requirements of state administrative rule for Police Standards and Training in screening candidates for certified law enforcement positions. In SFY 2018, the Polygraph Unit conducted a total of 250 examinations.

Additional responsibilities of the Division of Professional Standards Administrative staff include the following:

- Prison Rape Elimination Act (PREA) compliance.
- Review/processing of all departmental policies, procedures and directives prior to going before the Commissioner for signature.
- Quality assurance and compliance reviews of departmental operations and critical incidents that may occur. The reviews are conducted to measure departmental compliance with policies, state/federal laws and national standards in order to provide meaningful feedback and recommendations for the purpose of mitigating future deficiencies or risks.
- Review of claims and appeals to hearings by residents.



NH Department of Corrections

Facility & Division Overviews

Division of Community Corrections provides education, training, skills, recreation, and personal development opportunities, which encourage positive work habits, promotes pro-social behaviors and prepares residents for re-entry to the community. The Division of Community Corrections encompasses the oversight of three transitional housing units: Shea Farm, Calumet and North End, a transitional work center, and case management within all departmental facilities and two probation and parole district offices. The Division of Community Corrections also oversees the management of the State Targeted Response (STR) Grant, the Granite State High School and Career and Technology Center, religious services, the Family Connections Center (FCC), volunteer services and the intern program.

Transitional Work Center (TWC) and Transitional Housing Units (THU)

These facilities work with our residents as they near the end of their period of incarceration. The goal is to assist residents in the development of a strong re-entry plan as they prepare to transition back into the community.

Our residents participate in the Transitional Work Center program to reintroduce them into the community through supervised work opportunities. Over the last year we have expanded the community work crews. Correctional Officers Johnson and Lee supervised workers during every major snow storm this past winter to clear fire hydrants for the City of Concord, NH. They have worked at area schools, churches, fire stations, and assisted the State Police and Liquor Enforcement in the cleanup of several homeless camps in the Concord area, cleaned out the area for the State of NH Operation Santa Claus operations, which provides under privileged children with toys during the holidays. The residents learn valuable skills while participating in this program that they will use when they return to their community. As a result of their professionalism and their ability to complete large tasks, the program now has a waiting list of community partners that are looking to utilize this service. These officers' professionalism and outstanding work ethic reflect great credit upon themselves, the Unit and the Department of Corrections as a whole. The residents involved in this work crew have a large sense of pride and feeling of giving back to their community.

Transitional Facility Population As of June 30, 2018	
Transitional Work Center (C2)	157
Calumet THU (C1)	65
North End House THU (C1)	32
Shea Farm THU (C1 &)	39
Total	293

Those who reside at the TWC are also offered re-entry case management, FCC support group, behavioral health treatment and medical care. Once the residents enter the last phase of their incarceration period, and obtain approval through the courts, they can be transferred to a transitional housing unit to participate in the work release program. The security staff along with a multidisciplinary team works with residents to meet their needs such as housing, job placement, medical and behavioral health treatment and when possible, reunification with their families prior to release. Their dedication to the Department of Corrections is remarkable. Our mission is to ensure everyone's safety and security within all Community Corrections facilities while meeting our divisional mission.

NH Department of Corrections

Facility & Division Overviews



Case Management

We have 25 re-entry case managers who focus on assisting our residents in the development of successful re-entry plans. All of our residents receive a programs assessment when they arrive which examines criminal history, school behavior, previous employment, family and social support, substance abuse and mental health and criminal lifestyle. The information obtained from this assessment leads to an individualized program plan as a guide for services while incarcerated. Our goal is to provide programs for our residents that will give them the skills needed upon release to maximize their successful return to the community. In addition, re-entry case managers work with residents to set up services and programs for when they return to the community. During SFY 2018, 793 NH Easy Medicaid applications were submitted to DHHS in order to help facilitate better health care for individuals in the community. Case managers assist with community applications for housing, health insurance, social security benefit programs, substance use treatment and other programs that will support their re-entry. We also continue to extend case management services at the two largest parole district offices in Manchester and Nashua.

State Targeted Response Grant

The State of New Hampshire Department of Health & Human Services applied for the State Targeted Response to the Opioid Crisis Grant (STR), federally funded by the Substance Abuse and Mental Health Services Administration (SAMHSA). The Department of Corrections (DOC) has received a portion of funding to establish a re-entry care coordinator position and also focus on Naloxone distribution for justice-involved individuals.

The STR grant proposal states that in the *“two weeks following release from prison, parolees have a death rate that is thirteen (13) times higher than that of non-incarcerated people of similar age, race and sex.”* In collaboration with the Division of Medical and Forensics, an educational piece will be offered for families and loved ones of justice involved individuals that are interested in learning about Naloxone and how to administer it. One Naloxone kit will be offered to family members and/or loved ones linked to individuals releasing from our custody or parolees who have already been released. The goal of this part of the grant is to prevent overdose deaths of people released from New Hampshire Correctional Facilities during the high-risk initial weeks post release. The objectives are that 100% of individuals re-entering the community from DOC custody, either from the prisons and/or THU's, identified at-risk for overdose, would be offered one Naloxone kit and also those who accept a kit will be offered instruction on the administration of Naloxone.



TWC work crew paints Concord Christian Academy



NH Department of Corrections

Facility & Division Overviews

Division of Community Corrections - Continued:

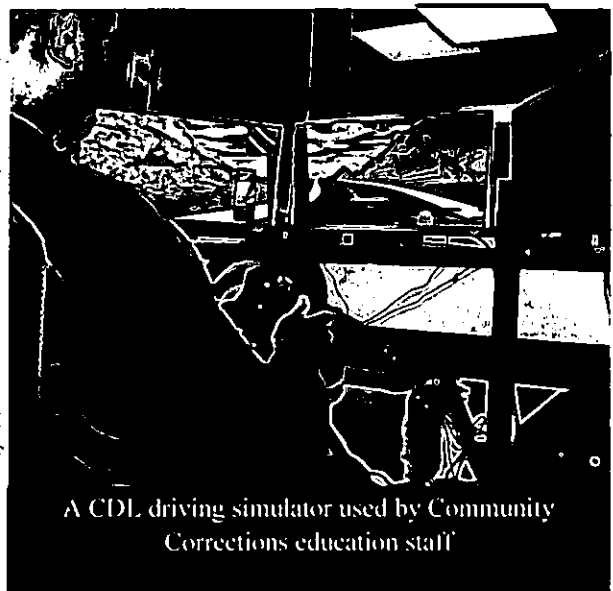
The re-entry care coordinator's position also provides targeted case management for women with substance use disorders (SUDs) transitioning into the community from the New Hampshire Correctional Facility for Women (NHCF/W) and Shea Farm. The position monitors and provides continued coordination of identified services for up to twelve months post release to maintain on-going support for these individuals.

