



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION
PO BOX 1806
CONCORD, NH 03302-1806
603-271-5610 FAX: 1-888-908-6609
TDD Access: 1-800-735-2964
www.nh.gov/nhdcc

3A me

Helen E. Hanks
Commissioner

Robin H. Maddaus
Director

August 18, 2020

His Excellency, Governor Christopher T. Sununu
and the Honorable Executive Council
State House
Concord, NH
03301

REQUESTED ACTION

Authorize to accept and place on file the NH Department of Corrections' annual comprehensive plan for the State fiscal year ending June 30, 2019, 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 2019.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Helen E. Hanks", written over a horizontal line.

Helen E. Hanks
Commissioner



2019 Annual Report



New Hampshire Department of Corrections

FY2019 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



Dedication

Sergeant Patrick Bettens

On September 5, 2018, the Department suffered the tragic, sudden loss of Sergeant Patrick Bettens in an off-duty bicycle accident. Pat was an avid fitness enthusiast, a loving father, friend and coworker. His support and compassion for others carried over to his work, where he was a Field Training Officer, giving his time and energy to the development of new recruits serving as a role model to many new employees and to his peers as well.



As our staff grappled to cope with his loss, they demonstrated unity and grace. Many supported Pat's family and honored his memory over the course of the year through donations, memorial bracelets, t-shirts, and a memorial bench for staff. The staff weight room was also converted to the Sergeant Patrick Bettens' Fitness Center, and was dedicated to Pat in May 2018 during our Correctional Employee Appreciation Week. Our staff worked to design a space to honor his memory and provide an area for staff to work to achieve their own fitness goals.



Table of Contents

Commissioner's Report	5
A Year in Review	6
Data Elements of Interest	36
NH State Prison For Men	46
NH Correctional Facility for Women	47
Northern NH Correctional Facility	48
Division of Field Services	49
Division of Security & Training	50
Division of Professional Standards	51
Division of Community Corrections	52
Division of Administration	56
Division of Medical and Forensic Services	57
Victim Services	63
Business Information Unit	64
Legislation	65
Human Resources Bureau	66
Mission Statement	67
Organizational Chart	68

Commissioner's Report

On September 5, 2018, a sudden and tragic loss of one of our own, Sgt. Patrick Bettens, shook our department. It was through his passing, we drew together to honor him, his commitment to this department, its staff and his children. Pat was a champion of our department and its personnel, once quoted in the paper talking about our staffing challenges. Through his voice and many others, we have continued to focus on recruitment to fill our vacancies and increase our work force in order to decrease the impact of overtime on our correctional staff, attract qualified clinical and programming staff to support our treatment and rehabilitation initiatives and other critical positions that support the operations and transition of residents to communities.



Commissioner

Helen E. Hanks

Additional areas of focus in SFY19 continued to target strategies to decrease recidivism, advance treatment strategies for those with substance use disorders, training provided to residents in peer recovery principles, increase grant funding for more reentry coordination and to continue to fight contraband introduction.

The Department would not fulfill its mission without the dedication and efforts of our diverse staff. SFY2019 saw many opportunities to recognize staff for their diligence and professionalism not just by this department but also by their professional affiliations. This year's annual report highlights these moments and showcases many of our qualified staffs acknowledgements and longevity.

Our Department continued its efforts to bring more resources to the families and friends of those under our care and custody through refinement of tablet technology for communications, engagement with collaborators such as the Division of Children, Youth and Families, celebrating 20 years of the establishment of our Family Connections Center and continuing to acquire grant dollars to target parents incarcerated with substance use disorder and effectively engaging their children through a program called Parenting Wisely.

Our engagement through a Recruitment and Retention committee comprised of front line staff, on-going contracting with a marketing firm and having a fully funded budget for our positions set SFY2019 forward in motion to work on bringing in new staff while retaining existing staff. We made adjustments to onboarding at the suggestion of staff including the introduction of EyeDetect software in lieu of in many cases a polygraph, increased our data tracking of the reasons people chose to leave a career in corrections and increased other data elements to assist us in understanding our challenges and successes.

It is through a unified commitment to make a difference in the lives we are charged to improve that our communities will be healthier. It is the diversity of our strengths as correctional professionals that creates the opportunities residents need to engage in to demonstrate long term change. It is this change that will reduce victimization and support the health of NH citizens.

NH Department of Corrections

A Year in Review - SFY 2019

Director Level Changes

On August 31, 2018, **Corey Riendeau** was sworn-in as the Warden of the Northern New Hampshire Correctional Facility (NNHCF) by Director of Professional Standards Lynmarie Cusack, Esq.



After receiving an Associate's Degree in Criminal Justice from NHTI – Concord's Community College, Warden Riendeau began his law enforcement career in 2000 as a corrections officer at the NNHCF. He then transitioned to a patrol officer with the Gorham Police Department and worked his way through the ranks. Prior to his return to the NH Department of Corrections (NHDOC), Warden Riendeau worked for the Berlin Police Department for 16 years, most recently as a lieutenant prosecutor. Throughout his career, Warden Riendeau has obtained dozens of law enforcement certifications and has been the recipient of several awards for outstanding achievement including the NH Association of Chiefs of Police's Medal of Honor award and NH Congressional Law Enforcement's Above and Beyond the Call of Duty award.



On June 20, 2019, **Nicholas Duffy** was sworn-in as the Director of Community Corrections by Director of Professional Standards Lynmarie Cusack, Esq. Director Duffy received a Bachelors of Arts in Criminal Justice from Plymouth State University. Director Duffy has spent his career committed to helping diversified groups of people including families, people with substance use disorders, visitation center services, case management and management of operations in various settings. His career in corrections began in 2014 as a case counselor/case manager and was appointed as Deputy Director of Community Corrections in 2016.

Additionally, Director Duffy is a certified lead facilitator for "Thinking for a Change" and in the Ohio Risk Assessment System (ORAS), a tool to measure risk of recidivism. He has been committed to implementing harm-reduction principles for those with opioid use disorder releasing from our facilities.

NH Department of Corrections

A Year in Review - SFY 2019

The Road to Recovery

In SFY 2019, the State Opioid Response (SOR) grant augmented the existing Strategic Targeted Response (STR) from SFY 2018. The purpose of this grant, funded through the federal Substance Abuse and Mental Health Services Administration (SAMSHA) allocations and transferred to the NHDOC from DHHS, was to continue to support individuals with opioid use disorder (OUD) inside our facilities and as they transition back to their communities.

Medication-Assisted Treatment (MAT) Expansion:

MAT was introduced to NHDOC residents with substance use disorder (SUD) in 2015 to suppress the urge for opioids. Through the expanded SOR grant in SFY 2019, the NHDOC was able to provide additional options for medication-assisted treatment (MAT) beyond Naltrexone for those diagnosed with SUD. Additionally, the grant funded provider and licensed drug and alcohol counselor (LADC) training as well as resident education.

MEDICATION-ASSISTED TREATMENT

Expansion in the prison system

FIRST STOP

Northern New Hampshire Correctional Facility— Berlin

23 residents were selected in the first day of the clinic with more appointments scheduled.

“Substance use disorder medication isn’t ‘one size fits all’.
We now have additional tools to use to continue to individualize treatment for residents.”

Heidi Guinen, Deputy Director of Forensic Services

Funding comes from the SOR grant transferred from DHHS.

NNHCF was first but the expansion will be at NHSP-M and NHCFW soon!

NH DOC
INTEGRITY • RESPECT • PROFESSIONALISM • COLLABORATION • ACCOUNTABILITY

NH Department of Corrections

A Year in Review - SFY 2019

The Road to Recovery

Case Management

In SFY 2019, SOR funds enhanced existing STR funds to include the addition of 2 more targeted reentry care coordinators dedicated for individuals released from our facilities with substance use disorders, with a specific focus on opioid use disorders (OUD). These reentry care coordinators assist individuals with OUD through their most vulnerable time post-incarceration. The first year.

Individuals with OUD who are transitioning from incarceration to community supervision are at greater risk. Research shows the highest risk of overdose occurs within the first two weeks following release from incarceration, the most dangerous being the first 72 hours. The services NHDOC has implemented as a result of grant-funding has assisted in the effort to reduce harm and close gaps in connectivity to resources.

These coordinators act as navigators, assisting persons with OUD as they work to maintain their sobriety in the community. They help by working with those under supervision to overcome barriers such as challenges connecting to health care services, job skills, education, stable housing and other transition needs. The reentry care coordinators are available to assist these individuals for the first year post release from incarceration.

Preliminary data tracking women post-release under this program, indicates from July 2018 through June 2019, 93% of the women did not return to incarceration within the first 3 months and 79% remained in the community greater than 6 months post release from a NHDOC facility.



NH Department of Corrections

A Year in Review - SFY 2019

The Road to Recovery

Harm Reduction

Naloxone

Through the STR grant, the NHDOC implemented voluntary training and distribution of Naloxone kits upon release from a facility. The SOR grant further funded this harm reduction initiative in SFY 2019, providing the resident, family and community support personnel Naloxone kits and proper training for accidental overdose.

Naloxone, commonly known as Narcan, an opioid antagonist that when administered to an individual who is overdosing can reverse the effects of opioids. A person being released or person residing with them as part of their community transition plan in SFY2019 accepted Naloxone 74% of the time it was offered.

Peer-to-Peer

Peer-to-Peer programs have been a useful tool for the past several years for our incarcerated population. These peer mentors, trained in psychological first aid or hospice care support have successfully assisted other residents— giving them a person to talk to in their time of need. In addition to advancing their own skills as an opportunity for a future career, many residents have found the peer-to-peer programs beneficial in terms of providing a peer comfort and support.

Building on the success of peer-to-peer mentoring, peer recovery training occurred through funding from the SOR grant in SFY 2019. The first training was held at NNHCF as 16 men took the first step to becoming Certified Recovery Support Workers (CRSW). These individuals assist other residents as peer supporters in the NHDOC facilities but the training is also an opportunity for a potential vocational path for those who become certified. The trainings will expand to the New Hampshire State Prison for Men and the New Hampshire Correctional Facility for Women in SFY 2020.



16 residents at NNHCF in training to become peer recovery coaches.

NH Department of Corrections

A Year in Review - SFY 2019

Keeping Contraband Out of Our Facilities

Investigations

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 into the facilities.

On June 17 2019, investigators with the Division of Professional Standards working with the New Hampshire Attorney General's Office, United States Drug Enforcement Administration, the United States Homeland Security Investigations and multiple local law enforcement agencies confiscated approximately six kilos of fentanyl and made six arrests in a joint, cross-border, multi-month investigation.

NHDOC Investigative Actions



CONVICTIONS

- On January 3, 2019 Jessica Ellis pled guilty to RSA: 642:9 Assault by Prisoner. She was sentenced to 1 to 3 years consecutive to her current sentence. The incident occurred on 8/5/18 at the NH Correctional Facility for Women where Ellis caused unprivileged physical contact with another incarcerated resident.
- On January 14, 2019, Benjamin Kelso pled guilty to RSA: 318-B:2, I Acts Prohibited, Possession of Narcotics. He was sentenced to 1 to 3 years consecutive to his current sentence. The incident occurred on 6/25/18, when during a search of the offender in the reception holding cell he produced a small balloon containing three Suboxone strips from his shorts.



