



NEO NEWS

Message from the Director

Since the middle of March, we have worked to implement policies and procedures aimed at reducing the likelihood of a COVID-19 outbreak within our facilities. The overarching goal of these efforts has been the health and safety of staff and residents. To date, we have done an outstanding job combating the spread of COVID-19. Your efforts have not gone unnoticed; just recently, Christopher Galli, an administrator with the Ohio Department of Rehabilitation and Corrections (ODRC), passed along the following message “I appreciate the outstanding job your staff is doing to control the spread of the coronavirus.” Receiving such a compliment from one of our major partners and stakeholders is a noteworthy accomplishment.

Our success in preventing a COVID-19 outbreak can be directly contributed to all staff’s willingness to make some personal sacrifices, being flexible, adaptable, and giving a tireless effort.

During the last quarter of 2020, we are anticipating that as NEOCAP region’s courts and probation departments return to full operations, we will see a 10% to 15% increase in admissions. As we prepare to take on more residents, we must continue to follow the guidelines released by federal, state, and local health officials.

We will need to continue to: wear facial coverings, maintain social distancing, provide adequate quarantine space, maintain proper group room capacities, maintain sanitation and hygiene, and maintain vigilant admission protocols.

Let’s continue to work as a T.E.A.M. because - **Together Everyone Achieves More.**

Sincerely,

Jake E. Jones, Sr.



Jake E. Jones, Sr.
Executive Director



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STAFF UNIFORM (SHIRT/JACKET) REPLACEMENT POLICY

Replacement: (Old shirts/jacket must be returned in order to qualify for a replacement.)

- **Operations Staff:** Staff will be allowed up to 2 replacement shirts per fiscal year. Replacement jackets are limited to 1 replacement every two years.
- **Program Staff:** Staff will be allowed up to 1 replacement per fiscal year. Replacement jackets are limited to 1 replacement every three years.
- **Administrative and Support Staff:** Staff will be allowed up to 1 replacement per fiscal year. Replacement jackets are limited to 1 replacement every three years. Special consideration will be made for maintenance staff due to the nature of their position.
- The Executive Director, or designee, can make exceptions to these procedures for special circumstances.



SHARPENING THE SAW

In June (Warren) and July (Painesville), Program Specialists Natalie Carr, Samantha Works and Heather Kovac, together with Clinical Director, Kristina Henik, provided training and feedback on NEOCAP progress reports. Progress reports serve as a regular 'check in' with the various Probation Departments and Drug Courts served by NEOCAP. The reports include current issues the residents are addressing and learning to manage as well as their progress and response to treatment.

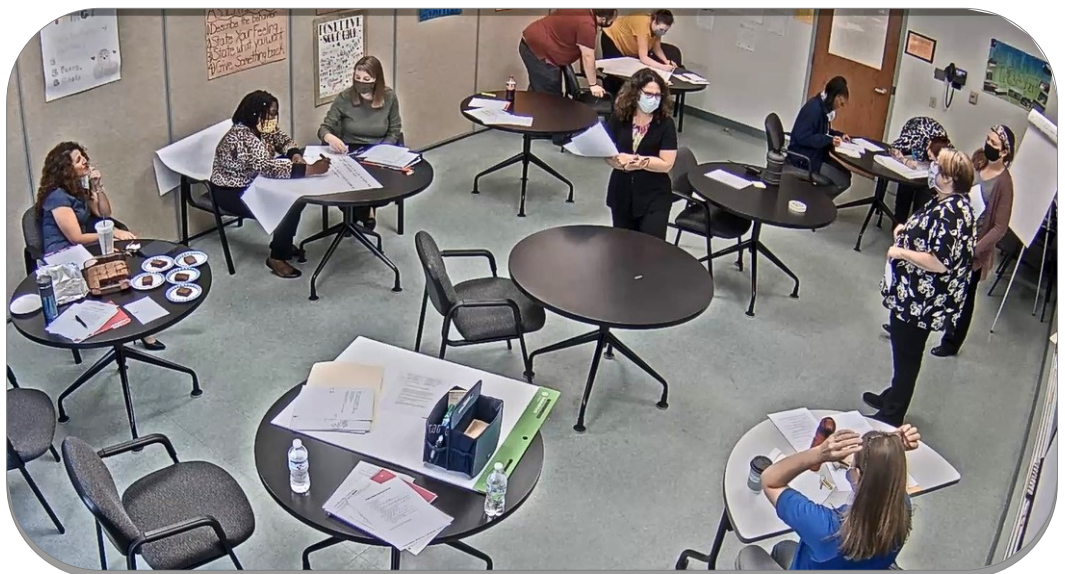
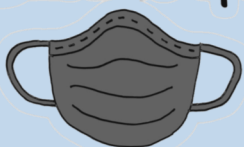
The training provided a much needed opportunity for the veteran treatment staff to work with newer treatment staff to review the 'why' behind the reports; the policy and procedure that drives the process and some 'best practices' in report writing.

