



NEO NEWS

Message from the Director

BEING A CONTRIBUTOR

I'm fascinated with people that can take a 2000 to 3000 piece puzzle out of the box and have the patience and ability to put it together. I often wonder how difficult would it be to put the puzzle together if half the pieces were missing.

I have realized that what we do with the residents' lives is not that much different; it takes patience and the ability to help them put their lives back together.

When we interact with residents, each interaction leaves a piece of them with us. These interactions can be seen as puzzle pieces of their lives. A single interaction alone has very little meaning; however, you see the full picture when they all come together.

Many times these pieces of interaction may seem very small, unimportant, thus they go unreported. Exchanges such as:



Each piece of interaction that's recorded in the computer log, on a behavior report, or in the case file will go a long way in getting the full picture and assisting in the treatment process.

When we put all the above pieces of interactions together, we can see that this resident's thoughts and emotions are barriers to his/her treatment and need to be addressed.

Conversely, each piece that's kept and goes unrecorded will make it impossible to get the full picture.

You must ask yourself this question "am I a hoarder, keeping all my resident interactions and conversations for myself, or am I a team player sharing my interactions and contributing to the residents' treatment process?"

I will leave you with three words; sharing is caring!

Sincerely,

Jake E. Jones, Sr.



**Jake E. Jones, Sr.
Executive Director**

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PROMOTIONAL ANNOUNCEMENT



Liz Neff
Case Manager



Annmarie Armstrong
Shift Supervisor



Heather Duke
Commissary Coordinator

commissary



After nearly four years working on the operations side of NEOCAP, Elizabeth Neff has accepted a new challenge on the treatment side of our program. On January 29, 2021, Liz was promoted to the Female Facility Case Manager position. She is assigned to the caseload previously managed by Melinda Barraza, who recently resigned to pursue a new career path. In May 2013, Liz graduated from the University of Akron with a Bachelor's degree in Political Science and Criminal Justice, with magna cum laude honors. She has spent most of her NEOCAP employment as a Shift Supervisor, providing supervision and guidance to the resident supervisor corps. She learned to effectively manage crises, hold residents accountable, follow the NEOCAP "playbook," and the importance of security and treatment working together to change resident behavior. Liz's relationship and experience with the NEOCAP female resident population should make for a smooth transition.

Annmarie Armstrong continues her growth and development. On February 7, 2021, Annmarie was elevated from the resident supervisor's "Go To" role to the afternoon turn Shift Supervisor that Elizabeth Neff previously held. Over the past six months, Annmarie has received two promotions, which directly reflect her commitment to the mission, team, residents, and her willingness to learn and grow. Annmarie is currently taking on a vital role in implementing the newly developed Commissary Program. Annmarie has experience teaching groups, assessing offenders' needs, and she demonstrates the ability to manage a shift. We have full confidence that she will approach her new position with the same commitment and professionalism as always.

HEATHER REJOINS THE TEAM AS THE HEAD OF COMMISSARY!

On November 30, 2020, Heather Duke was rehired to fill the Commissary Coordinator's role. Heather previously worked as a case manager; however, due to programmatic cut-backs necessitated by the COVID-19 pandemic, her position was abolished, and she was laid off on June 30, 2020. Once the decision was made to develop a commissary program that would provide food, personal hygiene items, leisure activity materials, and other items residents can purchase, it was necessary to find a coordinator.

Understanding the need to fill the coordinator's position with a detail oriented, organized, multi-tasker who had a working knowledge of NEOCAP's treatment environment, the Management Team quickly decided to reach out to Heather for this role. A telephone call to Heather started the "ball rolling," and Heather rejoined the team before you knew it. On December 23, 2020, the first orders of Commissary were delivered to NEOCAP's male and female facilities.

On February 8, 2021, Heather made the following comments: *"I was overjoyed when Kim called and asked to speak with me about a new position. I loved working for NEOCAP and took great pride in being a part of the team, so I was honored to be considered for the Commissary Coordinator's role. Being considered to help start a program from the ground up made me feel valued, and it showed me that Management did take notice of my work ethic and dedication in the past."*

Heather went on to comment that: *"As with any new program, there are always kinks that you have to work out, and each day is a learning experience. Overall, I feel that the program is progressing very well. The consensus seems to be that the residents are happy with the program. The residents were asked to make some suggestions to improve the program through a survey. Recommendations were taken into consideration by the management team, and some changes have been made. I am looking forward to being a part of the program's progression throughout the years."*

As a direct result of Heather's hard work and dedication over the past several months, the commissary program is off to a great start.

