

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

Northeast Ohio Community Alternative Program (NEOCAP)

Warren, Ohio

September 16 - September 17, 2024

VISITING COMMITTEE MEMBERS

Robbin Bell, Chairperson
ACA Auditor

Joseph Rizzo
ACA Auditor

A. Introduction

The audit of the Northeast Ohio Community Alternative Program (NEOCAP) - Male Division, in Warren, Ohio and the audit of the Northeast Ohio Community Alternative Program (NEOCAP) - Female Division, in Painesville, Ohio was conducted on September 16, 2024 – September 17, 2024, by the following team: Robbin Bell, Chairperson, and Joseph Rizzo, Team Member.

B. Facility Demographics

Rated Capacity:	Warren (male) - 125 Painesville (female) - 60
Actual Population:	Warren (male) - 125 Painesville (female) - 52
Average Daily Population for the last 12 months:	Warren (male) - 117 Painesville (female) - 42
Average Length of Stay:	4-6months
Security/Custody Level:	Minimum
Age Range of Offenders:	Warren (male) - 19 - 70 yrs Painesville (female) -19 - 63 yrs
Gender:	Warren (male) Painesville (female)
Full-Time Staff:	71
Administrative – 13, Support – 5, Program - 24, Security – 29, Other (Contractual) - Trinity/Food Service - 9/Independent/Medical - 5	

C. Facility Description AND Program Description

The Northeast Ohio Community Alternative Program (NEOCAP) is under the authority of one agency housed on two (2) separate complex locations. Its male residential facility housing 125 offenders is located at 411 Pine Avenue SE, Warren, Ohio and its female residential facility housing 60 offenders is located at 1955 Blase' Nemeth Road, Painesville Township, Ohio.

In operation since October 1997, NEOCAP is a regional minimal security residential Community Based Correctional Facility (CBCF) which serves as a sentencing option for adult male and female felony offenders from the Common Pleas Courts of Trumbull, Portage, Lake Geauga and Ashtabula Counties. CBCF's were developed by state legislation to provide comprehensive residential treatment for offenders on felony probation, up to a maximum of six (6) months.

In the state of Ohio, CBCFs represent the most restrictive community sanction provided by law. CBCFs are a unique partnership between the State of Ohio Department of Corrections and the local Common Pleas Court Judges. NEOCAP is administered by a Facility

Governing Board whose members are appointed by the Judicial Advisory Board and County Commissioners.

NEOCAP's operating philosophy is based on the "Social Learning" perspective that is part of the Cognitive Behavioral Treatment Model. A four parts "House Model". This perspective is founded on the principle that behavior is learned and therefore can be unlearned. Learning is framed around external motivators - rewards and punishments. Behaviors that are rewarded will be internalized and adopted as new behavior. Overt behavior is the primary focus for new learning. The process of holding the residents accountable using real consequences or sanctions extinguishes negative behavior.

Positive or prosocial behaviors will be adopted by the resident as he/she receives rewards of recognition, positive role modeling, and praise for engaging in prosocial behavior. Additional privileges, such as unsupervised movement into the community to conduct program related activities, praise from staff for growth and accomplishments, and good progress reports forwarded to the courts and probation officers, are just a few of the positive rewards utilized.

When first opened (1997), NEOCAP's first location was built to house 60 residents, all males. In 2000, the facility expanded to house 30 additional males and a 30-bed female wing was added. With an increasing female felony population, bedspace was not able to keep up with demand. In June 2016, NEOCAP opened a second facility to house only female residents. Located approximately 48 miles apart from its main complex in Warren, the former site of the Lake County Minimum Security Facility, in Painesville, Ohio, was repurposed to serve 60 female offenders.

Situated approximately two blocks from the downtown Warren business district, NEOCAP's male facility lies approximately 14 miles northwest of Youngstown and 56 miles southeast of Cleveland, Ohio. Seated on a 7.6-acre plot of land, properly zoned, this location is surrounded on three sides by woods with State Route 422 to the northern edge. The rear of the facility houses three (3) additional small sheds used for maintenance, storage, and other miscellaneous items.

Within the Warren complex are two housing areas, Unit 1 and Unit 2. Housing rooms are comprised of a combination of 6 to 8 occupancy (double bunked) rooms. Unit 1 is comprised of one (1) level design consisting of resident rooms, laundry room, classroom, multi-purpose rooms, resident restroom, staff post and control room, a day room, and an outdoor recreation area. Unit 1 houses up to 30 residents. Unit 2 is comprised of a split-level design. Its upper level provides adequate space for the Staff Post and Central Post, resident restrooms as well as administrative offices. The lower level (Expansion Area) provides space for dayroom activities, group meetings as well as other recreational and/or educational programming. An outdoor recreation area is located at the rear of Unit 2 multipurpose/group room. Laundry accommodation is also located in this section. ADA accommodation is also provided. The lower level can be accessed via a set of stairs or by the units handicap accessible lift. The facility provides a small, secluded room (Reflection

room) for residents needing to have “quiet time” to allow themselves to regroup. Unit 2 houses up to 95 residents.

NEOCAP’s second site, its female facility, is near Painesville Township business district. Its location is about 30 miles northeast of Cleveland and is part of the Greater Cleveland metropolitan area. Its facility is situated on a five-acre parcel of land, properly zoned, surrounded on three sides by a chain link fence. As previously listed, this complex, the former home of the Lake County Minimum Security Jail, was repurposed to accommodate this 60-bed female facility.

This female complex is a “horseshoe design”. Its floor plan is comprised of six (6) main areas, as follows: 1) Visitor Lobby area, 2) Program area, 3) Staff Entrance Lobby area, 4) Central Control Post, 5) Resident Housing area, and the 6) Staff Locker Rooms/Facility Mechanical Room areas. It’s female housing accommodations is comprised of two (2) 30-bed dormitory rooms. The area referenced as the “Resident Housing Area” is noted by this as the area where the residents spend most of their time. This section of the facility is mostly enclosed and contains the housing units (A and B), dayroom space, medical office, the laundry room, the food service and dining area, a multi-purpose room/study space, the staff post and administrative offices. Housing capacity for Unit A and Unit B totals 30 residents for each unit.

In the rear of Painesville’s housing unit, a spacious area has been set aside accommodating six (6) grooming stations. Outdoor space for recreation is also located at the rear of the housing unit. Located in the corner of the housing units’ upper level, (the mezzanine), is the “Quiet Space”. This area is furnished large cushiony seating (couch and “bean bags”) space. Area provides a colorful and calming effect. Area is also visible by both Staff Post and the Central Control Post, but at the same time, it is set apart from the main area of the unit if individual residents need time and space to themselves.

All NEOCAP’s resident restrooms consist of showers, washing basins, toilets, and mirrors. Storage space is provided for residents’ personal property. Additional equipment and furnishings located in the unit dayrooms include TV’s, library/book leisure reading area, a water fountain, resident telephone kiosk stations, tables, and chairs. Secured mailboxes are stationed throughout units to accommodate residents’ sick call requests, outgoing mail, staff communication.

Additional NEOCAP departmental space provide for: personal property storage, food services, a dining room, a Reflection Room (Quiet Space), social services programming, visitation area, commissary, sallyport/loading dock, central laundry area, medical, mail services, security, and administration.

NEOCAP’s male and female’s primary entrance is controlled by a Security staff in the Central Control Post, located just inside the entrance foyer area. All those entering the facility must provide proper identification and confirmed sign in. Individuals are then admitted (buzzed) through a door off the front entrance, and depending on status (residents, staff, visitors, volunteers, contractors, etc.) enter an area for a wand search, a pat search,

breathalyzer, and check-in with staff. NEOCAP staff supervise all searches, drug and alcohol screens by agency guidelines, property checks and itineraries at this entrance area.

Upon arrival, all offenders are placed through an orientation process to include an initial intake, contact with their support system within the community, housing assignments, and formalized presentation of the rules, expectations, and explanation of services and programming available.