The interactive training allowed opportunities for clarification through open dialogue and required active involvement through group activities, a staple for almost all NEOCAP trainings.

The staff who completed the training commented that they appreciated the time that was spent on this topic as they know the importance of providing accurate, succinct information in the reports. They also mentioned they enjoyed the time spent working with each other and learning from one another.



WEAR A MASK
Save a Life



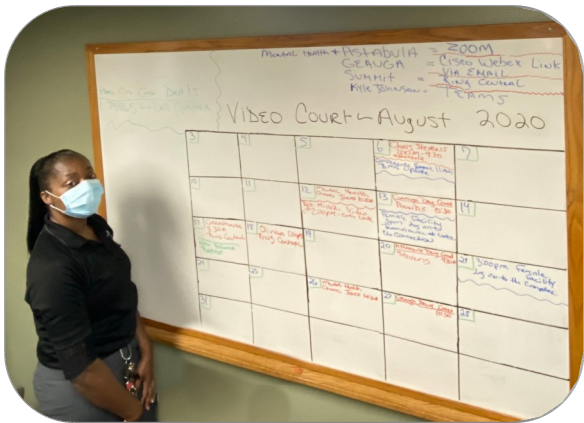
Progress Report Training — July 16, 2020

ADJUSTING TO A VIRTUAL WORLD !!! — by: Kristina Henik

To say life has changed over the last five (5) months would be an understatement. It seems the only constant is change and when it comes to meeting the needs of the residents we serve, to be ready, willing, and able to adapt during this COVID-19 pandemic is paramount for success.

Nearly half of the residents we serve at NEOCAP require ongoing medical or mental health services during residency. That translates into over a dozen different providers and agencies with whom we work to provide the appropriate care. Many residents enter the program with pending legal matters and other social service issues that must also be addressed while in residency. During pre-pandemic, it was not uncommon for the transportation schedule to include daily transports for residents to attend various appointments in the community.

In mid-March, when the pandemic hit, the world as we knew it came to a screeching halt. Practically all medical, mental health, social service, and criminal justice agencies went virtual, thus requiring us to make a fast transition from being heavily reliant on our transportation department to dependent on our IT department.



Theresa Day — IT Specialist

you will find appointments ranging from a court hearing in Summit County Common Pleas Court, to a hearing with Lorain County Children Services, to regularly scheduled bi-weekly sessions with Ashtabula and Geauga County Drug Courts.

Indeed, it is comforting to know that you work on a team that embraces a ‘can do’ attitude and is committed to identifying and removing barriers to keep moving forward even during a worldwide pandemic.

With the agency’s survival in her hands, IT Specialist Theresa Day “took the bull by the horns.” Theresa developed a strategic plan to ensure the agency had the technical capabilities with all of the necessary virtual platforms such as Cisco Webex, Zoom, Ring Central, Microsoft Teams, and Google Duo.

Theresa has dedicated one wall in her office where she keeps track of all resident scheduled virtual appointments and activities. On this board,



Kristina Henik
Clinical Director



Resident Supervisor Caleb Lloyd
Testing newly purchased technology

FROM THE BUSINESS OFFICE: FUTURE CONSTRUCTION PROJECTS

During these challenging economic times, we are very thankful to be receiving Capital Improvement Funds from the Ohio Department of Rehabilitation and Corrections to address our aging HVAC system and add insulation to stop the constant flow of cold air that seeps through the resident bedroom walls. The work on these projects will start in late September 2020, with the first scheduled project to include insulating and wrapping metal siding outside the residents’ rooms on unit 2. We have awarded a bid to an engineering firm who will be overseeing the daunting task of dismantling, redesigning, and installing a new HVAC system while keeping us operational. We are anticipating that it will take up to 12 months before total completion.



Rob Blower
Business Director



Lance Haley
Transportation Officer

LANCE HALEY SAYS GOODBYE!!!

Lance has decided to enter into full retirement mode. He joined NEOCAP in January 2012 as a part-time driver. Before joining the NEOCAP team, he spent 36 years working in Skilled Trades at General Motors, retiring in August 2009.

