



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION

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3A MLC

Helen E. Hanks
Commissioner

Robin H. Maddaus
Director

May 28, 2021

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 plan for the State fiscal year ending June 30, 2020, prepared in accordance with the provisions of RSA 21-H:8 X.

EXPLANATION

This annual report outlines the comprehensive planning that occurred during the fiscal year to establish and achieve goals, objectives, advocate for resources, examine the current condition of the State's Corrections system and identify continued needs. In addition, this report highlights the accomplishments of the Department in State fiscal year 2020.

Respectfully Submitted,

Helen E. Hanks
Commissioner

New Hampshire Department of Corrections



2020
Annual Report



Integrity, Respect, Professionalism, Collaboration, Accountability

New Hampshire Department of Corrections Fiscal Year 2020 Annual Report

Governor

Christopher T. Sununu

Executive Councilors

Michael Cryans, District 1

Andru Volinsky, District 2

Russell E. Prescott, District 3

Theodore Gatsas, District 4

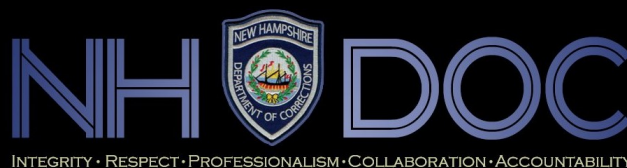
Debora Pignatelli, District 5

Commissioner

Helen E. Hanks

Assistant Commissioner

Benjamin R. Jean



This Annual Report was produced by the Commissioner's Office at the New Hampshire Department of Corrections, pursuant to RSA 21-H:8, for the State Fiscal Year beginning July 1, 2019 and ending June 30, 2020. This report is also available at www.nh.gov/nhdoc.

For further information please call 603-271-5602

Dedication

Chief Investigator Joel Dinsmoor

On June 26, 2020, Chief Investigator **Joel Dinsmoor** retired after 26 years of service to the NH Department of Corrections. Joel was part of Corrections Academy 47 and was first assigned to the Closed Custody Unit (CCU) at the NHSP-M. Over his career he worked his way up to Chief Investigator. His leadership was stellar and his positive attitude was infectious. Joel's legacy and work ethic will live on in those who had the pleasure of working with him. He will be deeply missed in the Department.



"Not only have the past 26 years of my career gone by so very fast, but they have been so rewarding as well. I have always been proud to say that I work for the New Hampshire Department of Corrections and that will never change. The department has made and incorporated so many positive changes over the years that not only the staff benefits from, but the communities as well. I know the future for the department is bright and I wish all the staff that are lucky enough to be employed here to take advantage of the many career opportunities the department has to offer."

~Chief Investigator Joel Dinsmoor



Table of Contents

Commissioner's Report	5
A Year in Review	6
Data Elements of Interest	50
NH Correctional Facility for Women (NHCFW)	61
Northern NH Correctional Facility (NNHCF)	62
NH State Prison For Men (NHSP-M)	63
Division of Community Corrections	64
Division of Medical and Forensic Services	67
Division of Professional Standards	76
Division of Administration	78
Division of Security & Training	80
Division of Field Services	81
Victim Services	82
Business Information Unit	83
Human Resources Bureau	84
Legislation	85
Challenges and Goals	86
Mission Statement	87
Organizational Chart	88

Commissioner's Report

The NH Department of Corrections has worked during SFY 2020 to continue to meet its goals of rehabilitation; safe and secure facility operations; support and public safety focused community supervision; and, alignment to best correctional practices in NH. SFY 2020 turned out to be a year this agency will never forget as we joined in an active response to COVID-19, a world-wide pandemic. Using our experiences with other infectious diseases, all areas of the agency adjusted operations to include the creation of routine intake screenings for COVID-19 of residents and staff; routine intake quarantine units with established quarantine periods with monitoring from healthcare staff; adjustments in internal movement procedures; adjustments in the delivery of programming and treatment; creation and operation of medical isolation; and, the procurement and deployment of personal protective equipment. All were elements to our success in fighting the first wave of the COVID-19 pandemic in our organization. All staff played a vital role.



**Commissioner
Helen E. Hanks**

Before COVID-19, we had other significant distinguishing events including having one of our own teachers within our Granite State High School be recognized as NH's Teacher of the Year, Kimberly Piper. A well deserved recognition of Ms. Piper but also a highlight of the dedication and hard work of our many educators who work with our residents to attain educational goals and job skills. The development of both are key elements to reduce recidivism and increase self-worth by empowering residents to apply for and attain careers post release that create an enhanced quality of life.

In December of 2019, [U.S. News ranked NH #1 in Crime and Corrections](https://www.usnews.com/news/best-states/rankings/crime-and-corrections). The crime and corrections rankings evaluated states on two general measures: their rates of both violent and property crimes, and their management of prison systems. The corrections measure examines the rates of incarceration and rates as differed between non-Hispanic and other groups. The NHDOC populations continued to decline in a 5 year review of total incarcerated state populations. The 2015 average physical population was 2,710 people, while in 2020 the average was 2,310 people. This decline is attributed to a reduction in new crime admissions as well as the reduction in probation violation admissions. We continue to see a static trend in parole violations, an area we will continue to analyze and assess for collaboration and implementation of interventions to successfully reduce incarceration while balancing public safety. Most parole violations continue to be related to substance abuse related activities.

Continued areas of focus for the agency will be recruitment and retention of staff, with a specific focus on retention of corrections officers; advancement of policies and procedures to align to correctional best practices; and, a review of physical plant infrastructure to ensure safe working environments for our staff and safe living environments for our residents. We are committed to advancing NH Correctional services to the betterment of the State of NH.

NH Department of Corrections

A Year in Review - SFY 2020

Director Level Changes



On May 20, 2020, **Nicole Plante** was confirmed by the State of New Hampshire Executive Council as warden of the New Hampshire Correctional Facility for Women (NHCFW).

Warden Plante began working in the field of corrections 19 years ago starting as a corrections officer and progressing to her prior position as major at the NHCFW.

Supporters of Warden Plante's confirmation noted her as an intelligent, hardworking, and dedicated individual. She has a driven work ethic, and puts forth 100% effort into everything she does. As warden for the 224-bed capacity NHCFW, she will continue the advancement of correctional and rehabilitative practices for women with a focus on addressing trauma and enhancing vocational and treatment programming to reinforce successful community reintegration upon release.

Read more about Warden Plante in the [Monadnock Ledger Transcript](https://www.ledgertranscript.com/Peterborough-s-Nicole-Plante-is-new-warden-at-New-Hampshire-State-Prison-for-Women-34484720):
<https://www.ledgertranscript.com/Peterborough-s-Nicole-Plante-is-new-warden-at-New-Hampshire-State-Prison-for-Women-34484720>

NH Department of Corrections

A Year in Review - SFY 2020

Director Level Changes

October 14, 2019



SWEARING-IN CEREMONY OF DIRECTOR OF FIELD SERVICES, ROBERT OXLEY



On October 14, 2019, **Robert Oxley** was sworn-in as the Director of Field Services by the Director of Professional Standards, Lynmarie Cusack, Esq. Director Oxley came to the Department with more than 30 years of law enforcement experience working for the Concord and Manchester Police Departments and most recently with the FBI in the position of Supervisory Special Agent. Director Oxley has a Bachelor's degree in Criminal Justice and has received awards for leadership and meritorious service.

His diverse experience in law enforcement, leadership, management, and budgeting, along with his ability and experience to plan and coordinate complex operations within safe and secure parameters, made Director Oxley an excellent addition as the head of Field Services.

NH Department of Corrections

A Year in Review - SFY 2020

Retirements

We would like to take a moment to recognize the below list of New Hampshire Department of Corrections employees who retired this fiscal year. Your service to the State of New Hampshire and this Department is commendable. Each of you made a difference and left your mark on this Department. Thank you for your service.

7/18/2019	Chabot, Philip	Carpentry Supervisor II
7/31/2019	Davis, Richard	Laundry Manager II
7/31/2019	Gosselin, Roger	Corrections Corporal
7/31/2019	Hardy, Richard	Corrections Sergeant
8/5/2019	Pelletier, Joseph	Supervisor I
8/29/2019	Newman, Mark	Corrections Corporal
9/26/2019	Malone, Rodney	Laundry Manager II
9/27/2019	Daniels, Glenn	Corrections Officer
10/15/2019	Sevier, Elmer Jr.	Corrections Sergeant
10/29/2019	Theriault, Bonnie	Corrections Officer
10/31/2019	Adams, George III	CC/CM
10/31/2019	Heinemann, Ronald	Corrections Officer
1/22/2020	Morin, Ann Marie	CC/CM
2/27/2020	Bowden, Brad	RN II
2/27/2020	Davis, Anne	Teacher III
2/28/2020	Cox, Wilbur	Pharmacist
3/26/2020	Glover, Dana	Corrections Officer
3/31/2020	Burgess, Alan	Supervisor II
4/15/2020	Carter, Patton	Program Assistant I
4/30/2020	Fortier, Joanne	Warden NH Correctional Facility for Women
4/30/2020	Gleason, Thomas	Corrections Corporal
4/30/2020	Keniston, Richard	Corrections Officer
4/30/2020	Limoge, John	Prison Shop Manager I
4/30/2020	Smith, Jason	Administrator III
5/28/2020	Teal, Jerry	Prison Shop Manager II
5/29/2020	Meeks, Jan	Administrative Secretary
6/25/2020	Roy, Rodney	Supervisor II
6/26/2020	Dinsmoor, Joel	Internal Affairs Investigator III

NH Department of Corrections A Year in Review - SFY 2020

Retirements



**Corrections Officer
Bonnie Theriault**



**Corrections Corporal
Mark Newman**



**Retirement Parade for Deputy Director of
Field Services Jason Smith**



**Corrections Corporal
Thomas Gleason**

NH Department of Corrections

A Year in Review - SFY 2020

Retirements



Joanne Fortier - 35 Years



On May 1, 2020, New Hampshire Correctional Facility for Women Warden **Joanne Fortier** retired after 35 years of service to the NH Department of Corrections. Joanne served many capacities throughout her career including:

- Corrections Officer
- Probation Parole Officer
- Chief Probation Parole Officer
- Assistant Director of Field Services
- Director of Community Corrections
- Warden of the NHCFW

"I firmly believe long term public safety is achieved by providing treatment, opportunity, encouragement and support for people to change their lives and not by punishment alone."

Joanne Fortier, Warden 2007-2020

NH Department of Corrections A Year in Review - SFY 2020

Retirements



Alan Burgess - 30 Years



John Limoge - 30 Years



Rodney Roy - 30 Years



NH Department of Corrections

A Year in Review - SFY 2020

Special Recognition

Kim Piper Stoddard, from our own Granite State High School, was selected as New Hampshire's 2020 Teacher of the Year. Each year, New Hampshire schools take part in the State and National Teacher of the Year Program. The National Teacher of the Year program, run by the Council of Chief State School Officers and presented by Voya Financial, identifies exceptional teachers in the country, recognizes their effective work in the classroom, amplifies their voices, and empowers them to participate in policy discussions at the state and national levels. In New Hampshire, Geskus Studios and Yearbook Publishing is proud to partner with the NHDOE to help sponsor the New Hampshire Teacher of the Year program. In receiving this award, Ms. Piper becomes New Hampshire's candidate for National Teacher of the Year, and will be representing New Hampshire at several National Teacher of the Year events throughout the year.



In October of 2019 Kimberly Piper Stoddard 2nd from the right was named the 2020 New Hampshire Teacher of the Year.

<https://manchesterinklink.com/2020-nh-teacher-of-the-year-is-educator-for-department-of-corrections/>

NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

Workforce Development

The NHDOC has continued to work on increasing vocational training and workforce development opportunities available to residents while incarcerated fully understanding that having the ability to acquire gainful employment upon release will aide in their ability to remain in the community successfully. The NHDOC continues to collaborate with employers on several grant proposals, including the NH Automotive Dealers Association, NH Manufactures Extension Partnership, NH Lodging and Restaurant Association, and NH Department of Transportation. Our collaboration and partnerships with these agencies continues to grow and develop.

Project Flagging Inc.

Project Flagging Inc. interviews applicants monthly from March to December and has offered approximately 50 positions to individuals preparing for release this year. Our Community Corrections Division is working to create a system that tracks the outcomes of these individuals post release.



New Hampshire Department of Transportation



The Division of Community Communications continued to build on SFY 2019's initiative to collaborate with the New Hampshire Department of Transportation (NHDOT). During SFY 2019 NHDOC and NHDOT collaborated to allow individuals at the Transitional Work Center to job shadow highway maintainers. This has allowed people participating in the program to gain useful industry skills to make them more employable for their transition back into the community. This collaboration fills challenging to fill State Job vacancies, and allows people who are incarcerated to get a job prior to their transition to parole supervision. As we began the second year of this program NHDOT facilitated a Management Roundtable discussion to discuss the program and share positive feedback. Currently NHDOT has employed three staff full-time from this program.



Photos: Two residents who have worked with the NHDOT from incarceration to full time employment.

NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

Workforce Collaborative Efforts

Commercial Drivers License (CDL) Programming

NHDOC collaborated with **Federal Motor Carrier Safety Administration** and the **United States Dept. of Labor (USDOL)** on how to strengthen our current NHDOC CDL program. The USDOL suggested that we use a pre-apprenticeship style program to link with private employers, as a pre-apprenticeship method is more flexible due to the shorter length of time for this program.

Manufacturing Industry

In SFY 2020, we worked with the Hypertherm Workforce Development Coordinator Matt McKenny to gain feedback regarding how NHDOC's workforce development expansion can include the manufacturing industry. This work will continue into SFY 2021.

NH Employment Security (NHES)

NHDOC collaborated with NHES to apply for two federal grant opportunities that would provide additional pre-employment services to incarcerated individuals. This work will continue into SFY 2021.

CORRECTIONAL INDUSTRIES



NH Correctional Industries (NHCI) currently 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 plates, signs and engraving, printing services, upholstery services and furniture refinishing. 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 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.



NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

NH Correctional Industries (NHCI)

As part of the initiatives to improve workforce development and programming, Correctional Industries transitioned from the Division of Administration to the Division of Community Corrections. This divisional restructure is another step towards the goal of increased vocational training and bringing more industry recognized certifications, in turn enhancing the integration of pathways to job skills, education, career opportunities, apprenticeships and workforce development.

Operationally, over the past few years we have been working to move the canteen operations under Correctional Industries. This year we were able to complete that process. We have contracted with a partner vendor, Union Supply Group, to assist with the canteen operations and improve efficiency. That partnership took effect in March of 2020 and we look forward to that being a great success.

Financially, Correctional Industries made tremendous improvements over the past two years. Revenue increased by approximately 5% to \$2,271,629. Overall Industries was able to cover over 98% of our expenditures with revenue generated from the sale of goods and services. Those expenditures consist of all staff salaries, equipment, supplies and manufacturing expenses. We continue to strive towards our goal of covering 100% of our expenses through generated revenues.

Fortunately, we were able to make all of these improvements even in the midst of the COVID-19 pandemic. While the pandemic precautions have reduced our workforce, and as a result our productivity we have had some bright spots. As part of the NHDOC's preparedness plans for the pandemic, the Industries furniture shops were converted from repairing furniture to manufacturing Personal Protective Equipment (PPE). The Upholstery shops in Concord and Berlin, combined with volunteer residents from the NH Correctional Facility for Women, produced over 5,000 cloth facemasks for residents and staff, and nearly 500 disposable gowns for the Department's security and medical staff. We continue to make adjustments as needed to help the Department and the state work through this challenging time.

For SFY 2021, we hope to continue to move forward. Our goals are to develop new training programs including a horticulture program in conjunction with the University of New Hampshire. We also plan to expand our Department of Labor Apprenticeship offerings across all facilities and to work within our new division to make all of our program offerings better.

The NH Dept. of Corrections offers seven US Dept. of Labor Apprenticeship opportunities through Correctional Industries: Machine Engraver, Furniture Upholsterer, Furniture Refinisher, Offset-Press Operator I, Hydraulic Press Operator, Production Finisher, Screen Printer.

In order to complete the USDOL's nationally recognized certification program, students must complete up to 8,000 hours of on-the-job training.

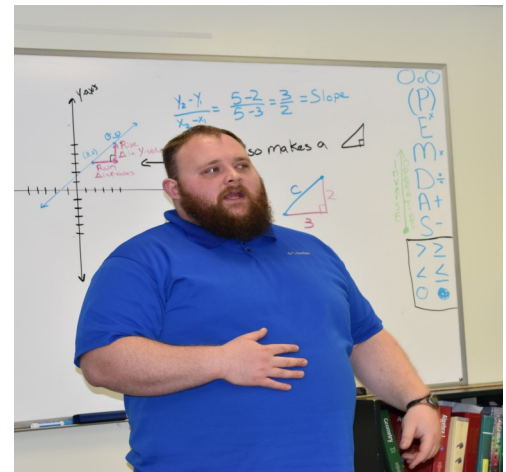


NH Department of Corrections Facility & Division Overviews

Resident Development

Educational Opportunities

Corrections Special School District (CSSD) is a unique entity that exists within the New Hampshire Department of Corrections. Because of the implementation of [RSA 194:60](#) in 2008, a school district was formed through an interagency agreement between the New Hampshire Department of Education and the New Hampshire Department of Corrections. CSSD includes Granite State High School (GSHS) and the Career & Technical Education Center (CTEC) and is available to residents at all three prison facilities.



NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

Educational Opportunities

Granite State High School



Granite State High School is a fully accredited program that offers a high school diploma upon completion of required courses and is offered at all three NH correctional facilities. Students attend classes in person with certified teachers, and is offered at all three NH correctional facilities.

Granite State High School runs 11-week semesters with a two week break in between semesters year round. Students have multiple classes to choose from each semester.

In SFY 2020, each education Department collaborated to create an educational pathway to meet graduation requirements. When a student enters the school district, guidance will meet with the student and list each class with specific date, time, teacher and when it will be offered to determine a specific graduation date. The guidance department 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.

The CSSD continued to facilitate formal studies at the post-secondary level via New England College at NHSPM. Post-secondary educational opportunities are offered at all facilities on a year-round basis.

In SFY 2020 Granite State High School provided 248 intake assessments and 170 Tests of Adult Basic Education (TABE). In addition, 19 students passed the HiSet (High School Equivalency Exam) and twenty-seven (27) students were awarded their high school diploma.