The goals of this portion of the grant is the re-integration of women being released from our custody into the community with the objectives that at six and twelve months post-release, 80 percent of women will remain in the community and will demonstrate increased recovery capital, which may include, but is not limited to involvement with recovery supports, safe sober housing, and improved family connections. External supports are set up prior to their release to ensure they have an established support system in place upon return to the community.

Supports include connection with their primary care physicians or different health care centers for medication management, counseling with dually licensed clinicians, setting up medication assisted treatment (MAT) appointments, connecting with intensive outpatient (IOP) treatment in the community, connecting with mental health centers and organizations, providing information on Alcoholics Anonymous/Narcotics Anonymous (AA/NA) groups/meetings and times, setting up appointments with specialists, transportation scheduled through Medicaid, and assistance in applying for insurance through state and federal agencies. Follow-up phone calls are made to released women to ensure they feel supported and follow-ups at Field Services district offices will be made throughout the twelve month post-release timeframe.

Education

The Corrections Special School District (CSSD) is dedicated to providing quality educational programs for persons under departmental control. Academic knowledge, career and technical education competencies and life skills integrated with technology are offered to students in a positive environment to foster lifelong learning, multicultural awareness and successful re-entry to society. The CSSD offers a diverse composite of educational services in accordance with NH RSA 194:60 and the Interagency Agreement between the New Hampshire Department of Corrections and the New Hampshire Department of Education. Services range from initial intake assessments and guidance activities, to educational classes, labs and post-secondary college course work.



A CDL driving simulator used by Community Corrections education staff

NH Department of Corrections

Facility & Division Overviews



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 is to meet the needs of all 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 students have access to a free and appropriate public education, additionally, 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.

Chapel/ Religious Services

A chapel and religious services are offered in each of our correctional facilities. The Chaplains provide pastoral care and religious services for the spiritual guidance as they coordinate religious services to provide individuals the opportunity to express personal faith and participate in meaningful worship. Many community volunteers partner with us to provide a vast array of religious services to the persons under departmental control and the Chaplains supervise religious volunteers to ensure institutional security, monitor religious opportunities for persons under departmental control and enhance volunteer safety.

Volunteer Services & Internship Program:

The NH Department of Corrections encourages positive community involvement with our persons under departmental control and currently there are approximately 515 community volunteers. Volunteers are a critical component in the Department's efforts to maintain institutional safety and security by providing services to the individual while they are incarcerated. Some services volunteers provide include but are not limited to, faith-based support, educational programs, administrative support and/or mental health service programs. We offer twelve volunteer trainings annually which help prepare volunteers for the uniqueness of volunteering in a correctional setting.

Our internship program offers a unique learning experience to students who attend thirteen Colleges and Universities. Our Internship program awards student the opportunity to experience and learn hands on within our Department in their degree field. The vast career options that the Department of Corrections offers allows students from many degree fields an opportunity to see how the Department of Corrections functions as a whole as well as learn how collaboration is required to accomplish our mission. In 2018 we have hosted approximately 40 interns in many areas of the Department to include local nursing programs that have added correctional nursing into their clinical rotations. Rotations are now being offered at all of our facilities.



NH Department of Corrections

Facility & Division Overviews

Division of Community Corrections - Continued:

Family Connections Center (FCC)

November 2017 marked the nineteenth year since the creation of the Family Connections Center (FCC). This year was filled with changes and growth. The FCC hosted its sixth *Children of Incarcerated Parents* summer camp program. Ten children were able to attend a free two-week overnight camp and then come into the prison to spend time with their incarcerated mother or father. The FCC was awarded a grant in partnership with Womankind Counseling Center to create *Family Ties*, a family counseling program for incarcerated parents, their children and their children's caregivers. The grant started in January 2018 and has partnered with various mental health organizations around the state to provide services in the communities where the families live. The first family to benefit from this grant was seen in June 2018.

FCC regularly runs two parenting classes, an 18-hour parenting education class and 10 hour healthy relationships class. There were 128 individuals who completed the parenting education class, and 145 FCC participants completed the FCC Healthy Relationships class. These classes focus on the unique struggles of parenting from prison as well as topics such as, child development, discipline, self-esteem, maintaining healthy relationships, and co-parenting.

The FCC partners with many community agencies and resources to provide life-skills seminars to parents who are incarcerated. These skills, plus the knowledge and connection to various community services help make a parent's transition back to their family and their community easier. Eighteen life-skills/family seminars (facilitated primarily by volunteers) had 584 points of service (participants can attend multiple seminars). A long time partnership with NH Division of Child Support Services continued as they came into all of the various FCC's to meet with parents owing child support.

Using media to keep familial connections, 145 CDs were made of incarcerated parents reading to their children. These CD's were sent home along with 290 new books. The books, CD's, envelopes and postage were all donated to the FCC. The Family Connections Center also facilitated 1,728 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 July 2017, 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 four literacy seminars being offered, two at NHSPM and two at NNHCF, which totaled 450 attendees, along with brand new books given to all children at all of the holiday parties. These seminars were made available to all parents who were incarcerated at the Concord men's prison.

NH Department of Corrections

Facility & Division Overviews



The Division of Administration is comprised of Financial Services, Contracts and Grants Administration, Logistical Services and Correctional Industries. RSA 21:H:4 further defines the Division's role as "responsible to provide for: (1) Accounting, purchasing, and budget control. (2) Property, contracts, and grant management (3) Assistance to the commissioner with short and long range department-wide planning activities."

Financial Services staff is responsible for accounts receivable, accounts payable, purchasing, budgeting, and financial analysis for the Department as well as maintaining the residents' banking system. The Contracts and Grants staff is responsible for the request for proposal (RFP) process and management of contracts and grants administered by the Department. Logistical Services staff is embedded in the three prison facilities and is responsible for all maintenance, food service, laundry, and warehouse functions of the prisons, the transitional work center and three transitional housing units.