ERIC FINK BECOMES THE NEWEST MEMBER OF THE FACILITY GOVERNING BOARD

Mr. Fink joins the Board as a County Commissioner's appointee. Mr. Fink will fill the vacant seat previously held by Attorney Aaron Heavner of Portage County and expires on November 8, 2021.

Fink is a practicing attorney with over twenty years of experience in Northeast Ohio, graduating from The Ohio State University College of Law in 1999. He worked for the Portage County Prosecutor's Office for more than six years before opening his own office focusing on criminal defense and serving as the Assistant Law Director for the City of Kent. Fink has tried approximately 50 cases to jury, served as an Acting Judge, is an appointed mediator in juvenile court, and has taught at Kent State University in the School of Public Health.

Mr. Fink is also an active member of his community. He serves on the Executive Board for Family & Community Services, the Kent Police Collaboration Board, the Portage County Bar Association and he is on the Board for Portage Industries, Inc. Fink is also a Eucharistic Minister at his church, Immaculate Heart of Mary.

In his spare time, he enjoys spending time with his family, rooting for the Buckeyes, and being outdoors.



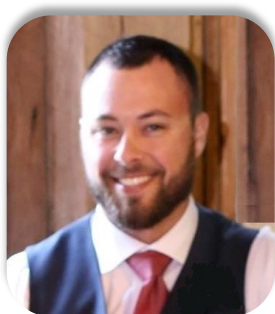
Eric Fink

Commissioner Appointment
Term Expires: November 2021

Facility Governing Board



Marna Drum—Chair
Commissioner Appointment
Term Expires: November 2022



Joe Beckwith
Portage County
Judicial Advisory Board Appointment
Term Expires: November 2023



Craig Berry—Secretary
Lake County
Judicial Advisory Board Appointment
Term Expires: November 2022



Angela Daugherty
Ashtabula County
Judicial Advisory Board Appointment
Term Expires: November 2022



Susan Doudican
Geauga County
Judicial Advisory Board Appointment
Term Expires: November 2020



Donald Emerson—Vice Chair
Trumbull County
Judicial Advisory Board Appointment
Term Expires: November 2021

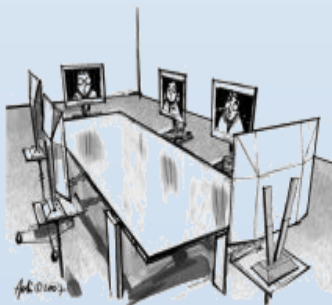
Thanks for Carrying
Welcome

Facility Governing Board: A "facility governing board" is the board established in accordance with section 2301.51 of the Revised Code whose duties and responsibilities are to administer a community-based correctional facility and program, develop rules for the operation of the facility, appoint the director, and establish the salaries of the director and all other program staff who shall be employees of the board.

Thanks Board
for your
Dedicated Service



Judge Patrick J. Condon
Lake County
Court of Common Pleas



"Ok, now that I have you all here..."

JUDGE CONDON JOINS NEOCAP'S JUDICIAL ADVISORY BOARD (JAB)

In January 2021, Judge Patrick J. Condon of the Lake County Court of Common Pleas was appointed to fill one of two seats that Lake County occupies on the NEOCAP seven-member Judicial Advisory Board (JAB). Judge John O'Donnell previously held this seat. Judge Condon and longtime JAB board member Eugene A. Lucci will now serve as Lake County representatives. The board meets annually in November to conduct business as outlined in the Ohio Revised Code, which states:

"The Judicial Advisory Board is the board established in accordance with section 2301.51 of the Revised Code, whose duties include making appointments to the facility governing board and providing advice to the facility governing board regarding the public safety needs of the community, screening criteria, and other matters."