SFY 2020 Education Highlights

1. Completed open house for Public Schools and County Facilities in Education
2. Set up Business and Auto mechanics CTE Advisory Boards
3. Received Perkins Grant which provided new text books and programs for school district
4. Received the Title I Grant
5. Received a WIOA Grant
6. Staff Promotions: Mark Latorella, Kim LaDuke, Kim Piper, Scott Johnson
7. The Corrections Special School District's (CSSD) Workforce Innovation and Opportunity Act (WIOA) grant continued to fund the Commercial Driver's License (CDL) program.
8. Began a partnership with Casella Waste Systems. Casella Waste Systems is also working with the CDL program to identify and onboard suitable candidates for their Driver Apprenticeship Program.

NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

Educational Opportunities

Career and Technical Education Center



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. All interested students meet with the Guidance staff who guides them through identifying their occupational interests, assessing their readiness, and facilitating their program enrollment.

The Division of Community Corrections has worked with local organizations throughout SFY 2020 to develop a framework for an NHDOC Cosmetology Program. A budget was developed by a Cosmetology Instructor at Manchester School of Technology. The State's Cosmetology Board is in favor of allowing program participants to earn hours towards licensure as the program follows an industry standard curriculum, and funding for the cosmetology program has been submitted as part of a Carl Perkins Grant. The school district has also been approved by the New Hampshire Board of Barbering, Cosmetology, and Esthetics to receive a license and be identified as a School of Cosmetology at the NHCFFW. The program will be facilitated by Instructor Sarah Joe.

The CTEC is now also offering the ability for the students to receive training in advanced Microsoft Applications that will lead to a Microsoft certification.



Building Trades Program



Future home of the NHCFW Cosmetology Program

NH Department of Corrections A Year in Review - SFY 2020

Resident Development

Educational Opportunities

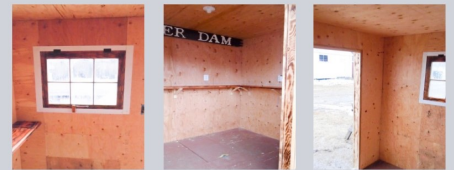
Career and Technical Education Center



Culinary Arts Program at NHCFW

CTEC Certification Courses

- Business and Computers
- Marketing, Sales & Service
- Information Technology
- Hospitality & Tourism
- Automotive Technology Repair
- Introduction to the Workforce Program
- Culinary Arts
- Building Trades



NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

Programming - Choose Love

In SFY 2020, the Division of Community Corrections started a collaboration with the creator of the Choose Love movement, Scarlett Lewis, to introduce the Choose Love program to NHDOC staff and work on how to use the curriculum in a prison setting. NHDOC staff joined the Sununu Youth Center staff for a presentation of Choose Love programming and training. We are continuing work on this project, and anticipate being able to bring this curriculum and program to NHDOC residents in SFY 2021.

Scarlett Lewis, the mother of Jesse Lewis, her six-year-old son who was killed in the Sandy Hook mass shooting, spoke to 24 women at the New Hampshire Correctional Facility for Women (NHCFW) and described how social-emotional learning can be the path towards enhancing our emotional intelligence and proactively preventing violence.

Lewis stated that 30-50 percent of people have dealt with adverse childhood experiences (ACEs). Through the Choose Love program, we have the ability to change negative thinking patterns into positive ones. "It's a cycle," Lewis stated. "Thoughts impact our feelings which impact our behavior." She challenged the group to change one angry thought each day with a positive one.



NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

Programming - Moral Reconciliation Therapy (MRT)

In SFY 2020, we received RSAT grant money in order to bring a new program, Moral Reconciliation Therapy (MRT), to minimum security residents. Thirteen Community Corrections staff members received MRT training in December 2019 with program implementation planned at NHCFW, NNHCF & Community Corrections facilities.

MRT PROGRAMS



Moral Reconciliation Therapy-MRT® is an effective systematic, cognitive-behavioral approach that treats a wide range of issues including substance abuse, domestic violence, trauma, parenting, job skills, and other issues. The programs are implemented in groups utilizing workbooks directly targeting specific issues. CCI is the sole source of MRT workbooks and MRT training. We provide consultation to numerous treatment agencies.

Source: <https://www.ccimrt.com/>



NH Department of Corrections A Year in Review - SFY 2020

Resident Development

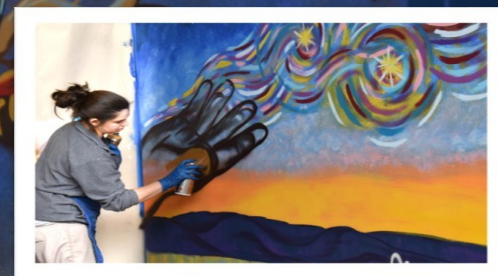
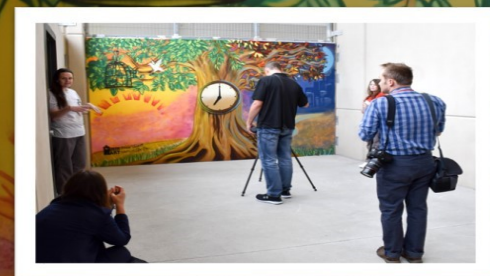
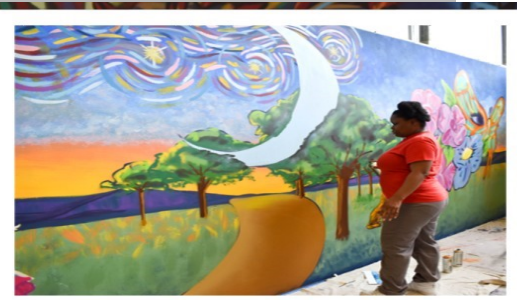
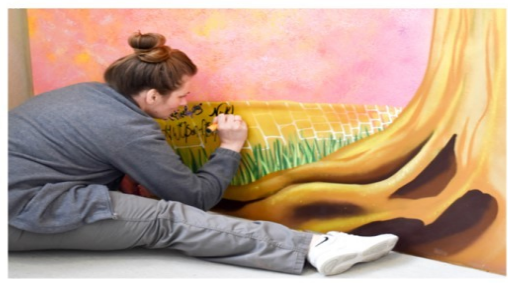
Programming - Art

In 1979, the New Hampshire State Council on the Arts' Percent for Art Program was enacted through [RSA 19-A:9](#), which dedicated ½ of 1 percent of the cost of construction of new state buildings to be held for the acquisition or commission of artwork. The New Hampshire Correctional Facility for Women (NHCFW) in Concord, completed in 2018, has allocated \$75,000 towards this art fund.

The NHDOC, in partnership with the NH State Council on the Arts, directed some of the funds towards a teaching art project. Manny Ramirez, with Positive Street Art in Nashua, has been creating professional graffiti murals for 10 years. He taught spray-painting techniques to female residents at the NHCFW for this project.

They designed and created using the spray painting techniques they learned to complete murals in the Reception & Diagnostic (R&D) yard and the Secure Management Unit (SMU) yard, with the goal of creating a therapeutic and calming space for residents.

Nicole, 37, has been incarcerated for the past 3 years. She said this week has been, without question, the best since she arrived to prison. "Art therapy is the best therapy," she said.



NH Department of Corrections

A Year in Review - SFY 2020

Resident Development

Programming - Focus Unit

September 11, 2019, the New Hampshire Department of Corrections opened the final unit of the Focus Unit expansion at the New Hampshire State Prison for Men (NHSP-M) in Concord. The Focus Unit is an 80-bed tier which serves as a modified therapeutic community inside the prison, specializing in substance use disorders. With the NHSP-M expansion, the Focus Unit is now in all three NHDOC prison facilities.



A resident accepted to the Focus Unit shows off his red band, representing the beginning stage of the program.



Deputy Director of Forensic Services, Heidi Guinen, speaks to NHSP-M Citizens Advisory Board, staff members and residents at the newly implemented Focus Unit.

In 2014, the Focus Unit began as a 68-bed tier at the Northern New Hampshire Correctional Facility (NNHCF) as a response to the increase in positive urinalysis tests, and the prevalence of substance use disorders in facilities.

In 2018, the dual-purpose Focus and Wellness Unit opened in the new women's facility in Concord. In the Department's review of prevalence rates among behavioral health diagnoses for women incarcerated in NH, there is a higher prevalence of co-occurring diagnoses, highlighting the need to treat both disorders simultaneously.

The Focus Unit integrates evidence-based practices through group treatment and peer mentoring to help those struggling with substance use disorder work toward recovery. Important themes of the curriculum include motivational strategies, alcohol/drug refusal skills, relationship repair, communication skills, anger management, problem-solving and long-term abstinence and recovery skills.

Heidi Guinen, the Deputy Director of Forensic Services, says an important part of the Focus Unit is the tiered-system concept - identified by different colored armbands that correspond to the accomplishments each resident achieves in his/her recovery process as they complete the phases of treatment in the Focus Unit. Ms. Guinen stated, "I am proud to be a part of the energy residents show when they are beginning to tackle the challenges of their struggles with substance use disorder and watching their growth and personal change." She further shared that the dedicated staff supporting these residents are committed to the work it takes to make a difference in these men and women's lives.

NH Department of Corrections

A Year in Review - SFY 2020

Reducing Recidivism

State Opioid Response Grant (SOR)

In SFY 2020, the SOR Grant fully staffed and continued to provide targeted case management services to identified Substance Use Disorder (SUD) individuals releasing from correctional facilities, for 12 months post release. SOR Grant staff also continued to train individuals regarding the use of Naloxone kits and how they can obtain one during their release to parole supervision. Reentry care coordinators are working in facilities as well as in NHDOC district offices in order to assist in removing barriers to treatment for individuals who are navigating the healthcare system.

Month/ Year	Released # of Individuals receiving targeted case management (Females)	3 Month	6 Month	9 Month	12 Month
July 2019	10	9	9	9	N/A
Aug 2019	6	4	4	4	N/A
Sept 2019	11	9	8	8	N/A
October 2019	10	9	8	N/A	N/A
November 2019	12	10	10	N/A	N/A
December 2019	7	6	6	N/A	N/A
January 2020	12	11	N/A	N/A	N/A
February 2020	6	5	N/A	N/A	N/A
March 2020	7	5	N/A	N/A	N/A
April 2020	4	N/A	N/A	N/A	N/A
May 2020	4	N/A	N/A	N/A	N/A
June 2020	6	N/A	N/A	N/A	N/A
Totals	95	68	45	21	N/A
Percentage in Community		68 of 81 = 83%	45 of 56 = 80%	21 of 27 = 77%	N/A

Month/ Year	Released # of Individuals receiving targeted case management (Males)	3 Month	6 Month	9 Month	12 Month
August 2019	30	28	26	26	N/A
September 2019	32	26	24	24	N/A
October 2019	32	25	21	N/A	N/A
November 2019	21	20	20	N/A	N/A
December 2019	36	32	30	N/A	N/A
January 2020	25	25	N/A	N/A	N/A
February 2020	10	10	N/A	N/A	N/A
March 2020	2	2	N/A	N/A	N/A
April 2020	3	N/A	N/A	N/A	N/A
May 2020	4	N/A	N/A	N/A	N/A
June 2020	12	N/A	N/A	N/A	N/A
Totals	207	168	121	50	N/A
Percentage in Community		168 of 188 = 89%	121 of 151 = 80%	50 of 62 = 80%	N/A

NH Department of Corrections

A Year in Review - SFY 2020

Reducing Recidivism

State Opioid Response Grant (SOR)

In SFY 2020, 1,219 Naloxone kits were offered to residents pre-release with 876 being accepted and distributed. The distribution of naloxone, an opioid antagonist used to temporarily reverse the effects of an opioid overdose, is a commonly used harm reduction principal to support people to continued recovery. The U.S. Surgeon General advises that those recently released from incarceration with a history of opioid misuse or opioid use disorder are at elevated risk for an opioid overdose and should be provided access to Naloxone.

Report Month	Report Start Date	Report End Date	Offer Female Count	Offer Male Count	Total Offer Count	Accepted Female Count	Accepted Male Count	Total Accepted Count	Declined Female Count	Declined Male Count	Total Declined Count	Total Kit Accepted: Facility	Total Kit Accepted: Field Services
7/1/2020	6/1/2020	6/30/2020	11	40	51	8	30	38	3	10	13	37	1
6/1/2020	5/1/2020	5/31/2020	4	37	41	4	30	34	0	7	7	32	2
5/1/2020	4/1/2020	4/30/2020	16	60	76	13	48	61	3	12	15	61	0
4/1/2020	3/1/2020	3/31/2020	9	51	60	9	42	51	0	9	9	47	4
3/1/2020	2/1/2020	2/29/2020	19	97	116	13	84	97	6	13	19	86	11
2/1/2020	1/1/2020	1/31/2020	15	68	83	12	50	62	3	18	21	50	12
1/1/2020	12/1/2019	12/31/2019	18	88	106	17	64	81	1	24	25	81	0
12/1/2019	11/1/2019	11/30/2019	26	86	112	19	53	72	7	33	40	72	0
11/1/2019	10/1/2019	10/31/2019	60	234	294	38	124	162	22	110	132	162	0
10/1/2019	9/1/2019	9/30/2019	21	71	92	17	55	72	4	16	20	72	0
9/1/2019	8/1/2019	8/31/2019	14	93	107	12	72	84	2	21	23	84	0
8/1/2019	7/1/2019	7/31/2019	13	68	81	9	53	62	4	15	19	62	0
TOTAL \$			226	993	1219	171	705	876	55	288	343	846	30



NH Department of Corrections

A Year in Review - SFY 2020

Keeping Contraband Out of Our Facilities

Investigations Team

The Investigations Bureau, under the Division of Professional Standards, provides investigative services to all facilities where criminal conduct has occurred or is suspected. This includes, but is not limited to: assaults, introduction of contraband, and escapes. The Investigations Bureau also deploys four K-9 teams to help prevent the introduction of contraband, such as drugs and cell phones from entering the facilities through entry points such as the visiting room and the warehouse.



In SFY 2020, NHDOC investigators and other correctional staff worked to intercept drugs and other contraband attempted to be smuggled into the prison through the visiting rooms and by other means.

A total of 48 Delivery of Articles cases have been investigated, 10 of which have been forwarded to the county attorneys in both Coos County and Merrimack County for indictment/prosecution.

Cell Phone	1
Fentanyl	2 grams
K2	14 pages
Marijuana	21.9 grams
Methamphetamine	6.5 grams
Seroquel	20 pills
Shanks	2
Suboxone	608 strips (Estimated)
Subutex	4 pills
Syringes	2
Tobacco	56.69 grams

NH Department of Corrections

A Year in Review - SFY 2020

Keeping Contraband Out of Our Facilities

Investigations / K-9 Teams



Photo from left to Right: K9 Ryker, K-9 Oakley, K-9 Dutch, K-9 Bonny

During SFY 2020, the investigations and K-9 teams were instrumental in removing a multitude of illicit substances and other contraband from various NHDOC facilities, as well as during Field Services home visits.

Illicit substances and contraband seized included marijuana, methamphetamine, Suboxone, K2, and cell phones.



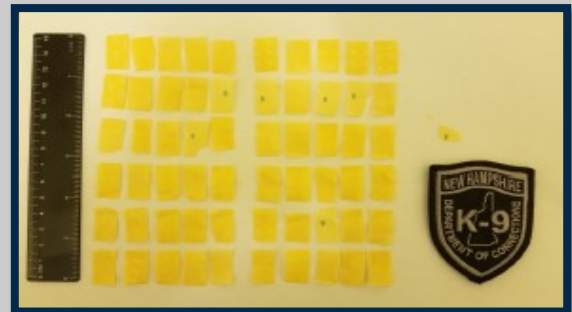
NH Department of Corrections A Year in Review - SFY 2020

Keeping Contraband Out of Our Facilities

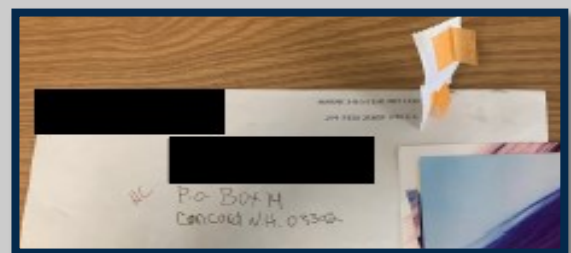
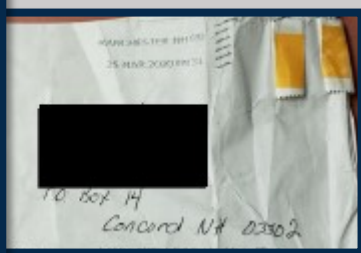
Investigations / K-9 Teams



Suboxone found hidden in the Hobby Craft area at the New Hampshire State Prison for Men.



Suboxone found concealed in the mail entering the New Hampshire State Prison for Men.



Methamphetamine found concealed on a New Hampshire State Prison for Men resident.



NH Department of Corrections A Year in Review - SFY 2020

Recruitment and Retention

Marketing Campaign

The NHDOC continues to forge ahead with the aggressive marketing campaign designed through our contract with **m5 Marketing Communications**, implemented to recruit qualified candidates for our corrections officer vacancies. The campaign has been instrumental in rebranding the New Hampshire Department of Corrections as a career of choice in the law enforcement field, and is credited for leading an abundance of candidates to our recruiting door.

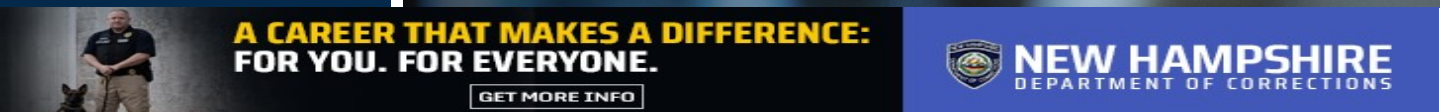
From July 1, 2019 – June 30, 2020, **35** corrections officer recruits were successfully hired.



Additional Recruitment Efforts

NHDOC representatives were present at **41 job fairs and public events** throughout the year. These are opportunities for those interested in corrections careers to learn about the different fields and divisions that make up the Department.

A screenshot of the New Hampshire Department of Corrections website. The header includes the logo and navigation links: "CAREERS IN CORRECTIONS", "WHY BECOME A CO", "CIVILIAN POSITIONS", and "APPLY". A yellow banner reads "WE ARE CURRENTLY HIRING. APPLY NOW." Below this is a large video player with the text "TAKE CONTROL OF YOUR LIFE" and "and become a Corrections Officer". A "WATCH VIDEO" button is visible. The video content shows Commissioner Hanks on a staircase, with a caption: "Commissioner Hanks discusses job opportunities within the Department of Corrections." The video player shows a progress bar at 00:06.