NEOCAP's programming for both male and female offer opportunities and resources for which residents job seek, work, attend outside medical appointments and participate in any mandated treatment programs. Residents stay at NEOCAP for a period of 4-6 month. Residents typically work for private employers and participate in treatment and educational programs. Additional offsite programming and community resources aid with self-help and recovery.

Department officials must approve all employers. Random substance abuse testing is mandatory for all residents and continues throughout their stay at NEOCAP. Residents must display pro-social behaviors such as honesty, responsibility, and accountability.

To successfully complete NEOCAP's program, residents housed must complete all program requirements and demonstrate an ability to be a law abiding, self-sufficient member of the community.

NEOCAP's mission reads, "committed to excellence in the treatment of criminal behavior. NEOCAP is dedicated to reducing offenders' recidivism, while enhancing public safety. NEOCAP strives to serve as a viable sentencing option for the Common Pleas Judges of the NEOCAP region. NEOCAP is committed to performing its duties with integrity, quality, and professionalism. NEOCAP is committed to utilizing evidence-based practices to address offenders/ criminogenic needs.

D. Pre-Audit Meeting

The team met on Sunday, September 15, 2024, in Howland, Ohio, to discuss the information provided by the Association staff and the officials from the Northeast Ohio Community Alternative Program (NEOCAP) Male and Female Centers.

The chairperson divided standards into the following groups:

Standards # 4-ACRS 1A-01 to #4-ACRS 4C-24 – Robbin Bell, Chairperson
Standards # 4-ACRS 5A-01 to #4-ACRS 7F-10 – Joseph Rizzo, Team Member

E. The Audit Process

1. Transportation

The team was escorted to and from the facility each day of the audit by Benigno DeGennaro, Continuous Quality Improvement Administrator of Treatment and Eric Anderson - Continuous Quality Improvement Administrator of Operations, Northeast Ohio Community Alternative Program (NEOCAP).

2. Entrance Interview

The audit team proceeded to the office of Kim Massary, Deputy Director. The team expressed the appreciation of the Association for the opportunity to be involved with Northeast Ohio Community Alternative Program (NEOCAP) in their accreditation process. The Deputy Director provided a brief overview of the current facility operations, along with recent agency highlights and revisions.

Deputy Director Massary escorted the team to the facility conference room where the formal entry meeting was held.

The following people were in attendance:

Deputy Director	Kim Massary
Business Director	Robert Blower
Clinical Director	Kristina Henik
Female Facility Director	Jennifer Melvin
Operations Director	Lisa Rowe
Continuous Quality Improvement Admin of Treatment	Benigno DeGennaro
Continuous Quality Improvement Admin of Operations	Eric Anderson
Health Services Coordinator	Brenda Waters

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 further explained that the team would serve as the eyes and ears of the ACA organization. The chairperson emphasized the goals of accreditation is to improve the efficiency and effectiveness of correctional systems throughout the United States.

The audit schedule and tour plan were also discussed at the time. The chairperson requested that the escorts provide the audit team members space during the process when interviewing clients and staff to facilitate open interaction.

The team members then offered information about their respective professional backgrounds as well as experience with the standards and accreditation process. The attendees then introduced themselves and their functions.

3. Facility Tour

The team toured the entire NEOCAP Female facility on the first day of the audit from 9:50am to 11:30am and toured the entire NEOCAP Male facility on the first day of the audit from 2:30pm to 4:05pm. The following people accompanied the

team on the tour and responded to the team's questions concerning facility operations:

Continuous Quality Improvement Admin of Treatment Benigno DeGennaro
Continuous Quality Improvement Admin of Operations Eric Anderson
Health Services Coordinator Brenda Waters

ACA notifications signs were observed posted strategically throughout the facility.

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:

The Northeast Ohio Community Alternative Program (NEOCAP) is an agency located in two separate locations.

It's male facility, located in Warren, Ohio is comprised of a split-level block building. Its' brick structure serves as its secured perimeter. The building's rear (recreation area) is enclosed with 10 ft overhang wired fencing.

The facility maintains two (2) separate points of entry into the facility. One entrance serves as the main front entrance. This entrance services staff, residents, visitors, volunteers, contractors, and other related traffic. Its' second point of entry services the "sallyport" (loading dock area). Both entrances are controlled by the Central Control Post.

Entrance and exit into the area are by way of the locked (buzzed) main entrance, with Central Control Post identifying individuals presenting photo identification. Identification is checked, with log entry on each individual requesting entrance. This includes staff, residents, volunteers, contractors, and other authorized personnel. Once agency approval is granted, depending on the status of the individual, they proceed with a required contraband deterrent search: surveillance cameras, security wand, pat down search, and/or alcohol sensor test.

The facility maintains one (1) serviceable elevator lift. The lift is located within Unit 2 living space. Residents requiring ADA accommodation are authorized to use with escorting staff.

A total of 92 cameras are strategically located throughout the facilities interior/exterior. These cameras provide 24/7 security coverage and are monitored by way of the building Central Control Post. Camera data maintains storage capacity of 30 days. Perimeter foot patrol is conducted at a minimum of once per

day. LED fixtures provide ample lighting to the facilities perimeter.

Warren's security department is under the supervision of one (1) Supervisor of Operations. The Supervisor of Operations oversees the following security staff: six (6) Shift Supervisors and fourteen (14) Resident Supervisors.

Security Shift coverage consist of three (3) 8-hour shifts: 8:00am to 4:00pm, 4:00pm – 12:00am, and 12:00am to 8:00am.

Warren's main security is comprised of one (1) Central Control Post and two (2) Satellite Control Posts. Each satellite control post provides security coverage on each floor. In addition, the upper level of Unit 2 also serves as a shared space for facility medication lines.

Warren's 1st floor Central Control Post serves as the central hub for all facility operations. This station does not provide for staffed 24 hour, seven days a week coverage. The facility's main enunciator panel board is used to electronically unlock the secured doors from this area. Keys, tools, radios, and other security related equipment are secure in this area. This station also houses a small supply of emergency equipment. A random inspection of emergency keys, all were found secured, properly inventoried and in good order. The facility does not utilize restraints. All staff carry a radio and duress alarm which is linked to all facility radios. This Warren site is responsible for the operation of thirteen (13) vehicles.

The female facility, located in Painesville, Ohio, is also comprised of a split-level block building. Its brick building serves as its front secured perimeter. The building's rear (recreation area) is enclosed with 12 ft fencing with additional 4 ft overhang.

The facility maintains two (2) separate points of entry into the facility. One entrance serves as the main front entrance. This entrance services staff, residents, visitors, volunteers, contractors, and other related traffic. Its' second point of egress services the "sallyport" (loading dock area). Both entrances are controlled by the Central Control Post.

Entrance and exit into area is by way of the locked (phone call and buzzed) main entrance through Central Control Post, which requires individuals to present a photo identification. Identification is checked, with a log entry on each individual requesting entrance. This includes staff, residents, volunteers, contractors, and other authorized personnel. Once agency approval is granted, depending on the status of individual, a required contraband deterrent search is conducted through surveillance cameras, a security wand, a pat down search, and/or a alcohol sensor test.

A total of 39 cameras are strategically located throughout the facilities interior/exterior. These cameras provide 24/7 security coverage and are monitored

by way of the building Central Control Post. Camera data maintains storage capacity of 30 days. Perimeter foot patrol is conducted at a minimum of once per day. LED fixtures provide ample lighting to the facilities perimeter.

Painesville's security department is under the supervision of one (1) Supervisor of Operations. The Supervisor of Operations oversees the following security staff: one (1) Shift Supervisors and twelve (12) Resident Supervisors.

Security Shift coverage consist of three (3) 8-hour shifts: 8:00am to 4:00pm, 4:00pm – 12:00am, and 12:00am to 8:00am.

Painesville's main security is comprised of one (1) Central Control Post and two (2) Satellite Control Posts. Each satellite control post provides security coverage on each unit. Medication lines are serviced at the satellite control posts.