Lance recently decided that he **“was not getting any younger,”** and it was time for him to stop working and enjoy his retirement days. He wrote the following in his resignation letter addressed to Executive Director Jake Jones: “I would like to take the opportunity to thank you for all of the opportunities presented to me within the period of my employment. I have enjoyed my time working at NEOCAP.”

Over the past 8½ years, Lance has served as an essential member of the transportation corps. We will miss him and wish him the very best in retirement.



Lance's Farewell Luncheon
September 4, 2020

REIGN WILL BE MISSED!!!

On September 3, 2020, Reign submitted her official letter of resignation. She expressed that she plans to go back to college to pursue her Bachelor's degree and spend more time with her children. Over the 8+ years Reign has been with NEOCAP, we have witnessed her growth, both personal and professional.

Her leadership, as well as her no-nonsense approach, will be greatly missed. We wish Reign the best!



Reign Bruno
Shift Supervisor
4/23/2012 — 9/17/2020



Good-Bye to Reign
Lunch Meeting September 16, 2020

PROMOTION AND OPPORTUNITY!!!

After a thorough assessment of our supervisory needs on midnight turn at the female facility, it was decided that Candida Jenkins best meets the qualifications to lead the shift. Candida was initially hired on May 13, 2018, as a Resident Supervisor (RS) and later promoted to “Go-To” on the midnight shift. Candida will start in her new role as midnight Shift Supervisor effective September 13, 2020.



Candida Jenkins
Shift Supervisor

Further, Holly Templeman, who joined the NEOCAP team on September 9, 2019 as an RS, was promoted to the “Go-To” position on the midnight turn. Holly has demonstrated a willingness and desire to grow in her supervisory responsibilities on the NEOCAP team.

We are confident that Candida and Holly have the experience, skills, and desire necessary to manage the duties of midnight turn effectively.



Holly Templeman
Resident Supervisor “Go To”

We'll
MISS
YOU!

Congrats!



FORMER RESIDENT ANTHONY LAIRD CHECK-IN DURING PANDEMIC!

by: Kristina Henik

The year 2020 has been a very trying time for everyone, but those who suffer from drug and/or alcohol addiction are particularly at risk for relapse during this time. For many months of this pandemic, those in recovery have experienced the loss of in-person support group meetings and other structured life events and activities that are important to their sobriety. With regulations such as closing non-essential businesses and stay at home orders, each person has had to navigate through periods of extreme boredom. The recovery community is well aware that boredom triggers alcohol and drug usage.

During a recent Check-In with former resident Anthony Laird, we discussed how he has managed to stay on the “right track” during these challenging times. I was pleasantly surprised to learn that Anthony continues to follow his Success Plan and uses the Cognitive-Behavioral skills he learned at NEOCAP nearly two years ago. Anthony credits the Success Plan he developed in the substance use group and the cognitive skills he learned in other treatment groups as the primary reasons he has been able to handle life’s challenges without returning to drug and alcohol use and criminal behavior.

Anthony expressed that “without a doubt, if Judge O’Donnell (Lake County Court of Common Pleas) had not granted me judicial release and ordered me to complete NEOCAP, I would not have gotten it right. He knew what he was doing.” He reflected on his past prison and jail experiences, emphasizing that he just went through the motions trying to get out; he had no intention of changing his life.

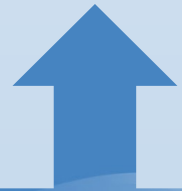
While discussing Anthony’s employment, he expressed that the owner of the car dealership he now works for is a good friend of his, one who has known him since childhood. He went on to explain that this friend was one of the individuals he had identified as support in his Success Plan. Anthony also expressed that he utilizes his skill cards to keep him on track and prepare him for risky situations. He mentioned Dealing with Urges, Communicating My Needs, and Making a Complaint as skills he uses often. According to Anthony, “life consists of working, going home, attending one in-person support group meeting each week, occasional virtual meetings, and seeing my kids regularly.” Anthony continues to be supervised by the Marion County Adult Probation Department.

It was great to reconnect with Anthony, and it was especially encouraging to learn that his Success Plan and his skill cards have served him well over the past two years and during the COVID-19 crisis.



Anthony Laird
Former Resident
Completed NEOCAP
10/30/2018

“Without a doubt, if Judge O’Donnell (Lake County Court of Common Pleas) had not granted me judicial release and ordered me to complete NEOCAP, I would not have gotten it right. He knew what he was doing.”