SFY 2018 was a transitional year for the Department as well as the female residents, as the new women's facility was completed and the move made from the crowded leased Goffstown facility to the larger Concord facility. Each bureau of the Division helped facilitate the transition from the old facility to the new facility. In one day the kitchen staff went from serving breakfast at the old facility to lunch and all subsequent meals at the new facility without a hitch. The maintenance staff spent months keeping the Goffstown facility operational and learning the new modern systems installed in the new facility. The warehouse staff moved property and equipment the day of the move and worked tirelessly, through the end of the lease on June 30, 2018 moving furniture, equipment, and tools, cleaning, and closing up the old facility. Financial Services worked behind the scenes ordering the furniture, fixtures, and equipment and made sure vendors knew, after the move came, where deliveries should be made and invoices sent. RFPs and renewing contracts had to be written with the move incorporated to make vendors aware a move would be taking place sometime during the course of the RFP process or contract. Correctional Industries transitioned from the old facility to the new continuing the braille and other programs available to the female residents.

The SFY 2018- 2019 Capital Budget appropriation will keep necessary projects within our aging Concord men's facility moving at a steady pace. With the Logistical Services Administrator finishing the management of the construction of the new women's facility for the Department, he and his staff immediately transitioned to management of the seven approved capital projects, while still performing their day-to-day responsibilities. The new projects include bathroom renovations, security door replacements, and two elevator reconstructions and security camera and other software upgrades.

The Department still faced overtime management due to vacant direct care positions in SFY 2018. There was also the additional task of budgeting for the move from an old aging facility to a new larger facility and the changes in operational expense. These challenges tested the financial and operational limits of the Department. When SFY 2018 closed, the Department successfully met this challenge due to a collaborative and cooperative effort in managing this budget.



NH Department of Corrections

Facility & Division Overviews

Division of Administration - Continued

Financial Services staff successfully managed the increased work load associated with the transition to the new women's facility. Resident accounts staff experienced changes in money processing with the introduction of tablets for our residents. With these changes, they executed their duties in an efficient and professional manner.

The Contracts and Grants staff coordinated and communicated with departmental staff, other state agencies, and outside vendors. SFY 2018 was especially busy for the Contract Administrator as thirty contracts and leases were brought before the Governor and Executive Council for approval. Eight approvals were sought from the Fiscal Committee and the Governor and Executive Council to accept grant funds. It takes special knowledge and skills to accomplish these processes.

Logistical Services

Logistical Services maintenance staff kept facilities mechanically operational even with the challenges of maintaining some significantly aged infrastructure, the most challenging being the NH State Prison for Men. In total, our dedicated maintenance staff housed out of both the NH State Prison for Men and the Northern NH Correctional Facility cared for and maintained seven independent facilities including the New Hampshire Correctional Facility for Women in Goffstown, the 3 Transitional Housing Units and the Transitional Work Center. Food services staff at the three prisons provided an average of 7,700 meals a day while laundry staff successfully managed to service the needs of our more than 2400 residents. Warehouse staff coordinated the delivery, storage and disbursement of goods. All these staff members have the additional responsibilities of training, supervising and setting the example for the residents that work under their direction. As in previous years, the Logistical Services staff continued to reach out to help each other, even in areas outside their daily responsibilities, due to intermittent job vacancies and the need for coverage during emergency repairs. We could not get the job done without this teamwork.

Grants SFY 2018

The Department received an Adult Basic Education sub-grant from the NH Department of Education in the amount of \$49,782 for SFY 2018. These funds were used to purchase computers for teaching staff and students, a Commercial Driver's License (CDL) driving simulator, and related teaching materials.

The Department received a total of \$167,453 in Victims of Crime Act sub-grants from the NH Department of Justice to provide assistance to crime victims and their families.

The Department submitted an application to receive 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. The department has not yet been notified of their SFY 2018 award.

NH Department of Corrections

Facility & Division Overviews



The FBI supported the Department's participation on the Safe Streets Task Force with a \$36,084 grant for the project period of October 1, 2017 through September 30, 2018. This grant provided funding for overtime for the Department's Probation/Parole Officers with targeted enforcement as part of a multi-agency effort between the FBI, the Manchester Police Department, the NH State Police and the Department.

In SFY 2018, the Department entered into a project sharing agreement with the NH Department of Health and Human Services to utilize the State Targeted Response to the Opioid Crisis (STR) federal funding in the amount of \$900,000 through June 30, 2019. Grant funds provided substance use disorder case management services to residents. STR funding also provided the opportunity to obtain a Naloxone kit and training on its use for individuals reentering the community that have a substance use disorder in an effort to reduce opioid-related deaths.

The Department was awarded a \$30,000 sub grant, through September 30, 2019, from the NH Department of Justice for the Project Safe Neighborhoods (PSN) initiative. The PSN initiative is a collaborative effort among federal, state, and local law enforcement for increased visibility in Manchester's crime hotspots to deter illegal weapon and gang activity, and sequentially combating the Opioid crisis.

A Residential Substance Abuse Treatment (RSAT) sub grant from the NH Department of Justice was awarded in the amount of \$21,204, with a project period end date of December 31, 2018. The RSAT funding implemented a Parenting Wisely program at the Family Connections Centers within the NH correctional facilities. The goal of the program is to teach individuals under departmental control diagnosed with substance use disorders critical skills necessary to improve family relationships.

Also in SFY 2018, the Department received an additional sub-grant award of \$27,053, through August 31, 2018, from the NH Department of Education for the Title, I, Part – D grant. This grant provided supplementary services for education continuity to our population ages eighteen through twenty-one and provided entry level academic skills and remedial teaching resources needed for an adult learner to participate in educational re-entry. Funding for this grant enabled the Department to purchase textbooks, classroom supplies, and projectors and provided professional educational development for the Department's staff to enhance services for adult learners.