NHDOC Investigative Actions



CONVICTIONS

- On 3/8/19, Terrance Simmons #113310 pled guilty in Merrimack County Superior Court to RSA 622:24 Delivery of Articles to Prisoners. The incident occurred at the NH State Prison for Men on 7/28/18 when Simmons was found to be in possession of suboxone. Simmons was sentenced to 1 to 3 years in the NH State Prison stand committed, consecutive to his current sentence.
- On 4/22/19, Dustin Winter #84456 pled guilty in Merrimack County Superior Court to RSA 622:24, Conspiracy to Deliver Articles to Prisoners. The incident occurred on 9/30/18, at TWC when Winter's visitor attempted to give him 4 prescription pills. Winter received a 1-3 year prison sentence, stand committed, consecutive to his current sentence.



NHDOC Investigative Actions



Indictment

- On 2/16/19, The Merrimack County Grand Jury indicted PUDC Patrick Sanborn #87258 on 1 count of RSA 318-2:B, Possession of a controlled substance (Ecstasy) and 1 count of RSA 622:24, Conspiracy to Deliver Articles to Prisoners. The act occurred 9/27/18, at North End House transitional housing unit.

NHDOC Investigative Actions



CONVICTIONS

The following individuals were sentenced on March 4, 2019,
by the COOS County Superior Court

- On 03/04/2019 Christopher Valeras pled guilty to RSA 318-B:2 Acts Prohibited. He was sentenced to 2 to 4 years stand committed, consecutive to his sentence. The incident occurred on December 27, 2017. Valeras was in possession of a balloon containing 213 strips of Suboxone.
- On 03/04/2019 Jesse Hermonat plead guilty to RSA 642:9 Assault by Prisoner. He was sentenced to 2 to 4 years stand committed, consecutive to his sentence. The incident occurred on September 21, 2017 when Hermonat caused unprivileged physical contact to another incarcerated resident.
- On 03/04/2019 Adrien Stillwell pled guilty to RSA 159:3 Convicted Felon. He was sentenced to 1 to 3 years stand committed, consecutive to his sentence. The incident occurred on April 13, 2018 when Stillwell was found to have a weapon on his person during a search.

In SFY 2019, staff investigated over 24 criminal assaults by prisoners.

CONVICTIONS

COOS County Superior Court

The following individual pled guilty on March 5, 2019

On March 5, 2019 Kevin Gil pled guilty to 1 count of RSA 630:1-a Conspiracy to Commit First Degree Murder, 1 count of RSA 630 Attempted murder, 1 count of RSA 159: 3, I Felon in Possession of a Dangerous Weapon and RSA 641:6 Falsifying Physical Evidence. He was sentenced to 20 to 40 years stand committed, consecutive to his current Rockingham County sentence of Second Degree Murder. The act occurred on August 4, 2017 in the NCF yard in that he aided in concert with another individual, with the purpose to commit the crime of murder. He purposely removed and attempted to dispose of his clothing by taking off his blood stained shirt and dropping it in the recreation yard. Gil was also in possession of improvised deadly weapons.

NH Department of Corrections

A Year in Review - SFY 2019

Keeping Contraband Out of Our Facilities

Investigations

In SFY 2019, 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. Approximately **73 cases of contraband introduction were investigated leading to 17 criminal prosecutions.**



The Investigations Bureau is tasked with preventing contraband such as drugs and cell phones from entering the facilities through entry points such as the visiting room and the warehouse.

NH Department of Corrections

A Year in Review - SFY 2019

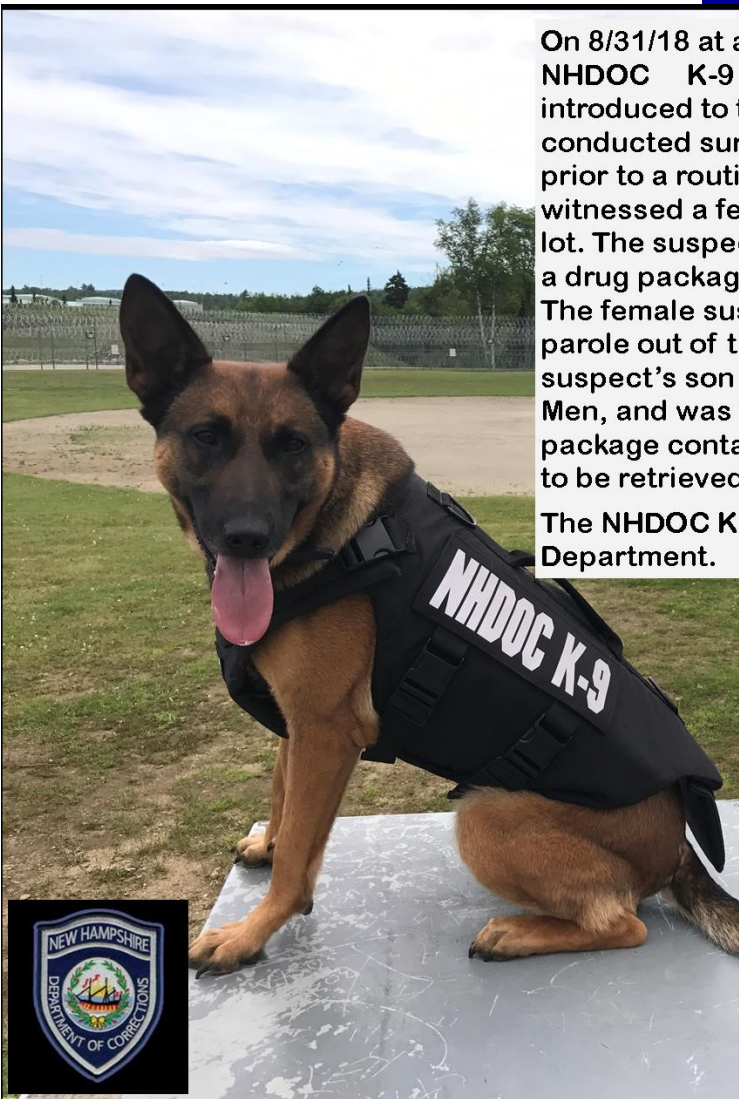
Keeping Contraband Out of Our Facilities

Investigations

Our K-9 Investigative Teams provide a unique resource in contraband detection at our facilities. Trained investigators and the K-9s are able to detect drugs and other contraband like cellphones. The K-9 units enhance surveillance throughout the NHDOC and have been a resource to our Field Services teams creating safer environments.



Illegal drugs hidden in mail were discovered by a K-9 investigation team. The mail was addressed to a resident at the NHSP-M.



On 8/31/18 at approximately 08:00 Investigators from the NHDOC K-9 Unit intercepted a drug package intended to be introduced to the NH State Prison for Men. Investigators conducted surveillance at a local medical treatment facility prior to a routine offender medical appointment. Investigators witnessed a female suspect acting suspiciously in the parking lot. The suspect entered the lobby bathroom. After she exited, a drug package was discovered taped underneath the toilet. The female suspect was taken into custody and found to be on parole out of the Concord District Office. The female suspect's son is currently housed at the NH State Prison for Men, and was the intended recipient of the drugs. The drug package contained approximately 48 subutex pills, intended to be retrieved by an offender later in the morning.

The NHDOC K-9 Unit was assisted by the Concord Police Department.



NH Department of Corrections

A Year in Review - SFY 2019

Keeping Contraband Out of Our Facilities

Investigations



Investigator James Azzara and Dutch look for contraband in a maximum-security cell.

During the second half of SFY 2019, the K-9 teams were instrumental in removing over 550 strips of Suboxone from the various NHDOC facilities with an estimated prison value of \$217,000.

With the addition of two K-9 investigative teams in SFY 2018, more searches were possible in SFY 2019 to include using K-9 teams during home visits and to search the transitional housing units.

Drugs and contraband seized from home visits included fentanyl, methamphetamine, narcotics and drug paraphernalia. In the transitional housing units, K-9's discovered Suboxone and other illegally obtained prescription drugs, including Gabapentin which had a "prison sale value" of \$12,000.

NH Department of Corrections

A Year in Review - SFY 2019

Keeping Contraband Out of Our Facilities

Investigations

The Hearings Bureau, responsible for providing fair adjudication of administrative disciplinary matters involving residents, conducted disciplinary hearings at all the NHDOC facilities stemming from over **7914 disciplinary tickets** in SFY 2019.

The disciplinary hearings process follows

[Administrative Rule COR 311.01.](#) *



Investigators coordinated and collaborated with local law enforcement, the New Hampshire State Police and at times, other law enforcement officers in the investigation and the return to prison of **eight instances of "escape"** from the transitional housing units.

* For printed copies of this report, the link for the administrative rule is <https://www.nh.gov/nhdoc/documents/311-disciplinary-hearings.pdf>

NH Department of Corrections

A Year in Review - SFY 2019

Focusing on Families

20 Years Promoting the Parent/Child Bond

The Family Connections Center (FCC) is a resource inside the three prison 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 reality is, they're parents, they have children. Their children are in school with our children and we want all children to feel safe."

Kristina Toth,
Administrator of the
Family Connections
Center to NHPR's Peter
Biello

FCC artwork made during summer camp 2018 hangs on the wall of the Carriage House at the Kimball Jenkins Estate for the 20th anniversary celebration of the FCC.



Commissioner Hanks presented a plaque for 20 years of service to Kristina Toth.

In September 2018, the Family Connections Center celebrated its 20th Anniversary. Artwork created by parents under NHDOC custody and their children lined the walls at the Carriage House at the Kimball Jenkins Estate.

Several media outlets covered the event including: [The Concord Monitor](#) and [NHPR](#) (hyperlinks available in online report)

NH Department of Corrections

A Year in Review - SFY 2019

Capital Improvements

The NHDOC's logistics team, in collaboration with security staff and contractors, facilitated the process for numerous capital projects in SFY 2019. These included the installation and rebuilding of two primary elevators used daily - one at the New Hampshire State Prison for Men (NHSP-M) and the other at the Secure Psychiatric Unit. They worked with all stake holders to complete the design for electronic controls and security camera upgrades as well as a body alarm system for the campus of the NHSP-M in order for it to go out to bid and bring this campus more up-to-date with technologies used to create better surveillance. The Logistics team worked with contractors to designs numerous bathroom renovations at multiple sites including the men's transitional work center, medium custody north and south units. In addition to these projects, window replacements and bathroom upgrades occurred at several of our transitional housing units.

Maintaining critical infrastructure at our facilities continues to be a priority for our department.