NH Department of Corrections

A Year in Review - SFY 2020

Recruitment and Retention

Sharing What We Really Do

The Department continued to work hard at sharing with the public what a career in corrections is really like as well as the important work we do. That was done in a variety of ways, from sharing videos on social media, attending High School and College Career fairs, and offering tours to both High School and College Students.



<http://nhdocjobs.com/>

NH Department of Corrections

A Year in Review - SFY 2020

Awards and Recognition

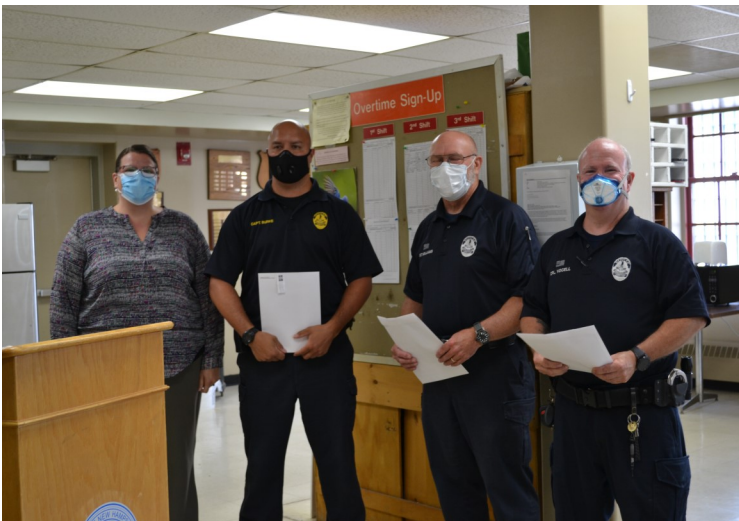
With more than 800 full-time staff, the NHDOC is proud of the accomplishments of its employees dedicated to the mission of the Department, and the continued advancement of corrections as a motivating agent for change. Throughout the year, security and civilian staff are recognized for the extraordinary work they do. Their professionalism, quick-thinking and attention to detail has saved lives on many occasions.

Team Commendation Award Recipients

Burke, Gary	Corrections Captain
Obi, Franklin	Corrections Corporal
Gammella, Pablo	Corrections Officer
Holland, Raymond	Chief PPO
Vocell, Edward	Corrections Corporal
Williams, Gerald	Corrections Sergeant

Life Saving Award Recipients

Brodeur, Roger	Corrections Officer
Brown, James	Corrections Lieutenant
Brown, Michael	Corrections Sergeant
Copp, Tyler	Corrections Sergeant
Lamontagne, David	Corrections Officer
Leinson, Andrew	Corrections Officer
Vaher, Arnold	Corrections Officer



In January 2020, While monitoring the residents, staff was alerted that a resident was choking. Staff then proceeded to perform abdominal thrusts on the resident. The blockage was dislodged and the resident regained his ability to breathe.

In January 2020, staff at the NHSP-M were alerted to a fire alarm in a South Unit Room. Security staff responded without hesitation or reservation. Officers attempted to extinguish the fire before the fire department arrived. Security staff were able to clear the room and were successful in extinguishing the fire. As a result of their teamwork no one was injured.



NH Department of Corrections

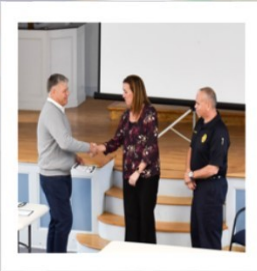
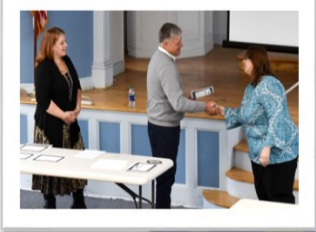
A Year in Review - SFY 2020

Awards and Recognition

Awards presented by our **Bureau of Business Information and Technology** to supporting employees and agencies for their help and support during the implementation of VOIP.

September 30, 2019

Awards were presented by Ransey Hill and Linda Socha to vital staff, facilities and agencies involved with the NHDOC implementation of VOIP. The massive project took eight years from start to finish and involved the collaboration of all facets of the Department as well as supporting agencies.



Award Recipients

Facilities

NH Correctional Facility for Women
(Goffstown and Concord)
Northern NH Correctional Facility (Berlin)
NH State Prison for Men
Community Corrections
Field Services – Probation/Parole Offices

Logistical Services

Maintenance

NHSPM
NCF
NHCFW

Warehouse

Phone Directories

Gina Alosa
Donna Gunby
Kathleen Fisher

Network Operations

Telecommunications

Regional Support Services

Helpdesk

IT @ DOC

NH Department of Corrections A Year in Review - SFY 2020

Awards and Recognition

Kristina Toth of the Family Connections Center was presented the Chamberlain Award.

Family Support New Hampshire 2019 Award Winners

Chamberlin Award

The Dr. Robert Chamberlin Award recognizes an individual's outstanding work, vision, passion, dedication and leadership in support of the children and families of NH.

Kristina Toth

For over 20 years, Kristina Toth has been the backbone to the Family Connections Center, a family resource center uniquely located within the three NH State Prisons. The mission statement of the program is to strengthen the connection between incarcerated parents and their families while facilitating ties to their communities through education and support. Kristina embodies this mission everyday inside and outside of her role at the Family Connections Center. We are pleased to honor all of Kristina's work this year with the Chamberlin Award.



NH Department of Corrections

A Year in Review - SFY 2020

Awards and Recognition

In December 2019, Danielle Mellor, CTRS/L, Recreational Therapist II at the Secure Psychiatric Unit (SPU), was selected to receive a scholarship from PeaceLove to become a PeaceLove CREATOR! The scholarship will cover the cost of the training, supplies and ongoing support for the next year!

Danielle will join an impressive list of 153 CREATORS in 27 states!

This PeaceLove scholarship (in partnership with Equitas Entertainment) is specific to serving incarcerated populations and will fund ten new CREATORS!



The CREATORS Program equips frontline professionals to deliver our expressive arts curriculum to their communities. Facilitators work directly with individuals, families, and groups throughout the country to help them achieve improved mental health and better quality of life through artistic expression. After receiving training, CREATORS deliver ongoing workshops consisting of visual arts, storytelling, sound, and movement with the purpose of providing new resources and skills to achieve mental wellness.

For more information about PeaceLove, go to www.peacelove.org

For more information about PeaceLove, go to www.peacelove.org

NH Department of Corrections

A Year in Review - SFY 2020

Awards and Recognition

Longevity Recognition

Name	Years	Name	Years	Name	Years
DEMEROTO, VICTOR	10	ASH, PETER	20	MCFARLAND JR, EDWARD	20
GOODRICH, CLARKE	10	BERWICK, SHANON	20	MILLER, MICHAEL	20
LAROCHELLE, CYNTHIA	10	BETTEZ, JEFFREY	20	MOORE, GREGORY	20
SHARICH, TIMOTHY	10	BETTEZ, KEITH	20	MORIN, ANN MARIE	20
ANDERSON, LISE	15	BINETTE JR, ANDRE	20	MORRISSEY, ANGELA	20
ARMSTRONG II, JOHN	15	BURDICK, DAVID	20	NEWTON, SCOTT	20
BASHAW, ROB	15	CASTELLANO, MARK	20	OSWALD, ALBERT	20
BILODEAU, ADAM	15	COFFEY, DANIEL	20	PELLETIER, JESSICA	20
BIRON, MICHAEL	15	CORMIER JR, RONALD	20	PERREAULT, SUSAN	20
BURRIS, DAVID	15	COTE, PAUL	20	POULIN, YVON	20
CARUSO, JASON	15	CROTEAU, KEITH	20	RUSS, JENNIFER	20
CASE, DANIEL	15	DANIELS, GLENN	20	SEVIER JR, ELMER	20
DIPIETRO, LORI	15	DARRAH, JASON	20	ST GERMAIN, ASHLYN	20
FERRON, GARY	15	DELORENZO, TINA	20	THAGOURAS, SOTIRIOS	20
GOULETTE, RYAN	15	DOWNING, DENISE	20	THERIAULT, BONNIE	20
HARKINS, ROBIN	15	DUBE, DENIS	20	THERIAULT, MARC	20
HEMMERLEIN, KAREN	15	EASTMAN, ANGELA	20	VALENTI, KEVIN	20
HOYT, DANA	15	EASTMAN, SERENE	20	WATSON, JAMES	20
IRIZARRY, JOSEPH	15	FALARDEAU, LINDA	20	WATSON, SCOTT	20
LAFLAMME, JOSHUA	15	FORD, PATRICIA	20	WEAVER, JAMES	20
LANDRY, RYAN	15	FOSTERLING, KELLY	20	YOUNG, JEFFREY	20
MAGNELL, BRIAN	15	GAUTHIER, RICHARD	20	BARBARO, ERIC	25
MARQUIS, NATHAN	15	GLOVER, DANA	20	CLARK, STEVEN	25
NEWCOMB, ANDREW	15	GOSELIN, ROGER	20	GAUNTT, NATHAN	25
ORLANDO, CRAIG	15	GOYETTE, JASON	20	GUNBY, DONNA	25
O'ROURKE, LIELL	15	GREEN, DEBORAH	20	HANSON, JONATHAN	25
OSGOOD, JASON	15	HAMEL, CHRISTOPHER	20	HARDY, RICHARD	25
REGAN, CHRISTOPHER	15	HEINEMANN, RONALD	20	LAVALLEE, WILLIAM	25
ROSE JR, DONALD	15	ISABELLE, STEPHEN	20	MASSE, JOHN	25
SHEEHY, ELIZABETH	15	KENISTON II, RICHARD	20	MCCOOLE, ANNMARIE	25
THIMBA, JOHN	15	LAMONTAGNE, CHRISTOPHER	20	SHAW, MICHAEL	25
WALSH, BRANDON	15	LOGAN III, FRANK	20	BURGESS, ALAN	30
WHALEY, DIANE	15	LYDICK, GARY	20	GLEASON, THOMAS	30
WHITING, TARA	15	LYONS, JEFFREY	20	LEEKA, JOYCE	30
ADAM, BRENDA	20	MATHEWS, GLENN	20	LIMOGE, JOHN	30
ADAMS III, GEORGE	20	MCCANN, MICHAEL	20	NOLIN III, RAYMOND	30

NH Department of Corrections A Year in Review - SFY 2020

Philanthropy

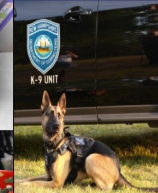
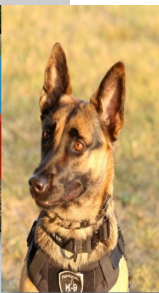
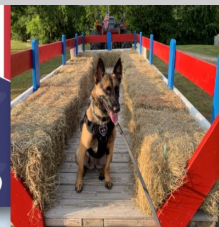
Throughout SFY 2020, employees participated in several philanthropic events to give back to the community. Staff volunteered for the New Hampshire Special Olympics' Fueling for Dreams. They also coordinated a blood drive for the American Red Cross, sponsored children through Operation Santa Claus, manned the phones at the Lakes Region Children's Auction during the holiday season and ran a drive collecting items for those in need with all items being donated to local organizations. They also created a team, raised money and lead off the "Walk a Mile in her Shoes" event in Downtown Concord, NH that raises money and awareness for Domestic and Sexual Violence.



*Spirit of Giving
Donation Drive*



Crisis Center of Central New Hampshire, Concord, NH



K-9
Oakley and Investigator Darrah got to hang out at the National Night Out event in Pittsfield with the local Police Department on Tuesday! Oakley even got her first Hay Ride!



New Beginnings, Laconia, NH

**NH STATE
EMPLOYEES'
CHARITABLE
CAMPAIGN**



\$312,000

Commissioner Hanks made the opening remarks at the annual SECC wrap up luncheon where she announced that this years NH State Employees generously donated \$312,000 for NH non profits! A sincere THANK YOU to our NHDOC employees who contributed to that amazing number!



NH Department of Corrections A Year in Review - SFY 2020

Philanthropy

**Special
Olympics**
New Hampshire

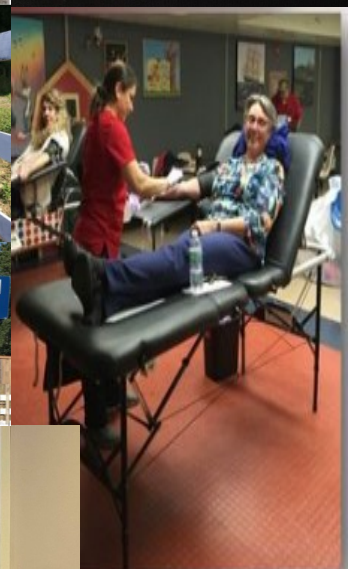


MERRIMACK COUNTY
GRANITE UNITED WAY
DAY OF CARING



A DAY TO GIVE BACK TO
THE COMMUNITY YOU LOVE

Day of caring is about mobilizing the caring power
of people in our community! Shifts are available
9am - 12pm, 1pm - 4pm or all day (9am - 4pm)



NH Department of Corrections A Year in Review - SFY 2020

Philanthropy

Throughout SFY 2020, residents also participated in several philanthropic events to give back to the community.

October 16, 2019
Breast Cancer Walk NHCW-W

\$171.00
RAISED



The residents participated in the Making Strides Against Breast Cancer Walk, raising \$171.00 to donate to the cause.

The residents in the Wellness unit of NHCW made items to be donated to Birch House Domestic Violence shelter, a cause they chose together.

In three weeks time, they made 9 adult hats, 11 kids hats, 12 baby hats, 4 adult hat and mitten or hat and scarf sets, 5 kids hat and mitten sets, and 4 baby hat and mitten sets.



NH Department of Corrections A Year in Review - SFY 2020

Philanthropy

Throughout SFY 2020, residents also participated in several philanthropic events to give back to the community.

Our residents at NHSP-M and NNHCF made and donated over 400 cards to CHaD!










(Children's Hospital at Dartmouth-Hitchcock)

2019
Cards For Kids @ CHaD
Card Drive

In the spirit of giving, the RCC's Lifers & Long-Term subcommittee created the Cards For Kids drive with the sole purpose of putting a smile on the kids of CHaD faces.

The drive was a phenomenal success with over
~ 400 ~
cards being donated to the kids and families of CHaD!

The Lifers & Long-Term subcommittee would like to send out a huge
THANK YOU!
to all of the volunteers who donated time and materials to the inaugural NHSP Cards For Kids drive.


NH Department of Corrections

A Year in Review - SFY 2020

Residents Helping our Communities

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 to include a NNHCF work crew. Corrections Sergeant Johnson and his team of certified corrections officers are now able to provide supervised work crews all over NH. They have helped at schools, churches and fire stations, and assisted at a variety of non-profit organizations throughout the state.

The residents learn valuable skills while participating in this program that they will use when they return to their communities. As a result of their professionalism and their ability to complete large tasks, the program now has a waiting list of community partners looking to utilize this service. The officers' who oversee these crews 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 great sense of pride and feeling of giving back to their community.



Officer Johnson,

I just wanted to take this opportunity to again thank you and the members of the painting crew. Since the painting of the Park Street Station is complete, I can't tell you how many compliments I have received on the great job that the men did. What a dramatic change! I know that the opportunity that the work environment given to the inmates chosen by you is helping to give them the knowledge, skills, and abilities that will help them to be productive and successful once they are released. I would not hesitate to recommend your program to anyone. I believe you and the program provide a great asset to the community. I look forward to working with you in the future.

Sincerely,

Michael W. Sitar, Jr., MPA, CFO, EFO

Fire Chief - Tilton-Northfield Fire and EMS

NH Department of Corrections

A Year in Review - SFY 2020

Residents Helping our Communities



CANTERBURY POLICE DEPARTMENT

PO BOX 120
26 BAPTIST ROAD
CANTERBURY, NEW HAMPSHIRE 03224
TEL: (603) 783-0433
FAX: (603) 783-0355

Michael Labrecque
Chief of Police

Officer Dana Johnson
NH State Prison
Concord, NH 03301

RE: Work done @ Canterbury P.D.

Dear Dana,



We would like to send our sincere appreciation for the work you and your crew performed at the Safety Center. You did an outstanding job with both the landscaping and painting of the building. The front of the Safety Center looks a hundred percent better. The Town Administrator and Board of Selectmen also liked the work you did, they appreciated you painting the trim on the One Room Schoolhouse.

Your crew was always working with a positive attitude, they were very respectful and polite. They opened a town employees (Rich) eyes, he admitted that he did not know what to expect and was nervous when he first found out that he was going to be running equipment for and working with inmates. After a short period of time he was very comfortable working with them, he told me how polite and hardworking they were, and now has a different opinion of inmates. Knowing Rich, he has told many people about the positive interaction.

You have a great program; it not only helps the inmates learn new skills and shows them positive interaction with communities. It also shows communities that even people who have made mistakes, can make positive changes in their lives. Keep up the good work and please reiterate to the guys our thanks.

Sincerely,

Lieutenant Michael Crockwell

NH Department of Corrections A Year in Review - SFY 2020

Residents Helping our Communities



Dear Officer Johnson,

In a season of thankfulness and giving, we wanted to give sincere thanks to the DOC for the team of workers that come to the Sanctuary in Gilford each week.

Their exuberance to work, and to do things in excellence is commendable, and we admire the way Officer Lee oversees this team in training them to do things correctly but also with a fathering heart of desire to see these young men succeed in their future.

We have been so blessed to have them working alongside of us in making this place beautiful throughout the holidays for all who come to receive ministry, but also year round in maintaining the beauty and character of this 1773 farmhouse, that will serve the public for years to come.

Thank you again, and Merry Christmas to you all!
Barbara Arbo
NESanctuary@gmail.com



Warden,

I just wanted to take a minute to thank you for the use of the Resident work crews this fall to help the Milan All Weather Riders Snowmobile club. Since mid-September Officer Donnelly coordinated with Officer King to clear brush on our trail system which is also shared by the Androscoggin Valley 7 ATV club. This brush cutting not only helped our clubs, but the State Bureau of Trails since they maintain a portion of trail as well. They worked in some areas to remove large boulders kicked up by ATV's that would create hazards for snowmobilers.

