

**COMMISSION ON ACCREDITATION FOR CORRECTIONS**  
**STANDARDS COMPLIANCE REACCREDITATION AUDIT**

Northeast Ohio Community Alternative Program  
Warren, Ohio

September 24-25, 2018

**VISITING COMMITTEE MEMBERS**

Leslie Wagner  
ACA Auditor

Dave Johnson  
ACA Auditor

**A. Introduction**

The audit of the Northeast Ohio Community Alternative Program, Warren, Ohio was conducted on September 25-25, 2018 by the following team: Leslie Wagner, Chairperson and Dave Johnson, Member.

**B. Facility Demographics**

Rated Capacity: 135  
Actual Population: 117  
Average Daily Population for the last 12 months: 124  
Average Length of Stay: 110 days  
Security/Custody Level: Minimum Security/Minimum Custody  
Age Range of Offenders: 18-57  
Gender: Male and Female  
Full-Time Staff: 54  
(9) Administrative, (0) Support, (18) Program, (22) Security, (5) Other (Excludes 3 contract food service staff)

**C. Facility Description AND Program Description**

Northeast Ohio Community Alternative Program (NEOCAP) is located at 411 Pine Avenue S.E. Warren, Ohio. Warren is a city of approximately 41,000 in Northeast Ohio, approximately 15 miles west of the Pennsylvania state line. The facility is situated just two blocks from the downtown Warren business district.

NEOCAP is a Regional Community Based Correctional Facility (CBCF) that provides a sentencing option for adult male offenders from the Common Courts of Trumbull, Portage, Lake, Geauga and Ashtabula Counties. CBCF's are state funded correctional facilities developed by state legislation to provide comprehensive residential treatment for offenders on felony probation. The program lasts up to a maximum of six months. CBCF's are the most restrictive community sanction provided by law.

With the exception of several outdoor storage buildings, the physical plant consists of a single two-level concrete block structure. The facility was opened in 1995 as a male facility with a capacity of 95. In 2016 the 40 female bed wing was separated into their own building in Painesville Ohio. This allowed NEOCAP Warren facility to expand their intakes to male only and separate residents by classification.

Entrance to the facility is electronically controlled. There are separate entrances for staff and visitors. After passing through an electronically controlled and interlocked sallyport, visitors enter the lobby area. Administrative offices are located to the left of the lobby. To the right of the lobby areas is central control. A secured hallway, controlled at the control center, provides entry to the residential section of the facility.

The left wing (previously female wing) consists of two open dorms. The smaller dorm has a capacity of 12 residents. Residents housed in the smaller dorm have earned a specific privilege level. A second dorm houses 33 residents. In addition to a spacious

dayroom, the left wing has four multi-purpose rooms for programming and counseling activities.

The male residential area is located on the upper level adjacent to the control center. Male residents are housed in one of 15 separate “bedrooms.” Bedrooms house 6-8 offenders each. Programming for residents is conducted in the lower level of the pod.

Upon admission to NEOCAP each resident is assigned a Case Manager. The Case Manager, along with the resident, develops an Individual Program Plan. Needs are identified through the Ohio Risk Assessment System (ORAS). Residents are required to participate in programming 40 hours per week. Residents progress through the program using a level system consisting of four levels. Each level is 30 days in length except for level IV. Level IV last from 90 days until release from the facility. Residents are evaluated on their performance and completion of the program is based on documented progress.

The facility uses a “House Model” to address housing and resident needs. The Blue House is designated for male offenders who present with low motivation, resistant, mental health issues, older and those who are alcohol or opiate dependent. The White House is designed for male offenders who present with low education level, medical issues, housing issues, younger offenders and marijuana dependent. The Red House is designed for

NEOCAP's Mission Statement States, “NEOCAP is committed to excellence in treatment of criminal behavior. NEOCAP is dedicated to reducing offender's recidivism, while enhancing public safety.”

**D. Pre-Audit Meeting**

The team met on September 23, 2018, in Niles, Ohio, to discuss the information provided by the Association staff and the officials from NEOCAP.

The chairperson divided standards into the following groups:

Standards # 4-ACRS-1A-01 to 4-ACRS-4E-29- Leslie Wagner, Chairperson  
Standards # 4-ACRS-5A-01 to 4A-ACRS 7F-10- Dave Johnson, Member

**E. The Audit Process**

1. Transportation

The team was escorted to the facility by Eric Anderson, Compliance Manager.

2. Entrance Interview

Eric Anderson, Compliance Manager escorted the team to the Conference room where the formal entry meeting was held.