NH Department of Corrections

A Year in Review - SFY 2019

Awards and Recognition

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. In addition to individual and team awards for specific events, the NHDOC presents staff at each prison facility, the Secure Psychiatric Unit, Community Corrections and the Field Services Division with Officer of the Year, Civilian of the Year and Team of the Year awards during Employee Appreciation Week in an effort to continue to express gratitude and give recognition to NHDOC's exceptional employees.



In July 2018, staff at the NHSP-M were alerted to a fire in the North Yard by audible alarms and smoke. Security staff responded without hesitation or reservation. Officers attempted to extinguish the fire before the fire department arrived. Security staff were able to safely retreat from the smoke filled area and firefighters 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 2019

Awards and Recognition



In July 2018 at the NHSP-M, the Special Housing Unit (SHU) staff responded to a coordinated resident disturbance. The unit team worked with other staff to safely and securely take control of the situation.



In October 2018, security and nursing staff responded to an unresponsive resident in the Secure Management Unit (SMU) at the NHCFW. The situation was assessed and Narcan was administered, saving the woman's life.

NH Department of Corrections

A Year in Review - SFY 2019

Awards and Recognition

In January 2019, eight members of the Manchester Probation/Parole District Office were honored for their teamwork, quick-thinking and bravery as a probationer tried to flee after being told he was under arrest.



In June 2019 at the NNHCF, five security staff members and two nurses performed life-saving measures to a resident in distress and restored consciousness after he had stopped breathing. The staff members involved received life-saving awards.

NH Department of Corrections

A Year in Review - SFY 2019

Team Commendation Award Recipients

Ackerman, Noelle	Executive Secretary
Allen, Jennifer	RN
Albair, Jeremy	Corporal
Backman, Joey	Corporal
Batakis, John	Sergeant
Bourassa, William	Counselor
Bowden, Brad	RN
Boynton, Daniel	Captain
Brewer, Richard	Officer
Bryant, Tracey	Officer
Burke, Gary	Captain
Castellano, Mark	Captain
Catovic, Irena	PPO
Christie, Jay	Corporal
Cloutier, Elisabeth	PPO
Colpas, Zachary	Officer
Crisafulli, Tina	RN
Croteau, Keith	Officer
Daniels, Glenn X2	Officer
Delarosa, Saully	Officer
Dupuis, Claude	Lieutenant
Ellis, Joshua	Corporal
Esty, Allan	Officer
Falardeau, Linda	RN
Fontaine, Troy	Lieutenant
Halle-Corcoran, Ellen	RN
Honeman, David	Sergeant
Inman, Randy	Sergeant
Irizarry, Joseph	Counselor
Lebron Carty, Victor	Officer
LeGault, Clayton	Chief PPO
Lover, Christopher	Sergeant
Lydick, Gary	Sergeant
Magnell, Brian	Corporal
Marquis, Scott	PPO
Myers, Jason	PPO
Obi, Franklin	Officer
Paguea, Tina	RN
Parenteau, David	Officer
Phelps, Todd	Investigator

Team Commendation Award Recipients

Rawnsley-Feudner, Zachary	Officer
Regan, Christopher	PPO
Rodriguez, Claudio	Officer
Schaub, Preston X2	Investigator
Stone, Eric X2	Sergeant
Stone, Shawn	Sergeant
Teeboom, Travis	Counselor
Valenti, Kevin	Corporal
Vargas, Sander	Officer
Veras, Jhiomar	Officer
Vocell, Edward	Corporal
Walters, Jennifer	PPO
Wedge, Michael	Sergeant
Wienckoski, Lisa	Corporal
Williams, Gerald	Sergeant
Wright, Patrick	PPO
Youngman, Michael	Officer

Honorable Service Award Recipients

Johnson, Dana	Officer
Lee, Richard	Officer

Life Saving Award Recipients

Boudreau, Justin	Officer
Cahill, Chelsea	RN
Correa, Natalie	RN
Cusson, Joshua	Corporal
Emerson, Tanya	PPO
Hartley,	PPO
Lamontagne, David	Officer
Larochelle, Cynthia	RN
Lombard, John	RN
Norton, Christopher	Corporal
Parker, Amy	RN
Pike, Robert	Corporal
Plante, Nicole	Captain
Potitio, Kristin	Sergeant

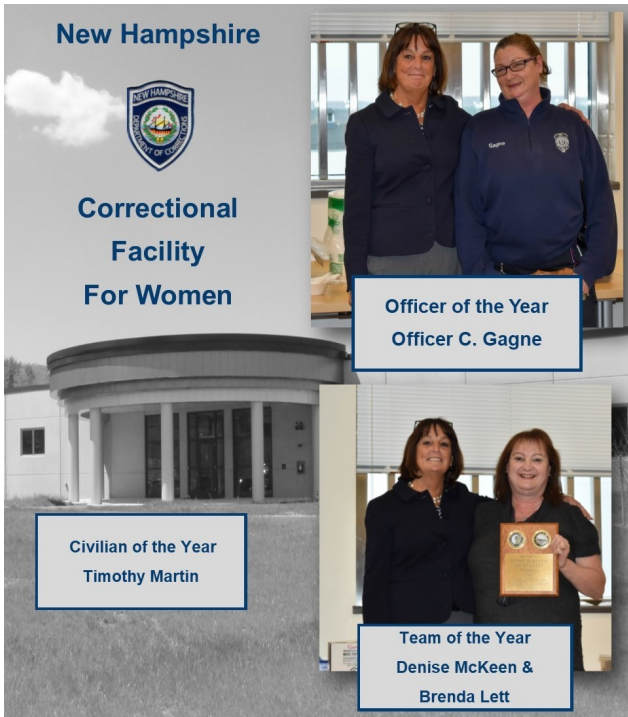
Commendation Letter Recipients

Densmore, Benjamin	PPO II
--------------------	--------

NH Department of Corrections

A Year in Review - SFY 2019

Awards and Recognition



NH Department of Corrections

A Year in Review - SFY 2019

Awards and Recognition



Community Corrections
Officer of the Year
Mike Correia

Probation and Parole



NH Department of Corrections

A Year in Review - SFY 2019

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.



The Office of Forensic Examiner was the recipients of the New Hampshire Psychological Association's 2019 Distinguished Contribution Award in April 2019.

In September 2018, Secure Psychiatric Unit Administrator Debbie Robinson, was honored with the Distinguished Fellow award from the American Therapeutic Recreation Association.



In March 2019, Director of Medical and Forensic Services Paula Mattis, received the Social Worker of the Year award from the New Hampshire chapter of the National Association of Social Workers.



NH Department of Corrections

A Year in Review - SFY 2019

Awards and Recognition

The Department honors those who have dedicated their careers to corrections. These men and women work tirelessly to support the mission of the NHDOC to provide a safe, secure and humane correctional system through effective supervision and treatment of individuals, and a continuum of services that promote successful re-entry into society for the safety of our citizens in support of crime victims.

Thank you for 25 years of service!



Here they are now!



Where were they then?

These four NHDOC employees started their careers together in 1994 and continue to serve the Department together, 25 years later.

3 Decades of Dedication

On May 1, 2019, Director of Field Services Michael McAlister retired after 30 years of service to the Department of Corrections. The entire Department is appreciative of Director McAlister's service and wish him the very best in his future endeavors.



NH Department of Corrections

A Year in Review - SFY 2019

Awards and Recognition

Longevity Recognition

NAME	YEARS	NAME	YEARS
ALICANDRO, SUSANA F.	10	GREENWOOD, ANGELA A.	20
BARNUM, CHRISTOPHER A.	10	HAMMER JR, WILLIAM D.	20
BOISSELLE, JONATHAN R.	10	HOWLETT, KRISTINA L.	20
BOURASSA, JAMES M.	10	HUNDLEY, OAKLEY R.	20
BURZYCKI, JENNIFER M.	10	JOHNSON, STEVEN E.	20
DUCHESNE, KATHLEEN M.	10	LEGAULT JR, CLAYTON A.	20
GIROUX, WENDY D.	10	LOVEN, JOHN A.	20
HICKMAN, LINDA J.	10	MARSHALL, SCOTT J.	20
KELLEY, MARY A.	10	MATSON, CARL B.	20
MILLER, TIMOTHY J.	10	MCLEOD, TAMMY J.	20
MORSE, KATIE E.	10	MEEKS, JOSEPH D.	20
POPOVICH, TIMOTHY L.	10	O'ROURKE, BARBARA G.	20
STRINGER, IAN M.	10	PELLETIER, CHRISTIAN O.	20
SWAIN, JULIA M.	10	REED, THERESA M.	20
WIRTH, JASON A.	10	TURCOTTE, CHRISTOPHER A.	20
DESAUTELLE, LAURA L.	15	VAILLANCOURT, ROBERT R.	20
ERHARD, DIANE E.	15	WELCH, EMMA M.	20
GOULET, MATTHEW R.	15	WILKINS, GILBERT F.	20
HANKS, HELEN E.	15	ALOSA, GINA M.	25
KRATOVIL, JEFFREY M.	15	BEAUREGARD, RICHARD D.	25
LECLERC, CHRISTINE E.	15	BRICKNER, ADAM	25
LEMIEUX, ROBBY J.	15	BROWN, JAMES J.	25
MACOMBER, NICHOLAS D.	15	CORMIER, DAVID J.	25
MAGUIRE, NANCY L.	15	CORREIA, MICHAEL B.	25
MANN, JUDITH W.	15	DAYTON, STEPHEN W.	25
PAGEAU, TINA M.	15	DINSMOOR, JOEL A.	25
PHELPS, TODD M.	15	DUNHAM, BRIAN L.	25
TEAL, JERRY G.	15	FORSLEY IV, THOMAS	25
TEIXEIRA, PAUL D.	15	HEATH, ROBERT D.	25
WEDGE, MICHAEL E.	15	LAGASSE, GERARD G.	25
ALLEN, DEBORAH A.	20	LANDEVIN, SCOTT S.	25
BALDERRAMA, YAIR A.	20	MARQUIS II, NORMAND L.	25
BEATON, MICHAEL R.	20	MORIN, JOHN S.	25
BREWER, RICHARD M.	20	MORRILL III, RICHARD L.	25
CANCEL, JEANETTE	20	MOSHER, MICHAEL P.	25
CARIGNAN, DAVID N.	20	O'DONOGHUE, MARK T.	25
CARROLL, CARYL A.	20	PAKE, BRYANT G.	25
CARROLL, PAUL S.	20	PELLETIER, JOSEPH C.	25
CONWAY, PATRICIA A.	20	MANSUR, GAIL F.	30
COULOMBE, TIMOTHY M.	20	WHITE, DAVID M.	30
DUPUIS JR, CLAUDE J.	20		

NH Department of Corrections

A Year in Review - SFY 2019

Philanthropy



Throughout SFY 2019, employees participated in several philanthropic events to give back to the community. Staff volunteered for the New Hampshire Special Olympics in the Special Olympic Summer Games, Law Enforcement Torch Run and Fueling for Dreams. Staff also coordinated a blood drive for the American Red Cross, ran a food drive for the NH Food Bank and collected toys for Waypoint and Operation Santa during the holiday season.