The crews also dug holes and installed over 20 - 4x4x10 posts at trail junctions, creating permanent markers to be shared by all clubs. The MAWR spent approximately \$500 on new signage through NHCI that the crews helped install. One of the biggest accomplishments was the clearing a quarter mile of road in order to fit our new groomer through, essentially creating a new interstate trail that crosses into the Upton, Maine area. This far, they have volunteered over 200 man hours to our trail system which has put us in a great position to start the riding season. Without their help, some trails would undoubtedly remain closed until our small group of volunteers could work to get them cleared.

We hope that this crew will be available next year as there is always more work to do! Thanks.

T. Coulombe
VP, MAWR

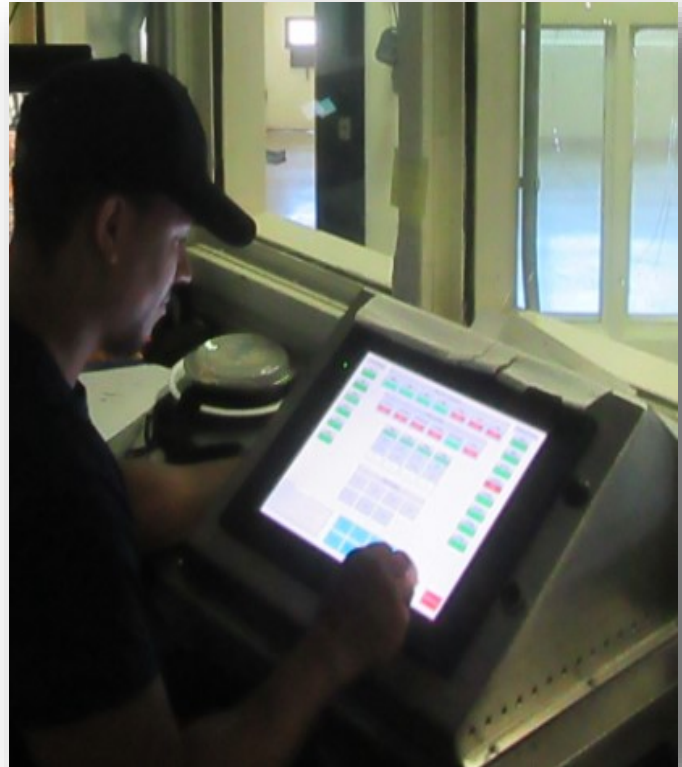


NH Department of Corrections

A Year in Review - SFY 2020

Capital Improvements

The NHDOC's logistics team, in collaboration with security staff and contractors, facilitated the process for numerous capital projects in SFY 2020. Unfortunately many of these projects needed to be put on hold due to the COVID-19 pandemic. They were however able to fully complete the replacement of the control room panels in the Special Housing Unit at the New Hampshire State Prison for Men in Concord. Maintaining critical infrastructure at our facilities continues to be a priority for our department.



SFY 2018-2019 Approved Capital Budget Requests

- Transitional Work Center - Complete Bathroom Replacement **\$500,000**. *On hold-Covid-19*
- Repair Bathroom Floors - Med Custody North & Med Custody South **\$650,000**. *Ongoing project*
- Elevator Replacement **\$825,000**. **Completed SFY2019**
- SHU Door Control Software (NHSP-Men) **\$450,000**. **Completed in FY 2020**
- Door Replacement (NHSP-Men) **\$101,000**. *Going out to bid.*
- Electronic Controls and Security Camera Installation **\$625,000**. *Reviewing bid*
- Body Alarm/Man Down System (NHSP-M) **\$2,000,000**. *Reviewing bid*

Total state appropriation **\$5,151,000**

SFY 2020-2021 Approved Capital Budget Requests

- Perimeter Security and Fence Detection Systems **\$1,600,000**. *On hold-Covid-19*
- Kitchen Renovation **\$4,320,000**. *On hold-Covid-19*
- Replace Electrical Services **\$265,000**. *On hold-Covid-19*
- Generator Replacement—two Generators **\$300,000**. *On hold-Covid-19*
- Rebuild/Replace Access Road, Berlin **\$721,000**. *Project recently awarded, ongoing.*
- Door Replacements **\$198,000**. *Going out to bid .*

Total state appropriation **\$7,404,000**

For the safety of our staff and residents, many of these projects have been put on hold if it requires outside entities to come into our facilities due to the COVID-19 pandemic.

NH Department of Corrections

A Year in Review - SFY 2020

COVID-19

In a close contact environment communicable diseases are something that we always pay close attention to. For us, COVID-19 came about when we had already been screening and providing education on the importance of proper hand hygiene and cough etiquette, which put us one step ahead.

Through team work, stellar communication and a solid plan, although COVID-19 was a disruption to our every day operation, it has been successfully managed throughout the NHDOC.

As the information and guidelines received were ever changing, our response was and continues to be a fluid one - A testament to our staff in all areas on the ability to adapt, overcome and implement the multiple operational changes, all while maintaining a positive rehabilitative environment. Staff in all areas took this very seriously from the beginning, and with their hard work perseverance and professionalism we were able to maintain order.

While all staff played a major roll in the daily response, the staff of the Division of Medical and Forensic Services were leaders in the preparation and management of the pandemic response. This included working with security staff to design processes to ensure social distancing. This Division also identified individuals at a higher risk for adverse health outcomes if they contracted COVID-19, and worked with food services to organize cell feeds. A telehealth pilot program was organized for orthopedic consults to ensure patient care was as intact as possible. The Office of Forensic Examiners utilized available video access with county houses of corrections and New Hampshire Hospital to continue evaluating incarcerated/institutionalized people. Additionally, updates on COVID-19 and education were provided to residents through electronic brochures via the resident tablet system.

Our Information Technology Bureau (IT) staff were instrumental in setting up employees who were able to work remotely. IT staff issued laptops and set up VPN accounts for remote workers. The NHDOC was also able to redirect replacement equipment for Berlin to a State of NH emergency call center. During this crisis, IT ensured that staff were able to continue their job assignments with minimal impact to daily operations.



NH Department of Corrections

A Year in Review - SFY 2020

COVID-19

NHDOC COVID-19: A Snapshot of Prevention Initiatives

January—June 2020

Operational Adjustments

Necessary transfers to NHDOC facilities are quarantined and triaged by healthcare staff

Video-based programming and correspondence courses provided to residents for behavioral health, education and other services

Anyone entering the facilities are screened, which includes a temperature check

Surgical masks must be worn by all staff in the facilities

Implemented social distancing measures

Residents with any COVID-19 symptoms incentivized to attend sick-call by suspending copays

Volunteers/Visitors/ Interns suspended from entering facilities

Contingency plans in place for reduced workforce if necessary



Facility Management

Barriers are set up to increase social distancing and one-way directional traffic

Sleeping configurations are modified and when possible, residents are spaced to create greater social distancing in the facilities

Staff assigned to necessary transports don PPE

Portable hand washing stations were developed and implemented for facilities

Cleaning and disinfecting regimen is elevated

Quarantine areas are prepared in each facility should the need arise

Staff orientation to protocols and engagement of practice drills



NH Department of Corrections

A Year in Review - SFY 2020

COVID-19

NHDOC COVID-19: A Snapshot of Prevention Initiatives

January—June 2020

Resident Communication

Healthy Bits and Bytes, an informational newsletter for residents focused on mental health, coping techniques and stress management, is regularly distributed during the COVID-19 crisis

Initiated the process of testing and implementing video visitation

Signage is printed and posted throughout facilities

Information is distributed to residents' tablets for immediate communication

Residents are provided with free attorney calls and two free 5-minute calls weekly

Leadership and healthcare staff perform rounds on a regular basis to answer questions about COVID-19



Supplies

Residents are provided 2 cloth face coverings for suggested use

Hand sanitizer is secured for staff and resident use in the facilities

Increased quantities of cleaning supplies throughout the facilities

An at-minimum, a two-month supply of food is stored for facilities

Liquid soap containers are provided throughout the facilities for proper handwashing

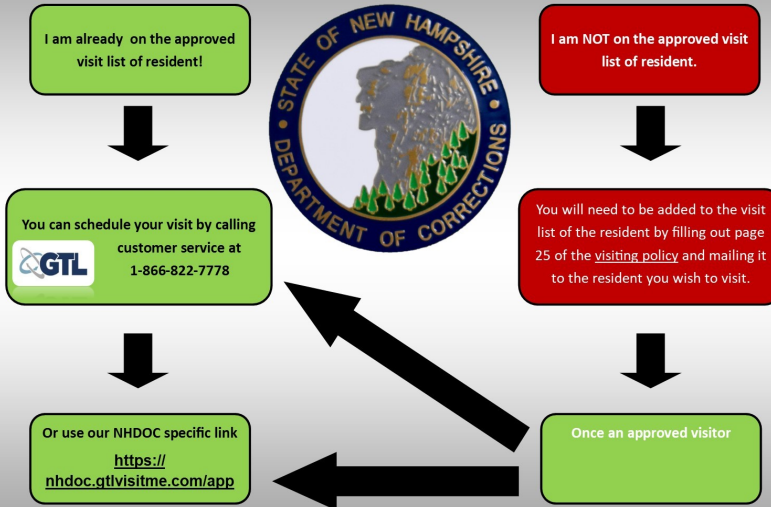
PPE supplies for staff are ordered and replenished as needed including surgical masks, N-95 masks, gowns, gloves, face shields, booties



NH Department of Corrections A Year in Review - SFY 2020

COVID-19

NHDOC Video Visitation



To whomever this may concern

This is a letter of appreciation and thanks to all of those involved from the Commissioner, Staff, Security, Mental Health Staff, and last but not least the Medical Staff, your quick thinking and attention to detail has so far to this date has stopped Covid 19 from entering this prison, things could have been a whole lot worse, you have all played a part in keeping us safe and have created a safer living and working environment, Mental Health Staff has created a new Self-Sufficiency group that we all attend one day a week, this helps us stay on a more positive path and we get you use the skills we were taught over the years, Medical has Healthy Bits and Bytes, tips on staying positive and healthy ways to do it, and sending request slips for sick call and other appointments helps keep us at distance from one another, Canteen has worked with staff and all inmates to get them their canteen each week and Staff working with movements throughout and from the chow hall, medication and all other moves throughout the day, this is time consuming and does not go unappreciative, so again thank and for anyone that I might have forgotten know that you are not forgotten.

Thank you

Resident Name Redacted



WE ARE



NHDOC STRONG



What a great idea! These are portable hand wash stations created by our maintenance staff. They are being used to reinforce increased hand washing for residents when entering and leaving their units.

Design Credit, NHDOC team members:

Rick Morrill, PME IV and Dave Carigan, Building Maintenance Supervisor



NH Department of Corrections

A Year in Review - SFY 2020

COVID-19

From the beginning, our goal was transparency with our staff, our residents and the public. Below is a snapshot from the NHDOC COVID-19 dashboard that was created for our public website. This dashboard was a place that media, stakeholders, family and friends could go to find answers to frequently asked questions specifically related to COVID-19. Since residents do not have access to the internet, this snapshot was posted to their resident tablets weekly.



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
COMMISSIONER'S OFFICE

P.O. BOX 1806
CONCORD, NH 03302-1806
603-271-5563 FAX: 603-222-2333
TDD Access: 1-800-735-2964
www.nh.gov/nhdoc

Helen E. Hanks
Commissioner
Benjamin R. Jean
Assistant Commissioner

To: All Residents
From: Commissioner Helen Hanks
Reporting Date: 6/26/2020
Re: COVID-19 Numbers

In an ongoing effort to maintain communication, the following chart is posted on our NHDOC External Webpage. As you do not have access to it, we will be updating it weekly on Fridays and publishing it to the tablets. We appreciate your cooperation. We will get through this together.

NHDOC COVID-19 Testing Information

STAFF		RESIDENT		
Worksite	# Staff Positive	Facility	# Residents Tested	# Residents Positive
NHCF-W	1	NHCF-W	3	0
NNHCF	0	NNHCF	5	0
NHSP-M	7	NHSP-M	13	1
TWC & THU's*	0	TWC & THU's	6	0
SPU & RTU	0	SPU / RTU	0	0
Field Services**	3	Tests conducted at the request of community healthcare providers before a community healthcare appointment. *****	9	0
All other staff worksites***	0	Resident Total	36	1
Staff Total	11	Residents Currently Testing Positive	----	0
Staff Currently Positive	0			

Table data as of June 26, 2020

May 27, 2020

[New Hampshire Department of Corrections' Resident Tests Positive for COVID-19](https://www.nh.gov/nhdoc/covid/index.html)



The NHDOC COVID-19 dashboard can be found here: <https://www.nh.gov/nhdoc/covid/index.html>

April 21, 2020

A Field Services PPO who last worked April 16th was tested April 20th and received a positive test result April 21, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on May 5, 2020**

A NHSP-M staff member who last worked April 17th, 2020 reported a positive test result on April 20, 2020 from a test conducted April 17, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on May 8, 2020**

A NHSP-M staff member who last worked April 20th, 2020 reported a positive test result on April 21, 2020 from a test conducted April 17, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on May 2, 2020**

April 20, 2020

A Field Services PPO who last worked April 16th was tested April 19th and received a positive test result April 20, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on May 11, 2020**

April 18, 2020

A Field Services PPO who last worked April 17th was tested later that day and received a positive test result April 18, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on May 7, 2020**

April 17, 2020

A NHSP-M staff member working April 17th became symptomatic, left the facility and tested positive later that day. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on May 2, 2020.**

A NHSP-M staff member who last worked April 16th, 2020 reported a positive test result on April 17, 2020 from a test conducted April 17, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on April 22, 2020.**

A NHSP-M staff member who last worked April 13, 2020 reported a positive test result on April 16, 2020 from a test conducted April 14, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on April 23, 2020.**

April 14, 2020

A NHSP-M staff member who last worked April 10, 2020 reported a positive test result on April 14, 2020 from a test conducted April 11, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on May 5, 2020**

April 9, 2020

A NHCF-W staff member who last worked March 26, 2020 reported a positive test result on April 9, 2020 from a test conducted April 8, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on April 16, 2020.**

April 6, 2020

A NHSP-M staff member who had last worked March 25, 2020 and was turned away due to the screening process on April 1, 2020 reported that they tested positive on April 3, 2020. The individual will remain out of the workplace and will not return until medically cleared. **This staff member was cleared to return to work on April 22, 2020.**

* Transitional Work Center / Transitional Housing Units (Shea Farm, Calumet House, North End House)

** Residents on Probation and Parole (Field Services) would get tested in the community therefore no data is available.

*** All other worksites (e.g. headquarters, warehouse)

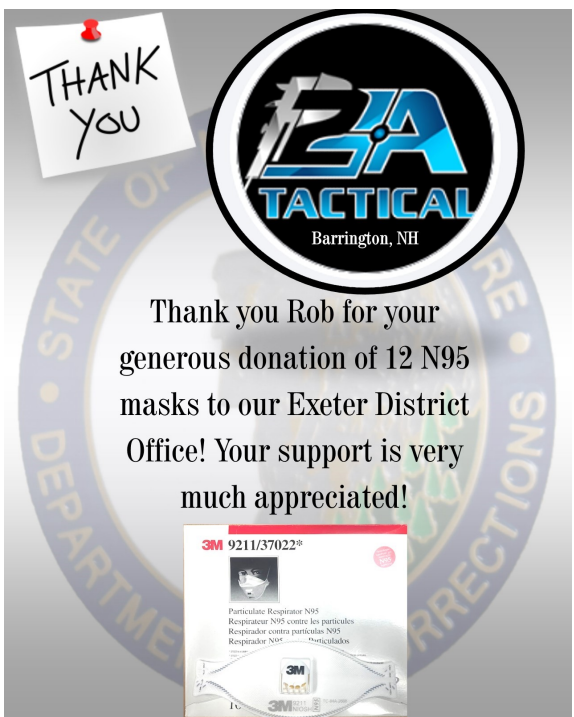
**** Residents are only tested when they present with symptoms outlined per the CDC guidelines or have been identified during contact-tracing to have had close, prolonged contact with an infected person.

***** Community healthcare required tests will not be tracked by facility as this would pose a security risk.

NH Department of Corrections A Year in Review - SFY 2020

COVID - 19

The support from community partners was outstanding, multiple businesses reached out to donate much needed personal protective equipment to our facilities and our field offices.