NH Department of Corrections

Facility & Division Overviews

Division of Administration - Continued

Correctional Industries

NH Correctional Industries (NHCI) operates ten service and manufacturing shops and a retail outlet, employing 22 full-time staff, 3 part-time staff and approximately 240 resident workers across all facilities. These shops produce goods and provide services to state agencies, municipalities, non-profit organizations and individuals throughout New Hampshire. NHCI shops at the NH State Prison for Men include license plate production, signs and engraving services, printing, upholstery services and furniture refinishing. The Northern NH Correctional Facility offers woodworking, upholstery services and furniture refinishing. A forestry and wood production program provides skills to minimum security residents at the former prison farm in Concord. Residents at the NH Correctional Facility for Women can work in dye sublimation, braille transcription and in the canteen fulfillment center learning warehousing and materials handling.

Financially in SFY 2018, Correctional Industries covered over 92% of their expenditures with revenue generated from the sale of goods and services. Expenditures included staff salaries, equipment, supplies and manufacturing expenses. While expenses exceeded revenues, the year to year deficit between SFY 2018 and SFY 2017 decreased \$189,000, an improvement of 46%.

Operationally, Correctional Industries assumed management responsibility of canteen operations at all facilities in SFY 2018. This required a significant amount of planning throughout the year as this included transition of the operation to the new women's facility. With the opening of the NHCWF in the spring of 2018, preparation began within that facility's canteen area with the expectation to begin operations by fall. The operations based out of this location will serve all the departments other facilities.

Seven residents from the NH Correctional Facility for Women completed the braille transcription class and are all in the process of being certified by the Library of Congress as braille transcriptionists.

The US Department of Labor certified apprenticeship programs continue to move forward. A total of six residents at the men's facilities in Concord and Berlin graduated as apprentices in upholstery. Approval was also received for a printing press operator apprentice occupation in the department's print shop. Occupational offerings under the certified apprenticeship program will continue to be expanded as it has proven to be an incentive for participation in Industries' programs.

In SFY 2019, focus will be on expanding apprenticeship occupations throughout Correctional Industries. Our braille transcription and canteen programs will enter into full production mode and other areas or programs will be explored in order to expand and grow. Opportunities will be sought to increase the number of minimum security residents that are provided with valuable work skills which will enable them to find and keep employment as they transition back into the community.

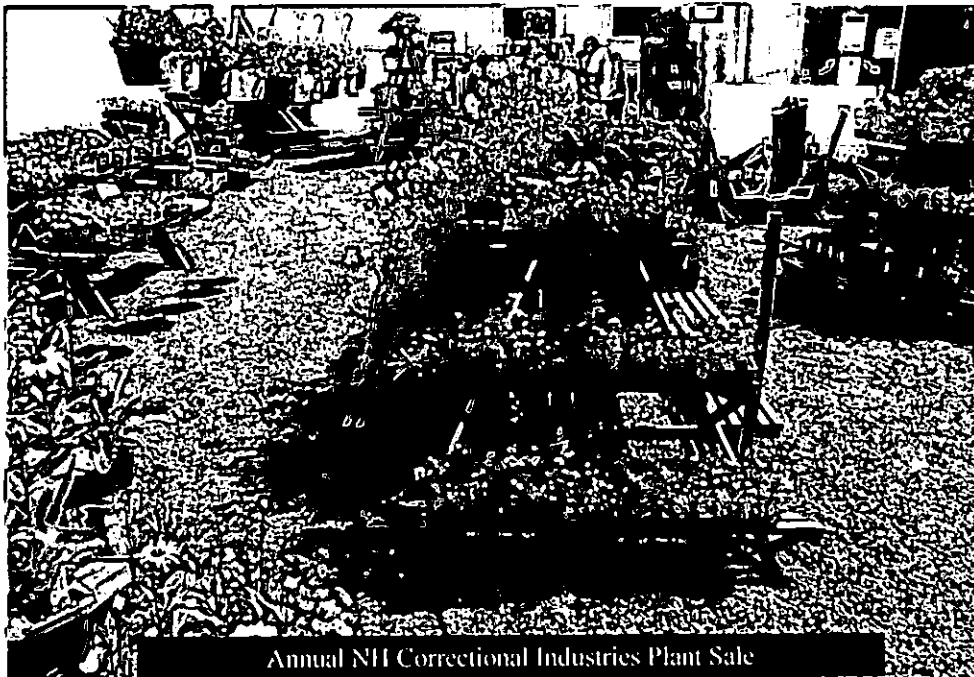
NH Department of Corrections

Facility & Division Overviews



New Journeyman Apprenticeship Awarded at NCF

NHCI had a great year in SFY 2018 with new shops and new programs coming online. More changes are planned for SFY 2019 that are focused on offering the best products and services possible while providing job skills and opportunities to the population of New Hampshire's correctional facilities.



Annual NH Correctional Industries Plant Sale



NH Department of Corrections

Facility & Division Overviews

The Division of Medical and Forensic Services is the treatment entity of the Department. Employees within this division are integral to providing appropriate health and behavioral health care to approximately 2,500 people in our care custody. In collaboration with community physicians, hospitals, contracted entities as well as community and state agencies, the Division strives to continue to meet both minor and serious health care needs by managing a delivery system that focuses on services that are appropriate and cost effective.

SFY 2018 Highlights

- The Division maximized the use of expanded Medicaid to defer expenditures from the state's general fund to Medicaid for eligible hospital stays. For inpatient hospital stays, the Department deferred \$1,891,248.00 (See chart on page 29).
- Implemented EyeDetect technology in our Sexual Treatment Program. EyeDetect is an accurate and cost-effective credibility assessment technology.
- Continued to increase partnerships with different institutions for student nursing clinical rotations. We had our first senior practicum nursing student.
- Sponsored the first annual NHDOC-County Jail Correctional Healthcare Summit. This event focused on discussion of best practices in the field of correctional healthcare.
- Division staff participated in numerous work groups and activities related to practice and education. These include participation on the Suicide Prevention Council, The Opioid Task Force, the State Board of Medicine, the Health Care Task Force and the New Hampshire Commission on Deafness and Hearing Loss.
- The Division hosted the first annual full-day conference for stakeholders from the courts, public defenders and other interested individuals to promote collaboration and process improvement with the Office of Forensic Examiners.