NH Department of Corrections

A Year in Review - SFY 2019

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, 2018 – June 30, 2019, 54 corrections officer recruits were successfully hired. The success and impact of the campaign earned m5 Marketing Communications an international Gold Hermes Award in the Electronic, Social and Interactive Media category.



At the Jericho ATV Festival, K-9 investigator teams were on hand to demonstrate the vast array of job opportunities the Department has to offer.

Additional Recruitment Efforts

NHDOC representatives were present at **33 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.

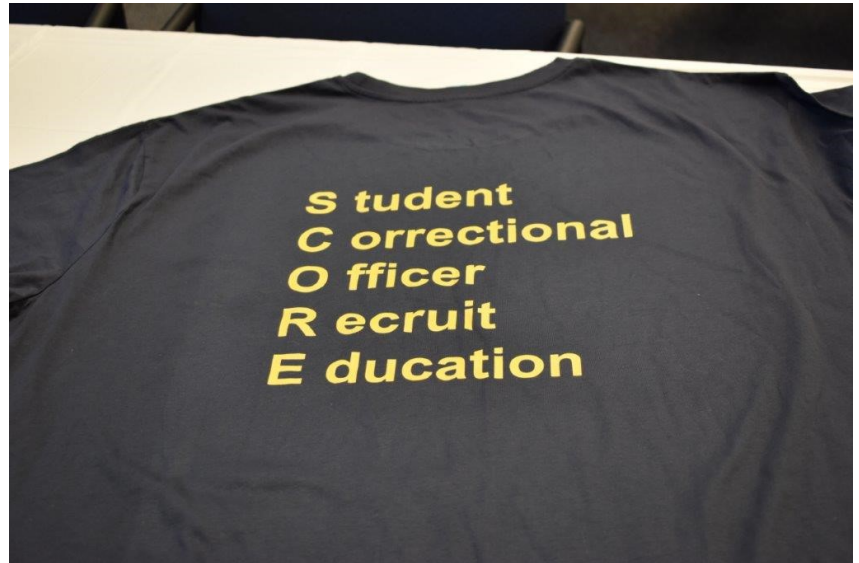
NH Department of Corrections

A Year in Review - SFY 2019

Recruitment and Retention

The SCORE Program

In SFY 2019, the NHDOC began working on a new initiative called SCORE—Student, Corrections Officer, Recruitment, and Education program. The goal is to offer high school students an elective program, concentrated on corrections, for credit. The pilot program is targeted to start at Berlin High School, and is expected to expand to other high schools in the state in the future.



Officer Rod Greenwood, Programs Information Officer Tina Thurber, Chief PPO Seifu Ragassa and Sergeant Ema Donlagic talk about the New Hampshire Department of Corrections with host Peter St. James.

In April 2019, NHDOC staff from different divisions participated in a morning radio show to talk about the different opportunities available in corrections. Each staff member told their story about how their corrections career began and where they are now. The segment aired live on Good Morning New Hampshire with Peter St. James on 107-7 WTPL the Pulse.

NH Department of Corrections

A Year in Review - SFY 2019

Volunteerism

Volunteer Services

The NH Department of Corrections encourages positive community involvement with our residents and at the end of SFY 2019, there were approximately **450 community volunteers**. Volunteers are a critical component in the Department's efforts to maintain institutional safety and security by providing services to the individual during their incarceration. Some services volunteers provide, include but are not limited to, faith-based support, educational programs, diversion skill development and/or legal service programs. We offer twelve volunteer trainings annually which help prepare volunteers for the uniqueness of volunteering in a correctional setting.



Jen Lindgren volunteers to teach yoga at the NHCWF as part of the Prison Yoga Project.*



Father Bernard Campbell has visited residents at the NHSP-M since 2003 as a religious-services volunteer.

*Boston 25 News filmed a segment about the Prison Yoga Project at the NHCWF. [Click here](#) to watch online or type "Prison Yoga Project New Hampshire" into your preferred search engine.

NH Department of Corrections

A Year in Review - SFY 2019

Volunteerism

Internship Program

Our internship program offers a unique learning experience to students who attend thirteen Colleges and Universities. Our Internship program awards 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 of Corrections functions as a whole as well as learn how collaboration is required to accomplish our mission. In FY 2019, we hosted **32 interns** in many areas of the Department to include local nursing programs that have added correctional nursing into their clinical rotations. Rotations are now being offered at all of our facilities.

The internship program works with many New Hampshire colleges including:

Granite State College

Rivier University

St. Anselm's College

University of New Hampshire

White Mountain Community College

Interns assisted in the following fields:

Nursing	16
Correctional Officers	9
Probation/Parole Officers	5
MH-CC/CM- Prog Coordinators	2

The NHDOC provides tours and information to college students facilitated by their instructors. Many local colleges provide college credit for approved internships with the Department.



NH Department of Corrections

A Year in Review - SFY 2019

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. Correctional Officers Johnson and Lee supervised workers during every major snow storm this past winter to clear fire hydrants for the City of Concord, NH. They have helped at schools, churches and fire stations and assisted the State Police and Liquor Enforcement in the cleanup of several homeless camps in the Concord area. Additionally, they helped during the State of NH Operation Santa Claus, which provides toys to children in need, regardless of their circumstances in the State.

The residents learn valuable skills while participating in this program that they will use when they return to their community. As a result of their professionalism and their ability to complete large tasks, the program now has a waiting list of community partners 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 large sense of pride and feeling of giving back to their community.

Officer Johnson:

Thank you for working with me to coordinate your prison work crew to paint the apparatus bays at Concord Fire Department's Central Station. We are very pleased with the outcome and quality of work performed by the inmates, and I am not aware of any behavioral or security concerns that occurred with the crew. The work completed saved the City of Concord a considerable amount of money in personnel hours that would have been required to complete the project, allowing on duty fire department staffing to remain committed to higher priority assignments.

We look forward to having your crew back for the cleaning work we have discussed, as well as several other painting projects that we would like to accomplish this year. Please contact me at your convenience when you are ready to schedule the next work days.

Respectfully,

Christopher S. Johnson

Fire Lieutenant – Tower Ladder Co. 1/Battalion #1

City of Concord, NH Fire Department

Central Station



NH Department of Corrections

A Year in Review - SFY 2019

Residents Helping our Communities

Good afternoon Dana,

I would like to send my gratitude to you and your team for a job well done. We appreciate all of your hard work and time. This is an excellent program for communities, such as Loudon. It has helped save money significantly. The painting of the Gazebo, the siding of the storage building at the Rec field and the siding of the building at the transfer station look professional. Working with you has been a pleasure and your help is very hard working, courteous, and respectful. We appreciate the hard work you all put in. Enjoy your day and talk soon,

Best Regards,



Lance V. Houle
Road Agent, Loudon, N.H



"Fostering to adopt is a long, emotional process. It isn't until you're living your lives that you realize how much you need a village to get you through some of the harder times."

Krista Tesseyman, foster mom

To read more about Cyrus and Bailey's new swingset, got to "news releases" on the NHDOC website or [click here](#) in the online report.



Officer Johnson and his work crew putting together a swing set for two foster children, Cyrus, 9, and Bailey, 8, after the swing set in their yard was destroyed in a storm.

NH Department of Corrections

A Year in Review - SFY 2019

Workforce Development

During SFY 2019, the NHDOC collaborated with industry groups to strengthen partnerships and to improve NHDOC employment training offerings to residents within our facilities.



NHDOC provided workshops regarding reemployment challenges and goals for residents returning to NH communities at the NH Works Conference: Partnering for Recovery, which included members of industry, educators, and other community stakeholders.

NHDOC presented to the Sector Partner Initiative meeting hosted by the Associated Builders and Contractors of NH/VT. The goal of these presentations were to increase industry partner's awareness about resident vocational training needs, opportunities for collaboration, and barriers individuals with criminal records face when reentering the community. Our work in 2019 continued to try to create prison-based skills training collaborations with community businesses that resulted in gainful employment upon release.



**NH SECTOR
PARTNERSHIPS
INITIATIVE**



In SFY 2019, the NHDOC continued its partnership with Project Flagging, Inc. Project Flagging provides job interviews and work opportunities to residents prior to their release to NHDOC Transitional Housing Units or to the community. The company provides opportunities to those who may not have engaged in specific skills training. Once employed, Project Flagging provides rideshare services, health benefits, and competitive pay to their employees.

NHDOC worked with NH Employment Security (NHES) to identify opportunities to provide training to residents inside correctional facilities and collaborated on grant proposals that would provide resources such as reemployment training for residents.



NH Department of Corrections

A Year in Review - SFY 2019

Workforce Development

Apprenticeship Program

NHDOC Apprenticeships approved by the US Department of Labor (USDOL)

Cabinetmaker

Furniture Refinisher (SFY 2019)

Furniture Upholsterer

Furniture Sprayer

Machine Engraver

Printing Press Operator (SFY 2019)

Screen Printer (SFY 2019)

Braille Transcriptionist

In SFY 2019, the NHDOC continued to expand its apprenticeship program. The program started in 2017 by becoming registered as part of the National Apprenticeship System in accordance with the United States Department of Labor basic standards of apprenticeship. The program provides the graduates with an advantage in establishing careers in these areas once they are released from the Department's custody.

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

During SFY 2019, five residents completed apprenticeships and received nationally recognized certificates awarded by the USDOL.



NH Department of Corrections

A Year in Review - SFY 2019

Giving Residents a Voice

Resident Communication Committee

The Resident Communication Committee, (RCC) is a voluntary group of residents at each facility who act as a liaison between residents, the wardens and commissioner. The group addresses questions and concerns from residents. These meetings occur monthly with facility leadership and quarterly with the Commissioner's Office at a minimum.

At the NHCWF, the RCC worked with staff to hold quarterly Wellness Weeks. The residents participate in seminars to improve overall wellness focusing on areas such as nutrition, exercise and improved mental health.



At the NHSP-M, the RCC created a staff-supported orientation program for new residents coming into the system with a goal of helping to guide them on a path to success. The RCC discusses opportunities and programming available to residents during their incarceration and provides new residents with an orientation booklet.

The Health and Wellness subcommittee of the RCC at the NNHCF meet to discuss the results of the most recent facility survey.

An appointee from the subcommittee will then present the results to the full committee, warden and commissioner.