The following persons were in attendance:

Jake Jones, Executive Director  
Kristina Henik, Clinical Director  
Kim Massary, Deputy Director  
Eric Anderson, Compliance Manager  
Robert Blower, Personnel and Resource Director  
Lisa Rowe, Operations Director

It was explained that the goal of the visiting team was to be as helpful and non-intrusive as possible during the conduct of the audit. The chairperson emphasized the goals of accreditation toward the efficiency and effectiveness of correctional systems throughout the United States. The audit schedule was also discussed at this time. The chairperson noted that mandatory standards would be evaluated first and that staff and offender interviews were an important part of the audit process.

3. Facility Tour

The team toured the entire facility from 8:25 a.m. to 9:50 a.m. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

Kim Massary, Deputy Director  
Eric Anderson, Compliance Manager

Notices of the accreditation were properly posted.

4. Conditions of Confinement/Quality of Life

During the tour, the team evaluated the conditions of confinement at the facility. The following narrative description of the relevant programmatic services and functional areas summarizes the findings regarding the quality of life.

**Security:**

Security is the primary responsibility of the 22 Resident Supervisors. Resident Supervisors monitor resident behavior and provide valuable information to the treatment team regarding a resident's overall progress.

A minimum of three counts are conducted daily; one on each shift. A "rounds tracker" system is in place and requires staff to make rounds every half hour from 11:00 p.m. to 6:00 a.m. From 6:00 a.m. to 11:00 p.m. rounds are made every 15 minutes. All Resident Supervisors carry mobile radios. There are 37 digital surveillance cameras that assist in monitoring resident movement. Access and egress to the facility is by electronic locks controlled from the control center. A Resident Supervisor is centrally located on tier two with open desk and updated

post orders for each shift.

The facility has a key watcher system that allows staff to check-out keys by entering a personal code. Tools are properly inventoried and well controlled.

Residents in the reintegration phase of the program are allowed passes into the community. Passes are limited to maintaining counseling appointments, seeking employment, support group meetings and activities directly related to their program plan. In some circumstances residents are granted work release privileges. All residents leaving the facility must clock out and return the time card upon their return to the facility.

### **Environmental Conditions:**

NEOCAP is centrally heated and air conditioned. Temperatures in all areas of the facility were well within the comfort zone. Lighting and air circulation readings were conducted during the audit cycle and were found to be within the acceptable limits.

The facility is clean, uncluttered and well maintained. The exterior of the facility, including the grounds present a very pleasant environment. The facility is smoke free residents are aware of this policy upon intake.

### **Sanitation:**

There audit team found a high degree of sanitation in all areas of the facility. The facility is inspected semi-annually by the City of Warren Health Department and is in full compliance with sanitation codes. Facility rooms/dorms were found to be exceptionally clean and well organized. The facility provides written expectations regarding the condition of dorms/rooms and it is clear that offenders are expected to comply with those expectations. Offenders are assigned cleaning chores weekly, depending on their program schedule. Cleaning products are checked out daily and returned after housekeeping assignments are completed. All cleaning products are non-hazardous.

### **Fire Safety:**

The facility has a fully functioning fire alarm system that announces directly to the Warren Fire Department. Fire extinguishers, heat/smoke detectors, pull stations and audio/visual devices, fire panel and hood suppression system and sprinkler system are serviced and inspected by private fire protection service companies.

Evacuation plans are properly posted. Evacuation drills are conducted monthly on each shift. The audit team confirmed the frequency of fire drills through offender interviews. Evacuation routes were properly identified and were found to be unobstructed.

Flammable materials are properly stored and inventoried. Daily and weekly fire safety inspections are conducted. The Warren Fire Department conducts an annual fire safety inspection, which is only 1 block away from the facility. The last monthly fire drill was August 2018.

**Food Service:**

Food service is contracted to a private, for profit, contractor. A four-week cycle menu, approved by a licensed dietitian is followed. The menu provides 3,000 calories per day for offenders. The audit team found the kitchen to be exceptionally clean and sanitary. Daily, weekly and semi-annual sanitation inspections are conducted. The semi- annual sanitation inspections are conducted by the City of Warren Health Department. The audit team checked refrigerator, freezer and dry food storage temperatures and found them to be within the acceptable limits. Religious and therapeutic diets are made available upon proper approvals. Few requests are submitted for special diets.

Contract food service staff prepare all food. Residents are employed in the kitchen, however, their assignments are limited to washing dishes and cleaning. The audit team sampled an lunch meal on the first day of the audit. The meal consisted of chicken pot pie, cake, coleslaw and lemonade portion size, presentation and taste were adequate.