Full day conference on Forensic Examiners Office

NH Department of Corrections

Facility & Division Overviews



Behavioral Health Services

The Division is committed to serving those in our care with a range of services designed to enhance wellness, learn new skills and implement behavioral change. Services include psychiatric treatment, sexual treatment and treatment for mental health and substance use disorders which are individualized and driven by a treatment plan. Emergent behavioral health services are available and delivered via a crisis intervention model resulting in a short-term crisis management planning.

The Division implemented a community behavioral health model adapted to a correctional system to assist residents in management of behavioral health issues. The range of services offered addresses both acute and chronic needs. Acute needs are managed on both an inpatient and outpatient basis. Exacerbation of a chronic behavioral health issue or onset of suicidal feelings can be managed by emergency assessment visits from our clinicians or through an inpatient admission to the Secure Psychiatric Unit (SPU). Ongoing needs are addressed through medication management, individual therapy, group therapy, and skills building activities. The NHDOC system provides another level of care through admission to one of the NHDOC's four residential units: The Residential Treatment Unit (RTU) for men located in Concord; the Wellness Block for men in Berlin; the Focus Unit for men in Berlin and the Wellness Block and Focus Unit for women. The Focus Units are a modified therapeutic community program specifically designed to treat substance use disorders while the Wellness Units are a voluntary program targeting functional impairments associated with a resident's mental health disorder. The goals of all of these units is to enhance a resident's ability to manage and improve their lives by learning about their behavioral health disorders and why treatment compliance is important as part of their path to success. Promoting a sense of community is a core philosophy of these units in order to prepare participants to be part of a positive community culture while in prison as well as for preparation for life after prison. Participants in these units identify the value of good communication skills as problem-solving techniques. Often, those, who are adjudicated residents, who no longer need the intensive services of Secure Psychiatric Unit may be admitted to the RTU or Wellness Units as a transitional step down with the goal of returning to a general prison housing unit.

In addition to the resources that clinical staff provide, the department continues to develop a peer support model. The peer supporter program is designed to ameliorate the effects of suicidal feelings of residents who are placed on observation levels due to suicide risk. Currently there are 51 peer supporters within the Concord and Berlin facilities. Peer supporters selected from within our resident population receive specialized training through the Psychological First Aid program, which is a collaborative program developed with the NH Department of Health and Human Services. Individuals receiving support within the program cite the experience as a positive intervention. As infirmary services are expanded at the NHCF-W, peer supporter services will be added at that facility.



NH Department of Corrections

Facility & Division Overviews

The Division of Medical and Forensic Services - Continued

Secure Psychiatric Unit (SPU)

The SPU is the most intensive and secure inpatient treatment facility in the state behavioral health service delivery system. The SPU is designated to serve those having acute psychiatric needs that must be served in an inpatient setting. Those served are residents from state and county correctional facilities, patients committed through the NH judicial system (in accordance with civil commitment statutes) due to mental illness and dangerousness, those rare individuals committed under the state's sexually violent predator law and individuals who are developmentally disabled requiring intervention for extreme dangerousness.

There are 20-30 hours per week of structured therapeutic and diversional interventions available for these patients; individuals' treatment schedules are contingent upon individualized treatment planning. The SPU provides integral behavioral health services via its team of highly dedicated psychiatric, clinical, nursing, education and security staff who continually strive to advance patient's progress. The security staff are certified correctional officers who participate in additional specialized training in managing clients with mental illness in accordance with a specialized training curriculum.

The SPU has a 66-bed capacity, with a current configuration of 50 male beds, 10 female beds, and six infirmary rooms. During SFY 2018, there were 58 admissions to SPU and 58 discharges.

Sexual Treatment (SOT) Services

Utilizing a risk-need-responsivity model developed on evidence-based practices, SOT services emphasize skill development designed to promote safety and self-management. All individuals are assessed to determine level of care needs. Individuals referred and/or identified through the classification process are provided a full psychosexual assessment. SOT staff assesses a person's risk/needs levels using actuarial instruments as well as conducting a comprehensive psychosocial profile of the individual and their criminal history. Elements of the psychosocial assessment include, but are not limited to, criminogenic history and needs, developmental history, mental health involvement, substance abuse issues, strengths, skill deficits and the individuals' cycle of offending. To the extent practicable, data from collaterals (e.g., medical providers, family, criminal records police reports, court documentation, NCIC, clinical providers) are utilized during the assessment process. Residents are assigned to one of three treatment recommendations: Community-based treatment, Prison-based Intensive Sexual Treatment Service or a Transitions Group.

Most residents are assessed at needing an intensive level of care, located at NHSPM which incorporates SOT protocols into a therapeutic milieu (personal social environment). The capacity for the intensive program is 120 beds. During SFY 2018, 83 men completed the intensive SOT program. If a less intensive level of care is needed based on the assessment, or if individuals are unable due to physical capabilities to reside in the residential unit, a plan of treatment is developed to meet their needs and outlined as part of their release plan.