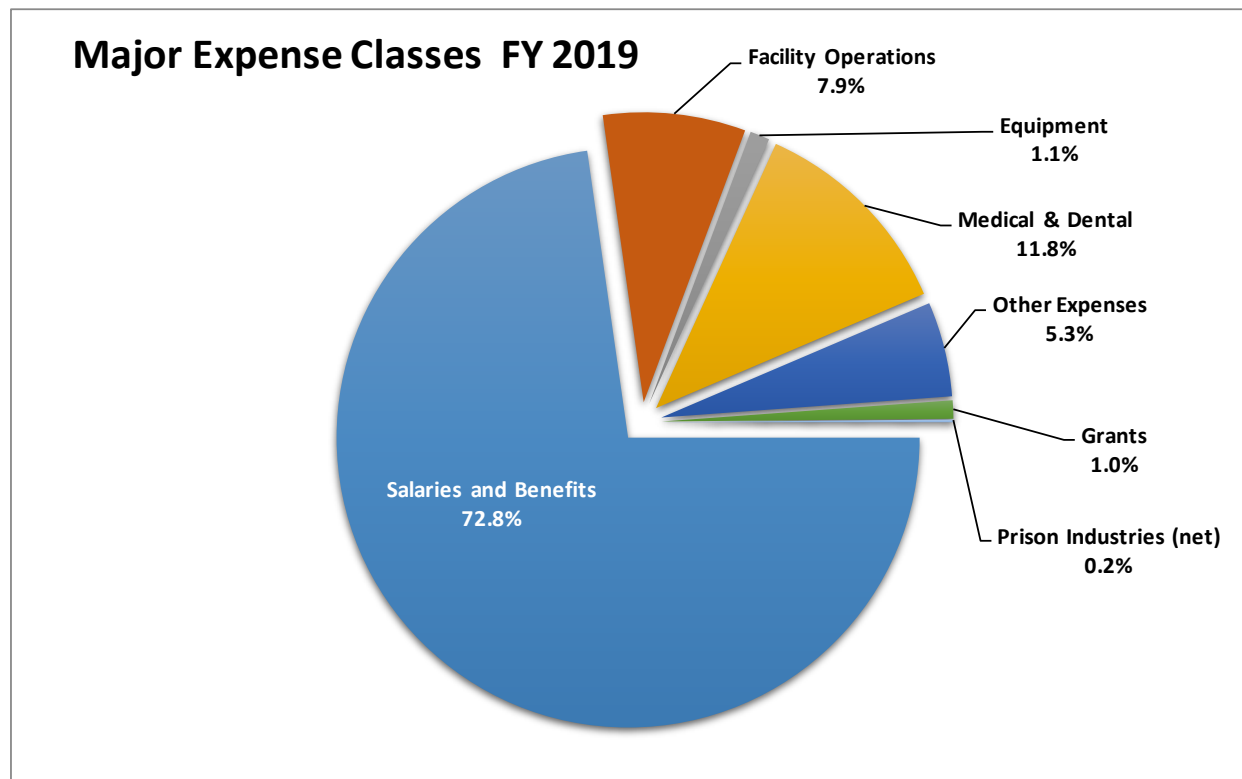


NH Department of Corrections

Data Elements of Interest - SFY 2019

Budget Expenditures

	SFY 2019 by Major Expense Classes	
Expense Category	Actual	% of Total Expenditures
Salaries and Benefits	\$91,811,257	72.8%
Facility Operations	\$9,969,846	7.9%
Equipment	\$1,369,256	1.1%
Medical & Dental	\$14,896,410	11.8%
Other Expenses	\$6,668,530	5.3%
Grants	\$1,284,178	1.0%
Prison Industries (net)	\$190,446	0.2%
Totals	\$126,189,922	100.0%

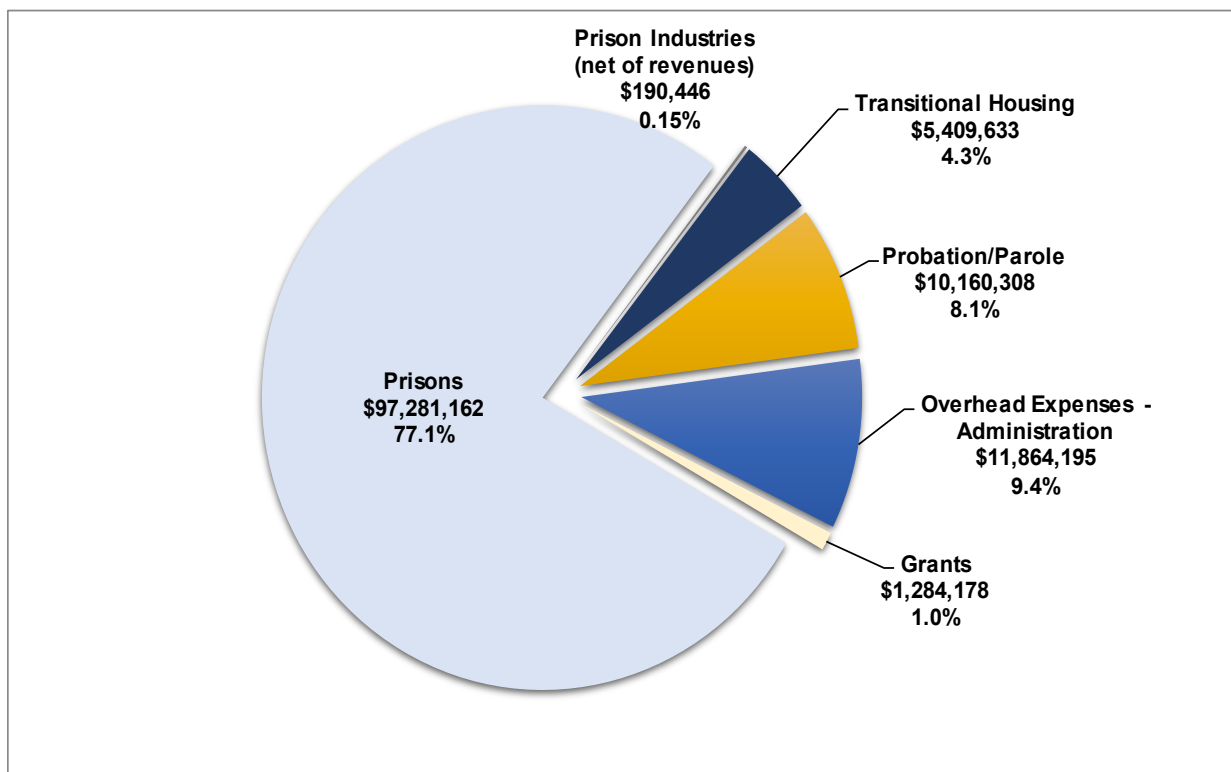


NH Department of Corrections

Data Elements of Interest - SFY 2019

Functional Budget Summary

Functional Area	SFY 2019 Actual	
	Amount	% of Total Expenditures
Prisons	\$97,281,162	77.09%
Prison Industries (net of revenues)	\$190,446	0.15%
Transitional Housing	\$5,409,633	4.29%
Probation/Parole	\$10,160,308	8.05%
Overhead Expenses - Administration	\$11,864,195	9.40%
Grants	\$1,284,178	1.02%
Total	\$126,189,922	100.00%

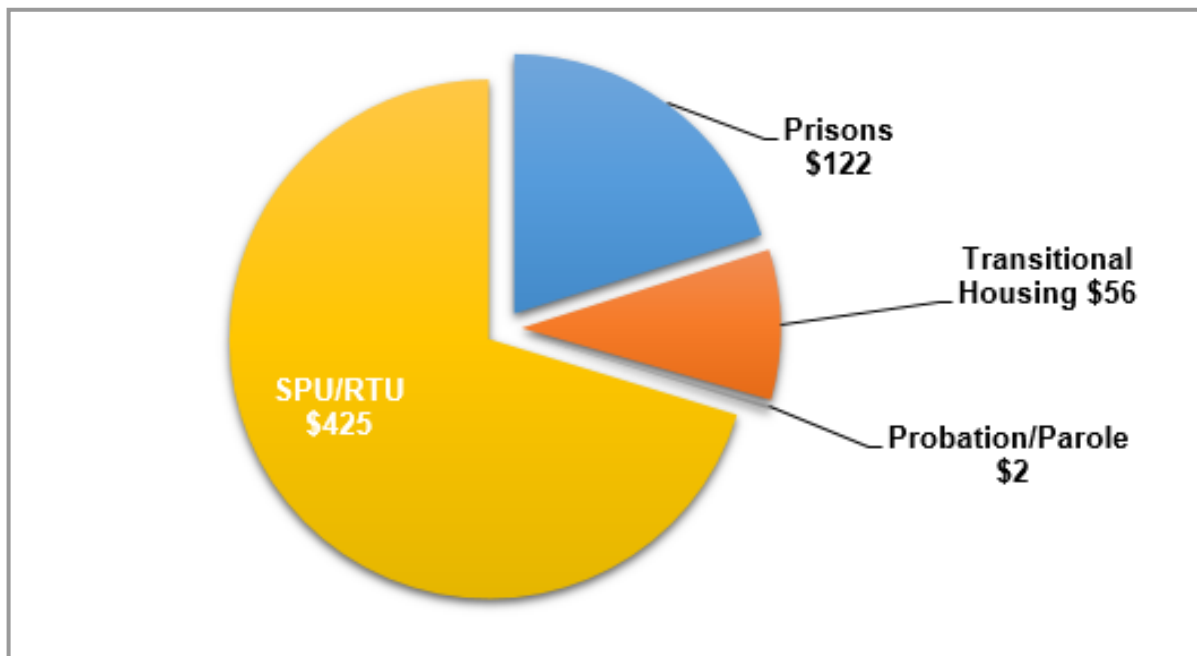


NH Department of Corrections

Data Elements of Interest - SFY 2019

SFY 2019 Cost Per Day by Location

Expense Category	Prisons	Transitional Housing	Probation/Parole	SPU/RTU
Total Expenses	\$97,347,275	\$5,971,020	\$11,214,697	\$10,239,486
Average Number of Residents	2,193	290	19,477*	66
Annual Cost Divided by Average Number of	\$44,400	\$20,613	\$576	\$155,144
Average Daily Cost	\$122	\$56	\$2	\$425



* Includes Collection Only Cases and Fugitives

NH Department of Corrections

Data Elements of Interest - SFY 2019

Population Data

Total Population – June 30, 2019	Total	Percentage
Total NH in Facility*	2,428	92%
Escape Status	7	0%
Total NH Out of Facility**	216	8%
Total	2,650	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, 2019	Number	Percentage
Less than 1 year	28	1%
Between 1 and 3 years	248	9%
Between 4 and 5 years	465	18%
Between 6 and 10 years	774	29%
Between 11 and 20 years	656	25%
21 Years and more	440	17%
Unknown*	39	1%
Total	2,650	100%

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

Admissions – SFY 2019	Males	Females	Total	Percentage
New Admission	375	62	437	33%
Parole Violator	574	87	661	50%
Probation Violator	124	29	153	12%
AHC Returns	5	5	10	1%
Other Jurisdictions	45	6	51	4%
Total	1,123	189	1,312	100%

Releases – SFY 2019	Males	Females	Total	Percentage
Maxed Out	133	7	140	9%
Paroled	1,049	181	1230	82%
Released to Probation	20	3	23	2%
Released to AHC	31	11	42	3%
To Other Jurisdiction	48	12	60	4%
Total	1,281	214	1,495	100%

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 2019

Population Data

Population by Age – June 30, 2019	Number	Percentage
17-21	46	2%
22-25	190	7%
26-30	429	16%
31-40	823	31%
41-50	540	20%
51-60	396	15%
Over 60	226	9%
Total*	2,650	100%

Population by Race – June 30, 2019	Number	Percentage
White	2,266	86%
Black	185	7%
Native American	9	0.3%
Asian	11	0.4%
Other/Unreported	179	7%
Total*	2,650	100%

Population by Crime Type – June 30, 2019	Number	Percentage
Crimes Against Persons	1,493	56%
Crimes Against Property	472	18%
Drugs/Alcohol	486	18%
Crimes of Public Order*	39	1%
Other Jurisdictions**	160	6%
Total*	2,650	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, in other jurisdictions or residents of SPU who are on involuntary committal.