ADDICTION IN THE AGE OF COVID-19

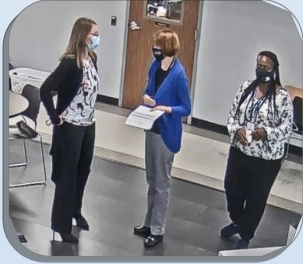
Treatment and Recovery
in These Uncertain Times



Remember to ...



NEOCAP Staff:
Please submit your
favorite family recipe
to Cheryl Moran for
publication in the 2020
NEOCAP cookbook.



OMHAS PROGRAM AUDIT!

On August 4, 2020, auditors from the Ohio Department of Mental Health and Addiction Service (OMHAS) spent a full day reviewing case files & administrative records and taking a facility walkthrough. The audit activities were all conducted as part of the Chemical Dependency Treatment License and Certificate renewal procedures. The audit concluded with Lead Auditor Cheryl Casto providing members of the NEOCAP Management team with a list of audit findings that must be addressed over the next several weeks. Clinical Director Kristina Henik will work closely with Ms. Casto to correct all areas of concern and complete the renewal certification process.



August 4, 2020 - OMHAS Audit



Judge Gary Yost
Ashtabula Common Pleas Court

OVERCOMING BARRIERS: KUDOS TO ASHTABULA COUNTY DRUG COURT!

In a Court News Ohio article written by Csaba Sukosed dated September 4, 2020, the author elegantly described what he titled "Drive-In Production a Marquee Event for Drug Court." The following excerpt was taken from this September 4th, article:

"COVID-19 hasn't stopped Ohio's specialized dockets from celebrating successes. In Northeast Ohio, one program went with an old form of entertainment to resolve a modern dilemma.

The Ashtabula County Drug Court's latest commencement was a "drive-in" ceremony. Like an outdoor cinema, graduates and attendees watched the show from their vehicles – or lawn chairs – in a large parking lot. The venue was Jefferson United Methodist Church, two blocks from the county courthouse in Jefferson. We could be physically together, but still recognize the social distancing provisions of the department of health," said Common Pleas Court Judge Gary Yost. http://www.courtnewsorio.gov/bench/2020/driveInDrugCourt_090420.asp

According to Executive Director, Jake Jones, "we value our partnership with the Ashtabula County Drug Court, and we are very grateful for all that Judge Yost and his Drug Court staff do for Ashtabula County offenders."



Ashtabula County Drug Court's commencement "drive-in" ceremony.



Drug Court photos obtained from
www.courtnewsorio.gov website

MOVING ON SATISFACTION SURVEYS! - by: Shauna Nadzan

One of the many responsibilities of the CQI department is to measure the quality and effectiveness of our treatment curriculums and group facilitation services. In this edition of the NEO Newsletter, we will share some of the feedback we received from residents completing our "Moving On" curriculum conducted at the female facility.

Before getting into the survey findings, I will cover some background information on Moving On. Moving On is a gender-specific, trauma-informed approach that provides women with alternatives to criminal activity by helping them identify and mobilize personal and community resources. The curriculum covers topics such as building healthy relationships, taking personal responsibility, developing coping skills, enhancing motivation to change, as well as, relaxation techniques and stress management skills.

When a resident completes Moving On, they are given a survey to complete regarding their experience and satisfaction with the group. When answering the questions regarding how the group was beneficial, below are some of the most common type of responses:

- (1) **They can work on their issues along with the others that share similar problems because the group is geared toward women and covers a variety of topics.**
- (2) **They felt they were able to build their self-esteem and work towards meeting individual goals they set for themselves.**
- (3) **Many participants appreciated their realistic situations were addressed, such as domestic violence and parenting, which can be roadblocks to maintaining their sobriety upon release.**



Additionally, there were comments such as: "the group helped me learn how to accept criticism, become less defensive, change my way of thinking, and develop prosocial behaviors."

A curriculum is only as effective as its facilitator, and from the survey responses, they were pleased with their group facilitator. Residents seemed just as thankful no matter if Program Administrator Jeigh Maynard instructed the group or Treatment Specialist Katie Van Drei was the facilitator. The following resident's comment seems to sum things up best:

"When I first came into this group, I didn't want to think it would do anything for me, but I was wrong. I learned a lot more here than I ever thought I would. Thank you for caring about me."

SEPTEMBER—NATIONAL SUICIDE PREVENTION MONTH!