Donations



Thank you notes shared to our NHDOC [Facebook Page](#)



NH Department of Corrections

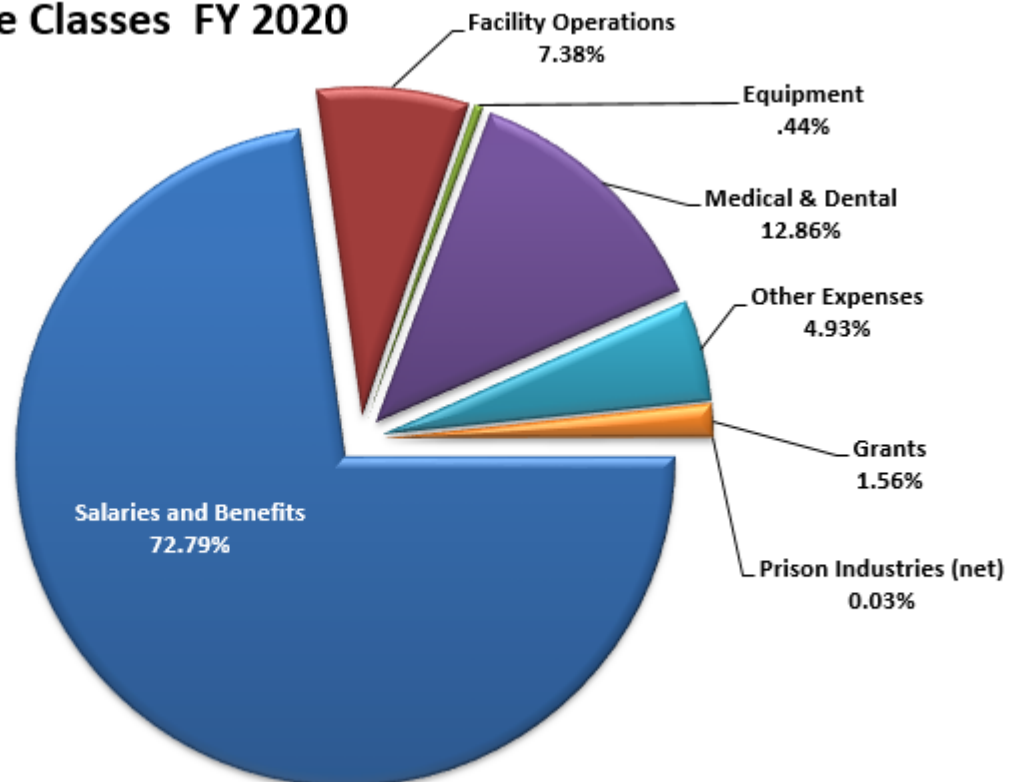
NH Department of Corrections

Data Elements of Interest - SFY 2020

Budget Expenditures

SFY 2020 by Major Expense Classes		
Expense Category	Actual	% of Total Expenditures
Salaries and Benefits	95,620,105	72.79%
Facility Operations	9,697,072	7.38%
Equipment	580,443	0.44%
Medical & Dental	16,891,340	12.86%
Other Expenses	6,474,779	4.93%
Grants	2,054,357	1.56%
Prison Industries (net)	45,850	0.03%
Totals	131,363,946	100.00%

Major Expense Classes FY 2020

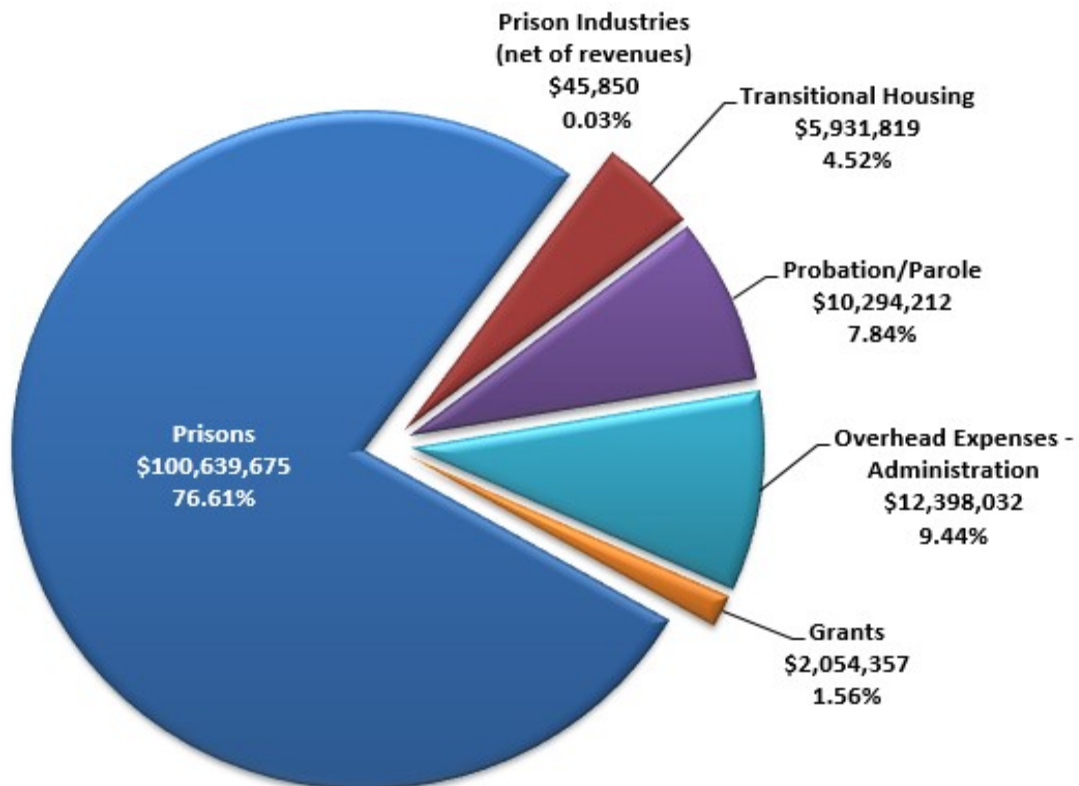


NH Department of Corrections

Data Elements of Interest - SFY 2020

Functional Budget Summary

Functional Area	SFY 2020 Actual	
	Amount	% of Total Expenditures
Prisons	100,639,675	76.61%
Prison Industries (net of revenues)	45,850	0.03%
Transitional Housing	5,931,819	4.52%
Probation/Parole	10,294,212	7.84%
Overhead Expenses - Administration	12,398,032	9.44%
Grants	2,054,357	1.56%
Total	131,363,946	100.00%

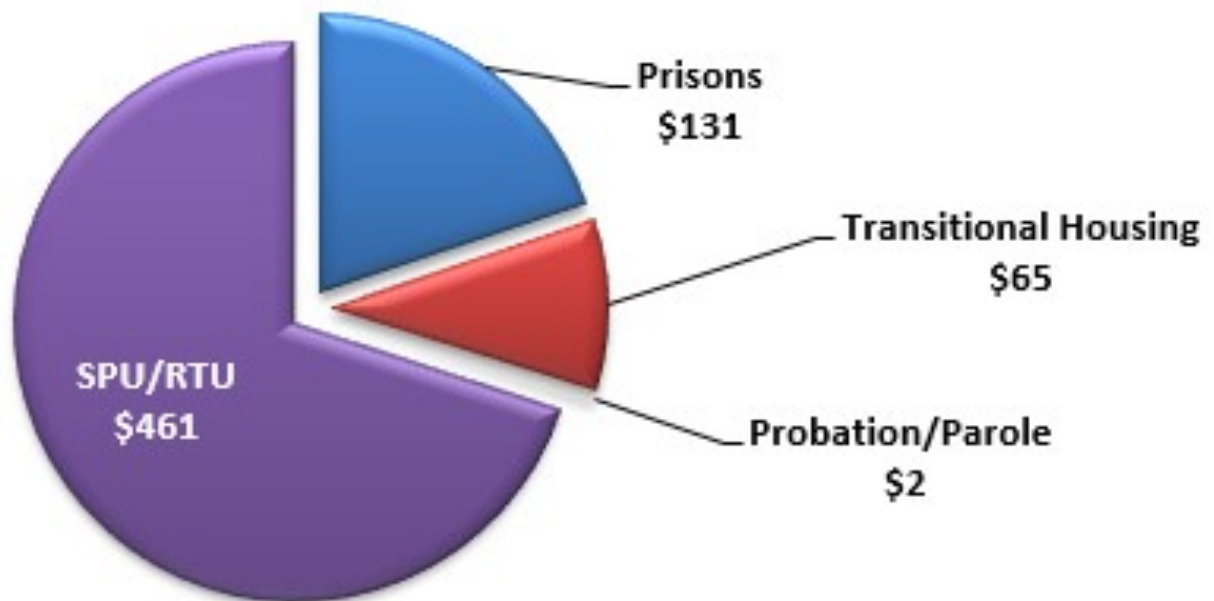


NH Department of Corrections

Data Elements of Interest - SFY 2020

SFY 2020 Cost Per Day by Location

Expense Category	Prisons	Transitional Housing	Probation/Parole	SPU/RTU
Total Expenses	\$101,060,758	\$6,550,004	\$11,367,024	\$10,117,708
Average Number of Residents	2,119	275	19,477*	60
Annual Cost Divided by Average Number of Residents	\$47,691	\$23,797	\$584	\$168,161
Average Daily Cost	\$131	\$65	\$2	\$461



* Includes Collection Only Cases and Fugitives

NH Department of Corrections

Data Elements of Interest - SFY 2020

Population Data

Total Population – June 30, 2020	Total	Percentage
Total NH in Facility*	2,189	90%
Escape Status	7	0%
Total NH Out of Facility**	230	10%
Total	2,426	100%

**Total NH in Facility represents the total number of NH sentenced residents, residents housed for other jurisdictions or residents of SPU who are on involuntary committal.*

***Total NH Out of Facility represents the total number of NH sentenced residents serving time in other jurisdictions.*

Population by Maximum Sentence – June 30, 2020	Number	Percentage
Less than 1 year	24	1%
Between 1 and 3 years	189	8%
Between 4 and 5 years	388	16%
Between 6 and 10 years	688	28%
Between 11 and 20 years	651	27%
21 Years and more	440	18%
Unknown*	46	2%
Total	2,426	100%

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

Admissions – SFY 2020	Males	Females	Total	Percentage
New Admission	140	13	153	15%
Parole Violator	589	83	672	68%
Probation Violator	93	18	111	11%
AHC Returns	5	3	8	1%
Other Jurisdictions	35	11	46	5%
Total	862	128	990	100%

Releases – SFY 2020	Males	Females	Total	Percentage
Maxed Out	135	17	152	11%
Paroled	1,013	139	1,152	81%
Released to Probation	17	1	18	1%
Released to AHC	38	19	57	4%
To Other Jurisdiction	33	15	48	3%
Total	1,236	191	1,427	100%

Footnote: The total of 2,426 represent the total number of residents serving time in a NHDOC facility and in other jurisdictions.

NH Department of Corrections

Data Elements of Interest - SFY 2020

Population Data

Population by Age – June 30, 2020	Number	Percentage
17-21	33	1%
22-25	152	6%
26-30	337	14%
31-40	773	32%
41-50	508	21%
51-60	382	16%
Over 60	241	10%
Total	2,426	100%

Population by Race – June 30, 2020	Number	Percentage
White	2,078	86%
Black	170	7%
Native American	7	0%
Asian	6	0%
Other/Unreported	165	7%
Total	2,426	100%

Population by Crime Type – June 30, 20	Number	Percentage
Crimes Against Persons	1,427	59%
Crimes Against Property	411	17%
Drugs/Alcohol	405	16%
Other*	137	6%
Unreported**	46	2%
Total	2,426	100%

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

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

Population by Minimum Sentence – June 30, 2020	Number	Percentage
Less than 1 year	57	2%
Between 1 and 3 years	1,102	45%
Between 4 and 5 years	254	10%
Between 6 and 10 years	645	27%
Between 11 and 20 years	101	4%
21 years and more	221	9%
Unknown*	46	2%
Total	2,426	100%

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

Footnote: The total of 2,650 represent the total number of residents serving time in a NHDOC facility and in other jurisdictions.

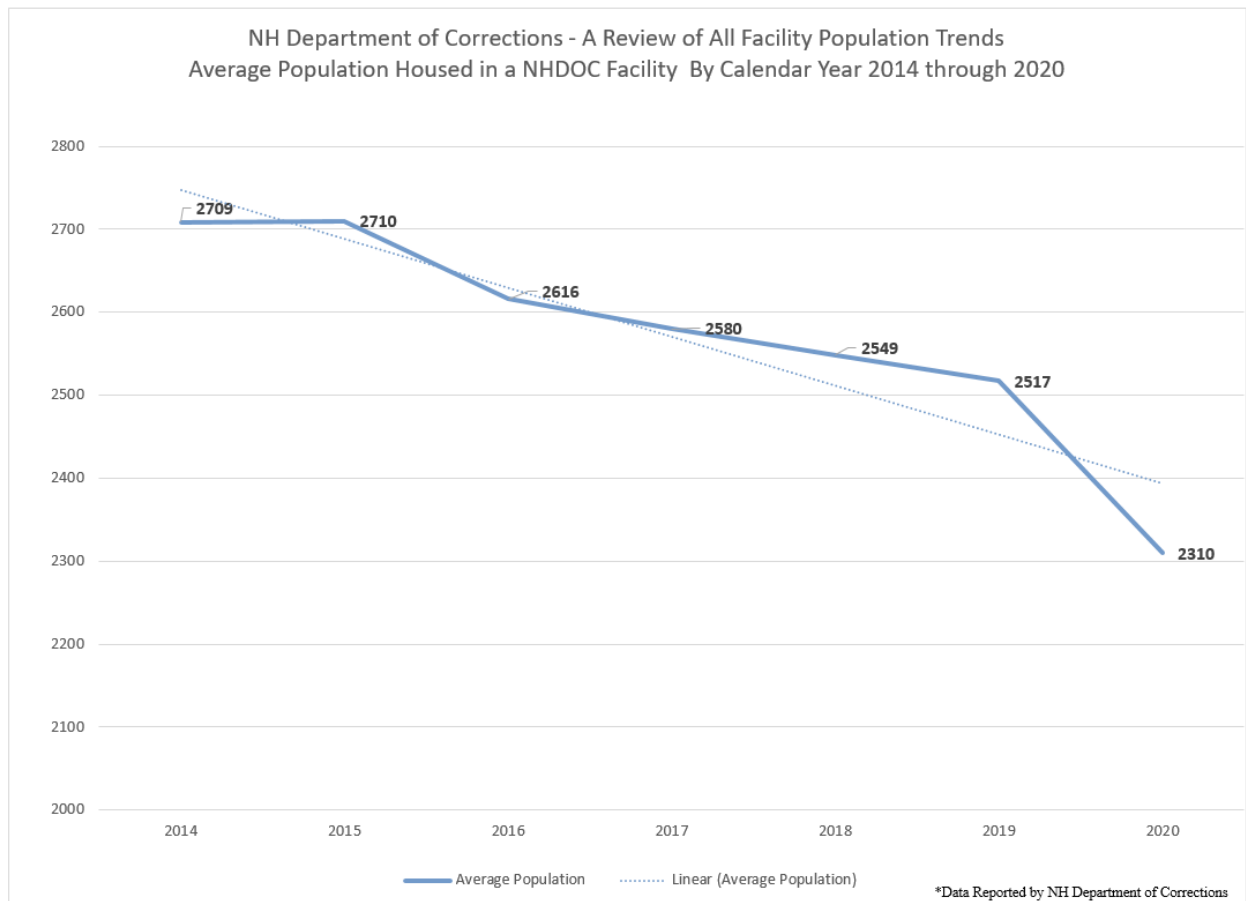
NH Department of Corrections

Data Elements of Interest - SFY 2020

Population Data

Recidivism Trending	Calendar Year	2011	2012	2013	2014	2015	2016	2017
Males		47.31	44.88	47.66	45.69	41.4	42.77	45.63
Females		41.38	37.3	43.31	40	42.33	43.32	44.38
All		46.71	44.07	47.13	45	41.5	42.85	45.45

***The Department follows the Association of State Correctional Administrators Performance-Based Measure System Counting Rules in how to measure recidivism. Recidivism rates are interpreted by the New Hampshire Department of Corrections (NHDOC) as being when an individual, after being released from a NHDOC facility or oversight, returns to a NHDOC facility within thirty-six months of their initial release date. Cohorts are grouped by calendar year.



NH Department of Corrections

Data Elements of Interest - SFY 2020

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

SFY 2020	Definition	NHSP-M	NHCFW	NNHCF	Total
Intakes	Meeting with CC/CM to determine level/interest of education and interest in CTEC/Industry Programs.	162	37	49	248
TABE Testing	Test of Adult Basic Education	127	26	17	170
HiSet completions	High School Equivalency Diploma	13	3	3	19
HSD	High School Diploma	19	4	4	27

CTEC Clusters Certificates	NHSP-M	NHCFW	NNHCF
Automotive Mechanics Program	1	N/A	N/A
Building Trades Program	0	N/A	N/A
Business Education Program	41	0	19
Computer Education Program	19	2	0
Culinary Arts Program	5	0	N/A
Intro. to the Workforce Program	20	0	0
Total Certificates	86	2	19

CSSD Class Enrollment	NHSP-M	NHCFW	NNHCF
Automotive Mechanics Program	64	N/A	N/A
Building Trades Program	39	N/A	N/A
Business Education Program	471	110	160
Computer Education Program	205	24	91
Culinary Arts Program	122	95	N/A
Intro. to the Workforce Program	271	52	12
Advanced Degree	1	0	0
College Courses	10	1	1
Total Class Enrollment	1183	282	264

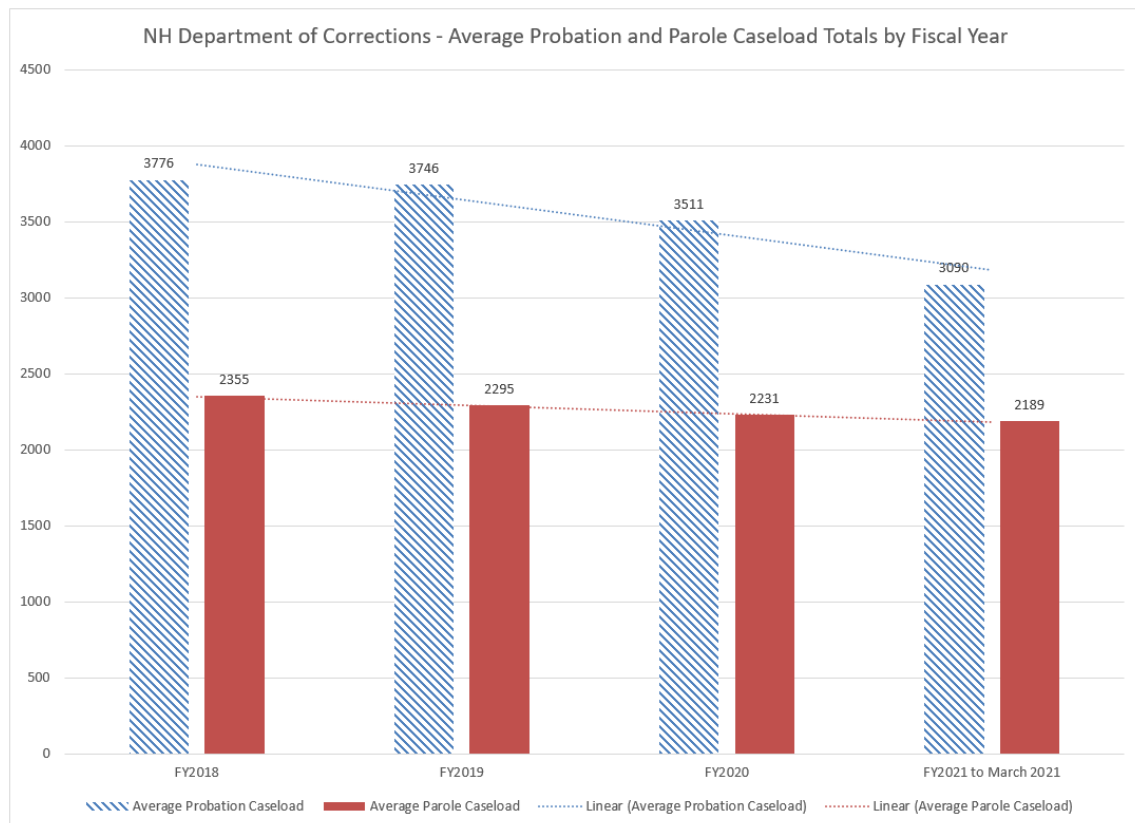
NH Department of Corrections

Data Elements of Interest - SFY 2020

Field Services Caseload Summary as of June 30, 2020

SFY2020 Field Services Caseload Summary as of June 30, 2020									
District Office (DO)	Total Officers Chief PPO/PPOs	Type of Supervision	Conditional Release - Bail	Conditional Release - NCI	County Facility (HOC)*	Interstate Compact In	Parole	Probation	Total
Berlin District Office	3			2	2	17	44	89	154
Claremont District Office	4		1		15	29	62	198	305
Concord District Office	11			10	1	25	343	379	758
Dover District Office	7				9	61	156	328	554
Exeter District Office	11				32	114	162	384	692
Haverhill District Office	6			1	20	45	91	269	426
Keene District Office	5				7	42	85	277	411
Laconia District Office	4				2	18	75	191	286
Manchester District Office	14		1	1	9	54	533	488	1086
Nashua District Office	6			3	1	81	137	243	465
Wolfeboro District Office	3				4	26	38	82	150
Total	74		2	17	102	512	1726	2928	5287