Current Board Members



Judge W. Wyatt McKay, Chair
Trumbull County



Judge Laurie J. Pittman, Vice Chair
Portage County



Judge Eugene A. Lucci, Secretary
Lake County



Judge Marianne Sezon
Ashtabula County



Judge Carolyn Paschke
Geauga County



Judge Ronald J. Rice
Trumbull County

ASHTABULA STATS:

Ashtabula placements average 17% of NEOCAP's annual intakes.

Ashtabula placements complete the program on average 87% of the time.

Of the offenders placed by Ashtabula, on average 69% are males and 31% are females.

NEWLY ELECTED ASHTABULA COUNTY COMMON PLEAS JUDGE!

Judge David Schroeder took over as the newest Ashtabula Common Pleas Court judge on January 5, 2021. Judge Schroeder occupies the courtroom vacated by retired Ashtabula County Judge Gary Yost. Judge Schroeder formerly served as the Western County Court Judge. According to NEOCAP's Deputy Director Kim Massary, Judge Schroeder expressed that "on many occasions, defendants have told him that NEOCAP is a good program and that they learned a lot from the program." Judge Schroeder joins Judge Marianne Sezon and Judge Thomas Harris as the three Ashtabula Common Pleas judges.



Judge David Schroeder
Ashtabula County



FORMER RESIDENT EXPRESSES WORDS OF GRATITUDE AND APPRECIATION

On February 5, 2021, former resident Sally Filipcic contacted the facility to express her gratitude and appreciation for all the help she received from the NEOCAP staff and program. Ms. Filipcic stated:

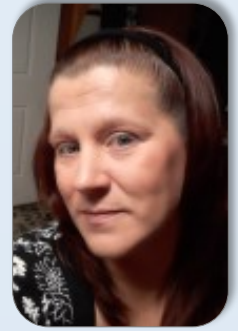
“I entered your Painesville facility in January 2019 and since being released, I have maintained my sobriety (25 months), got custody of my granddaughter and daughter, paid off all my fines, and graduated Mental Health Court and Probation successfully.”

Ms. Filipcic explained that coming to NEOCAP saved her life, as she was suffering from Congestive Heart Failure and using drugs, which would have undoubtedly led to a heart attack and death. She is very proud of her relationship with her four children, who have also struggled with drug abuse and addiction. According to Ms. Filipcic, ***“When I got out, I told them I love them, but until they’re right, they need to stay away from me. To my surprise, all four immediately got sober and stayed sober to this day (18 months), to support themselves and me, our relationship is AWESOME.”***

Ms. Filipcic went on to say that ***“I enjoy the freedom of sobriety, spending all my money and time on my granddaughter, other children, and my animals—even cleaning house is enjoyable sober. I’m grateful to have a happy, safe, sober home to clean.”***

When asked, how exactly did NEOCAP help you, she responded: ***“NEOCAP helped me by teaching me what healthy boundaries were and how to use them, thinking of scenarios before a situation and how to handle them maturely, controlling my anger. Since my release I have had some hardships like I lost my mom, two of my animals passed, son went to prison, three close friends died from relapsing, financial problems, etc, but I didn’t run to any substances through it. I feel, deal, and heal! I use and apply skills I have learned at NEOCAP each and every day and because I do I’m sober, happier, and completely legal, no more court, fines, probation, how awesome is that?”***

Ms. Filipcic summed up her gratitude and appreciation in the following manner: ***“I now enjoy my life thanks to your staff and program. Please let all the staff know that they saved not only one (1) life, but five (5) - Thank You!!!”***



Sally Filipcic

January 18, 2019
through
June 5, 2019

“I use and apply skills I have learned at NEOCAP each and every day and because I do, I’m sober, happier, and completely legal, no more court, fines, probation, how awesome is that?”

thank you!

ROB BLOWER PROVIDES KEY ASSISTANCE TO CBCF COLLEAGUES!

On January 27th and 28th, 2021 NEOCAP’s Business Director Robert Blower spent time providing guidance and training to Adam Blevins, Finance Director at the Worth Center. The Worth Center is a CBCF located in Lima, Ohio.

Mr. Blevins who just recently took over the role of finance director made the three-hour drive from Lima to Warren to pick Rob’s brain on the inner workings of grant manuals, intelligigrants, budget issues and other fiscal duties and responsibilities.