NH Department of Corrections

Facility & Division Overviews

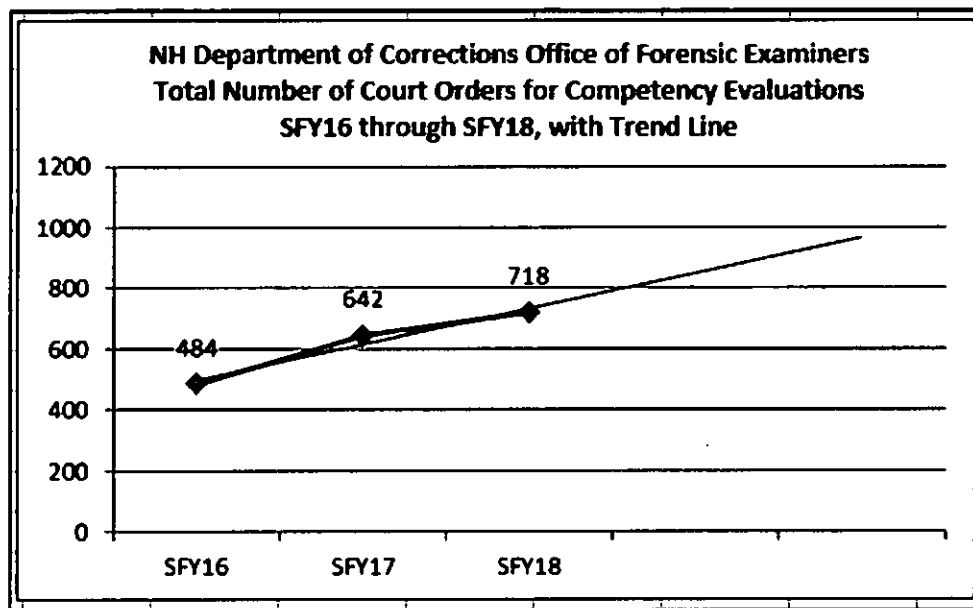


Not Guilty By Reason of Insanity Civil Commitments

The Department of Corrections monitors 31 people civilly committed as Not Guilty by Reason of Insanity (NGRI) and on-going enforcement of their 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 behavioral health organizations to ensure ongoing treatment needs are met. The Division coordinates inpatient level of care and outpatient behavioral health services to ensure compliance with court orders and treatment needs. The Division utilizes trained forensic psychologists in assessing risk for future violence in these cases and to evaluate preparedness for changes in level of care as deemed appropriate and as outlined in the court orders associated with these patients.

Office of the Forensic Examiner

The Office of the Forensic Examiner (OFE) 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. Forensic examiners conduct in-person evaluations with the defendants, write forensic reports for the judge, and often testify about their findings. The OFE has also been working closely with New Hampshire Hospital, Circuit and Superior Courts and lawyers to improve the system for court ordered evaluations, including improving efficiency and increasing evaluators' access to needed mental health records. In SFY 2018, the OFE received 718 orders for evaluations. This was an increase of 12% over SFY 2017. In SFY 2018, the forensic examiners completed 412 competency evaluations.





NH Department of Corrections

Facility & Division Overviews

The Division of Medical and Forensic Services - Continued

Medical and Nursing Services

Medical providers (physicians and advance practice registered nurses) and nurses offer a continuum of services to meet the health care needs of patients at our facilities. Residents upon booking into our system are offered a comprehensive assessment to identify and treat acute and/or chronic needs. When medically necessary, referrals are made to community hospitals, services and specialists to meet the unique needs of the residents we serve.

Inpatient care is available in our infirmaries and is the place for those who do not need hospital level of care but require more immediate medical oversight for conditions than are available on an outpatient basis. Hospice care is also available and is supported by hospice workers who are specially trained to work with those needing that specialty care. Hospice workers are peers trained to provide end of life comforts such as reading books, recreational discussion and appropriate companionship during those last moments of life. This program is supported by our department's religious leaders, behavioral health staff and healthcare staff.

Outpatient care is offered in our health services centers. Residents are seen for sick calls, provided follow up appointments, provided medications and triaged for emergencies by nurses and providers. Providers and nurses through medical rounds provide sick call daily at our secure housing units to ensure that medical needs are being met.

Dental Services

Dental services are provided on location at the three prison; Berlin, Concord and Goffstown. Organizing clinics so that both basic dental hygiene and dental procedures occur in a timely fashion is an important aspect of the fully encompassing healthcare program provided to residents. Our dental team provided 8,977 contacts in SFY18 ranging from dental assessments to oral surgery.



NHDOC Nursing Team Members in the Health Services Center

NH Department of Corrections

Facility & Division Overviews



Pharmaceutical Services

Under the leadership of a Chief Pharmacist, our team of pharmacists and pharmacy technicians ensures that medication is properly packaged and available for administration to those in our care. The Chief Pharmacist chairs a monthly Pharmaceutics and Therapeutics Committee comprised of the heads of our healthcare disciplines which serves as a cost-containment body as well as monitoring prescribing practices and trends, reviewing our formulary including overseeing the safety and security of medications. Pharmaceutical costs continue to rise and management of that is critical piece of our operations. Total pharmaceutical costs for FY18 was \$2,864,028.

Allied Health Professionals

The Division's Allied Health professionals are a critical part of our healthcare system. Consisting of a nutritionist, physical therapist and recreational therapists, this group provides services that ensure the diverse needs of those in our care are met. The Division's nutritionist works in collaboration with food services in conducting reviews of menus including auditing meals and nutritional guidelines as part of an ongoing quality improvement process at all sites. An annual nutrition analysis is conducted to ensure that basic nutritional needs are being met. Our nutritionist collaborates with nursing and medical staff to prioritize areas for patient education and individual consulting.

Pharmacy Refills by Major Description	Total Refills FY2018
Central Nervous System Drugs	82,771
Cardiovascular Agents	39,817
Neuromuscular Drugs	33,411
Analgesic & Anesthetics	14,798
Gastrointestinal Agents	13,285
Respiratory Agents	8,879
Misc. products	7,946
Endocrine/Metabolic Drugs	7,540
Topical Products	5,073
Anti-Infective Agents	4,900
Hematological Agents	4,313
Nutritional Products	2,572
Genitourinary Products	2,271
Antineoplastic Agents	226
Biologicals	1
Total	227,803

Physical therapy services are provided at all sites by a licensed physical therapist. Focusing on treatment and improving the physical functioning of those served, our physical therapist provides direct care and coordinates services by external orthopedic specialists.

Recreational therapy is specific to the Secure Psychiatric, and Residential Treatment Units and has been added to the staffing at the NHCF-W. By providing structured activities and individual skill building, recreational therapists encourage improved self-management through better use of leisure time, development of coping skills and learning effective communication techniques.

Supporting all services throughout the Division is our Medical Records unit. This group ensures that patient information is secure, organized and available to support treatment, respond to requests for patient information and provide data on various aspects of service utilization. This group continues to move us towards a paperless environment by scanning existing paper medical records into electronic paper management systems.



Victim Services

Nicole Kipphut, Administrator



The Victim Services Unit of the New Hampshire Department of Corrections is devoted to supporting crime victims, survivors, witnesses and their families through the post-conviction process of the New Hampshire criminal justice system. As a unit, the goal is to minimize further trauma to crime victims and their families through enhanced advocacy and responsiveness by department staff; support and to encourage victim involvement in the post-conviction phase and integrate victim-sensitive principles and practices within NHDOC facilities and disciplines.

The Victim Services Unit is made up of an Administrator, two Victim Witness Specialists, a part-time Victim-Offender Dialogue Coordinator and a Program Assistant. Together they support the community victim population, as well as offenders who have been victimized.