* HOC - Means a person being held pending a violation or a person who will be release from a HOC to probation
 ** Administrative Home Confinement - 31 people were being supervised as of June 30, 2020 by Field Services



NH Department of Corrections

Data Elements of Interest - SFY 2020

Field Services Data Summary: Restitution/ Collections Review

As of June 30, 2020	
Collection Only Cases	12,278

Field Services Receipts and Disbursements: SFY 2020	
Total Receipts	\$2,468,037.68
Disbursements Paid for Individual Restitution	\$1,678,765.56
Courts Fines	\$186,045.78
DOC Field Services Collection Functions	\$229,567.24
DOC Field Services ICAOS Dues and Costs	\$21,805.00
Justice Victim Assistance	\$30,164.59
General Fund Annulments	\$107,560.00
General Fund Collection Fees	\$18,649.35
General Fund Supervision	\$307,428.92
Misc. Expenses*	\$128,104.18
Total Disbursements	\$2,451,882.26
<i>*voided checks, bank fees, etc.</i>	

NH Department of Corrections Data Elements of Interest - SFY 2020

Medical and Forensic Services Data Review

SFY 2020 NH Department of Corrections Community-Based Medical Cost Breakdown: All Residents			
Age Ranges	Total Patients	SFY 2020 Costs	Mean Ave
19	1	\$ 2,499.00	
20 through 29	131	\$ 341,369.85	\$ 2,605.88
30 through 39	315	\$ 612,101.64	\$ 1,943.18
40 through 49	235	\$ 607,666.10	\$ 2,585.81
50 through 59	250	\$ 772,506.70	\$ 3,090.03
60+	220	\$ 853,871.86	\$ 3,881.24
Total Community based Medical costs	1152	\$ 3,190,015.15	\$ 2,769.11
Medicaid Paid IP Stays	89 Episodes of Care	\$ 1,621,861	
	Total Cost of Care	\$ 4,811,876.59	

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 of SFY 2020

Note: This summary does not represent all pharmaceutical costs, just the top drivers of cost.



Medication Group	Amount
Hepatitis C	\$1,710,315
Diabetes	\$634,547
Autoimmune Diseases	\$490,616
HIV	\$476,850
Psychiatric Medications	\$369,243
Asthma/COPD	\$352,621
MAT	\$1,005,483 (grant funded)

*SFY 2020 Total Prescription Drug Cost	\$4,677,066
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**Not including grant funded pharmaceuticals.*

NH Department of Corrections: Secure Psychiatric Unit Admissions/Discharges by NH RSA

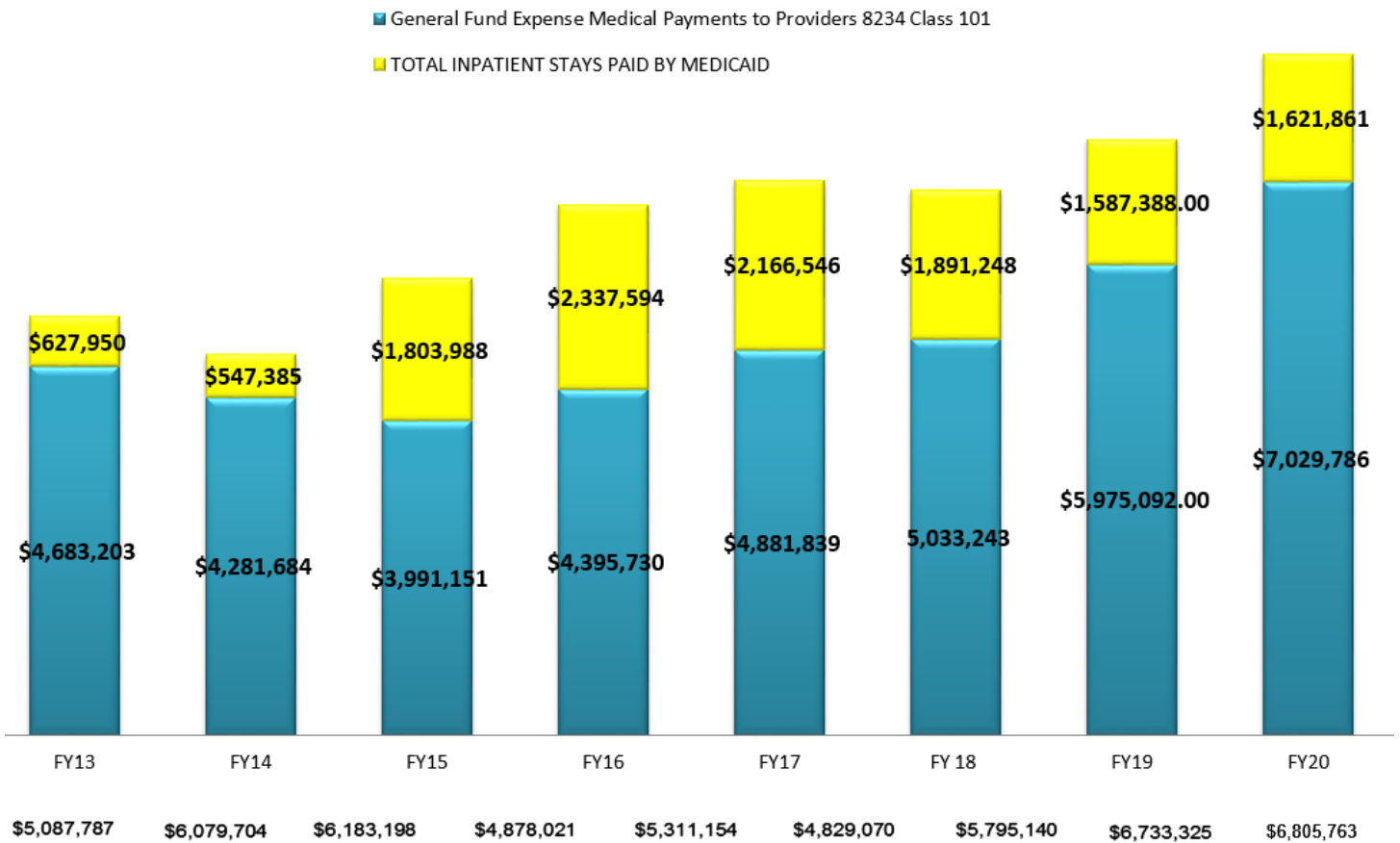
SFY 2020	622:45		623:1		651:9		135-C		135-E		171-B	
	NHH		DOC/HOC		NGRI		CC		SVP		DD	
	A	D	A	D	A	D	A	D	A	D	A	D
1st	1	0	7	4	1	2	1	1	2	0	0	0
2nd	1	1	5	5	1	2	2	2	0	0	0	0
3rd	0	1	2	6	0	0	3	2	0	2	0	0
4th	1	2	4	5	2	2	1	1	1	1	0	0
Total	3	4	18	20	4	6	7	6	3	3	0	0

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

NH Department of Corrections Data Elements of Interest - SFY 2020

Medical and Forensic Services Data Review

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



**Medicaid Expansion began on 8/15/2014 in NH

NH Department of Corrections Facility & Division Overviews

New Hampshire Correctional Facility for Women (NHCFW).....Concord, NH

Minimum (C2) to Maximum (C5) security level facility

Opened: April 17, 2018

Capacity: 224

Population: 154 (June 30, 2020)

Warden: Nicole Plante



The New Hampshire Correctional Facility for Women is a 224-bed facility that provides housing for residents ranging from minimum to maximum custody levels. In SFY 2020, the leadership of the facility transitioned from Warden Joanne Fortier after 13 years, to Warden Nicole Plante, who previously served as the Chief of Security. In addition, the Department underwent an operational restructuring that resulted in the establishment of the NHCFW's first Corrections Major position. The facility also received funding for fourteen additional security positions, further advancing the daily operations.

The facility's infirmary area became fully operational, making it the first 24-hour inpatient care center for residents housed at NHCFW. In addition to existing outpatient care, the infirmary includes a long-term housing unit and a short-term acute care unit for medical assistance, as well as a negative pressure room, four observation areas, a dayroom, and an outdoor recreational area.

NH Department of Corrections Facility & Division Overviews

Northern New Hampshire Correctional Facility (NNHCF).....Berlin, NH

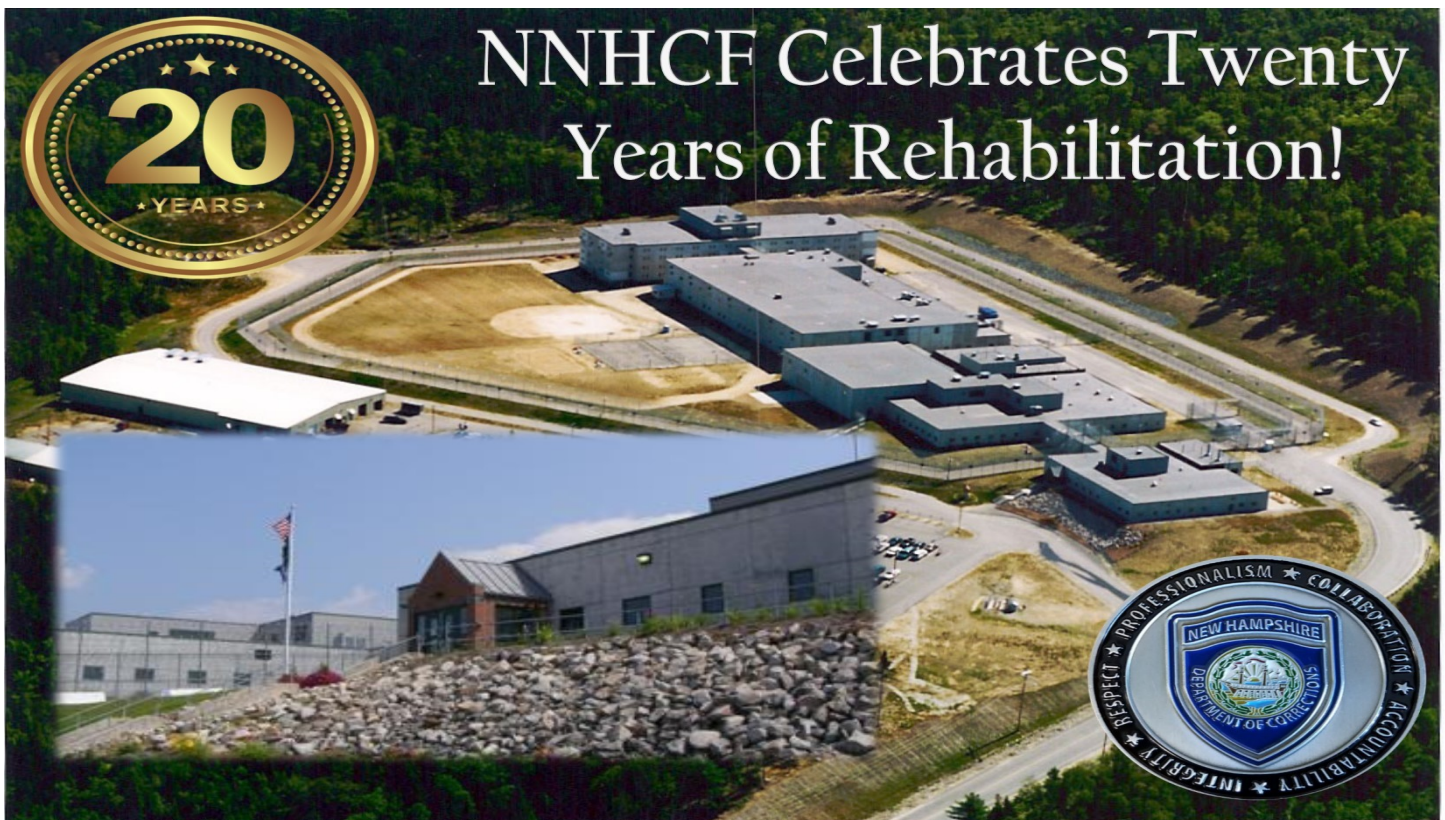
Minimum (C2) to Close Custody (C4) security level facility

Opened: 2000

Capacity: 635

Population: 562 males (June 30, 2020)

Warden: Corey Riendeau



The Northern New Hampshire Correctional Facility in Berlin, NH was built in 2000 and can accommodate 635 male residents. NNHCF is a single-building, multi-security (C2—C4) level prison.

In SFY 2020, NNHCF celebrated its twentieth year of operation, providing rehabilitative services to the residents in it's care.

Approximately 165 professionals are employed at NNHCF, 60 non-uniformed staff and 105 uniformed security staff, maintaining security and safe operation 24 hours a day/7 days a week; and, offering a variety of programming, addiction treatment, mental health services, recreation, educational, and industrial opportunities. These programs and opportunities include High School Equivalency test preparation and testing, the Family Connections Center; two treatment housing units - the Focus unit and the Wellness unit; a medically assisted treatment program (MAT); Veteran's meetings and services; industry shops; and, religious and faith based services.

NH Department of Corrections Facility & Division Overviews

New Hampshire State Prison for Men (NHSP-M).....Concord, NH

Medium (C3) to Maximum (C5) security level facility

Original structure build in 1812; large scale renovations in the 1980's.

Operational Capacity: 1408

Population: 1225 (June 30, 2020)

Warden: Michelle Edmark



The New Hampshire State Prison for Men (NHSP-M) is the state's oldest prison facility. The original state prison was built in 1812. A new facility was constructed in 1878. Following extensive renovations and new construction in the 1980s, this facility remains in use today. The NHSP-M is a multi-security level, male-only facility with an operational capacity of 1,408.

The majority of the individuals housed at the NHSP-M are in one of the three general population housing units. The NHSP-M also includes two separate housing units for higher custody level individuals in our care and custody, and the Reception and Diagnostic (R & D) area, which houses those newly sentenced, probation or parole violators, and those in short-term protective custody review status.

In SFY 2020 The NHSP-M welcomed a Deputy Warden to the team, the first of its position in our NH prison system. Regular multi-disciplinary team meetings were also established to assess the resident population in the Special Housing Unit in an attempt to decrease the length of time residents spend in the Special Housing Unit.

A Conflict Sergeant was also established/assigned in an attempt to reduce the number of residents in protective custody review status.

NH Department of Corrections

Facility & Division Overviews

The **Division of Community Corrections** provides education, training, skills, spirituality and personal development opportunities, which encourages positive work habits, promote pro-social behaviors, and prepares residents for re-entry into the community. The Division of Community Corrections encompasses the oversight of three transitional housing units (THUs): Shea Farm, Calumet and North End; a transitional work center (TWC) and case management is in all departmental facilities, two parole offices, and Correctional industries. 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 internship program.

Director: Nick Duffy

Deputy Director: Laurie Foster

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

The Transitional Work Center (TWC) and Transitional Housing Units (THU) assist residents in the last two years of their incarceration in preparation for reentry to their communities. At TWC, residents are reintroduce into the community through supervised educational training (building trades), work opportunities and job-shadowing. At the THUs, residents are working in the communities to further prepare them for daily life after prison.

Transitional Facility Population (as of June 30, 2020)

Calumet (C1)	65
North End House (C1)	38
Shea Farm (C1 & C2)	15
Transitional Work Center (C2)	143
Total	261



North End Transitional Housing Unit (C1) male



Transitional Work Center (C2) male



Calumet Transitional Housing Unit (C1) male



Shea Farm Transitional Housing Unit (C1 & C2) female

NH Department of Corrections

Facility & Division Overviews

Family Connections Center (FCC)

For over twenty years, the mission of the FCC has been to strengthen the connection between parents who are incarcerated and their families, while facilitating ties to their communities through education and support.

The FCC is a resource inside of the three facilities which aims to strengthen family ties between incarcerated parents and their children, as well as provide parenting classes while supporting the children's caregivers. The FCC can be a motivating factor for incarcerated parents.

"The books on tape really encourages my child to read. She also loves to listen to the tape when she misses me." – Incarcerated Father



FCC SFY 2020 Program Numbers:

- a. 2,476 tele-visits occurred between children and their incarcerated parent.
- b. 228 parents attended support groups.
- c. 194 residents attended seminars.
- d. 44 parents recorded 99 audiobooks for their children.
- e. 25 parents completed the 18-hour FCC Parenting Class.
- f. 55 parents started but did not finish the FCC Parenting Class.
- g. 41 individuals attended the 10-hour Healthy Relationships class.
- h. 27 parents completed the NH court-ordered Child Impact Program.
- i. 7 parents completed the NH court-ordered First Appearance session.
- J. 105 parents attended the FCC Orientation group.

Religious Services

The NHDOC recognizes the importance of spiritual connectedness for all of our residents and works to accommodate all religious/spiritual affiliations. The Department employs three full-time chaplains and one part time chaplain.

A chapel and spiritual services are offered in each of our correctional facilities. The chaplains provide spiritual guidance to help residents express personal faith and participate in meaningful worship. Many spiritual leaders volunteer their time to provide religious services in the prisons.

In SFY 2020 the Department was able to hire a part time chaplain to support the increased need at the Men's Prison in Concord, as well as welcomed Caroline Brown as the new Chaplain at NHCFW.

On August 9th, the Saints Ministry Softball team visited NNHCF for a double-header. In the middle of each game a Gospel presentation was shared by the Christian athletes.