Population by Minimum Sentence – June 30, 2019	Number	Percentage
Less than 1 year	61	2%
Between 1 and 3 years	1,316	50%
Between 4 and 5 years	270	10%
Between 6 and 10 years	639	24%
Between 11 and 20 years	104	4%
21 years and more	221	8%
Unknown*	39	1%
Total	2,650	100%

* Unknowns are inmates 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 NHDOD facility and in other jurisdictions.

NH Department of Corrections

Data Elements of Interest - SFY 2019

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

SFY 2019	NHSP-M	NHCFW	NNHCF	COM COR**	Total
Educational Intakes	214	37	82	0	333
TABE* Testing	132	26	60	0	218
High School Equivalency Completions (HiSET)	6	2	2	0	10
High School Diplomas	10	2	6	0	18

*TABE stands for Test of Adult Basic Education

**COM COR equals Community Corrections Housing Locations

CTEC Cluster Certificates Awarded	NHSP-M	NHCFW	NNHCF
Automotive Mechanics Program	0	N/A	N/A
Building Trades Program	0	N/A	N/A
Business Education Program	21	0	0
Computer Education Program	1	0	0
Culinary Arts Program	4	0	0
Intro. to the Workforce Program	5	0	N/A
Total Certificates	31	0	0

CTEC Class Certificates	NHSP-M	NHCFW	NNHCF
Automotive Mechanics Program	23	N/A	N/A
Building Trades Program	0	N/A	N/A
Business Education Program	288	61	69
Computer Education Program	193	54	41
Culinary Arts Program	24	33	N/A
Intro. to the Workforce Program	159	14	0
Total Certificates	687	162	111

NH Department of Corrections

Data Elements of Interest - SFY 2019

Field Services Data Summary: Probation Parole Caseload Review

SFY2019 Field Services Caseload Summary as of June 30, 2019

District Office (DO)	Total Officers Chief PPO/PPOs	Types of Supervision	Conditional Release - NGR	County Facility (HOC)**	Interstate Compact In	Parole	Probation	Total	Fugitives
Berlin District Office	3		1	5	20	40	84	150	65
Claremont District Office	4			24	34	78	214	350	54
Concord District Office	10		13	12	37	414	436	912	156
Dover District Office	7			17	66	151	399	633	287
Exeter District Office	11			57	216	180	637	1090	343
Haverhill District Office	6		1	41	37	82	289	450	201
Keene District Office	5			24	43	67	306	440	70
Laconia District Office	4			27	20	80	188	315	28
Manchester District Office	14		1	58	103	637	585	1384	375
Nashua District Office	6		1	6	105	181	292	585	229
Ossipee District Office	3			10	21	32	111	174	99
Total	73		17	309	702	2203	3696	6927	1907

* Fugitive status is due to a person absconding from supervision

** HOC - means a person being held pending a violation or a person who will be released from a HOC to probation

NH Department of Corrections

Data Elements of Interest - SFY 2019

Field Services Data Summary: Restitution/ Collections Review

As of June 30, 2019	
Collection Only Cases	12,256

Field Services Receipts and Disbursements: SFY 2019	
Total Receipts	\$2,631,519
Disbursements Paid for Individual Restitution	\$1,778,609
Courts Fines	\$219,217
DOC Field Services Collection Functions	\$239,615
DOC Field Services ICAOS Dues and Costs	\$23,231
Justice Victim Assistance	\$31,469
General Fund Annulments	\$123,600
General Fund Collection Fees	\$22,657
General Fund Supervision	\$344,109
Misc. Expenses	(\$154,577)*
Total Disbursements	\$2,627,930
<i>*voided checks, bank fees, etc.</i>	

NH Department of Corrections

Data Elements of Interest - SFY 2019

Medical and Forensic Services Data Review

SFY 2019 NH Department of Corrections Community-Based Medical Cost Breakdown: All Residents			
Age Ranges	Total Patients	FY2019 Costs	Mean Ave
19	0	\$ -	
20 through 29	176	\$ 221,589.31	\$ 1,259.03
30 through 39	313	\$ 474,714.53	\$ 1,516.66
40 through 49	231	\$ 474,852.93	\$ 2,055.64
50 through 59	235	\$ 640,169.68	\$ 2,724.13
60+	188	\$ 741,622.04	\$ 3,944.80
Total Inmates with Medical costs	1143	\$ 2,552,948.49	\$ 2,233.55
Medicaid Paid IP Stays	114 Episodes of Care	\$ 1,587,388	
	Total Cost of Care FY19:	\$ 4,140,336.92	

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 2019

Medication Group	Amount
Hepatitis C	\$431,619.67
HIV	\$381,362.85
Diabetes	\$245,396.85
Inflammatory Disease	\$144,792.81
Asthma/COPD	\$87,154.37
Addiction—MAT	\$56,808.64
Anti-Psychotic	\$39,354.96
Multiple Sclerosis	\$34,894.36
Total	\$1,421,384.20

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

NH Department of Corrections: Secure Psychiatric Unit

Admissions/Discharges by NH RSA

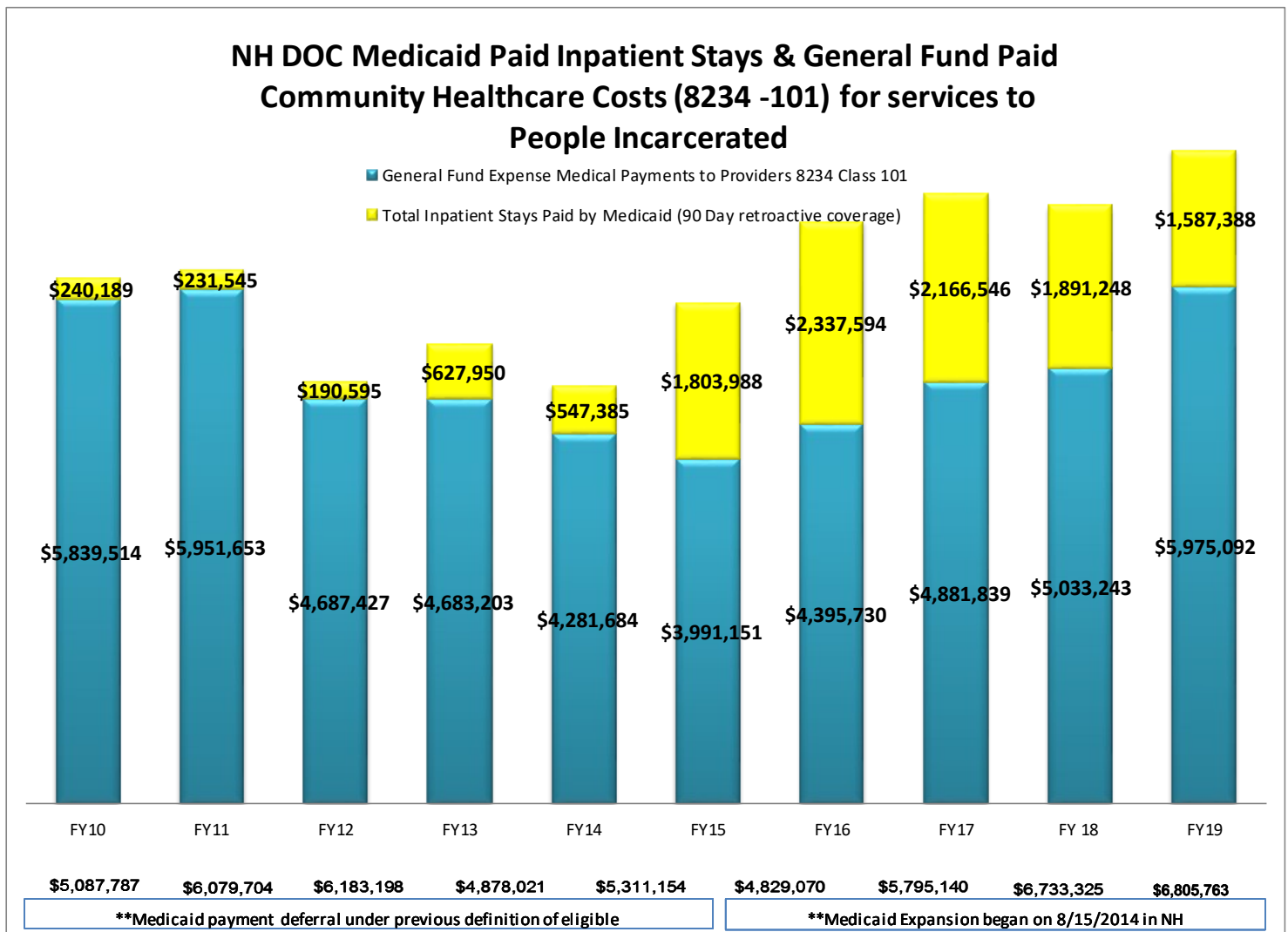
FY2019	622:45		623:1		651:9		135-C		135-E		171-B	
	NHH		DOC/HOC		NGRI		CC		SVP		DD	
	A	D	A	D	A	D	A	D	A	D	A	D
1st	2	2	8	11	1	1	1	2	0	0	0	1
2nd	1	0	7	8	1	0	3	1	0	0	0	1
3rd	1	1	7	7	2	0	1	4	0	0	0	0
4th	2	2	10	10	1	1	1	2	0	0	0	0
Total	6	5	32	36	5	2	6	9	0	0	0	2

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 2019

Medical and Forensic Services Data Review



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 (June 30, 2019): 1342

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 general population housing units: the Parker Hancock Unit, Medium Custody North Unit, and the Medium Custody South Unit. NHSP-M includes two separate housing units for higher custody level individuals in our care and custody. The Close Custody Unit (CCU/C4) houses up to 120 individuals, while the Special Housing Unit (SHU/C5) houses between 95-110 individuals including 50-65 C5 individuals. The balance of those housed in the SHU include: persons serving punitive segregation imposed as a sanction for a disciplinary infraction, those who are Pending Administrative Review (PAR) and C4 individuals who are in protective custody review status. The Reception and Diagnostic (R & D) area includes those newly sentenced, probation or parole violators and short-term protective custody review status.

