



# NEO NEWS

## Message from the Director . . . . .

### MENTAL HEALTH STARTS WITH REALISTIC EXPECTATIONS!

I know at times it feels like nobody knows or cares about the stress and burnout related to working in correctional treatment. Over my 30+ years of working with the offender population, I have found that the best way to maintain a healthy mental mindset is to have realistic behavioral expectations for the people we serve. Remaining mindful that our clients' traits of selfishness, lying, manipulation, blaming others, etc., existed long before they arrived on our doorstep, and they will not magically disappear.

Understand that change is not only difficult; it's a process that takes time and commitment. A lying manipulator on a Monday before entering the program will still be a liar and manipulator when joining the program on Tuesday. No one should be surprised or upset when they engage in such behaviors.



Working in this field is NOT the right job for the individual who wants to "fix people" or have joyful, memorable "Kodak Moments" with their clientele.

Some of our younger staff might wonder, "what the heck is a Kodak moment." Before the invention of cell phone camera technology, the Kodak camera was how we "oldheads" recorded our joyful moments and memories.

We must be aware that helping offenders change their criminogenic behaviors is a painstaking process filled with trials and tribulations and very few, if any, Kodak moments.

Realistic Expectations = Less Stress = Less burnout !!!

In this edition of the NEO NEWS, we highlight the various Mental Health activities conducted in conjunction with May Mental Health Awareness Month. I would like to give a special thanks to the staff that served on the Mental Health Committee. I truly appreciate the time they took out of their busy schedule to plan the numerous fun, healing, and educational activities.

*Sincerely,*

*Jake E. Jones, Sr.*



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

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# MAY



## Volunteer in the Community May 10, 2021



# SPECIAL FEATURE

## MENTAL HEALTH 2021

Throughout the 6 weeks beginning April 25th through June 4th, 2021, staff were challenged to complete tasks using the material provided to them each week. The weekly topics included: Getting out of Thinking Traps, Accepting Reality, Adapting after Trauma and Stress, Dealing with Anger and Frustration, Processing Big Changes, and Taking Time for Yourself.

A monthly calendar was distributed with an activity for each day of the month. Staff were encouraged to enter the activity sheets they received each week into a drawing for a chance to win a gift card. Staff also participated in a raffle for the chance to win a “free” month of jeans and a new NEOCAP polo.

## Go Outside for a Walk - May 7, 2021



Warren staff stopped for a quick photo during their walk around the facility in celebration of Mental Health month's “Go Outside for a Walk.”

(left to right): Samantha Works, Eric Anderson, Heather Kovac, Christina Xenakis and Kristina Henik.

The area around the facility and along Pine Avenue served as the clean-up area for Warren staff who volunteered to pick-up trash. Painesville volunteers focused on the immediate facility grounds. Both facilities reported some “interesting” finds.



**Warren Facility (above)**  
(left to right):  
Eric Anderson, Christina Xenakis,  
Sarah Scarnecchia, Samantha  
Works and Kim Massary

**Warren Facility (below)**  
(left to right):  
Jessica Kohut, Brenda Waters,  
Andrew Gibbs and  
Eric Anderson.



**Painesville Facility (above)**  
(left to right):  
Katie VanDrei, Jeigh Maynard,  
Garrett Vaught and Jennifer  
Melvin (not pictured)



# Work out till you sweat - May 13, 2021



HEATHER



KRISTINA



SAMANTHA

Program Specialist, Heather Kovac, led staff in a fitness workout. The class entitled **STRONG** Nation combined body weight, muscle conditioning, cardio and plyometric training moves synced to original music. (left to right) Heather Kovac, Kristina Henik and Samantha Works.



Eat a Healthy Lunch



Staff at both facilities enjoyed a healthy lunch of sandwich wraps, fruit, and water in celebration of May 14th "Eat a Healthy Lunch."

(left) Natalie Carr and Tom Wade in Warren.

(right) Garret Vaught and Erin Moonesawmy in Painesville.

## Employee Benefits

Representatives from the C.A.P.E. (Comprehensive Assistance Program for Employees) and from our Employee Health Care Plan (MCC Inc.) were on hand to provide information and answer any questions from staff. Jason Coleman (MCC Inc.) raffled off a \$100 Amazon Gift Card.



Tracy Snider, C.A.P.E.



Jason Coleman, MCC Inc.



Go Out for Ice-Cream  
May 28, 2021

Staff from both facilities voted on their favorite flavor of ice-cream.