In light of September being recognized as National Suicide Prevention Month, it is an excellent time to raise our consciousness and awareness on the topic of suicide prevention. According to the National Today website:

"There is an average of 123 suicides each day in this country. It's the tenth leading cause of death in America – second leading for ages 25-34, and third-leading for ages 15-24. In order to create awareness and strengthen the fight against suicide, the entire month of September is Suicide Prevention Month. Participate in the fight by getting involved with local organizations and listening to those who need help." <https://nationaltoday.com/national-suicide-prevention-month>

Here at NEOCAP, we have put a web-based training together titled: Suicide Prevention in Custody Instructional Course. **This training is worth six (6) COB hours and will be available on the Agency's web site starting September 13, 2020.**



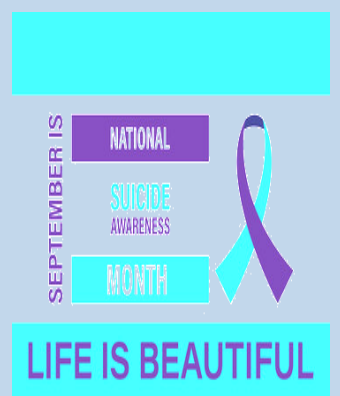
Shauna Nadzan
CQI Administrator

Curriculum Update:

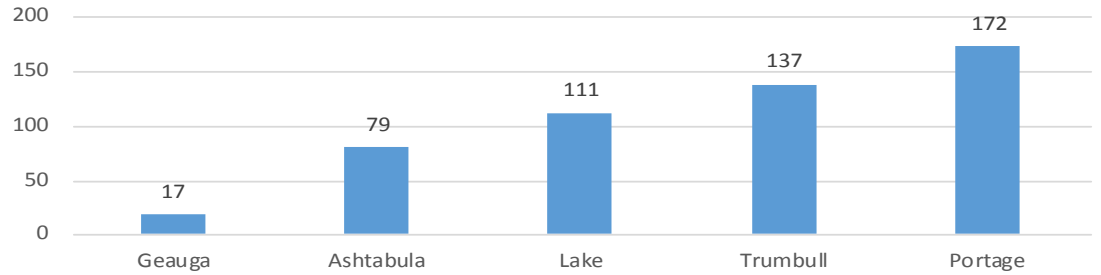
The Thinking for a Change (T4AC) curriculum was added to the Female Facility's program schedule. Female residents who are assessed as moderate risk and do not display the severity of treatment needs that the "Moving On" curriculum is designed to address, will now attend the Cognitive Behavior group T4AC.



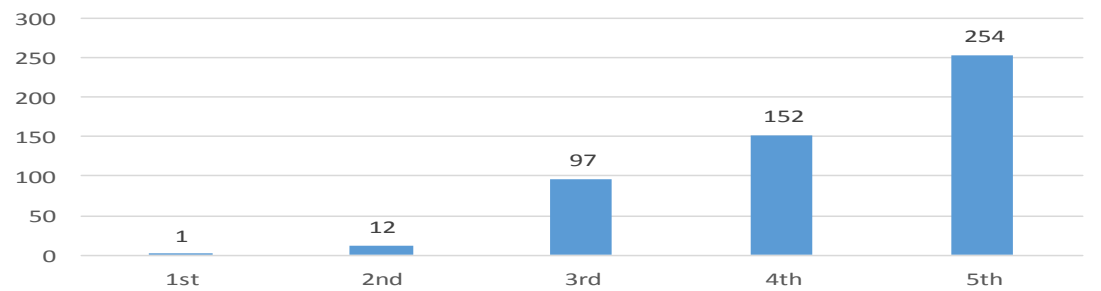
Katie Van Drei & Jeigh Maynard
Moving On Facilitators



FY2020 INTAKES BY COUNTY N = 516



FY2020 INTAKES BY FELONY LEVEL N = 516



FY20 NEGATIVE TERMINATION DATA

Total Terminations	67 Residents
Percent Negatively Terminated	13% (of 516)
Total Males Terminated	61
Total Females Terminated	6

TERMINATIONS BY COUNTY

Ashtabula	Gauga	Lake	Portage	Trumbull	Other/PRC
8	0	12	32	15	0
12%	0%	18%	48%	22%	0%

TERMINATION RESULTS

Probation	Prison	Other
29	26	12
43%	39%	18%

REASON FOR TERMINATION

Not Amenable/Safety Concern	39
Refuse to Participate	12
Physical Assault	9
Absconding	1
Contraband	4
Vandalism	2

DAYS IN PROGRAM

1-30 Days	31-60 Days	61-90 Days	91-120 Days	121 and Up
16	19	18	10	4
24%	28%	27%	15%	6%

Newsletter Committee

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FISCAL YEAR-END