**Medical Care:**

An LPN is available on-site seven days per week. The LPN conducts screenings and sick call but does not provide treatment. Offenders admitted to the facility receive a medical exam within 14 days of admission, unless a recent examination was conducted. NEOCAP has a contract with a local physician who is on call 24X7. Agreements are in place with local providers for mental health services, dental services, and emergency care. All staff are trained in CPR/First Aid. An AED is available in the control center.

Medical, dental and mental health needs are brought to staff's attention by filling out a medical request form. A list of physicians, dentists and clinics is made available to each offender on admission should the resident not have a personal physician/dentist. Trumbull Memorial Hospital is utilized for emergency services which is in walking distance from facility.

All over-the-counter and prescription medications are turned in to staff and are distributed by staff. The cost of all medical/dental services and associated prescription medications are the responsibility of the resident.

**Recreation:**

Offenders are provided recreation opportunities. Both wings have outside

recreation areas which include a covered pavilion and picnic tables. The left-wing (Unit 2) recreation area was under construction but residents were still allowed outside fresh air. Recreation opportunities include walking, board games, resistance bands, bean bag and television viewing. Continuous music was lightly played through out each pod to give the residents a relaxing atmosphere. Offenders are under direct supervision during exercise periods.

**Religious Programming:**

There are no organized religious activities offered on-site. Offenders may practice their religious beliefs individually. A minister with whom the resident has a direct personal relationship may be allowed to visit. Residents in the reintegration phase of the program may obtain a pass to attend the church of their choice in the community. Passes are earned by privilege.

**Offender Work Programs:**

All offenders are given a work assignment within the facility. Work assignments are assigned weekly by staff. Assignments are based on the resident's level and programming schedule.

Work assignments include Kitchen duty, housekeeping and grounds. Special projects, outside of the normal house assignments, are considered Community Service Projects (CSP). CSP assignments are a mandatory part of each resident's program. CSP projects include lawn cutting, landscaping, litter pick-up, unloading trucks and painting. Outside of the facility was very well kept by residents with flowers and shrubs, it gave the facility a beautification status upon entry.

**Academic and Vocational Education:**

NEOCAP works collaboratively with the Trumbull County Career and Technical Center to provide Adult Basic and Literacy Education. Each resident that enters the facility without a high school diploma or GED are administered the Test of Adult Basic Education (TABE) to determine their level of functioning. Education goals are based on the level of functioning. Residents practice for the GED in-house and are transported to a testing site to take the GED. The education department is fully accredited. Residents do not pay a fee for GED testing it is covered under the facility budget. GED is highly encouraged while at NEOCAP with a high success rate of passing scores.

**Social Services:**

Program staff is made up of Case Managers and Treatment Specialists. Program staff work under the general supervision of the Clinical Director. Program staff work daily with offenders in identifying treatment goals and ensuring that the resident is addressing identified needs and goals. All programming is based on an evidence based treatment curriculum.

During the first two weeks in the program a complete assessment of the resident is

conducted. Assessment instruments include: Ohio Risk Assessment System, Substance Abuse Subtle Screening Inventory, Adult Self-Assessment Questionnaire and Beck Depression Inventory. Following assessment, the resident is expected to participate in programming from 9-5 daily (40 hours per week). Auditor observed group therapy session during audit. Residents hold group in bottom tier and if they are not in group they are required to be doing homework, reading on substance abuse or journaling. There was a quiet setting and appreciated by residents the music seemed to calm and relax them.

Programming includes the following:

- Group Counseling
- Criminal Thinking
- Aggression Replacement Training
- Substance Abuse Treatment
- Cognitive-Behavioral Interventions
- Employment Skills Training

**Visitation:**

Offenders visit in the multipurpose room. Visitation is conducted Saturday and Sunday from 1:00-4:00 p.m. During orientation residents submit the name, address, telephone number and relationship of those persons they wish to visit. The list is reviewed and approved by staff prior to the visit taking place. Approved visitors are limited to immediate family and two significant others. Offenders are limited to two visitors at one time. A Visitor Orientation class is held prior to visitation. Approved visitors must complete the orientation program before they are permitted to visit. Each visit is limited to 45 minutes in length.

**Library Services:**

Both wings of the facility have a small library of donated books for leisure time reading. In addition, as offenders progress through the program they have the opportunity to access the Warren-Trumbull County Public Library. Access to legal materials is available through the public library as well.