Painesville's Central Control Post serves as the central hub for all facility operations. This station does not provide for staffed 24 hour, seven days a week coverage. The facility's main enunciator panel board is used to electronically unlock the secured doors from this area. Keys, tools, radios, and other security related equipment are secured within this area. This station also houses a small supply of emergency equipment. A random inspection of emergency keys, all were found secured, properly inventoried and in good order. The facility does not utilize restraints. All staff carry a radio and duress alarm which is linked to all facility radios. The Painesville site is responsible for the operation of one (1) vehicle.

For both facility sites (Warren and Painesville) offsite law enforcement, probation/parole, other authorized weapons personnel, are notified they have the option to secure weapons in their vehicle, or they may secure them in the weapon lockers maintained at the Central Control Post. All staff carry radios, ID's, and keys. OC Spray is not used, nor stored on grounds. A radio is issued to all staff to assist with the monitoring of resident movement and communication. Weapons are prohibited within the facility except in the case of an extreme emergency. Physical force is used only in the instance of self- protection, officer protection, extreme property damage, escape, or to maintain control. When outside emergency assistance is needed, staff are instructed to contact the local law enforcement (911) via telephone. Routine canine searches, if requested, are provided by the local law enforcement agency.

For both facility sites (Warren and Painesville), keys and tool control are monitored appropriately. The Morse Key Watch system is utilized. Additional emergency keys are secured in the Central Control Post and are authorized accessed only. Master keys are accessed to appropriate staff only. There are no take home keys.

NEOCAP has a multi-faceted system of tool control. Tools are classified based on their potential risk for use as a weapon or the likelihood the tool could be utilized to facilitate imminent danger and/or destruction to the facility and/or building

perimeter. Inspection of area found minimal tools maintained on facility grounds. Inspection found all were properly inventoried, labeled and stored in secured locations.

For both facility sites (Warren and Painesville), searches (pat down) are conducted on residents as they return from varied work assignments. Pat down searches are conducted in the units designated “pat down” area. Within a 24-hour period there are a minimum of three (3) official reentrant counts: 12:00am, 12:00pm and 5:00pm. Intermittent wellness counts are conducted throughout the day and during the evening hours. All residents at both units are required to wear color-coded ID tags, reflective of their program level (red to orange, orange to yellow, yellow to green).

Mandatory random substance abuse testing (12 panel tests) is conducted on all residents and continues throughout their stay at NEOCAP. A designated refrigerator contains urine drug screening (UDS) samples, with temperature check logs. Logs were reviewed and found to be compliant. The facility’s evidence locker is stored and secured in the main Control Center.

NEOCAP Post orders were reviewed by the audit team and were found to be clear, concise and in order.

All NEOCAP staff are provided online and offsite annual training.

Environmental Conditions:

Both NEOCAP’s male and female sites are smoke free environments. The agency male facility’s water, sewage, and power supply is serviced by the city of Warren, and the female facility’s water, sewage, and power supply is serviced by the Township of Painesville. Both sites are well maintained, and temperatures were found well within the comfort levels. Air circulation at both sites were found compliant (15 cubic ft outside/recirculated). Hot and cold running water temperatures were appropriate. Sound and lighting levels (20 ft candles at desk level) were found to have exceeded the standard requirements. The most recent Industrial Hygiene Monitoring (lighting, etc.) test was conducted on 2/23/2023). The ratio of showers, washbasins and toilets to residents were found in compliance with state statues and ACA standard guidelines.

The living space design at both Warren (male) and Painesville (female) sites limit privacy however, each resident has a space for their personal items and clothing. Furniture at both facility’s living areas was found clean and comfortable. Building structure and maintenance upkeep at both facilities were found in very good condition. Maintenance services also include an ongoing preventive maintenance program. During the instance of emergency, NEOCAP’s Warren site maintains two (2) generators for service and the Painesville site maintains one (1).

Fire Safety:

Local fire departments provide service to both NEOCAP (Warren and Painesville) sites. The city of Warren's Fire Department is located less than a ½ mile from the facility with an emergency response of 1 minute. The Painesville Township Fire Department is located approximately 1/2 mile from the facility with an emergency response time of 5 minutes. Ambulatory services are less than a ½ mile from each facility and are provided by the local city emergency service. The facility's fire safety equipment consists of sprinkler systems, fire extinguishers (Warren 13 and Painesville 10), smoke detectors, strobe lights, pull stations, audible smoke alarms, and a hood suppression system. Random inspection of equipment found all accessible, compliant and in good condition. Each facility main enunciator panel is located on the 1st floor in the main Control Center Station.

Documentation noted that all fire equipment received an annual service and inspection by outside vendors. Hood suppression system inspections are conducted every six months. Some of the recent inspections conducted at the Warren facility included an annual fire inspection (Warren Fire Dept) on 10/10/23, a fire equipment inspection/hood suppression system inspection (Guardian Alarm) on 8/2024, and a sprinkler system inspection (North Coast Inc). Some of the recent inspections conducted at Painesville facility included a fire hydrant inspection (Bassett, Inc) on 6/6/2024, and an annual fire inspection (Painesville Township) on 3/28/24.

Inspection of all fire evacuation sign postings provided clearly defined instructions. Evacuation signs are reviewed annually by the fire safety authority. Signs were strategically located throughout the facility.

Fire safety plans and evacuation drills are properly conducted and reviewed at a minimum annually by fire safety authorities. The facility conducts a minimum of 3 (three) drills each shift, monthly. Exit points were properly identified and unobstructed.

Flammable and/or toxic chemicals are not housed on facility grounds. Items are stored in the outside maintenance shed. Cleaning supplies housed and used on/or within facility grounds are of the lowest toxicity available. An inspection of both Warren and Painesville's central cleaning supply distribution area found all items were organized and properly inventoried. Safety data sheets and safety equipment were found in close proximity.

First Aid kits were strategically located throughout the facility. Inspections of the First Aid kits are conducted, and contents are re-stocked monthly or as needed. All First Aid kits were found accessible and in good order. The facility has one (1) AED located in the main Control Center.

Food Service:

The NEOCAP central food service department is located at the Warren facility and operates under a contract with Trinity Food Service. The food service department operates under the supervision of one supervisor, three service cooks, three food service drivers, and eighteen food service resident workers. Food service staffing at the Painesville site is provided under a contract with Trinity Food Service operates with one supervisor and five resident food service resident workers. All food service staff are provided with hands-on safety training. The Food Service Supervisor is certified in Serfsave procedures. Residents assigned to the food service area receive medical clearance prior to assignment.

Servicing as the main source for food service operations, NEOCAP's Warren site maintains a fully equipped kitchen, and is complaint with all federal/state and local inspections/certifications. An outside vendor conducts hood suppression inspections every six (6) months. Because Painesville does not maintain a kitchen, all of Painesville's food service operations are generated at the Warren facility. All meals are prepared, cooked and transported twice daily in temperature-controlled carts from the Warren site.

NEOCAP food service department provides two hot meals (lunch and dinner), and one cold meal (breakfast), Monday through Friday. On Saturday and Sunday, the facility provides three hot meals. The daily cost for a resident's meals is approximately \$3.62. Caloric count is based on 2800 per day. A certified dietitian reviews and approves the Master Menu system. Both general and special diet menus have a four-week rotating cycle. At the time of this audit, there were a total of three special diets authorized for the Warren facility and seven special diets authorized for the Painesville facility. Based on administrative review and approval, religious diets requests are granted. NEOCAP food service provides a pork free meal option to all residents. The audit team sampled a meal at the Painesville (female) facility, and the meal was colorful, palatable, and appeared nutritious in content.

Each facility maintains its own dining hall. Bagged lunches are prepared for residents who are unable to return to the facility for meals. These bagged lunches are stored in a large cooler in the food service area. Resident mealtimes are: 7:00am, 12:00pm, and 5:00pm. Proper temperature checks and logs were inspected in all freezers and storage areas. All were found accurate and in order. The NEOCAP sites do not grow nor produce food for distribution or consumption.

Sanitation throughout the food service areas was found to be good. All meals were prepared in a safe and secure environment. Although there were minimal cleaning supplies on hand, all were found to be organized, properly stored, and inventoried. SDS sheets and safety equipment were in order and readily available. Food service tools and equipment were well maintained. Restrooms are near the food service area. There is a janitorial closet within the food service area.