NH Department of Corrections Facility & Division Overviews

Volunteer Services

The NH Department of Corrections encourages positive community involvement with our residents, and at the end of SFY 2020, there were approximately **350 community volunteers**. Volunteers are a critical component in the Department's efforts to maintain institutional safety and security by providing services to residents during their incarceration. Some services that volunteers provide include but are not limited to: faith-based support, educational programs, diversion skill development, and legal service programs. We offer twelve volunteer trainings annually which help prepare volunteers for the uniqueness of volunteering in a correctional setting.

In SFY 2020, Narcotics Anonymous (NA) was re-introduced at the Men's Prison in Concord, after a two-year interruption. The program focuses on addiction, obsessive compulsive behavior, and recovery from it, not on any specific drug. The only requirement for membership is the desire to stop using. You are a member when you say you are. NA meetings ended on Sept. 14, 2017 and resumed activity with the NHSP-M on August 6, 2019.

The Loss of a long time Religious Services Volunteer.



Long time volunteer Father Bernard Campbell passed away November 25, 2019.

Father Bernie had provided religious services to residents at the NHSP-M since 2003 as a religious-services volunteer.

Internship Program

Our internship program offers a unique learning experience to students who attend multiple Colleges and Universities. Our Internship program gives students the opportunity to experience and learn hands-on within our Department in their degree field. The vast career options the Department of Corrections offers allows students from many degree fields an opportunity to see how the Department functions as a whole as well as learn how collaboration is required to accomplish our mission.



In SFY 2020, we hosted interns in many areas of the Department, including local nursing programs that have added correctional nursing into their clinical rotations. Rotations are now being offered at all of our facilities. Internships were unfortunately put on hold for the remainder of the spring semester and the summer semester due to COVID-19. We look forward to when we are able to accept students into our program once again.

Interns assisted in the following fields

Nursing

Correctional Officers

Probation/Parole Officers

Mental Health - Case Managers

NH Department of Corrections

Facility & Division Overviews

The **Division of Medical and Forensic Services** is charged with providing constitutionally appropriate health care (medical, dental, and psychiatric) to those in the care and custody of the New Hampshire Department of Corrections. In collaboration with community partners, our approach to health care is to improve the overall health of the population we serve, to promote a positive patient experience, and to reduce the per capita cost of care in our facilities.

Our health care delivery system is designed to meet the needs of the 2,300 residents who are in our system, for both chronic and acute conditions. This is achieved by the availability of outpatient services, residential services, and infirmary-level inpatient care, for both medical and psychiatric services. Hospital level of care for medical needs is accomplished through partnerships with various community hospitals. The Secure Psychiatric Unit (SPU) provides hospital level of care for acute psychiatric issues.

Medical services offered include individual appointments for chronic and acute conditions, sick call, and infirmary level of care for intensive observation that does not require hospitalization. Dental services include preventive interventions, remediation of acute conditions, and provision of dental appliances. Psychiatric services offered are outpatient services for mental health conditions, substance use disorder, and sexual offenses. In addition, there are specialized housing units for those conditions, and the Department has the Secure Psychiatric Unit to manage inpatient level of acute psychiatric distress.

Patient education is integral to helping keep residents healthy. To that end, Division employees offer individual education, and a variety of groups and Wellness Fairs, to meet the needs of our residents.

Director: Paula Mattis

Deputy Director of Medical: Bernadette Campbell

Deputy Director of Forensic Services: Heidi Guinen

Highlights

- FOCUS Unit opened at NHSP-M September 2019.
- “Healthy Bits and Bytes” was instituted to provide healthcare information to residents. These are at least bi-monthly electronic brochures covering a variety of healthcare topics posted to the resident tablet system.
- The Office of Forensic Examiner (OFE) was selected to join the SAMHSA Communities of Practice for competency to stand trial restoration. This was a competitive application that required letters of support from many community partners.
- Instituted a Flu Vaccine Incentive program for residents that increased flu vaccinations by 69% from SFY 2019 to SFY 2020.
- Installed new pharmacy automation for packaging of medications, increasing efficiency and patient safety.



Wellness fairs geared toward improving resident health happen throughout the year in each facility.

NH Department of Corrections

Facility & Division Overviews

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. These individualized services include psychiatric treatment, sexual resident treatment, and treatment for addiction. Emergency behavioral health services are also 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 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 with an inpatient admission to the Secure Psychiatric Unit (SPU). Ongoing needs are addressed through medication management, individual therapy, group therapy, and skill building activities.

Another level of care in the NHDOC system allows for admission to one of our behavioral health residential units: the Residential Treatment Unit (RTU) for men located in Concord; the Wellness Block for men located in Berlin; and, the Wellness Block for women located in Concord.

Specialized treatment services include sexual resident treatment and addiction services. Sexual resident treatment utilizes a risk-need-responsivity model. Addiction services are designed to serve people at the point of detox through relapse prevention. The NHDOC offers a FOCUS unit for treatment of substance use disorders at each of the three prison facilities. Every individual admitted to a DOC 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.



The SPU garden is a Recreational Therapy activity initiated by Recreational Therapist Danielle Mellor with SPU patients. The residents have planted tomatoes, squash, mint, chives as well as a few flowers, some of which were started from seeds.

“ I often look back and experience feelings of gratitude for the RTU program and the positive changes I was able to make in my life as a result of being in that program. Just wanted to say thanks for all the help you have given me over these years of treatment.” ~ RTU Resident

NH Department of Corrections

Facility & Division Overviews

Secure Psychiatric Unit (SPU)

The SPU serves multiple populations at the most intensive and secure inpatient treatment facility in the State's behavioral health service delivery system. The SPU is designed to serve those having acute psychiatric needs that must be served in an inpatient setting, including 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 and require intervention for extreme dangerousness.

There are 20-30 hours per week of structured therapeutic and occupational interventions available for patients and residents; 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 are certified correctional officers who participate in additional specialized training in managing clients with mental illness, through collaborative behavioral health training provided by behavioral health clinicians.

The SPU has a 66-bed capacity, with a current configuration of 50 male beds, 10 female beds, and six infirmary rooms. During SFY 2020, there were 35 admissions to SPU and 39 discharges.



Resident Count	Total
	June 30, 2020
SPU	35
RTU	19
TOTALS	54

Photos: New Exercise equipment that was installed for the Secure Psychiatric Unit residents to enjoy.

Residential Treatment Unit (RTU)

The RTU offers a level of intervention designed for male residents who have a behavioral health condition and are struggling in a prison setting. Residents 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 2020, there were 37 admissions to the RTU and 35 discharges.

The RTU offers residents approximately 30 hours per week of structured therapeutic, recreational and diversional interventions. After an interdisciplinary evaluation, the treatment team, in conjunction with the resident, develops a specific, individualized treatment plan using evidence-based treatments and behavioral health best practices.

NH Department of Corrections Facility & Division Overviews

622:46 Treatment Standards. –

I. The commissioner shall establish clinical and treatment standards for the operation of the unit in consultation with the commissioner of the department of health and human services.

The Department participated in an audit of the SPU done by DHHS in the fall of 2019. We are still awaiting the results of this audit. This audit is required by law, and we will be using the results to help us prepare for a National Commission on Correctional Health Care (NCCHC) accreditation review.

The NHDOC SPU received a Technical Assistance Proposal in October 2020 from the NCCHC as a result of communications with NCCHC during 2019 on what the most appropriate/recommended process would be in the accreditation analysis process.

The cost of \$47,620.00 dollars was estimated as a preparation analysis to assess preparedness and gaps that would interfere with successful accreditation. These monies were not expended during SFY 2020, as the agency focused its efforts starting in January of 2020 on preparedness planning for COVID-19, and that continues to be our focus to date. The Department will be examining funding opportunities in the existing budget to ascertain if we can cover the costs of this Technical Assistance Proposal, which would be the foundation to assess preparedness and understand any barriers to accreditation.

We are using the NCCHC standards as a reference to help bring existing practices, policies and rules in line with their standards.



New Hampshire Forensic Services

Technical Assistance Proposal

NH Department of Corrections

Facility & Division Overviews

Wellness Units, NNHCF and NHCWF

The Wellness Units continue to demonstrate that a combination of clinical services focused on a commitment to change will show positive results. These units are designed to support residents' 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.

Outpatient Behavioral Health Services

At the point of entrance into our system, behavioral health clinicians conduct a screening to identify those residents 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 meets the needs of individuals with a wide range of diagnoses as well as distinct populations including those with gender dysphoria, sexual resident histories and trauma-related issues.

We are fortunate to have a Behavioral Analyst on staff to work with residents and clinical staff on the development of strategies to assist in behavioral change. This professional provides in-depth assessments that result in specialized and individualized plans based on referrals from behavioral health clinicians.

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. Individuals referred and/or identified through the classification process are provided a full psychosexual assessment. The primary modality is an intensive model, located in Concord, which incorporates SOT protocols into a therapeutic milieu. If a less intensive level of care is needed based on the assessment, or if individuals are unable to reside in the residential unit, a plan of treatment will be devised to meet their needs.

The capacity for the intensive SOT program is 96 with an additional 24 beds for program graduates to stay and serve as mentors. During SFY 2020, 95 men were served in the intensive SOT program based in Concord. Three women were also provided intensive SOT services at NHCWF.

NH Department of Corrections Facility & Division Overviews

Substance Use Disorder (SUD) Services

The NHDOC is committed to providing quality intervention services to assist residents in managing addiction issues. Different levels of care are offered starting with, if needed, detoxification on a medical unit. Intensive interventions are offered at each facility, as well as a less intensive curriculum. Relapse prevention and after care services are also offered via support groups for those who have completed treatment. At all three prison facilities, we offer a Focus Unit, which is a residential unit that provides substance use disorder treatment services with the focus on rehabilitation and wellness. Goals of the Focus unit are to help individuals re-learn behaviors and develop coping skills/wellness strategies for managing substance use disorders. Participants are assisted with follow up services after completion of the Focus Unit program.

Medication Assisted Treatment (MAT) services remain a vital component of our SUD treatment services. This service is for those with opioid addiction. The NHDOC now offers a wide range of pharmaceutical agents to help those with an opioid use disorder (OUD). This service is available to residents at all facilities who complete the screening process and demonstrate a readiness for change.

STATE OF NEW HAMPSHIRE, DEPARTMENT OF CORRECTIONS

Helen Hanks, Commissioner

NEWS RELEASE



For Immediate Release

August 2, 2019

Contact: Laura Montenegro
Public Information Officer
Phone: 603-271-5602

Expansion of Medication-Assisted Treatment Comes to NHCWF

August 2, 2019 - (Concord, NH) - The New Hampshire Department of Corrections (NHDOC) is proud to announce the second of a three-phase expansion of Medication-Assisted Treatment (MAT) in NHDOC facilities at the New Hampshire Correctional Facility for Women (NHCWF) occurred the week of July 29, 2019.

Medical and mental health professionals screened 20 patients to determine their eligibility in the program and their individualized course of treatment to assist in the sustained abstinence of opioid and/or alcohol use.

One patient confessed she is terrified to leave prison later this year after living opioid-free throughout her incarceration. "I don't particularly want to die," she stated during her assessment.

Another patient, who is serving a felony sentence for armed robbery, admitted she started using opioids as a teenager. She could be released on parole as early as 2021 and, like many of the other patients, understands the reality of reintegration. "Some days in prison it (craving for opioids) can be up to an 8 (on a scale of 1-10) and that scares me for when I get out," she admitted.

MAT works to aid individuals in coping better with cravings while undergoing other therapies and focus on their rehabilitation, attaining/sustaining employment and housing, and their families. [Studies have shown](#) that within the first two week of release from prison, individuals are 40 times more likely to die from an opioid overdose than the general public. MAT and comprehensive continuity of care planning are strategies to help decrease that percentage.

Funding for the enhancement of opioid MAT treatment comes from the State Opioid Response (SOR) grant transferred from the NH Department of Health and Human Services. The SOR grant also provides funding for two additional reentry care coordinator positions who will work with residents diagnosed with an opioid-use disorder (SUD) as they transition out to parole and into our communities. The funding has enabled the NHDOC to expand the selection of medication available for treatment of an opioid-use disorder to better align with community models.

MAT expansion's next stop will be the New Hampshire State Prison for Men (NHSP-M). Stay tuned!



(L to R) Chief Medical Officer, Dr. Thomas Groblewski discusses what treatment would be most appropriate for a particular patient with Psychiatric Nurse Practitioner, Pam Miller and Medical Nurse Practitioner, Ali Goguen at the NHCWF.



A patient is counseled by (L to R) Dr. Marianne Fleischman and Psychiatrist Dr. Paul Brown before being accepted to the program.

NH Department of Corrections Facility & Division Overviews

Not Guilty By Reason of Insanity Civil Commitments

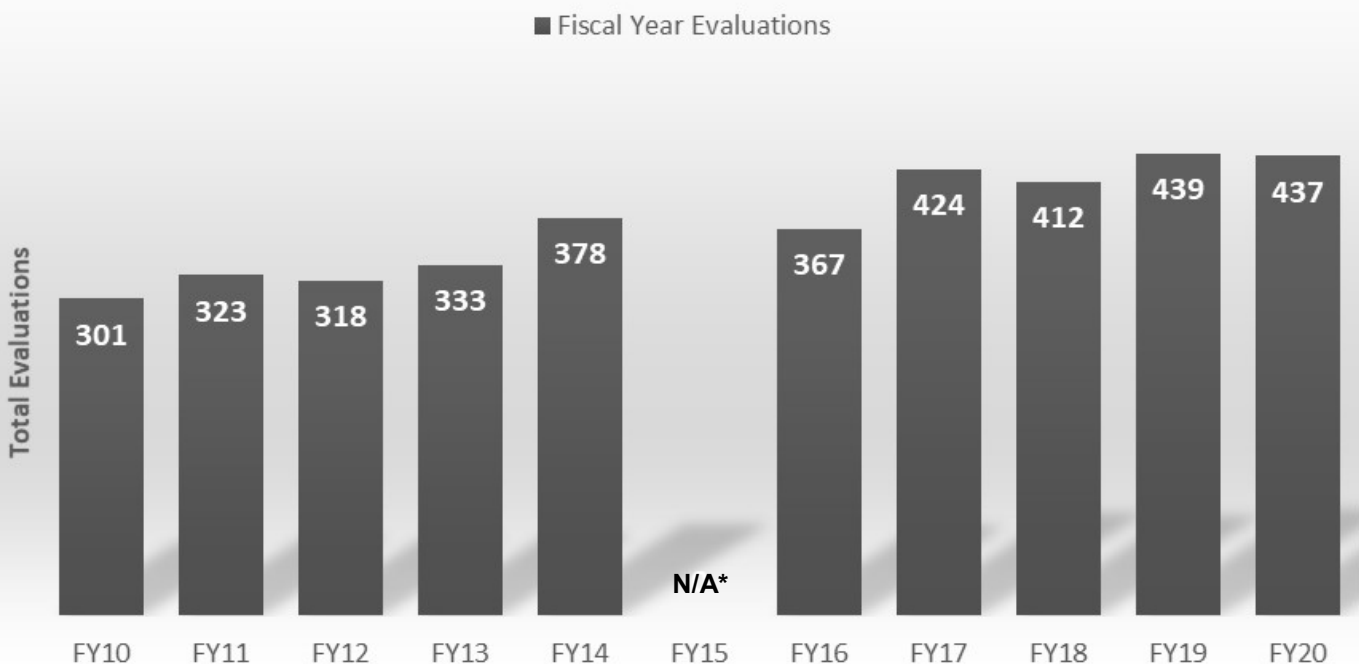
The Department of Corrections monitors 33 civil committees, committed as Not Guilty by Reason of Insanity (NGRI) and on-going monitoring and reinforcement of the treatment plan per RSA 651:11-a. The Division of Medical and Forensic Services has a dedicated NGRI Clinical Coordinator who meets regularly 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.

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 defendants, write forensic reports for the court, and often testify about their findings.

In SFY 2020, the forensic examiners completed 437 competency evaluations.

NH Department of Corrections: Office of the Forensic Examiners
Completed Evaluations by Fiscal Year



*2015 Statistics were not kept due to lack of staffing in that area.

NH Department of Corrections

Facility & Division Overviews

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 residents 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 for conditions than is available on an outpatient basis. Hospice care is also available and is supported by resident workers who are specially trained to work with those needing that specialty care.

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

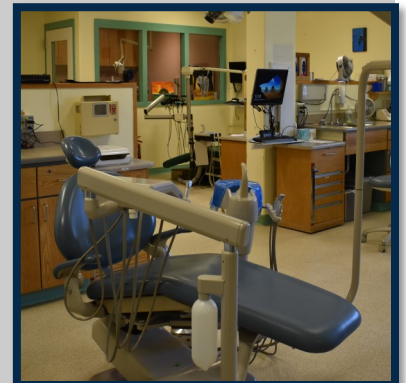
In SFY 2020, our medical staff completed 30,729 appointments for services such as routine physical exams, sick call, physical therapy, and specialty visits.



Dental Services

Dental services are provided on site at three locations: NNHCF, NHCWF, and NHSP-M. 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 residents.

In SFY 2020, there was a total of 6,473 dental contacts for examinations, hygiene, prosthetics, extractions, and operative interventions.



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 packaged and available to be administered to those in our care. The Chief Pharmacist chairs a monthly Pharmaceuticals 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, and 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 SFY 2020 was \$4,677,066. In addition, \$1,005,483 of grant money was used to purchase drugs specifically to be used for Medication Assisted Treatment (MAT).

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 our met.



The Division's nutritionist works in collaboration with food services to conduct reviews of menus 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.



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 Unit, Residential Treatment Unit, and NHC FW. 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.

NH Department of Corrections

Facility & Division Overviews

The **Division of Professional Standards** is responsible for conducting and supervising investigations and audits relating to all aspects of the Department's operations and programs.

The Division of Professional Standards has had a busy SFY 2020. Even with the COVID-19 Pandemic that has impacted the way the NHDOC, state agencies, and the court system have operated during one quarter of the fiscal year, the Division's employees have not let the change of normal operations effect their work ethic or tenacity in getting the job completed. All arms of the Bureau continued to function even amid a pandemic.

The Division maintains a **Hearings Bureau** whose responsibility is to process property claims under \$500, as well as provide fair adjudication of administrative disciplinary matters involving residents. The Hearings Bureau conducts disciplinary hearings at all the NHDOC facilities.

During the SFY 2020 the Hearings Bureau processed 6589 disciplinary reports (including those heard/settled/negotiated at the unit level).