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 101K square foot facility

Capacity: 224

Population: (June 30, 2019) 175

Warden: Joanne Fortier



In April 2018, 148 women moved into the new 101,000 square-foot New Hampshire Correctional Facility for Women (NHCFW). The new facility includes a dedicated spiritual space, a minimum-security unit, a gymnasium, a library, an education wing, a parole hearings room, Family Connections Center, industries, recreational space and more.

The new facility was a long anticipated and complex construction project that drew much public interest. Many tours have been provided to the media, state and federal legislators, stakeholders, advocates and students during SFY 2019. The NHCFW is fully operational, providing enhanced opportunities for female residents through behavioral health wellness curricula, education, culinary arts and other programming opportunities. The location has outdoor space allocated for planting gardens, walking, sports and other fresh air activities. In addition, this facility has dedicated space for health services delivery including an infirmary suite, observation rooms, dental services, clinics and exam rooms to list a few that had not been part of the leased facility in Goffstown.

NH Department of Corrections

Facility & Division Overviews

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

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

Opened: 2000

Capacity: 635

Population (June 30, 2019) : 631 males

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 2019, approximately 135 medium-security residents lived in either the Focus or Wellness unit. These are modified therapeutic communities, inside our facilities specialized in addressing substance use and mental health disorders.

Additional programming and services available to our residents include education classrooms, the Family Connections Center, Correctional Industries, religious and faith-based services, and Veteran's meetings and services.

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 (until May 1, 2019) : Mike McAlister

Deputy Director (Acting Director: May 1– June 30, 2019): Jason Smith

Throughout SFY 2019, 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. In addition, to these efforts, the Field Services team continued to be on the front lines of combatting the State's Opioid Epidemic in their role mentoring people to change and to engage in substance use disorder treatment, or through the use of harm reduction principles including the availability and distribution of Narcan to help prevent overdose and give people another chance at recovery. In May 2019, the Division held its annual PPO training which included presentations on electronic monitoring, domestic violence counseling and human trafficking.



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, Special Emergency Response Team and Honor Guard.

Director: Chris Kench

In SFY 2019, legislation passed permitting the use of blue emergency lights on some vehicles. This has assisted in the increase of vehicle visibility and safety of our staff both in the field for Probation Parole Officers and when security staff is transporting residents.

The training bureau reintroduced defensive tactics training for our non-uniform staff. We also saw three uniform and three non-uniform academy graduations.

The Special Emergency Response Team (SERT) received new uniforms and equipment, and our honor guard grew by three members, who received all new uniforms and continues to proudly represent us at public functions around the State.



In October 2018, the Special Emergency Response Team (SERT) participated in annual training.



As they do every year, the NHDOC Honor Guard participated in the 2019 Law Enforcement Officers' Memorial Ceremony in Concord, NH.



3 corrections academies graduated 48 officers and 3 non-uniform academies graduated 55 staff members.

NH Department of Corrections

Facility & Division Overviews

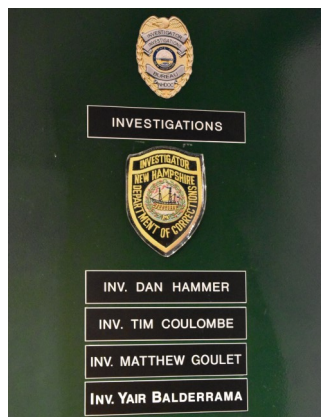
The **Division of Professional Standards** is responsible for conducting and supervising investigations, hearings and audits relating to all aspects of the Department's operations and programs.

The Division maintains a Hearings Bureau whose responsibility is to provide fair adjudication of administrative disciplinary matters involving residents. The Hearings Bureau also processes property claims under \$500.

The Division's Investigation Bureau 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.

The third arm of the Division is it's audit team who works to review policies, programs and operations to promote quality 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.

Director: Lynmarie Cusack, Esq.



NH Department of Corrections

Facility & Division Overviews

The **Division of Community Corrections** provides education, training, skills, spirituality and personal development opportunities, which encourage positive work habits, promote pro-social behaviors and prepare residents for re-entry to 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, case management is in all departmental facilities and two parole offices. The Division of Community Corrections also oversees the management of the State Targeted Response (STR) Grant, the Granite State High School and the Career and Technology Education Center, religious services, the Family Connections Center (FCC), and volunteer services.

Director: Kimberly MacKay (until Nov. 2018)

Director: Nick Duffy (effective June 20, 2019)

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 reintroduced into the community through supervised educational training (building trades), work opportunities and job-shadowing. At the THUs, residents are working in the community to further prepare them for daily life post release.

Transitional Facility Population

Calumet (C1)	71
North End House (C1)	43
Shea Farm (C1 & C2)	20
Transitional Work Center (C2)	160
Total	294



North End Transitional Housing Unit (C1)



Transitional Work Center (C2)



Calumet Transitional Housing Unit (C1)



Shea Farm Transitional Housing Unit (C1 & C2)

NH Department of Corrections Facility & Division Overviews

Education

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 male and female residents at all three prison facilities.



Students received their high school diplomas through Granite State High School at the NHSP-M in June 2019.



A separate ceremony took place at NNHCF for those who achieved the credits needed to graduate.



A graduation ceremony was held for Cinthia Burlock at the NHCWF in June 2019.

NH Department of Corrections Facility & Division Overviews



Education staff at the NHSP-M.

The Career & Technical Education Center (CTEC) offers six career and technical education training programs. These programs provide opportunities to develop foundational skills and core competencies in relevant occupational areas for successful reentry into the community. The CSSD continues to facilitate formal studies at the post-secondary level via New England College. Additionally, post-secondary educational opportunities are offered at all facilities on a year-round basis through correspondence courses.

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



**“THINGS DO NOT
CHANGE, WE
CHANGE”**

Henry David Thoreau

Inspirational quotes are displayed on the wall
in classrooms at the NNHCF.

*“Courage is not the lack of fear. It
is acting in spite of it.”*
Mark Twain

NH Department of Corrections

Facility & Division Overviews

Religious Services

The NHDOC recognizes the importance of spiritual connectedness for all our residents and works to accommodate all religious/spiritual entities. The Department employs three full-time chaplains one at each facility: Chaplain Jim Daly at the NHSP-M, Chaplain Beth Richeson at the NHCFW and Chaplain Dana Hoyt at the NNHCF.

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 2019, Native Americans were given the opportunity to participate in four sweat lodge ceremonies as well as regular pipe ceremonies. Those who practice Paganism gathered for their rituals several times throughout the year. Twenty two Muslim residents participated in fasting during the month of Ramadan which culminated with the Eid Ul Fitr feast lead by an Imam volunteer. Buddhists, Catholics, Jehovah's Witnesses and followers of several Christian denominations participated in several scheduled faith-based services.

SFY 2019 included two highly successful Kairos retreat weekends. Prison Fellowship provided four, two-day seminars; and supported the Angel Tree Program that provided Christmas toys for the residents children. Various faith groups provided spiritual retreat weekends for the respective

Also this year, the parameters of authorized resident personal religious property were greatly expanded, with the removal of faith-specific property lists. Now, the majority of religious property items may be possessed by all residents, barring very few items of particular security concern, which remain faith-specific. Religious liberty was even further unencumbered through the relaxing of grooming standards with regard to beards, which are now unrestricted in length, which has opened the door for previously unauthorized religious hairstyles to better align NHDOC policy with national litigation outcomes stemming from the Religious Land Use and Institutionalized Persons Act (RLUIPA).



Chaplain Beth Richeson speaks to a group of residents, church leaders and volunteers in the chapel at the NHCFW.



The chapel at the NHSP-M allows for an array of religious services and multi-purpose activities.

NH Department of Corrections

Facility & Division Overviews

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

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

Director: Robin Maddaus

Deputy Director: Lisa Stone

Correctional Industries, Financial Services, and Contracts and Grants

In July 2018, the Department began issuing debit cards to residents leaving the facilities rather than the previous method of checks. This process made it easier for residents to access their funds in the community.

In SFY 2019, the Division streamlined items available for residents to purchase through the Union Supply Company catalogue and canteen items. Canteen operations and warehouse orders moved from the NHSP-M and NNHCF to the NHCWF.

Correctional Industries added an additional state park to the forestry program which is now producing and delivering firewood to 13 state parks.



NH Department of Corrections

Facility & Division Overviews

The **Division of Medical and Forensic Services** delivers health care (e.g. medical, dental, and behavioral health) 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 increase patient education.

Our health care delivery system is designed to meet the needs of the approximate 2,500 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 provides a forensic level of care for acute psychiatric issues.

Medical services offered include individual appointments for chronic and acute conditions, sick call, and an 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 and substance use disorders. In addition, there are specialized housing units for treatment of paraphilic disorders, mental health disorders and substance use disorders.

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



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

NH Department of Corrections

Facility & Division Overviews

Secure Psychiatric Unit (SPU)

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

There are 20-30 hours per week of structured therapeutic and diversional interventions available for these patients; individuals' treatment schedules are based upon individualized treatment planning. The SPU provides integral behavioral health services via its team of highly dedicated psychiatric, clinical, nursing, education and security staff who continually strive to advance patient's progress. The security staff are certified correctional officers who participate in additional specialized training in managing clients with mental illness in accordance with a specialized training curriculum. The SPU has a 66-bed capacity, with a current configuration of 50 male beds, 10 female beds, and six infirmary rooms. During SFY 2019, there were 49 admissions to SPU and 54 discharges.

Sexual Offender Treatment (SOT) Services

Utilizing a risk-need-responsivity model developed on evidence-based practices, SOT services emphasize skill development designed to promote safety and self-management. All individuals are assessed to determine level of care needs. Individuals referred and/or identified through the classification process are provided a full psychosexual assessment. SOT staff assesses a person's risk/needs levels using actuarial instruments as well as conducting a comprehensive psychosocial profile of the individual and their criminal history. Elements of the psychosocial assessment include, but are not limited to, criminogenic history and needs, developmental history, mental health involvement, substance abuse issues, strengths, skill deficits and the individuals' cycle of offending. To the extent practicable, data from collaterals (e.g., medical providers, family, criminal records police reports, court documentation, NCIC, clinical providers) are utilized during the assessment process. Residents are assigned to the one of three treatment recommendations: Community-based treatment, Prison-based Intensive Sexual Treatment Service or a Transitions Group. Most residents are assessed at needing an intensive level of care, located at NHSPM which incorporates SOT protocols into a therapeutic environment. The capacity for the intensive program is 96 with 24 additional beds for program graduates to stay and serve as mentors. During SFY 2019, 97 men completed the intensive SOT program. If a less intensive level of care is needed based on the assessment, or if individuals are unable due to physical capabilities to reside in the residential unit, a plan of treatment is developed to meet their needs and outlined as part of their release plan.