NEOCAP's most recent Food Service Inspection (State of Ohio) was conducted 2/13/2024.

Commissary services are provided onsite at both facilities. Commissary operations are conducted under the supervision of the unit. Residents order commissary items and are escorted to dining area to eat, etc. Residents have individual secured storage bins (in food service) used to house commissary purchases.

Sanitation:

Sanitation and hygiene levels throughout the Warren (male) and Painesville (female) facilities were found to be well maintained. Daily and weekly sanitation inspections are conducted by unit staff. The audit team had the opportunity to review various housekeeping plans throughout both facilities. They were all well-defined and in good order. Resident living spaces were found clean, beds were made, with adequate space for personal storage. Housing unit furnishings were found to be clean and in good order.

Facility sanitation at both Warren (male) and Painesville (female) is provided inhouse by the residents, maintenance staff, and other designated facility personnel. Cleaning supplies were of the lowest toxicity available. All cleaning and other related supplies were found properly inventoried and stored in secured storage locations throughout the facility. A review of facility inventories, Safety Data Sheets and other safety equipment were found to be organized, properly inventoried and stored. Janitorial closets with sinks were found accessible to all housing units and activity areas.

Institutional grounds care is provided by maintenance staff and assigned residents. They were all well maintained and groomed with no evidence of dumping or improper material disposal. A recycling program is provided at both sites. Controlled automated water fountains were installed to assist in the reduction of water consumption (reduction of plastic bottles). Both solid waste and bio-hazard services at the Warren (male) and Painesville (female) sites are conducted by MedPro, Inc. All NEOCAP staff are trained in the proper control and handling of biohazard/blood spills. A contract with Grace Services provides for monthly vermin and insect control to the Warren (male) site, and a contract with Central Exterminator provides for monthly vermin and insect control for the Painesville (female) facility. Additional services are provided to both facilities more often as needed. A maintenance plan is in place ensuring follow-up with an organized system of check and balances. Trash pickup is provided weekly or more often if needed.

Medical Care:

NEOCAP's medical services are provided by independent contractors. The facility also maintains a Memorandum of Understanding with the local One Health Services/Coleman Beacon Health Professional Services.

Both Warren and Painesville's medical department is comprised of a one room clinic. Except for general medication lines all medical services are conducted in this space.

A small seating area serves as the facility's medical waiting area stationed directly outside of the clinic allowing patient seating accommodations. During hours of operation assigned security staff provide assistance and coverage to the medical clinic. Camera surveillance is also provided in the medical clinic.

Like the rest of the institution, NEOCAP's medical clinics are clean and very well organized. There is adequate equipment and supplies which includes: an automatic external defibrillator (AED), a medical cart, medical records space, mini fridge, wheelchairs/canes/crutches, vital signs machine, refrigerators. Also, located in close proximity to this medical clinic are the following: utility room, staff bathroom, resident offender's bathroom. Telemedicine/Telepsych space is also provided. Refrigerator temperatures were found clean and properly logged.

The agency maintains a multi-disciplinary staffing complement of seven (7), consisting of both full and part-time staff. The medical clinic operates Monday – Friday, 5 days per week during the hours of 8:00am to 4:00pm. During emergent instances, or when needed, medical hours are extended to Saturday and Sunday services. Although neither of the NEOCAP sites provide 24-hour emergency medical/dental and mental health services, the onsite night shift supervisor provides information to initiate emergency on-call staff instructions and orders.

NEOCAP's medical health services are provided by the following contracted staff: one (1) Medical Physician, two (2) Medical Assistants, two (2) Registered Nurses, PRN staff also provide service to the facility sites when needed.

Residents' orientation and risk assessments are conducted within 48 hours of arrival at the facility. Medical screenings are conducted within 14 days of admission. Medical services (exams and assessments) for residents are conducted in the medical office.

Additional medical responsibilities consist of physical and medical referrals requiring medical treatment. Residents must access off-site medical with staff approval. Indigent clients are provided with referrals to free local medical clinics for service.

Sick calls are held daily. Residents access sick treatment by depositing a sick call request slip in a locked medical correspondence box. Sick call boxes are stationed in each housing unit area. Slips are picked up each day from the sick call boxes and triaged by the assigned medical nurse. Needs are addressed immediately or routinely based on the resident offender's complaint. Usually, an offender is seen within 24 to 48 hours. The average number of sick call requests received monthly at Warren is 60, and Painesville is 30.

Medication lines are conducted Monday – Sunday, 7 days per week during the hours of: 8:00am, 2:30pm, and 8:00pm. In accordance with housing and facility wide scheduling, additional medication lines (so as not to conflict with safety and or security) are conducted separately for insulin dependent diabetics and residents in the M.A.T. program. All K.O.P. medication orders must be ordered through the facility medical clinic. Residents are permitted OTCs when orders are received from the medical provider and/or clinic. Evening snacks (food service) are provided to all insulin dependent diabetics. Both NEOCAP's Warren and Painesville sites maintain a separate secured medication box for after hour medication distribution (new arrivals, etc.).

Both Warren and Painesville's MAT Coordinator, an onsite nurse, oversees the operation of the MAT program. Meetings discussing resident status and program operations are conducted weekly.

Prescribed medications are ordered from local Pharmacy area and delivered within 24 to 48 hours. Warren (Franklin or One Health Pharmacy) and Painesville (CVS). Both NEOCAP's (Warren and Painesville) medication rooms and medical bulk stock inventory is counted and verified monthly. There is a secured storage locked box, locked behind a secured door for the storage of the facility's authorized narcotics. MAT medication is stored separately in a locked box, locked behind a secure door. Expired medication is logged and returned to the Pharmacy for credit. Painesville medical clinic transports all their unused and/or medication requiring disposal to the Warren medical clinic for proper disposal. Medication slated for discarding is logged and disposed of via RX Destroyer process.

Upon release, residents are provided with a 7-day supply and prescriptions for a 30-day supply. Residents on mental health medication are released with a 30-day supply which gives them time to follow up with a local mental health provider.

Residents are not charged copay fees for in-house services. No residents are denied medical services due to their inability to pay. Varied medical fees (medical/dental/mental health) are the responsibility of the residents for offsite services. A list of physicians, dentists, and clinics are made available to residents if they do not have a personal physician/dentist. Medical insurance and/ or discounted clinic services are also referred to and are used to offset the cost of fees incurred. At the onset, depending on county the processing of medical assistance insurance, etc. is provided.

Medical tools, instruments, and sharps are securely stored and inventoried. Random inspection found all items compliant and in order.

For radiology and/ or emergency x-rays, residents are taken to the nearest local hospital. Residents requiring dental services are referred offsite to the nearest local hospital/clinic. Chronic Care onsite and Specialty Care offsite services are

provided. Services provided are minimal as residents have access to direct local medical services on their own. TeleMed services are also provided. Monthly average of specialty consultants at NEOCAP's Warren site is 20, monthly average of specialty consultants at NEOCAP's Painesville 10 (ob-gyn, etc.).

The facility has a contract with MedPro, a waste disposal company, to pick up biohazardous materials monthly. This waste is picked up monthly or when called.

The facility utilizes paper medical records. Access to health care records is restricted to health care personnel. Medical information is provided to custody staff as needed.

St. Joseph Hospital (5 minutes away) is used for NEOCAP's Warren facility and Tripoint Hospital (10 minutes away) is used for the Painesville facility. These medical facilities are utilized for hospitalization of residents as well as non-life-threatening medical emergencies that are not able to be handled at the facility. The local area ambulatory department provides each agency emergent transportation services.

Mental health staff at both sites provide a comprehensive range of mental health services to residents at the facility. These services include evaluation and assessment, case management, counseling, crisis management and monitoring of medication compliance.

Additional mental health programs offered include crisis intervention, substance abuse, dual diagnosis, multi-disciplinary programming, and individual treatment plans.

Urgent and emergency mental health services are provided in the community. Onsite mental health clinical staff provide service to residents and/or referrals having ongoing mental health issues. TelePsych services are provided.