The official NEOCAP favorite is **Butter Pecan**, with **Cookie Dough (Oreo)** a close second, and **Vanilla** taking the 3rd place spot.

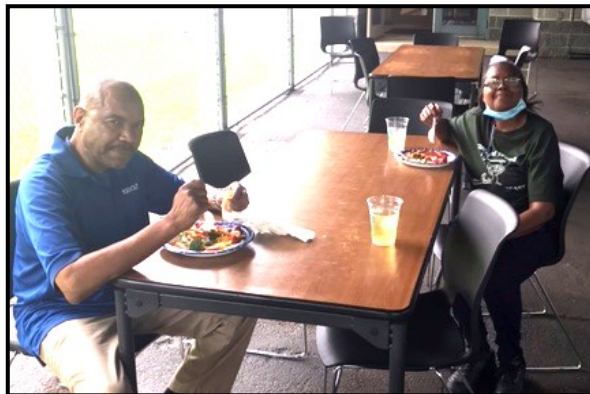


Mental health  
matters



# Mental Health Month Celebration Closeout

On June 4th staff from the male facility came together for several hours of food, fun and activities.



**THE  
BACKYARD  
GAMES, FOOD & FUN!**





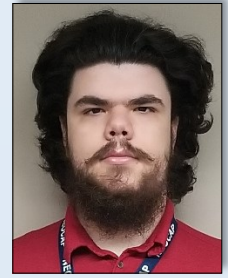


## ROBERT HUNT JOINS THE NEOCAP TEAM

Robert Hunt joined the NEOCAP team as the Information and Technology Specialist on December 7, 2020. New hires are expected to have a significant learning curve. They are also likely to need time to assimilate on to the team. Learning curves and assimilating issues must be for other folks, not for Robert.

Robert hit the ground running; he immediately picked up where long-time IT Specialist Theresa Day left off. In Robert's short time on the job, he has already earned special recognition from Business Director Robert Blower and the rest of the Executive Management Team for his insight and initiative.

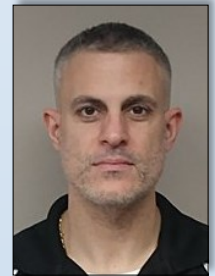
Before joining the NEOCAP team, Robert worked for 1.5 years as a Network Engineer at Micro Doctor IT. He was responsible for overseeing server and network administration, troubleshooting, and technology implementation. Before Micro Doctor IT, he worked as a Certified Technician for Staples. In 2014 Robert graduated from Trumbull Career and Technical Center "Biotech" program.



Robert Hunt  
Information and Technology  
Specialist



*Congratulations*



Ben DeGennaro  
CQI Administrator

## BEN DEGENNARO RECEIVES PROMOTION TO CQI ADMINISTRATOR

On April 12, 2021, Ben received a promotion to the position of CQI Administrator. Ben has been with NEOCAP since February of 1999. During his 20+ years, he has held Resident Supervisor, Case Manager, and Treatment Specialist positions. Ben has expressed that the knowledge and experience he received from working in many different capacities "helped me understand what is expected at each position to ensure that the program is functioning with efficiency and integrity." Executive Director Jake Jones expressed that "Ben has been with us for as long as I can remember, and I am excited to see him take on a new challenge. I have watched his growth both professionally and personally over the past 20+ years, and I look forward to seeing him continue to excel in his new role."

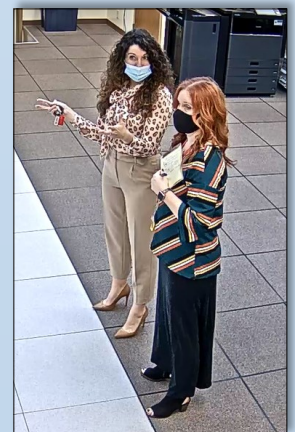
## THE WARREN AND PAINESVILLE FACILITIES UNDERGO STATE PROGRAM AUDIT!

Auditors from the Bureau of Community Sanctions (BCS), a division of the Ohio Department of Rehabilitation and Corrections (ODRC), conducted its bi-annual program audit on March 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup>, 2021. The first two days of the audit were performed off-site via electronic auditing of the majority of the agency's standards, policies, and procedures. On day three, BCS auditors James Dowdell and Karl Blissenback conducted a full-day program review at the Warren facility that included reviewing case files, conducting a facility inspection, and interviewing staff and residents. BCS auditor Shannon Woehrman provided the on-site auditing activities at the Painesville facility.