**Laundry:**

Linen exchange is conducted weekly. Blankets are laundered monthly. Residents wear personal clothing and are responsible for laundering their own clothes. Clothes are to be kept clean at all times. The right wing (Unit 1) has two laundry rooms with three to four washer/dryers each. The left wing (Unit 2) has a single laundry room with four washers and four dryers. Washers and dryers are made available at no cost. Each resident is provided two boxes of laundry soap per week. The laundry room is available at any time the resident is not engaged in programs or cleaning chores.

**F. Examination of Records**



Following the facility tour, the team proceeded to the conference room to review the accreditation files and evaluate compliance levels of the policies and procedures. The facility has no notices of non-compliance with local, state, or federal laws or regulations.

1. Litigation

Over the last three years, the facility had no consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

The audit team reviewed the Significant Incident Summary and Outcome Measures.

Regarding the Significant Incident Summary, no issues reported.

Outcome Measures the three unauthorized absences reported in 2A(3) were residents that absconded. The Outcome Measures indicate that 17,984 community services hours were donated in the past 12 months.

3. Departmental Visits

Team members revisited the following departments to review conditions relating to departmental policy and operations:

<u>Department Visited</u>	<u>Person(s) Contacted</u>
Clinical Director	Kristina Henik
Operations Director	Lisa Rowe
Maintenance Coordinator	Andrew Sanders
Business Director	Rob Blower
Shift Supervisor	Joshua Morgan
Transportation Officer	Johnny Hugley
Treatment Specialist	Ben DeGennaro
Case Manager	Erika Anderson
Resident Supervisor	Juan Delaney

4. Shifts

a. Day Shift (6:00 a.m.-2:00 p.m.)

The team was present at the facility during the day shift from 8:30 a.m. to 2:00 p.m.

During the day shift the audit team toured the facility, observed operations and evaluated compliance levels. Staffing levels appeared adequate. Staff/offender interaction is professional, goal oriented and respectful. Noise levels throughout the facility were exceptionally quiet due to the restrictive rules of the program.

b. Evening Shift (2:00 p.m.-10:00 p.m.)

The team was present at the facility during the evening shift from 2:00 p.m. to 5:30 p.m.

During the evening shift the audit team evaluated compliance levels, observed operations and interviewed staff and offenders. Staff/offender interaction is professional and goal oriented. Noise levels were also exceptional due to the background music playing in the pod areas.

c. Night Shift (10:00 p.m.-6:00 a.m.)

The team was not present at the facility during the night shift. They did speak with third shift staff on the morning of the 2<sup>nd</sup> of audit. Staff stayed over to first shift hours to speak with auditors due to they usually only have two to three resident supervisors for night shift.

Night shift were CPR/First Aid certified. Staff were open and very knowledgeable about their nightly post orders.

5. Status of Previously Non-compliant Standards/Plans of Action

N/A

**G. Interviews**

During the course of the audit, team members met with both staff and offenders to verify observations and/or to clarify questions concerning facility operations.

1. Offender Interviews

Fifteen offenders were interviewed. Interviews were both formal and informal in nature. All of the offenders interviewed felt safe at NEOCAP. Offenders spoke very highly of the programs indicating the programming was supportive and helpful.

2. Staff Interviews

Ten staff were interviewed. Interviews were both formal and informal in nature. All of the staff felt safe at NEOCAP. Staff was supportive of the administration and all were committed to the mission of NEOCAP. There is little turnover among treatment staff. Turnover among Residential Supervisors appears to be a typical problem among any community correction center.

## **H. Exit Discussion**

The exit interview was held at 10:45a.m.in the Conference Room with the Executive Director and six staff in attendance.

The chairperson explained the procedures that would follow the audit. The team discussed the compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group.

The chairperson expressed appreciation for the cooperation of everyone concerned and congratulated the facility team for the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field. Recommendations were given to management staff on how to streamline files or possibly use electronic version.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

AND THE

AMERICAN CORRECTIONAL ASSOCIATION

**COMPLIANCE TALLY**

<b>Manual Type</b>	Adult Community Residential Services, 4 <sup>th</sup> Edition	
<b>Supplement</b>	2014 Standards Supplement	
<b>Facility/Program</b>	Northeast Ohio Community Alternative Program	
<b>Audit Dates</b>	September 24-25, 2018	
<b>Auditor(s)</b>	Leslie Wagner- Chairperson Dave Johnson -Team Member	
	<b>MANDATORY</b>	<b>NON-MANDATORY</b>
Number of Standards in Manual	32	218
Number Not Applicable	0	29
Number Applicable	32	189
Number Non-Compliance	0	0
Number in Compliance	32	189
Percentage (%) of Compliance	100%	100%
<ul style="list-style-type: none"> <li>• Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable</li> <li>• Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance</li> <li>• Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance</li> </ul>		