If a resident states that they will harm themselves during regular business hours, they are seen by the Mental Health staff. All orders are received by Mental Health. During "off" hours, temporary observations by security staff rounds are conducted until a "prompt" determination is made that either resident is to return to his regular housing area or that an immediate transfer is needed which will be coordinated through the agencies Mental Health Authority.

Due to literacy or language barriers residents needing assistance are referred to assigned Case Manager and/or Treatment staff. TTY equipment is available onsite for resident use.

All staff are trained in first aid, CPR, and in using AED's. AED's and first aid kits are strategically located in designated areas of the facility. A bottle of eye wash solution is stored in the facility emergency bag.

Narcan kits are strategically located at designated areas within the facility. Random inspection found items properly stored in secured location and noted within the required expiration period.

Medical complaints and grievances are submitted using the grievance process. The Grievance Coordinator coordinates all of the Step I grievances for response to relevant medical staff. Content of grievances are discussed with facility Case Manager. Step II grievances are addressed by the Program Specialist, Step III grievances are addressed by the Clinical Director. Further discussion and action of resolution is addressed by the agency Deputy Director and Executive Director. The average number of monthly grievances received is 0.

Random inspection of several agency medical license and certifications all were found compliant

All NEOCAP's employees receive annual CPR, Narcan, and suicide prevention training. The agency medical authority provides annual medical educational training. All agency staff assigned to dispense medications are provided with both video and hands-on medication distribution training. Training is conducted both onsite and online. New hires receive required 40 hours of facility-wide training; additional staff receive additional medical training based on position.

Recreation:

NEOCAP provides indoor and outdoor recreation space to each of its facility sites. The hours of 6:00pm to 9:30pm are set aside for weekly recreation periods. On the weekends, recreation is set aside during the hours of 9am-9:30pm. In addition, in accordance with programming curriculum levels, residents are provided "incentive recreation periods". The 'incentive recreation period' is provided in the evening throughout the week and at designated times on the weekend. Outside of these recreation periods, residents are to use designated time for assigned programming and/or study time. Assigned unit staff oversee recreational activities.

NEOCAP's Warren (male) facility's indoor recreation provides dayroom spaces for each individual unit (Unit 1 and Unit 2). Unit 1, the Intake Unit provides adequate space for general indoor dayroom activities. Furnishings include TV, tables and chairs for television viewing, resident telephones, writing space and boardgames). The area also provides a small collection of books and reading materials. All areas are well lit.

Unit 2 maintains two areas designated as dayroom space, of which the smaller one, on the upper level, is used by the residents as a work area. There are ample tables and seating with the area well lit. Residents make use of the tables for board games. Cards games are not permitted. Television and resident telephones are in this area. In the adjoining offices/group rooms additional TVs are provided for cable TV viewing or shows provided by Netflix. Off the dayroom is a smaller area

(Expansion Area), where the residents can exercise. Residents can use this area as an incentive reward. One of the incentive recreational activities include “Paint and Sip” painting sessions. These sessions, with the assistance of staff and outside volunteers offer art lessons to residents enrolled in the program. Refreshments of snacks and beverages are provided during programming session.

Each of the two (2) units located in the Warren facility maintain their own outdoor recreation area. At the time of review Unit 1 (Intake) outdoor recreation was not in use.

At the Painesville facility, each unit (A and B) maintains their own dayroom space of which includes: a TV for viewing, tables and chairs for seating, a small collection of library books and material, information boards and resident telephones. The facility maintains one outdoor recreation yard and periods are shared between both units in accordance with rotating monthly schedules. In between the outdoor recreation yard and the indoor dayroom is a “grooming area”. This area is comprised of sinks, pedestal seats, hairdryers and mirrors. Female residents use this area for haircare and personal makeup grooming.

Each of the facility sites (Warren and Painesville) outdoor recreation areas are enclosed with inward curved wired fencing. Enclosures accommodate screening for privacy. Area also provides partial coverage for shade and/or protection from inclement weather. Equipment and furnishings located in each of the outdoor recreational areas include picnic tables, areas for walking, corn toss and exercise equipment.

An additional summer facility wide activity conducted at both Warren and Painesville sites include the annual “Summer Feast”. This festival of activities conducted annually includes food, games and prizes for both staff and residents.

Religious Programming:

Though there is no formal religious programming at the NEOCAP sites, residents can practice their religion. Depending on the resident’s program level, he/she may also receive a community pass to attend services of their choice offsite.

Otherwise, NEOCAP will make reasonable accommodations to allow residents to practice their faith in their own individual religion. As an example, one of the most recent accommodations, residents requesting and granted approval, in accordance with guidelines of the Muslim faith, during Ramadan, provisions are made to acknowledge fasting during the day and to have meals in the dining area in the evening.

As approved, residents may also receive a “special visit” with their religious representative.

At the time of review the Center's Clinical Director serves as the facility's Volunteer Coordinator.

Offender Work Programs:

Residents of the NEOCAP facilities are required to develop an "Individual Program Plan" with their Case Manager. Needs are identified through the Ohio Risk Assessment System and specific targeted assessments, and the residents are enrolled in program activities provided through the wide range of classroom and counseling components of NEOCAP's designed curriculum. Scheduled sessions are conducted five days a week. Residents are involved in planned programming forty hours a week.

Upon entry, following initial orientation, all residents are encouraged to participate in a series of required treatment/educational programming. In addition, residents also receive job readiness training which outlines agency rules for job seeking and employment which focuses on developing basic work skills needed to find and keep a job. Following the conclusion of these treatment and/job skill sessions, the facility Case Manager works to refer residents to various employment opportunities based on their level of interest, education, and/or ability.

Through the assistance of Case Managers, residents who are deemed eligible for employment are afforded services to facilitate any employment needs. Such as assisting newly arriving resident offenders in obtaining necessary credentials such as State ID's and Social Security Cards. Guidance in available employment options is provided, and also counseling in regard to job preparedness. Other aspects include confirming work schedules, assisting employers in any need for fulfilling overtime issues.

Resident offenders employed or have a source of income, also must work with the assigned Case Manager staff to establish a budget for needs and obligations (fines, child support payments or court costs). If employed, residents are to turn in every check and paystub. Receipts are issued for all checks and/or cash turned in.

Residents may also be assigned to a supervised (internal) Community Service Project (CSP). Being assigned to a Community Service Project is a privilege that is tied to days in the residential program and overall performance and behavior. Tasks assigned include painting, buffing, laundry, and/or other food service assigned duties. At the end of the program, all CSP hours are totaled and forwarded to the resident's probation officer to be counted towards any court ordered community service.

As eligible by level status, residents may be assigned to unsupervised community service projects. These take place in the community or on grounds. In the past, residents have worked at local festivals as part of a set-up/take-down crew with others engaged in clean-up at various authorized sporting events.

Daily sanitation of the building and outside grounds care is provided by NEOCAP residents under the supervision and direction of facility staff. Residents classified as unemployed as well as employed assist with varied facility assignments. Housekeeping (sanitation) assignments are made by the Shift Supervisor, are mandatory, and made weekly. Residents who have reached Level 2 status and have accumulated 13 points with no medical restrictions may be assigned to food service. The facility "Hiring Committee" schedules these assignments. These residents do not receive pay and are reassigned in accordance with their work schedule once they are officially classified as employed.

Academic and Vocational Education:

Residents housed at the NEOCAP Warren and Painesville sites are provided with GED programming. NEOCAP contracts to have Instructional staff meet with residents three days a week for five hours a day. Service is contracted by Aspire Inc. Instructional staff include: one (1) fulltime Teacher which shares the responsibility at both Warren and Painesville. One (1) part-time Teacher also aids the residents at Painesville.

Residents without a high school diploma complete a TABE assessment (Test of Adult Basis Education). Additional educational programming offered at each site includes Pre-GED, Prep for GED, and GED. There is no cost to the residents for testing or any of these services. At the time of review a total of fifteen (15) residents were enrolled in Warren's academic program, and a total of nine (9) residents were enrolled in Painesville academic program. As of the past 12 months a total of six (6) residents have graduated out of NEOCAP's academic program. Testing is conducted off-site with transportation provided by NEOCAP staff.