BCS is completing the final report; however, all three auditors express high ratings and praise for both facilities.

Here is the feedback provided by Ms. Woehrman during the facility inspection, case file review, and resident interviews. (1) The facility is spotless and in good order, well maintained (2) The case plans were excellent and comprehensive (3) The residents knew what programming they were in and why (4) There was consistent quality in the term reports across Case Manager (5) She was impressed by our CCIS accuracy. Now we await the Final Report!





## ORAS TRAINING



On April 8 and 9, 2021, Deputy Director and Master ORAS trainer Kim Massary conducted an ORAS training in Painesville, Ohio with the Probation Officers from Lake and Ashtabula Adult Probation Departments, as well as a NEOCAP staff member.

Ms. Massary expressed that all participants were attentive and interactive which made for a great training. More importantly, all participants successfully passed the graded assessment requirement and received their Certificate.

**FREE COVID-19  
VACCINATIONS**

**TRUMBULL COUNTY  
(330) 841-2596**

**LAKE COUNTY  
(440) 350-2188**

Residents from both facilities that signed up to receive the COVID vaccine at NEOCAP were treated to lunch from Chick-fil-a on Friday, 5/14/21.



## COVID VACCINE CLINIC AT THE NEOCAP MALE FACILITY

BY: KRISTINA HENIK

On April 19, 2021, Lindsey Adams and Teresa Merrick from the Trumbull County Health Department provided COVID 19 vaccines to interested staff and residents.

The vaccine clinic went well. 28 residents and 3 staff (along with one family member of staff) received the Pfizer vaccine.

Staff worked well together to make this a smooth operation and the representatives from the health department mentioned they could not believe how smoothly it went. They started a few minutes after 9 a.m. and were finished by 9:40 a.m.

The health department returned on May 10th and provided the 2nd dose of the vaccine. Residents who were released before that date, or who were unable to attend that clinic, worked with their case manager to get scheduled in the community for their second dose.



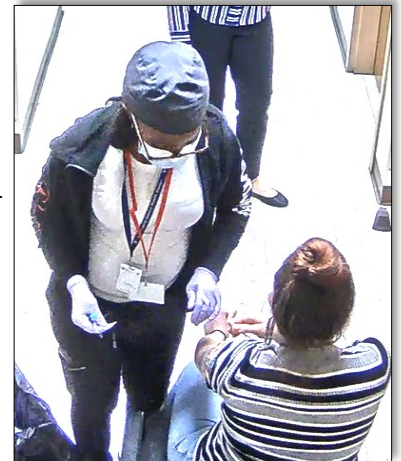
## COVID VACCINE CLINIC AT THE NEOCAP FEMALE FACILITY

BY: JENNIFER MELVIN

On April 13, 2021, at 2:00 p.m. nursing staff LeAndre East and Brittany Rowan from the Lake County General Health District came to the Female Facility for our first COVID-19 vaccination clinic. During the clinic 24 people were able to receive dose #1 of the Pfizer vaccine. These 24 people consisted of 20 female residents, 2 staff members, 2 staff family members.

The clinic ran smoothly, with all 24 vaccinations administered in less than an hour. Nursing staff from the Lake County General Health District returned to the Female Facility on May 11, 2021, and administered the second dose of the vaccine to those who participated in the first vaccine clinic.

We would like to express our gratitude to the Lake County General Health District for taking the time to come to the facility to provide vaccination services.





## WARREN FACILITY— FLOORING RESURFACING PROJECT

During the two weeks of March 13-22, 2021, several Warren facility floors were removed and replaced with the highest scratch-resistant vinyl tile. With the resurfacing of the dining hall, sally port, and the lower expansion wing, the facility moved closer to having all of the original floors, which are 25+ years old, replaced. Although the two-week floor project was disruptive to the daily operations of the treatment program, the new flooring adds a quality of class, warmth, and comfort to the facility. According to Executive Director, Jake Jones, “the goal is to replace all the original flooring, eventually. However, due to budgetary constraints and the need to seek additional State capital improvement funds, it will probably be three to four years before the goal will be met.”



*Floor Resurfacing completed by Biviano Carpet One Floor & Home, a locally owned Trumbull County business for over 70 years.*



## COVID-19 PROTOCOL REDUCTIONS

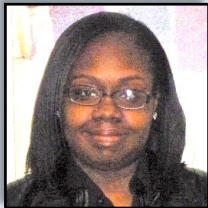
With the recent Center for Disease Control and Prevention (CDC), Governor Mike DeWine, and the Ohio Department of Health (ODH) decisions to lift COVID-19 restrictions, NEOCAP has started the process of returning back to pre-COVID operations.