Victim Services staff documented approximately 7,713 contacts with 2,947 victims/survivors and their families in SFY 2018. Additionally, the unit received 325 new requests for Victim Notification. The most common types of services provided are notification of individual case status, criminal justice support, advocacy and accompaniment. Victim Services staff regularly works with victims and their families to educate them on the post-conviction criminal justice process. Staff communicates by email, through phone calls and face-to face meetings to prepare victims for NH Adult Parole Board Hearings, ensuring that they understand the process and are prepared with a Victim Impact Statement, if they choose to exercise that right. Furthermore, staff safety plan with victims who have safety concerns as the individual in custody begins the reintegration process into the community, starting at Minimum Custody status and moving onto Parole.

Victim Services works with those under the care and custody of the NHDOC to provide educational opportunity about victims' rights and restorative justice practices offered by the DOC. During National Crime Victims' Rights Week in April, the Victim Services Unit provided seminars to four different units throughout the institution. Individuals in our custody who attended participated in a Crime Clock Activity, provided in the Victim Impact curriculum from the Office of Victims of Crime, which demonstrates the prevalence of crime and engages them in a group discussion. Later in June, Victim Services hosted a table at the NH State Prison for Men's Opportunity Fair, where interested individuals were provided information about Victim-Offender Dialogue and the Accountability Letter Bank. Further, Victim Services staff provided both uniform and non-uniform staff trainings during the NHDOC's Corrections Academy throughout the year.

Victim-Offender Dialogue (VOD)

In November 2017, the Victim-Offender Dialogue Coordinator Facilitator, Traci Lederer, completed the 40-hour JUST Alternatives VOD training on facilitating victim-centered victim offender dialogues in crimes of severe violence. Over the last year, the VOD Coordinator's time has been spent working to update the NHDOC's Policy, Procedure and Protocol for VOD and providing adequate outreach and training to NHDOC staff directly involved in the VOD process. The policy and protocol were finalized and an updated brochure on VOD will be printed. In June 2018, Victim Witness Specialist, Sean Meffert, attended and completed the 40-hour JUST Alternatives VOD training with the Louisiana Department of Corrections. Together Traci and Sean are beginning preparation with victims and offenders for VOD. To date, there is a wait-list of approximately seventeen people interested in pursuing Victim-Offender Dialogue, three of which are in the preparation phase and moving forward towards a dialogue. In order to continue to grow the VOD program and to meet the growing number of victims interested in this program, the Victim Services Unit has requested additional funding through the VOCA grant to host a regional training to continue to train staff and community volunteers interested in becoming VOD facilitators.

In addition to the restorative justice practice of VOD, the Victim Services Unit added to the policy a section on an Accountability Letter Bank. While recognizing the many impacts of crime upon victims and their families, remaining respectful of trauma, grief and recovery, which victims experience, the Accountability Letter Bank program is designed to promote restorative justice by providing persons in our custody the opportunity to write a letter to the victim(s) of their crime that communicates personal responsibility and accountability for harm caused. This policy empowers victims and survivors to determine whether they want to accept or reject the letter and to determine when they view the letter. Victim Services staff have worked one-on-one with interested persons under our custody to educate them on accountability, amends and apologies and many have expressed an interest in writing accountability letters and are currently working on composing those.

In June, 2018, the NHDOC underwent a Prison Rape Elimination Act (PREA) Audit of the NH State Prison for Men's facility and the North End Transitional Housing unit in Concord; the audit is to ensure that PREA standards are being met. Our knowledgeable PREA Advocate, Jean Carroll, worked closely with the Agency PREA Coordinator, Director of Professional Standards, various NHDOC staff and those in our custody to prepare them for the audit and provided education about PREA standards. Throughout the year, Jean works closely with the Investigations Unit, mental health staff, and security to ensure safety and resources for offender's who are victimized. The Victim Services Unit will continue to strive to be responsive to the needs of victims, their families and the community and continues to work towards expanding a program that is victim-centered and offender-sensitive.



Business Information and Technology Unit

Linda Socha, Administrator

The Bureau of Business Information and Technology was established to increase the focus on technology and reporting to accomplish a wide range of objectives. The Bureau is a joint effort with the Department of Information Technology (DOIT) to facilitate a smooth transition between the business side and 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.

Resident Phone, Tablet and Kiosk services (GTL)

This project was implemented during April and includes a variety of resident services accessible on tablets and kiosks along with replacing the resident phone system. There has been a large amount of development for data exchanges and staff training for use of the new systems. The department continues to work collaboratively with the vendor to move this project forward with several new features to be rolled out over the next year.

FileHold (Document Management)

In the past two years, 89 staff members have completed FileHold training for Phase One and are actively scanning records. During this time, staff members have created nearly 1.4 million digital records. These records range in length from one-page request slips to medical records that are hundreds of pages long. Using an average of 3 pages to each document, we can give you an idea of the impact of their efforts.

- A ream of paper: 500 pages with a weight of 5 pounds
- 1.4 million records at an average of 3 pages per record = 4.2 million pieces of paper
- 4.2 million pieces of paper divided by 500 pages and multiplied by 5 pounds = 42,000 pounds of paper. That's 21 TONS of paper, or the equivalent of nearly 300 trees.

VOIP (Voice over Internet Protocol)

With the efforts of Department of Information Technology, NHDOC converted many locations to the State of New Hampshire's phone system. This effort has involved upgrading wiring and network bandwidth to all locations. NHDOC historically had separate phone systems for each location and is now reaching the final stages of conversion to a single phone system.

Information Infrastructure

We continue to maintain the staff computers, the network equipment and manage agency critical software. All staff computers have been upgraded to the latest version of Windows 10 and we continue upgrades on all equipment to ensure that it is secure and reliable.

NH Correctional Facility for Women

With the opening of the new women's correctional facility in April with the hard work of staff along with support from DOIT staff, the agency was able to quickly relocate the staff and residents to the new location.

Along with these projects, the group also handled 5,439 help-desk requests. 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. The Application Development Group supports NHDOC 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. This group received 626 project requests; 499 of these requests were completed, 111 were in active status with 16 placed on hold.

Legislation

Jeff Lyons, Public Information Officer



The second half of the 165th General Court ended on schedule at the end of May 2018. The Department maintained an active presence before House and Senate committees offering testimony and information or simply monitoring the discussion.