Both Warren and Painesville facilities provide three tablets and four computers for use. NEOCAP's Warren facility has an equipped classroom in the Expansion Area specifically designed to accommodate these services.

At the time of review, NEOCAP does not offer vocational educational programs.

Social Services:

Upon a resident's arrival at both NEOCAP sites, an individualized program is developed to assist residents with the oversight of their sentences, classifications, housing assignments and other needs. In addition, several staff from various departments utilize several treatment modalities to facilitate the provisions of treatment services. Programming hours vary, but generally they are conducted Monday through Friday, during the hours of 9:00am through 5:00pm.

There are four levels each resident progresses through during his/her residency while at NEOCAP. They are as follows:

- Level 1 (Red Phase): The resident is restricted from outside movement. The resident's activities consist of attending treatment groups and meeting daily with various members of the treatment team to ensure a successful adjustment to the program. This phase begins upon admission and lasts approximately 30 days.
- Level 2 (Orange): This phase runs from 30 days to 60 days. The resident's activities consist of attending numerous treatment groups and case management activities geared toward preparing the resident for reintegration and appropriate behavior.
- Level 3 (Yellow): This phase runs from 60 days to approximately 90 days. Residents may earn the privilege of unescorted, limited movement into the community to attend medical or other program related appointments and community work service.
- Level 4 (Green): This phase runs from approximately 90 days until release from the facility. The resident's activities are more focused on obtaining and attending employment, attending community support group meetings (AA/NA), and if needed, obtaining viable housing. Activities also include going home on reintegration passes and attending aftercare assessments and treatment sessions at community mental health, chemical dependency and /or other social service agencies.

In describing, NEOCAP utilizes the "House Model" to ensure that every resident entering the agency receives the individual attention that they need to adjust to the program, engage in the change process, and successfully complete the program. This is accomplished by bringing together a team of staff who coordinate their efforts and focus their attention on developing a working, professional relationship with every resident assigned to their house. Therefore, each resident is provided with the treatment, guidance, and discipline they need to successfully complete the program.

There are three Houses to accommodate all the residents, and they are as follows:

The Blue House - works best with the male residents who present the following responsivity factors: low motivation, resistant, mental health issues, older male offenders and those who are alcohol or opiate dependent.

The White House - works best with the male residents who present the following responsivity factors: low education level, medical issues, housing issues, and younger.

The Red House serves all female residents placed in NEOCAP's 4-to-6-month treatment program. A team of program staff works diligently to remove treatment barriers and address the female resident's criminogenic needs.

The goal of the House Model is for the house team staff to intervene early in the residents' problem areas and remove barriers to treatment, ensure that no resident falls between the cracks, and ensure that all staff house members take ownership and accountability for the success or failure of each resident assigned to their house.

Additional social service programming conducted at NEOCAP includes Thinking for a Change, Moving On, Motivational Engagement, Anger Management and Moral Reasoning.

Visitation:

Both NEOCAP facilities (Warren and Painesville) conduct onsite face-to-face visits. Virtual visits are not conducted. General onsite visitation hours are conducted Saturday and Sunday during the hours of 1:00pm, 2:00pm, and 3:00pm. At initial orientation, residents identify the individuals they wish to have approved. All potential visitors must also complete the NEOCAP (visitors) Orientation Class. Classes are conducted Saturdays and Sundays, 12:30pm, 1:30pm, and 2:30pm during scheduled visitation hours. Only people (visitors) who have completed the NEOCAP class and have been approved are permitted to visit.

Residents are permitted one 45-minute visit per week. Signups and visits are scheduled in accordance with residential criteria levels. Special visitation needs that cannot be accommodated during scheduled visitation hours, receive authorization from the administrative staff and/or supervising authority. This includes attorney, clergy, and/or other such officials.

Individuals requesting visits for residents housed are not allowed to bring cell phones, purses or bags into the facility for visits. Visitors are not allowed to bring outside food or beverages into the facility. Lockers are not available. Visitors are instructed to lock their belongings in their vehicle prior to entering the facility. Restroom facilities area available. Visitors are not permitted to smoke on the facility compound. NEOCAP does not provide a separate children's play area nor an outdoor visitation.

Visitation at the Warren facility (male) is conducted in the dining hall. Visitation at the Painesville facility (female) is conducted in the "group room". Adequate space is provided in both areas. Camera surveillance is provided in this area during visitation hours. Security staff are also present and provide additional coverage.

Due to literacy or language barriers, residents needing assistance are referred to their assigned Case Manager.

Eligible residents, in accordance with security and level criteria are permitted to move unsupervised within the community for the purpose of family visitation, religious and other authorized matters. Passes are granted by the Case Managers.

Authorization for leave will be granted based on the “House” (consisting of facility staff) decision. The “House” will determine actual hours of residents leave based on custody level, need, performance, progress on program plan, length of residency, and overall suitability for release into the community.

NEOCAP resident Warren and Painesville mail delivery service procedures are comprised of four (4) authorized delivery components: general correspondence and packages, Inter-Unit Correspondence, privileged correspondence, and publications.

Services are provided Monday through Friday and is conducted under the direction the morning Security assigned staff. NEOCAP’s central resident mailbox location accommodating outgoing mail is in the main hallway. Secured labeled mailboxes include medical, Case Manager, and US mail. Each of the five (5) days, residents receive incoming mail and are afforded the opportunity to send out mail. Packages received are delivered five (5) days per week. The assigned staff places mail in the residents’ assigned mailbox. The resident retrieves the mail, then opens the item in front of the staff, for inspection, and then gives it to the resident. The envelope is destroyed. Provisions are made for the processing of legal mail which unless marked “special” is forwarded to resident in the same manner as regular mail. If marked “special” mail is logged and opened in the presence of the resident.

Indigent residents are provided weekly postage allowances. All requests are processed through the Case Manager.

Library Services:

Onsite library services are not provided at the facilities (Warren or Painesville). A collection of general books, magazines and periodicals (bookshelves) are located within each dayroom and/or recreational space for residents’ use. All books have been donated. Library services are available in the community.

Depending on the resident’s program level, they may receive authorization (pass) to accommodate needs. Services and materials provided include reference, legal, audio, video and many other resources which are available free of charge.

Laundry:

NEOCAP provides laundry services at both Warren (male) and Painesville (female) sites.

Laundry services at the Warren facility consist of one Central Laundry room and two (Unit 1 and Unit 2) satellite laundry rooms. Furnishings and equipment located in Warrens Central Laundry room consists of two (2) commercial washers and two (2) commercial dryers. Laundry conducted in this area consists of washing linen for departing residents, facility mop heads, facility towels, blankets, and other such items. NEOCAP’s Painesville facility does not house a “Central” Laundry room.

All laundry including mop heads, facility towels, and blankets are cleaned in the unit laundry areas.

NEOCAP's Warren and Painesville sites each provide two (2) smaller satellite laundry rooms for resident use. These satellite laundry rooms are adjacent to the assigned living units. Equipment in Warren's satellite laundry rooms consist of four (4) commercial washers and four (4) commercial dryers. Equipment in Painesville satellite laundry rooms consist of three (3) commercial washers and three (3) commercial dryers. Residents are responsible for the laundry and cleaning of their own individual bed linen and personal clothing items. Laundry services are at no cost to the residents. Residents use signup sheets to coordinate laundering times and dates. Hours of operation are Monday through Sunday, during "open" unit hours.

Except for Warren Unit 1 (Intake Unit) and Painesville facility, chemicals are dispensed into machines by way of diluted dispensing equipment. At Warren Unit 1 and Painesville facility, "Tidepods" are used. Inspection conducted provided confirmation of proper inventory and control of laundry Tidepod packets. Inspection of lint traps found all clean and free of debris.

Blanket exchange for all residents is conducted monthly. In instances where it appears that residents are not washing their linens, staff will exchange linen. Laundry services are at no cost to all residents.