Shortly after training Mr. Blevins, Eastern Ohio Correctional Center (EEOC), contacted the Department of Corrections inquiring who they recommend to train their new fiscal officer on budget revisions and Intelligigrants software; they recommended Rob. Rob expressed “I don’t mind taking time to help my CBCF colleagues” and on February 24th he traveled to Lisbon, Ohio to sit for a day training their new Executive Director and Fiscal Officer.





Cooking Staff:
Norma Torres, Lydia Lampley
and Demetria Armstrong

From the start of the COVID-19 pandemic in March 2020 until today, NEOCAP has been successful at preventing the spread of coronavirus during this 12 month period largely due to the diligence of both staff and residents.

Further, funds from the Coronavirus Emergency Supplemental Grant and CARES Act Grant made possible the purchase of much needed items such as:

- Face Masks
- Hand Sanitizer
- Sanitizer Dispensers
- Backpack Disinfectant Sprayers
- Laptop Computers
- Glass Protective Barriers
- Computer Tablets
- Covid-19 Rapid Tests
- Cleaning Supplies
- Hazardous Duty Pay
- Medical Supplies

ROBERT ROSE JOINS THE TRINITY/NEOCAP TEAM

On June 1, 2020, Trinity Service Group became the male facility's food service provider. On February 1, 2021, Trinity hired Robert Rose to provide supervision to the Trinity cooking staff and manage NEOCAP's food service's day-to-day operations. Mr. Rose has over 40 years of experience working in the food-service industry. Mr. Rose is a graduate of Johnson Wales University in Ft. Lauderdale, FL, with a bachelor's degree in Culinary Arts.

According to his resume, Mr. Rose possesses "strong team building, leadership management, and coaching skills." He also has an "excellent reputation for upholding company standards and exceeding expectations." Welcome, Robert, to the Trinity/NEOCAP team.



Robert Rose
Kitchen Manager

PERMANENT GLASS PROTECTIVE BARRIERS

Staff posts at the male and female facilities now all have permanent glass protective barriers, thanks to CARES ACT grant funds from the Ohio Department of Rehabilitation and Corrections (ODRC). Over the past few months, the Maintenance Department worked with local vendors to obtain special protective shatter-proof glass and construct a wall around the Male Facility Lower Level Staff Post.

According to Executive Director Jake Jones, **"these types of structures are way overdue. Many of the residents' daily activities require staff and residents to interact face to face at our staff posts."**



Female Facility Lobby Staff Post



Male Facility Lower Level Staff Post

These permanent glass protective barriers will be effective at preventing the spread of airborne germs, diseases, and viruses during the pandemic and into the future."

NEOCAP had previously received grant funds from OCJS Coronavirus Emergency Supplemental Grant to erect permanent glass protective barriers at the male facility's Unit 1 and Unit 2 main staff posts.

NEOCAP STAFF RECEIVE COVID-19 VACCINE AT PACKARD MUSIC HALL



On January 27, 2021, the Warren City Health District held a Coronavirus Vaccination Tier 1A clinic at Packard Music Hall. Twenty-five NEOCAP staff, along with hundreds of others, stood in long lines and endured temperatures in the 20s to take their first of two Moderna Vaccine shots. Below are various staff reactions to their experiences with the vaccine process.

Administrative Secretary Cheryl Moran expressed, *"I wasn't nervous about getting the shot, no different than the flu or pneumonia vaccine. My arm was sore and I was tired for a day or two afterward. It was a bit cold waiting outside in line, but once inside the warm building, the process was well organized; masks and social distancing were enforced and the line moved quickly. I am thankful to have had the opportunity to receive the vaccine to help safeguard my family and friends."*

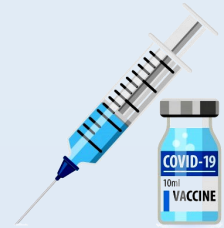
Ben DeGennaro Treatment Specialist shared, *"Before I got the shot, I was just excited that things can finally get back to normal. I haven't seen my parents since Thanksgiving because they are petrified that they will get sick and die. Me getting the vaccine will make them more comfortable."*

During the shot, I was very cold from waiting in line. I thought the process could have been more efficient. Also, I was determined to get it done so that I can finally have an excuse to go places by saying 'I'm able to go because I got the vaccine!!!' The reason for that is because I have really not been out of the area since June of 2019, which is a long time for my family because we like to travel."