Bills that we testified on that were adopted and signed into law by Governor Sununu

HB-1357 - relative to the delivery of articles to a prisoner in a state or county correctional facility. It allows correctional agencies more flexibility in identifying staff to represent them in court proceedings.

HB-1565-FN - relative to requiring the Secure Psychiatric Unit to be accredited as a behavioral health facility. This was one of the most significant bills impacting our agency in that we must begin the process of seeking accreditation by the National Commission on Correctional Health Care (NCCHC).

SB-392 - establishing a commission to study and evaluate the impact of the discharge of state prisoners into the Greater Concord area. The Department will have representatives on this study commission.

Bills that we testified on that were voted Inexpedient to Legislate, Tabled, or sent to Interim Study

HB-192 - relative to rulemaking of the Department of Corrections. It was a 2017 holdover bill that was voted interim study.

HB-544 - relative to Earned Time Credits for prisoners participating in rehabilitative or educational programming. Interim Study

HB-593 - granting Group II retirement system status to certain positions in the Department of Corrections. Interim study. It would have extended these benefits to certain non-uniformed line staff.

HB-613-FN - Requiring the state prisons to be accredited correctional facilities. This was a 2017 holdover bill that began as setting statutory guidelines on the use of administrative or punitive segregation but was modified into a general accreditation bill. It was voted Inexpedient to Legislate.

HB-619-FN - relative to medical services for prisoners. It was a 2017 holdover that required payment for medical for state and county prisoners from Medicaid or private insurer before the state or county would make the payment. It was voted Inexpedient to Legislate.

HB-1537 - relative to a second opinion on health care matters for state or county prisoners. Interim study.

HB-1556-FN - relative to licensing requirements for barbers, cosmetologists, estheticians, and licensed nursing assistants. Inexpedient to Legislate. This was designed to assist those with criminal or prison records to obtain such licenses. ❏

SB-373 - requiring rulemaking by the Department of Corrections. It was similar to the 2017 House bill above. It was also voted Inexpedient to Legislate.

SB-532-FN - relative to group II status of certain NHDOC officials. It would have allowed persons with Group II retirement benefits who promote into unclassified positions to maintain their Group II benefits. It passed the Senate but was voted Inexpedient to Legislate in the House.



Human Resources Bureau

Ella Fredette, Administrator

Recruitment Strategies

In SFY 2018, the Department of Corrections continued to have difficulty in filling Corrections Officer vacancies. With all the recruiting strategies we reported in SFY 2017, we continued our efforts and submitted a Request for Proposal (RFP) to look for an advertising and marketing firm specializing in digital advertising and recruitment to form an aggressive marketing campaign making the Department of Corrections an employer and career of choice. We focused specifically on Corrections Officer positions with the understanding the campaign would include the multiple career opportunities available within the prison environment.

In November of 2017, the NH Department of Corrections entered into a contract with m5 Marketing Communications, Inc. of Manchester, NH. We began regular meetings to discuss the scope of the campaign and to provide as much information as possible to m5 to get started. m5 conducted a survey for all staff and conducted one on one interviews with various staff from each location to get a better understanding of the agency and the staff that chose careers in Corrections. In a short period of time, m5 presented the agency with a Strategy and Creative Concepts for initial approval, and the work began to make the approved concept a reality. An impressive recruitment video and photo shoot was produced using our own staff and prison facility. The video and static ads were used throughout the internet to drive potential candidates to the newly developed microsite (www.nhdocjobs.com) providing all information about the Department of Corrections and opportunities to become a Corrections Officer. The website provides information about career advancement as well as other opportunities outside of the uniform ranks. Included on the website are videos of current employees being interviewed about their career in the Department of Corrections that have been consistently viewed by the website users. The recruitment microsite links applicants directly to the Recruiting Office for immediate contact via email as well as a phone call from a certified Recruiting Officer to answer questions and get any potential recruit started in the process. The goal is to have candidates for a Corrections Officer career in regular contact with a certified Recruiting Officer as a main resource to answer questions or concerns regarding the process and the career.

The new website went live in March 2018, and through June 30, 2018 the agency received over 500 contacts from interested candidates for Corrections Officer Trainee positions. The m5 marketing campaign can be credited for 22 hired Corrections Officer Trainees during SFY 2018 beginning their career with the NH Department of Corrections.

The Department of Corrections has continued all prior recruitment strategies to include speaking at colleges and high schools, attending career fairs, and consistently reviewing the recruitment process to lean the time frame while maintaining the professional integrity required of recruits for law enforcement positions. In addition, the Recruitment and Retention committee continues to hold regular meetings to review and brainstorm any ideas proposed to increase and maintain appropriate staffing levels.

Going forward, we will continue the aggressive digital campaign and update the current ads by including additional employees and adding more employee interviews to the microsite. As we increase the hiring of Corrections Officer Trainees, we will begin some additional focus on non-uniform position vacancies.

BREAKDOWN OF STATE CORRECTIONS PERSONNEL								
	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016	SFY 2017	SFY 2018
Executives	12	12	12	12	12	12	12	12
Managers/Administrators	38	30	29	27	27	26	27	27
Correction Officers	493	471	470	469	468	468	464	515
Probation/Parole Officers	70	70	70	70	70	70	69	72
Medical Personnel	66	62	62	62	61	61	61	65
Teachers/Instructors	29	24	24	24	23	23	24	29
Shop Supervisors/Tradesmen	60	62	62	62	63	64	63	69
Recreational Personnel	2	2	2	2	2	2	2	3
Clerical/Administrative	108	101	98	100	100	100	106	115
Correctional Counselor/Case Mgr	45	44	44	44	36	36	36	38
Psychological/Social Workers	24	20	20	20	29	29	29	29
TOTALS	947	898	893	892	891	891	893	974

RECRUITMENT TRACKING SFY 2018				
Position Type	HIRED	(TERMED)	(RETIRED)	Total Net Hired
Uniform	44	-13	-17	14
Civilian	46	-18	-26	2

RECRUITMENT TRACKING SFY 2017				
Position Type	HIRED	(TERMED)	(RETIRED)	Total Net Hired
Uniform	52	-22	-16	14
Civilian	28	-22	-16	-10

New Hampshire Department of Corrections

NHDOC 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.