NEOCAP's Case Manager oversees the facility Indigent process. Indigent issued items are distributed weekly. Indigent personal hygiene products are also available to residents upon request which include soap, shampoo, toothpaste, deodorant, shaving cream, a razor, and a comb. Resident family members are able to drop off authorized hygiene products during visitation hours.

F. Examination of Records

Following the facility tour, the team proceeded to the NEOCAP 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 Significant Incident Summary and the Outcome Measures were reviewed for the past year with the administrative team. A review of the Significant Incident Summary and Outcome Measures finds documentation appears to

be consistent with a facility of this size and nature.

Areas discussed that required clarification:

Significant Incident Summary

Year 1/2023 – 2024:

Escapes (4)

Facility Response: Between September 2023 and 2024, NEOCAP had a total of 4 residents who escaped while on a business pass.

Other (2)

Facility Response: In one incident a resident assaulted a hospital worker while at the local hospital, and in another incident, three (3) males attempted to escape from the facility (they were unsuccessful).

3. Departmental Visits

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

Department Visited

Person(s) Contacted

Female Facility

Front Entrance	Deputy Director Massary/Facility Director Melvin/ Operations Director Rowe
Stock/Storage Room	
Administrative Hallway	
Dormitory (1, 2, 3)	Resident Supervisor Trisha Ayala
Central Control Post	
Central Laundry	Control Center Staff
Food Service	
Commissary	
Dormitory Mezzanine (Quiet Space)	
Visitation/Lobby	Compliance Manager Lisa Ginn
Outside Shed	
Maintenance	
Medical	
Recreation Area	
Multi-Purpose Room	

Male Facility

Food Service	Food Serv Director Griggs/Food Serv Cook Mathis
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Commissary	
Unit 1 and 2	Deputy Director Massary/Operations Director Rowe
Multi-Purpose Room	
Reflection Room	
Visitation	
Central Control Post	Control Center Staff
Mechanical Room	
Expansion Area	
(Unit 2)	
Recreation Area	
Staff Lounge	
Sallyport	
Outside Storage Sheds (3)	
Central Laundry	
Maintenance Area	Maintenance Staff
Medical	Health Service Coordinator Waters
Staff Training	

4. Shifts

a. Morning Shift (8:00am – 4:00pm)

The team was present at NEOCAP male facility (Warren) on the first day of the audit on the morning shift from 7:52am to 8:30am, 12:58pm to 4:00pm and on the second day of the audit from 7:10am to 12:20pm. The team was present at the NEOCAP female facility (Painesville) on the first day of the audit on the morning shift from 9:50am to 11:55am. During this time the audit team toured both facility locations, reviewed the accreditation files, sampled a facility meal, and conducted both staff and resident interviews. Also, during this time, the audit team conducted the Opening and Exit session meetings.

b. Evening Shift (4:00pm-12:00am)

The team was present at NEOCAP male facility (Warren) on the first day of the audit during the evening shift from 4:00pm to 5:20pm. During this time the audit team continued revisiting areas of the facility, reviewed the accreditation files and conducted resident and staff interviews.

c. Night Shift (12:00am – 8:00am)

The team was present at the NEOCAP male facility (Warren) on the second day of the audit from 7:10am to 8:00am. During this time the audit team observed shift exchange (from night to day shift) and night operations. Also, during this time the audit team conducted resident and staff interviews.

Staff interviewed were alert, attentive and very knowledgeable of their job duties.

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

Findings of the Panel Hearing conducted at the February 22, 2023, Panel Hearing conducted at the Winter Conference in Phoenix, Arizona found all previously listed non-compliant standards (#4-ACRS-4C-01) Compliant.

G. Interviews

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

1. Resident Interviews

While touring NEOCAP's male and female facilities the audit team interviewed a total of 40 residents during this audit. Both male and female residents interviewed provided fair to positive comments regarding communication with staff as they assist with reentry services and other related programming. They also made positive comments regarding provisions (personal hygiene items, etc.) offered to indigent residents. Residents also stated that they have access to supervisory staff and are provided with assistance, as well as confidentiality, when having their personal matters addressed. Residents stated they feel safe and are treated with respect by facility staff. Residents' response when asked about meal service all summarize meals as being fair.

Specific discussions were presented with responses to their initial orientation, being provided information and/or access to medical services as well as its basic process. Response from residents interviewed relayed that this information was provided to them during their admission (orientation) into the facility. Residents interviewed did relay information that they do participate in routine fire drills.

2. Staff Interviews

While touring NEOCAP's male and female facilities, the audit team interviewed a total of 55 staff during this audit. Staff interviewed expressed positive comments regarding the administrative staff at the facility. Staff interviewed discuss how cross training opportunities are always provided. Both season and novice staff members interviewed stated they consistently receive regular training (fire safety, suicide prevention, etc.) and are afforded the resources to move up within the hierarchy as well as other promotional opportunities. All staff stated that they felt safe working at this facility. When addressed, it was apparent that the staff was knowledgeable of the residents' access to medical services and its process.

H. Exit Discussion

The exit interview was held at 11:45am in the facility conference room with Deputy Director Massary and 5 staff in attendance.

The following people were also in attendance:

Benigno DeGennaro - Continuous Quality Improvement Admin of Treatment

Eric Anderson - Continuous Quality Improvement Admin of Operations

Brenda Waters – Health Services Coordinator

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 on the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field.

AMERICAN CORRECTIONAL ASSOCIATION
AND THE
COMMISSION ON ACCREDITATION FOR CORRECTIONS

COMPLIANCE TALLY

Manual Type	Adult Community Residential Services, 4 th Edition	
Supplement	2016 Standards Supplement	
Facility/Program	Northeast Ohio Community Alternative Program - NEOCAP	
Audit Dates	September 16 - 17, 2024	
Auditor(s)	Robbin Bell, Chairperson Joseph Rizzo, Team Member	
	MANDATORY	NON-MANDATORY
Number of Standards in Manual	32	218
Number Not Applicable	0	18
Number Applicable	32	200
Number Non-Compliance	0	0
Number in Compliance	32	200
Percentage (%) of Compliance	100%	100%
<ul style="list-style-type: none"> • Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable • Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance • Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance 		

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Northeast Ohio Community Alternative Program (NEOCAP)
Warren, Ohio

September 16 - September 17, 2024

Visiting Committee Findings

Non-Mandatory Standards

Non-Compliance

The Northeast Ohio Community Alternative Program (NEOCAP) had no standards that were determined non-compliant during this accreditation period.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Northeast Ohio Community Alternative Program (NEOCAP)
Warren, Ohio

September 16 - September 17, 2024

Visiting Committee Findings

Mandatory Standards

Not Applicable

The Northeast Ohio Community Alternative Program (NEOCAP) had no Mandatory standards that were determined Not Applicable during this accreditation period.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Northeast Ohio Community Alternative Program (NEOCAP)
Warren, Ohio

September 16 - September 17, 2024

Visiting Committee Findings

Non-Mandatory Standards

Not Applicable

Standard #4-ACRS-2A-05

WHEN BOTH MALES AND FEMALES ARE HOUSED IN THE FACILITY, AT LEAST ONE MALE AND ONE FEMALE STAFF MEMBER ARE ON DUTY AT ALL TIMES.

FINDINGS:

Male and Female offenders are not housed at the same facility.

Standard #4-ACRS-2A-06

IF EMPLOYEE'S CONTRACTS ARE GOVERNED BY CIVIL SERVICE OR UNIONS, PROCEDURES PROVIDE FOR PROVISIONAL APPOINTMENTS TO ENSURE THAT SHORT-TERM PERSONNEL, BOTH FULL-TIME AND PART-TIME, CAN BE AVAILABLE DURING EMERGENCIES.

FINDINGS:

NEOCAP employees are not eligible for civil service or bargaining units contractual provisions.

Standard #4-ACRS-2A-13

THE ELECTRONIC MONITORING PROGRAM HAS A SYSTEM OF ACCOUNTING FOR AN OFFENDER AT ALL TIMES, INCLUDING VERIFICATION OF ACTIVITIES, REPORTING OF TARDINESS AND/OR ABSENCE FROM REQUIRED SERVICES OR ACTIVITIES, AS WELL AS OTHER PROGRAM VIOLATIONS.