1. Effective June 2, 2021
  - Mask wearing will be optional for staff and residents.
  - No temperatures required for staff when entering the facility.
2. Effective June 6, 2021
  - Visitation will begin for only fully vaccinated residents.
  - Visitor orientation restarting.
  - No temperatures required for visitors entering the building for visitation.
3. Effective June 7, 2021
  - Lobbies reopened to the public—no temperatures required.
  - Property drop-off, during business hours only, in the main lobby.
  - Probation reporting restarting—no temperatures required.

Over the next several months, Management will continue to monitor the COVID-19 recovery and continue to remove restrictions with the goal of returning to “normal” operations in the near future.

COVID-19  
UPDATES





**Amber Baxter**  
**changes role to CM**

Amber has been with NEO-CAP since 2/26/20, when she was hired as a Treatment Specialist (TS) at the Male Facility with the primary duty of facilitating treatment groups. On 6/1/20, Amber accepted a lateral promotion to the position of case Manager (CM).

## On the Move



**Zachary Neuhoofs becomes**  
**2nd Shift "Go To"**

On 5/24/21, Zack received a promotion to 2nd Shift "Go To" at the Female Facility. Zack who has been with the facility since 6/26/20, has shown the desire and ability to take on more responsibility. With his level of initiative, we expect him to continue to grow and develop here at NEOCAP.

### Newsletter Committee

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

# Winning Recipe . . . . .

## **SPINACH ARTICHOKE SPAGHETTI SQUASH BOATS** **WITH CHICKEN — Submitted by: Samantha Works**



### INGREDIENTS:

#### Spaghetti Squash

1 large spaghetti squash, cut in half, seeds removed  
2 tbsp olive oil  
½ tsp salt  
¼ tsp pepper

#### Chicken

1 lb. chicken cubed  
2 tbsp olive oil  
¾ tsp salt  
¼ tsp pepper

#### Sauce

3 cloves garlic, crushed  
2 tbsp butter or olive oil  
2 tbsp cornstarch  
½ cup milk or almond milk  
½ cup chicken broth  
3 tbsp cream cheese  
½ tsp cream cheese

⅓ cup Greek yogurt  
½-1 tsp salt to taste  
1 15 oz. can artichoke hearts, drained and quartered  
2 cups fresh spinach, packed  
½-1 cup mozzarella cheese, shredded  
Parsley, fresh, optional  
Parmesan cheese, optional

### INSTRUCTIONS:

#### Spaghetti Squash

- Preheat oven to 425 degrees.
- Cut one large spaghetti squash in half lengthwise. Discard seeds.
- Drizzle 1 tablespoon olive oil in each half of the squash and sprinkle with equal amounts salt and pepper.
- Place face-down on a parchment paper or aluminum foil-lined baking sheet.
- Roast squash in preheated oven for 45-50 minutes, or until squash is tender and shreds easily with a fork.

#### Chicken

- Drizzle 2 tablespoons olive oil in large skillet. Place cubed chicken, salt and pepper, into skillet and cook over medium heat for 6-8 minutes, or until chicken is cooked through.
- Remove chicken and set aside.

#### Sauce

- Once chicken is removed, in the same skillet, place butter and garlic. Sauté for 1-2 minutes or until garlic is golden brown.
- Add cornstarch to the butter and garlic and reduce heat to low. Whisk until a thick paste forms.
- Slowly add milk and chicken broth over the course of 3-5 minutes, stirring constantly.
- Add cream cheese, Greek yogurt and salt to taste. Stir to combine.
- Add artichoke hearts and spinach. Stir to combine and let simmer for 3-5 minutes.
- Add chicken and let heat through for an additional 5 minutes.

#### For the Assembly:

- Once spaghetti squash halves are done baking, remove from oven and shred insides with a fork to form spaghetti "noodles."
- Fill each half with equal parts of the spinach artichoke and chicken mixture, making sure to pull up the noodles so the sauce spreads out evenly.
- Top both halves with equal amounts of mozzarella cheese.
- Set oven to High Broil.
- Broil spaghetti squash halves for 3-5 minutes, or until cheese just starts to bubble and turns a light golden brown.
- Top stuffed spaghetti squash halves with parsley and parmesan cheese. Enjoy!