The disciplinary hearings process follows [Administrative Rule COR 311.01.](#) *

Director: Lynmarie Cusack, Esq.
Deputy Director : Suzy Easterling-Wood



NH Department of Corrections Facility & Division Overviews

The **Division of Professional Standards** is also responsible for the **Investigation's Bureau**, which provides investigative services to all facilities where criminal conduct has occurred or is suspected, including but not limited to investigations into assaults, introduction of contraband and escapes. The Investigations Bureau also uses four K-9 teams in their work to help prevent the introduction of contraband into the facilities. The Bureau also performs internal affairs investigations when necessary.

Our team has been involved with the investigation and apprehension of 7 escape cases, where residents have absconded from a transitional housing unit or the TWC. A K-9 investigator was crucial in the apprehension of a parolee who absconded and was tracked to Texas before being apprehended by the U.S. Marshalls. Without the investigative work of the internal affairs investigator, much intelligence would not have been shared with partner law enforcement. There have also been 23 "Assault by Prisoner" cases investigated by the team, with 4 being prepared for prosecution.

*During calendar year 2019 the Investigations Bureau opened 2,222 new cases. Just over 1,000 of those cases were unit assists, and 249 were cases in which the Bureau investigators assisted other law enforcement agencies, in the state and northeast.

The third arm of the Division is its **Audit Team**, who works to review policies, programs, and operations to promote economy, efficiency, and effectiveness in the administration of all Department activities. The Audit Team also performs reviews to detect and prevent fraud in the Department's programs and operations.

*Due to system constraints, this data is only tracked by calendar year not fiscal year.



NH Department of Corrections

Facility & Division Overviews

The **Division of Administration** is comprised of Financial Services, Contracts and Grants Administration, and Logistical Services. 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 are 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.

Director: Robin Maddaus

Deputy Director: Lisa Stone

Financial Services

Financial Services staff met the challenge brought on by the COVID-19 pandemic by ensuring orders for necessary supplies were placed and items were delivered to keep staff and residents safe. In SFY 2020, Financial Services staff processed over 17,000 invoices for payment, over 1,000 credit card transactions, and over 400 purchase requisitions. Staff also applied for and were awarded a Coronavirus Emergency Supplemental Funding grant to help offset some of the additional expenses incurred by the Department due to the pandemic.

Contracts and Grants

Three request for proposals (RFPs) were issued, four leases for Probation and Parole office space for the Division of Field Services were procured; and, 16 service contracts were secured. In addition, 12 grants were administered during the fiscal year. Contracts and grants staff were instrumental in preparing the Department's Equal Opportunity Employment Plan (EEOP).

Resident Accounts

With the conversion of canteen processing to the Union Supply Group, Resident Accounts adapted to the changes in processing seamlessly. Resident accounts processed over 12,000 deposits to resident's accounts during the fiscal year.



NH Department of Corrections

Facility & Division Overviews

Logistical Services

Logistical Services consists of 60 line staff positions covering all maintenance, warehouse, food service, and laundry functions at all prison facilities, the transitional work center, and the transitional housing units.

Our highly-trained and licensed maintenance staff are responsible for the service and repairs of buildings, plants, utilities, and equipment, and also coordinate the services of contracted employees. Our Maintenance Team is led by Plant Maintenance Engineers, Richard Morrill and Joseph Bachofer.

The NHDOC operates two warehouses; a central warehouse in Concord and a secondary warehouse in Berlin. These warehouses handle the delivery of all ordered food items and materials, and then coordinate weekly deliveries to all individual areas inside the facilities. In addition, the warehouses manage resident clothing orders, staff uniform orders, hazardous material inventories, and tool accountability. Our warehouses are managed by Superintendent Jason Newton and Manager Jeff Young.

Our food services staff oversee the preparation and delivery of over 6,500 meals each day. Each meal is nutritionally balanced and approved by the Department's dietician. The NHDOC's kitchens are also the Department's largest employer of resident workers, with over 200 positions available. Workers learn many skills while employed in the kitchen; they learn how to bake, prep, cook, and serve meals with efficiency, and also how to disinfect and clean surfaces and equipment. Our food services team is led by Supervisor Heather Cornock, and the kitchen supervisors are Robert Heath, Jonathan Matteau, Paul Santos, and Rodney Pitman.

Lastly, our laundry department handles the monumental task of cleaning and drying all resident clothing and bedding several times each week. Assisted by a resident work crew, the laundry is picked up from each housing area in rolling carts, and delivered clean and dry the following day. Overseeing this essential prison function are Laundry Managers Robin Blake, Tim Martin, and Kathleen Duchesne.

SFY 2020

1. Re-built boiler houses – which occurred over the winter and spring months of 2020.
2. Retrofitted and repaired several observation cells in the NHSP-M medical wing.
3. Replaced five air conditioner units at the NNHCF.
4. Created a one-acre range road storage yard for construction materials.



NHCFW Kitchen

NH Department of Corrections Facility & Division Overviews

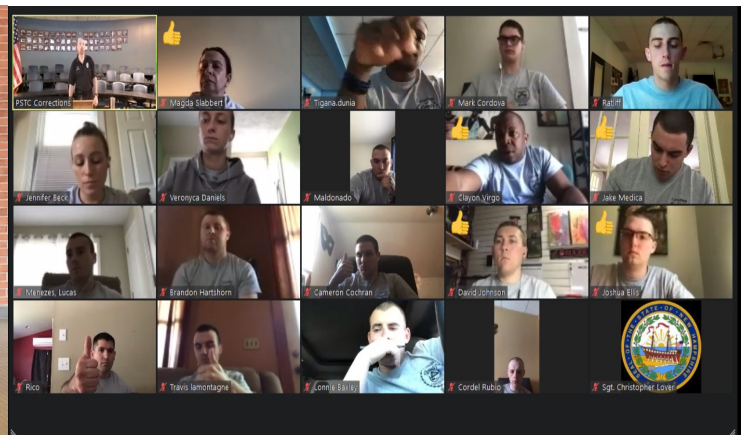
The **Division of Security and Training** consists of the Training Bureau and the Bureau of Classification and Client Records. The Division's responsibilities include supporting the security and safety of the operations in all facilities, and ensuring the consistency of the operations within departmental 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.

The Division is also responsible for the Department's fleet of vehicles, emergency management program, and Honor Guard.

Director: Chris Kench

In SFY 2020, the Training Bureau held two corrections academies graduating 34 Correctional Officers. They worked tirelessly to re-structure the academy curriculum to transfer appropriate classes to virtual learning which allowed our second scheduled academy to be offered amidst the COVID-19 pandemic.

The Special Emergency Response Team (SERT) proudly represented our department at two academy graduations, three job fairs, and two funeral services. They were also invited to lead the 2020 NH Law Enforcement Memorial Service.



NH Department of Corrections

Facility & Division Overviews

The **Division of Field Services** is responsible for the community supervision of probationers, parolees and residents approved for administrative home confinement (AHC). Additionally, the Division of Field Services facilitates the collection and disbursement of fees, fines and restitution ordered by the court. Probation/Parole Officers (PPOs) conduct investigations at the request of the New Hampshire Adult Parole Board and the courts.

The Division of Field Services maintains 11 district offices, which align with the New Hampshire Superior Court system in the state, and 4 sub-offices (Lebanon, Salem, Portsmouth, and North Conway).

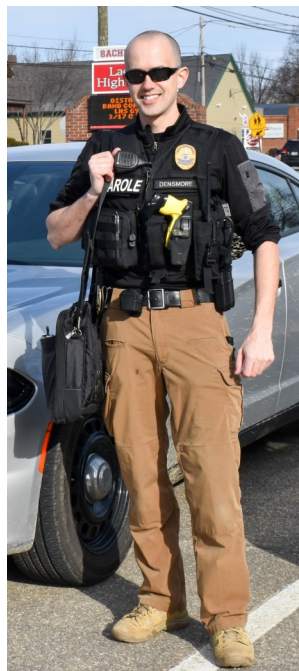
The Division is composed of 60 Probation/Parole Officers (PPOs), 11 Chief Probation/Parole Officers (CPPOs), 11 Executive Secretaries, and a Collections/Interstate Unit.

Director : Robert Oxley

Deputy Director (Acting Director—May 1– June 30): Jason Smith

In SFY 2020 the Field Services Division welcomed newly appointed Director Robert Oxley who came on board and hit the ground running.

Throughout SFY 2020, the Division continued to participate in the FBI Safe Streets Gang Task Force, the United States Department of Justice Asset Forfeiture Program, and the Drug Court Program. Field Services staff were also instrumental in multiple search efforts with local law enforcement, resulting in the seizure of large amounts of drugs being safely removed from the streets.



NH Department of Corrections

Facility & Division Overviews

The **Victim Services Unit** 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, our goals are to minimize further trauma to crime victims and their families through enhanced advocacy and responsiveness by department staff, support and encourage victim involvement in the post-conviction phase of New Hampshire's criminal justice system, and integrate victim-sensitive principles and practices within NHDOC facilities and district offices.

Together, the Victim Services team support the community victim population, as well as residents who have been victimized while under the care and custody of the NHDOC.

Administrator: Nicole Kipphut

During SFY 2020, the Victim Services Unit staff served 3,262 victims/survivors of crime. Of those individuals, 243 were new requests for Victim Notification.

The most common types of services provided are notification of individual case status, criminal justice support, advocacy and accompaniment. Staff regularly work with victims, survivors and their families to educate them on the post-conviction criminal justice process. Staff communicates by email, texts, phone calls, face-to face and Zoom meetings in order to prepare victims for NH Adult Parole Board hearings in an effort to ensure that they understand the process, their rights and are prepared to provide a victim impact statement if they choose to exercise that right. Furthermore, staff help victims with safety planning and concerns as the resident begins their reintegration process into the community, starting at minimum custody status and moving onto parole.

In addition to victim advocacy, designated staff within the Victim Services Unit facilitate victim-initiate Victim-Offender Dialogues (VOD) in crimes of severe violence. **Since July 1, 2019, the VSU received 11 VOD referrals and completed 5 VODs.**

In September 2019, the NHDOC's Victim Services Unit partnered with the AmeriCorps Victim Assistance Program, and hired an AmeriCorps Victim Advocate to work alongside the Victim Services staff in support of victims in the state of NH.



The AmeriCorps Victim Assistance Program (AVAP) is a program of the New Hampshire Coalition Against Domestic and Sexual Violence. The Coalition creates safe and just communities through advocacy, prevention and empowerment of anyone affected by sexual violence, domestic violence and stalking.



Info and logo courtesy of : <https://serviceyear.org/avap/>

NH Department of Corrections

Facility & Division Overviews

The **Bureau of Business Information and Technology** was established to increase the focus on using technology 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.

Administrator: Linda Socha

The resident phone, tablet and kiosk services were implemented in SFY 2018 and the NHDOC has continued to work on additional services to promote the exchange of information. To enhance communications, NHDOC has designed and built a system called “Request Center” which will allow residents to ask questions, schedule appointments, request information and much more. “Request Center” is scheduled to go live in SFY 2021 and will replace the current paper process for requests and grievances.

The NHDOC intranet also continues its upgrade with page redesigns and additional reports and search pages being developed as needed. A major feature this year was the rework of the majority of report pages to provide easy access to current and historical data.

With the efforts of Department of Information Technology, NHDOC has converted all locations to the State of New Hampshire’s phone system. This effort involved upgrading wiring and network bandwidth to all locations. A joint effort between both teams also enabled the removal of all physical operation servers and moving them into a new virtual environment. The new virtual environment allowed the agency to implement a complete User Acceptance Testing environment with all of the integrations that the production environment has.

To ensure staff could access the necessary applications during COVID-19, NHDOC has built a new system, ORB (Online Resource Builder), to replace a paper process for requesting access to agency resources. This system allows owners of applications, S:Drives, and shared email accounts to instantly see who has access, request, and approve access to shared resources, along with being able to identify what access a staff member needs. ORB will continue to be enhanced over the next several months as time permits.

During the year, IT staff handled 6,229 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 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. **1,707 requests were received by this group over the last year, with 78 requests remaining active.**

NH Department of Corrections

Facility & Division Overviews

The **Bureau of Human Resources** is responsible for the personnel and payroll functions of the Department in compliance with state and federal law. Other major functions of the Bureau include: recruitment, selection, retention, promotion, worker's compensation claims processing, Family Medical Leave Act, benefits administration, labor relations, and employee wellness.

Administrator: Ella Fredette

In SFY 2020, the Bureau of Human Resources went through transition due to recruitment changes among our positions. Through the transition period, our team maintained coverage of employment needs and continued to respond to the consistent demands placed upon our HR employees covering recruiting, payroll, benefits, and overall services to our agency employees.

We continued to work together with each area of the Bureau and with the NH Division of Personnel to review manual procedures for improvement through technology, and make the processes of employment resources more efficient while reducing the need for paper. We have worked with the Division of Personnel to improve the processes in the NH First System to include electronic recruitment and filling of vacancies, improved electronic open enrollment for benefits, and online benefits processing. We are participating in identified group discussions and trainings to coordinate state efforts to streamline and centralize efforts with recruitment, position control and organization structure as well as income protection plan and family medical leave absences. In addition, during the second part of the fiscal year we became deeply involved with the scheduling software project, as the Agency will be the pilot agency with a plan to go live during the first half of SFY 2021.

Much of the momentum and forward progress with current projects slowed or were delayed due to the COVID-19 pandemic. Attention quickly turned to the management of the health and safety planning for the departmental employees while implementing the Governor's Executive Orders and new Agency directives. While the priority became maintaining the health and safety of Department employees, the Bureau of Human Resources continued to maintain the extensive added demands of continued recruitment for direct care positions, payroll processing and required deadlines, while implementing the benefits available to those requiring COVID-19 leave.

In SFY 2021, the Bureau of Human Resources will continue to evaluate manual processes for solutions to improve operations through electronic means. We also look forward to the implementation of scheduling software that will enable a more productive focus on the required auditing procedures for time management and payroll processing.

		HIRED	TERMED*	RETIRED	Total Net Hire
Fiscal Year Total Hires	Uniform	35	-25	-15	-5
	Civilian	53	-24	-19	10

*Termed signifies employees who are no longer with the Department because of reasons other than retirement.

NH Department of Corrections

Facility & Division Overviews

Legislation

The Department maintained an active presence before House and Senate committees, offering testimony and information, or simply monitoring the discussion. The Commissioner identified appropriate leadership staff to testify on bills that were of a great interest to our agency.

Significant legislation NHDOC tracked:

HB 1254 Relative to the parole of prisoners and the procedures of the adult parole board. This bill amends various provisions of the adult parole process including the definition of violent crime, parole board per diem, medical parole provisions, and re-committal of prisoners who violate parole. Commissioner Hanks testified during the hearing; we are opposed to the bill as submitted because it makes significant changes to the medical parole statute that would have a negative effect on the Department's budget. The Commissioner indicated four other areas of the proposed bill we are in general agreement with; however, we do not have funding to support the requested increased pay of board members, and are concerned about increased incarceration days if the 90-day parole violator release is changed. This bill was tabled in the Senate.

HB 1236 Relative to the expectation of privacy. This bill establishes a cause of action for violations of an individual's expectation of privacy in personal information. This bill was tabled in the Senate.

HB 1272 Prohibiting prison privatization. This bill prohibits the Department of Corrections from transferring custody of prisoners to a correctional facility operated by a private or for-profit entity, except when the Governor, upon recommendation of the Commissioner of the Department of Corrections, declares by executive order that a corrections emergency exists. This bill was tabled in the Senate.

HB 1462 Relative to employment restrictions for registered sex offenders. This bill prohibits a person convicted of certain sexual assault offenses from hiring or otherwise engaging in any employment which provides access to a minor. The NHDOC opposed this bill as written, and provided an amendment that would change the language. This bill was tabled in the Senate.

HB 1613 This bill allows prisoners serving life sentences to be eligible for parole after 25 years. This bill was voted inexpedient to legislate (ITL).

SB 441 Relative to the definition of secured premises for the purpose of criminal trespass; Language was included in the Senate amendment to HB 1245. House concurred. Signed into law.

SB 701 This bill declares that the management of the new secure psychiatric unit facility shall be the responsibility of the Department of Health and Human Services. Under this bill, the Department shall not enter into a contract for the construction or operation of the facility with a private for profit prison construction or management company. This bill was tabled.

SB 745 Relative to the use of drug court program funds. This bill authorizes the use of drug court funds in the circuit courts to establish family drug courts. Assistant Commissioner Jean testified that the increase would likely result in increased case loads for PPOs, and asked that committee consider funding. This bill was tabled.

NH Department of Corrections

Challenges and Goals



SUCCESS

Challenges

SFY 2020 has presented us with new challenges that we overcame associated with operational adjustments, personal protective equipment acquisitions and managing effective communications during the COVID-19 pandemic in order to maintain safe and healthy facilities for staff and residents.

The Department continued to recruit new staff using a marketing campaign to recruit for staffing vacancies in all areas of the agency to reduce the burden of overtime on security staff as well as fulfill constitutional requirements to increase the delivery of treatment and programming to residents. Our agency is also challenged with the retention of current staff as we are competing with other working environments less intensive than that of working in a correctional facility or district office.

Aging infrastructure on the NHSP-M campus continues to present us with challenges.

Engaging in the identification of opportunities for transitioning residents to have safe and affordable housing to promote successful reintegration continues to be a challenge.

Despite the challenges we face, we are committed to advancing NH Correctional services to the betterment of the State of NH.

Goals

Our goals for SFY 2021 include engaging in collaboration with the Judiciary to advocate for and successfully attain funding to pilot a housing program for transitioning residents with substance use disorder and those participating in drug court through the Governor's Commission on Alcohol and Other Drugs.

Enhancing our presence at local high schools, colleges and community events to help aid in recruitment along with the creation of two full-time employee wellness positions to focus on retaining staff.

Targeting interventions to reduce recidivism such as continuing to maintain Federal State Opioid Response grant funding to pilot through assertive case management for those leaving State Correctional Facilities. These case managers assist residents with reintegration and continuity of services for 12 months post release. This pilot is demonstrating success.

Successfully and safely navigating through the COVID-19 pandemic.

Continuing the advancement of policies and procedures to align to national correctional best practices.

A review of physical plant infrastructure to best inform our capital budget planning to ensure safe working environments for our staff and safe living environments for our residents.

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, residents and the public with fairness, honesty, and dignity, while recognizing individual diversity.

Professionalism

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

Collaboration

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

Accountability

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

Victim Recognition Statement

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

Vision Statement

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

New Hampshire Department of Corrections as of November, 2019