NH Department of Corrections

Facility & Division Overviews

Behavioral Health Services

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

The Division implemented a community behavioral health model adapted to a correctional system to assist residents in management of behavioral health issues. The range of services offered addresses both acute and chronic needs. Acute needs are managed on both an inpatient and outpatient basis. Exacerbation of a chronic behavioral health issue or onset of suicidal feelings can be managed by emergency assessment visits from our clinicians or 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 four residential units: The Residential Treatment Unit (RTU) for men located in Concord; the Wellness Block for men in Berlin; the Focus Unit for men in Berlin and the Wellness Block and Focus Unit for women. The Focus Unit is a modified therapeutic community program specifically designed to treat substance use disorders while the Wellness Units are a voluntary program targeting functional impairments associated with a residents mental health disorder. The goals of all of these units is to enhance a residents ability to manage and improve their lives by learning about their behavioral health disorders and why treatment compliance is important as part of their path to success. Promoting a sense of community is also 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 a problem-solving technique. Often, those, who are adjudicated residents, who no longer need the intensive services of the Secure Psychiatric Unit may be admitted to the RTU or Wellness Units as a transitional step down with the goal of returning to a general population prison housing unit.



Patients in the SPU play monopoly during their down time.

NH Department of Corrections

Facility & Division Overviews

Not Guilty By Reason of Insanity Civil Commitments

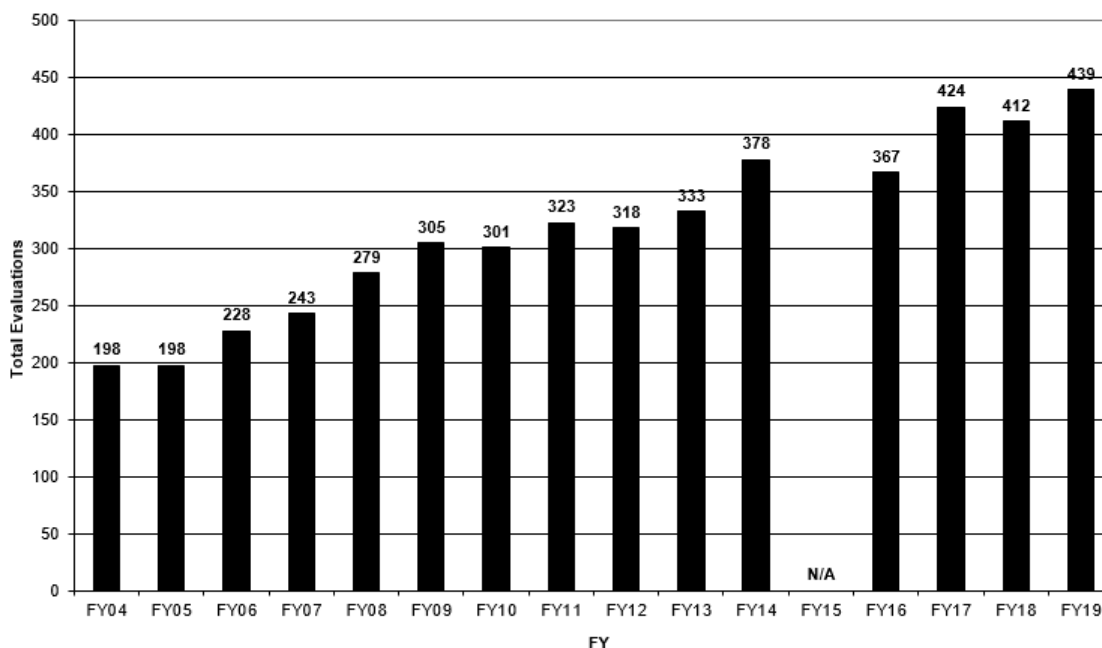
The Department of Corrections monitors 34 civil committees, committed as Not Guilty by Reason of Insanity (NGRI) and on-going enforcement of the treatment regimen per RSA 651:11-a. The Division of Medical and Forensic Services has a dedicated NGRI Clinical Coordinator who meets regularly with individuals and different behavioral health organizations to ensure ongoing treatment needs are met. The Division coordinates inpatient level of care and outpatient behavioral health services to ensure compliance with court orders and that treatment needs are being met for these individuals. The Division utilizes trained forensic psychologists in assessing risk for future violence in these cases to evaluate preparedness for changes in level of care as deemed appropriate and as outlined in the court orders associated with these patients.

Office of the Forensic Examiner

The Office of the Forensic Examiner (OFE) conducts court ordered psychological evaluations when there are concerns about a criminal defendant's competency to stand trial or when the defendant has pled Not Guilty By Reason of Insanity. The forensic examiners conduct in-person evaluations with the defendants, write forensic reports for the judge, and often testify about their findings. The OFE has also been working closely with New Hampshire Hospital, Circuit and Superior Courts and lawyers to improve the system for court ordered evaluations, including improving efficiency and increasing evaluators' access to needed mental health records.

In SFY 2019, the forensic examiners completed 439 competency evaluations.

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



NH Department of Corrections

Facility & Division Overviews

Medical and Nursing Services

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

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

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

Dental Services

Dental services are provided on location at three locations: NHSP-M, NHCFW and NNHCF. Organizing clinics so that both basic dental hygiene and dental procedures occur in a timely fashion is an important aspect of the healthcare program provided to residents. Our dental team provided 7,117 contacts in SFY 2019 ranging from dental assessments to oral surgery.



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 serves as a cost-containment body as well as monitoring prescribing practices and trends, reviewing our formulary as well as overseeing the safety and security of medications. Total pharmaceutical costs in SFY 2019 were driven by treatment for hepatitis C and purchase of medications to combat opioid disorders.

Pharmaceutical costs continue to rise and management of that is critical piece of our operations. Total pharmaceutical costs for SFY 2019 were \$2,939,398 which was a 2.6% increase in costs from SFY 2018. In addition, the department was provided with approximately \$600,000 of grant dollars which was used to purchase medication for the beginning phases of an expanded Medication Assisted Treatment (MAT) program and harm reduction medication (e.g. Narcan).

Allied Health Professionals

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

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

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

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

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 districts.

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

Administrator: Nicole Kipphut

Victim Services Unit staff has seen a 13½% increase in documented victims/survivors of crime. 3,344 individuals are registered with the VSU—268 of those are new requests.

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



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** was implemented in SFY 2018 and in SFY 2019 the NHDOC continued to add to resident services to promote the exchange of information. Monthly trust account reports was digitized which has reduced the printing of thousands of sheets of paper each month. Daily sheets are also digitized which provides residents with information that includes their appointment days and times, trust account transactions and their last canteen orders. An automated process for processing transactions submitted by residents was added that significantly reduces the amount of staff spend to process financial transactions.

Communications took on a new look this year with a large redesign of the **NHDOC intranet**. The site was updated to include news and events and redesigns to reporting pages provide easy access to archived documents. Additional features such as a “Spotlight” area, calendar and printable articles enhance the overall site.

With the efforts of Department of Information Technology, NHDOC converted all but one location to the State of New Hampshire’s **phone system**. This effort has involved upgrading wiring and network bandwidth to all locations.

A new system was built to track data necessary for **grant reporting**. Building this system required updates to CORIS (Central management system) and TechCare (Electronic medical record system).

Along with these projects the group also handled **7,841 help-desk requests**. Help Desk requests include everything from installing new hardware or resolving hardware problems, to assisting with user access to the network and to systems along with support during and after system upgrades and/or outages.

The Application Development Group supports NHDOC management and operations by providing in-house development of applications, databases, research and statistical reports, compliance with federal reporting, and third party right-to-know requests. Requests received by this group increased over the last year with **2407 requests** being received of which 2320 of these requests were completed, 100 remain in active status with 2 placed on hold.

NH Department of Corrections

Facility & Division Overviews

Legislation

The first half of the 166th General Court ended in May 2019. 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:

HB116—*Relative to the job classification of positions in the retirement system.* This bill, which allows the NHDOC to move employees to the Group II retirement system in certain situations passed in the both chambers and was signed by the Governor. The NHDOC supported this bill.

HB229, *relative to rulemaking requirements of the department of corrections.* Commissioner Hanks testified in opposition to the bill stating the Department has extensive rulemaking requirements already in place. In executive session, the Executive Departments and Administration Committee unanimously voted ITL.

HB518—*repealing certain statutes concerning reimbursement of cost of care by inmates.* This bill, which was intended to ensure incarcerated individuals did not have to pay for their incarceration, passed both houses and was signed by the Governor. The NHDOC did not take a stance on this bill but was available for information.

HB726—*(Second New Title) establishing a secure forensic psychiatric hospital advisory council and establishing a new forensic psychiatric hospital and making an appropriation therefor.* This bill, which was intended to eliminate mental health patients, not currently serving a prison sentence, from having to live behind the walls of the prison, was tabled. The NHDOC did not take a stance on this bill.

HB732—*Related to over-sentencing and racial profiling.* This bill, would require different steps to be taken to eliminate racial profiling, was tabled. The NHDOC was opposed to this bill due to the lack of NH based data citing it as a NH problem..

SB100—*relative to discrimination in employment based on criminal background checks.* This bill, which would require certain companies to hold interviews prior to asking about criminal history of an applicant during a job, was vetoed by the Governor. An effort to override the veto failed in the House. The NHDOC supported this bill as it give a person with a felony record a chance to tell their story. Employers can still request a background check, but not until the potential employee has a chance to explain their criminal history in an interview.



Director of Medical and Forensics, Paula Mattis and Commissioner Helen Hanks testify at the hearing for HB726, which aimed to create a stand-alone secure psychiatric hospital. This bill was tabled.

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 2019, the Bureau of Human Resources' payroll and benefits sector has succeed in providing compensation and benefits for all our employees with few discrepancies. They consistently audit payroll records to determine compliance with the Fair Labor Standards Act as well as all the various Collective Bargaining Agreements representing our employees. With the continuous upgrades to the NH First System, we will continue to work with the Department of Administrative Services, Division of Personnel to simplify and centralize processes to eliminate discrepancies that may occur in a decentralized structure. Although we currently work in a more paper-driven system, we have begun our goal of moving to an electronic file and workflow system.

We are opening communications throughout the agency by recognizing special achievements occurring with our employees around the agency. We send out promotion announcements regularly, track employee longevity for presentations at Executive Staff Meetings or other means, track performance evaluations and provide ongoing notices for evaluation deadlines to ensure eligible increments are received, and have incorporated updating employee emergency contact and benefit information through regular notices ensuring personnel files have the most current information for our employees.

We continue to evaluate the on-going services provided by our Bureau of Human Resources. We are looking forward to the future where we will continue to focus on employee wellness, recruiting efforts, career path opportunities, as well as retention within not only the corrections career, but the State of NH as one employer.

		HIRED	TERMED*	RETIRED	Total Net Hire
Fiscal Year Total Hires	Uniform	54	-28	-12	14
	Civilian	56	-27	-12	17

*Termed signifies employees who are no longer with the Department either through voluntary resignation or mandatory termination.

NHDOC Mission Statement

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

Core Values Statement

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

Integrity

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

Respect

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

Professionalism

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

Collaboration

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

Accountability

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

Victim Recognition Statement

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

Vision Statement

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