After, I was a little sore in the arm, but that's about it. I appreciated NEOCAP for allowing me to get the vaccine so early. Can't wait for the second one!"

Compliance Manager Brenda Waters commented, *"Before taking the vaccine, I was very skeptical about the vaccine, so I called upon my niece, a neuroscientist who tests and develops new medications. She said she was skeptical at first, but assured me that after much reading and research, it was safe, and she was taking it. She helped convince me to get the vaccine. Besides standing in the cold for 45 minutes to get the vaccine, my experience getting it was good. I did have a tender arm for a day and was a bit tired. I am looking forward to getting my second dose. I'm hopeful that in the next six (6) months to a year, we can again enjoy the freedoms and the people we all love the way we always have."*

As told by Lisa Rowe Operations Director, *"When I heard a vaccine would become available, I wondered if it is in my best interest to get it and decided to find out what information I could about the vaccine before making a decision. Once I did as much fact-finding as possible, I decided that I would want to get the vaccine. I had heard some individuals experienced side effects, but decided that those would be much better than actually contracting COVID, which could put the health of anyone that I came in contact with in jeopardy. Signing up for the vaccine was much easier than I expected! The morning of the vaccine, wow, the line was long, but I was thankful I got to chat with a couple of coworkers that were in line with me and made the time go by faster. Then it was time, and the shot did not hurt at all!!! The only symptom I experienced from the first dose was being tired that evening, and I felt like someone hit me in the arm with a baseball bat for three days. I was not sick at all. I have very few concerns about receiving the second dose. Even if I get symptoms, I know it is not the live virus and will be temporary."*



Cheryl Moran
Administrative Secretary



Ben DeGennaro
Treatment Specialist



Brenda Waters
Compliance Manager



Lisa Rowe
Operations Director



CONTEST WINNERS

The winner of this year's "Improve Services to the Residents and Staff" contest is Jacob Rosa for his suggestion to improve services to the residents. Jacob's suggestion of adding more leisure time activities for the residents was the winning entry. Congratulations Jacob, and as the contest winner, he will receive a \$20 gift certificate from an area restaurant or shopping center.



Jacob Rosa
Resident Supervisor

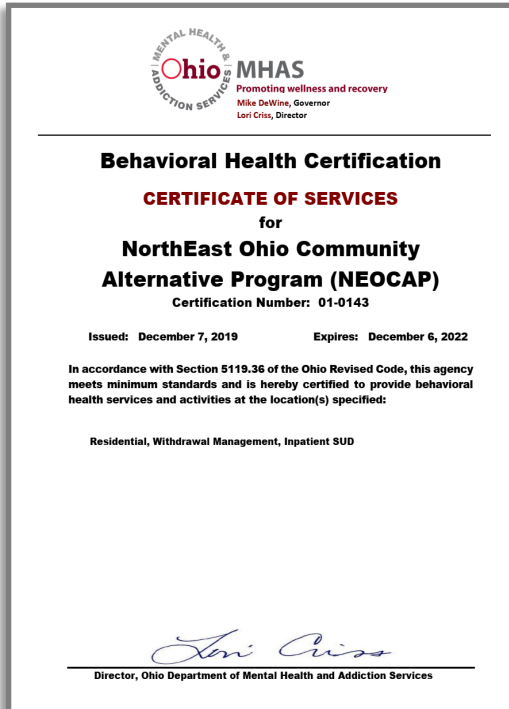


Program Specialist
Samantha Works conducting
a chemical dependency
group session on 2/22/2021.

Program Audit!
Program Analyst James
Dowdell and two colleagues
from the Bureau of Community
Sanctions will spend
the first week of March 2021
conducting a Program
Review Audit.

Newsletter Committee

Editor: Jake Jones
Writers: Jake Jones
Kim Massary
Rob Blower
Kristina Henik
Jennifer Melvin
Proofreaders: Natalie Carr
Kristina Henik
Jennifer Melvin
Layout: Cheryl Moran



Deputy Noah Day
of the Trumbull County
Drug Task Force and Lord
his K9 conducted a building
search on 2/23/21 at the
Male facility.