FINDINGS:

NEOCAP does not maintain an Electronic Monitoring Program.

Standard #4-ACRS-2A-14

ACCESS TO COMPUTER EQUIPMENT IS LIMITED TO AN AUTHORIZED PERSONNEL WITH SECURITY CODES, ADEQUATE POWER AND COMMUNICATION BACKUP SYSTEMS PROVIDE CONTINUOUS, UNINTERRUPTED OPERATIONS.

FINDINGS:

This standard pertains to the Electronic Monitoring Program. NEOCAP does not maintain an Electronic Monitoring Program.

Standard #4-ACRS-2A-15

ANY INTERRUPTION IN SERVICE IS DOCUMENTED AND REPORTED TO THE AUTHORITY HAVING JURISDICTION.

FINDINGS:

This standard pertains to the Electronic Monitoring Program. NEOCAP does not maintain an Electronic Monitoring Program.

Standard #4-ACRS-2A-16

A DETAILED WRITTEN OFFENDER SCHEDULE IS DEVELOPED AND SIGNED BY A STAFF MEMBER AND THE OFFENDER.

FINDINGS:

This standard pertains to the Electronic Monitoring Program. NEOCAP does not maintain an Electronic Monitoring Program.

Standard #4-ACRS-2A-17

PROVISIONS ARE MADE FOR THOSE WHO ARE UNABLE TO PAY PROGRAM COSTS.

FINDINGS:

This standard pertains to the Electronic Monitoring Program. NEOCAP does not maintain an Electronic Monitoring Program.

Standard #4-ACRS-3A-06

IF FEES ARE COLLECTED, THERE IS DOCUMENTATION THAT THE OFFENDER HAS BEEN INFORMED OF THE POLICIES AND PROCEDURES REGARDING NONPAYMENT OF FEES.

FINDINGS:

NEOCAP does not collect fees from the Reentrants housed at the facility.

Standard #4-ACRS-4C-14-1

WHEN NURSING INFANTS ARE ALLOWED TO REMAIN WITH THEIR MOTHERS, PROVISIONS ARE MADE FOR A NURSERY, STAFFED BY QUALIFIED PERSONS, WHERE THE INFANTS ARE PLACED WHEN THEY ARE NOT IN THE CARE OF THEIR MOTHERS.

FINDINGS:

NEOCAP does not house female Reentrants nor nursing infants.

Standard #4-ACRS-5A-26

(NEW CONSTRUCTION ONLY). THE FACILITY'S LOCATION FACILITATES ACCESS TO AND THE USE OF COMMUNITY-BASED SERVICES, RESOURCES, AND PUBLIC TRANSPORTATION.

FINDINGS:

NEOCAP is not considered new construction.

Standard #4-ACRS-6A-04-1

THE ASSIGNMENT OF APPROPRIATELY TRAINED INDIVIDUALS TO ASSIST DISABLED OFENDERS WHO CANNOT OTHERWISE PERFORM BASIC LIFE FUNCTIONS IS PROVIDED.

FINDINGS:

This facility does not accept Reentrants who cannot perform basic life functions.

Standard #4-ACRS-7A-02

A SOLE PROPRIETOR OPERATING A FACILITY IS ABLE TO DOCUMENT THAT

NECESSARY LEGAL MEASURES HAVE BEEN TAKEN TO PROVIDE CONTINUITY OF SERVICES IN THE EVENT OF BANKRUPTCY, INCAPACITATION, RETIREMENT, OR DEATH.

FINDINGS:

This facility does not operate under a sole proprietorship.

Standard #4-ACRS-7A-03

(PRIVATE AGENCIES ONLY). THE AGENCY SATISFIES PERIODIC FILING REQUIREMENTS NECESSARY TO MAINTAIN ITS LEGAL AUTHORITY TO CONTINUE OPERATIONS.

FINDINGS:

NEOCAP is not a Private Agency.

Standard #4-ACRS-7A-04

AT A MINIMUM, THE BYLAWS FOR THE GOVERNING AUTHORITY OF THE AGENCY INCLUDE:

- MEMBERSHIP (TYPES, QUALIFICATIONS, COMMUNITY REPRESENTATION, RIGHTS, DUTIES)
- SIZE OF GOVERNING BODY
- METHOD OF SELECTION
- TERMS OF OFFICE
- DUTIES AND RESPONSIBILITIES OF OFFICERS
- TIMES AUTHORITY WILL MEET
- COMMITTEES
- PARLIAMENTARY PROCEDURES
- RECORDING OF MINUTES
- METHOD OF AMENDING THE BYLAWS
- CONFLICT OF INTEREST PROVISIONS
- QUORUM

FINDINGS:

NEOCAP is state owned and operated.

Standard #4-ACRS-7D-12

IN FACILITIES THAT ENGAGE IN, OR ALLOW THE CONDUCT OF RESEARCH, THE FACILITY COMPLIES WITH STATE AND FEDERAL GUIDELINES FOR THE USE AND DISSEMINATION OF RESEARCH FINDINGS, WITH ACCEPTED

PROFESSIONAL AND SCIENTIFIC ETHICS, AND ISSUES OF LEGAL CONSENT AND RELEASE OF INFORMATION. ADDITIONALLY THE FACILITY ALSO COMPLIES WITH THE FOLLOWING:

- THE FACILITY ADMINISTRATOR REVIEWS AND APPROVES ALL RESEARCH PROJECTS PRIOR TO IMPLEMENTATION
- ALL RESEARCH RESULTS ARE REVIEWED BY THE FACILITY AGENCY ADMINISTRATOR PRIOR TO PUBLICATION OR DISSEMINATION
- PROCEDURES GOVERN THE VOLUNTARY PARTICIPATION OF OFFENDERS IN NON MEDICAL, NON PHARMACEUTICAL, AND NON COSMETIC RESEARCH PROGRAM.

FINDINGS:

NEOCAP does not engage in or allow the conduit of research.

STANDARD #4-ACRS-7D-30

ANY FINANCIAL TRANSACTIONS PERMITTED BETWEEN OFFENDERS, OFFENDERS AND STAFF, OR OFFENDERS AND VOLUNTEERS MUST BE APPROVED BY THE FACILITY ADMINISTRATOR.

FINDINGS:

Financial transactions are not permitted at NEOCAP between Reentrants, Reentrants and staff, or Reentrants and volunteers.

STANDARD #4-ACRS-7D-32

OFFENDERS PAY FOR PROGRAM SERVICES RENDERED AT A REASONABLE RATE AS DETERMINED BY THE AUTHORITY HAVING JURISDICTION. PROVISIONS ARE MADE FOR THOSE WHO ARE UNABLE TO PAY PROGRAM COSTS.

FINDINGS:

Reentrants at NEOCAP do not pay for any program services.

STANDARD #4-ACRS-7D-33

PROCEDURES SPECIFY TO THE OFFENDER HOW THE AMOUNT OF OFFENDER FEES WILL BE DETERMINED, AND WHEN AND HOW THEY WILL BE COLLECTED AND RECORDED. IF THE PROGRAM IS PROVIDED BY A CONTRACTOR, THE CONTRACTOR WILL PROVIDE THE CONTRACTING AGENCY, AT LEAST MONTHLY, WITH AN ACCOUNTING OF FEES RECEIVED, INCLUDING THE AMOUNT PAID AND THE PAYER.

FINDINGS:

NEOCAP does not assess any program fees for any programs offered.

Significant Incident Summary

This report is required for all **residential** accreditation programs.

This summary is required to be provided to the Chair of your visiting team upon their arrival for an accreditation audit and included in the facility’s Annual Report. The information contained on this form will also be summarized in the narrative portion of the visiting committee report and will be incorporated into the final report. Please type the data. If you have questions on how to complete the form, please contact your Accreditation Specialist.

This report is for Adult Correctional Institutions, Adult Local Detention Facilities, Core Jail Facilities, Boot Camps, Therapeutic Communities, Juvenile Community Residential Facilities, Juvenile Correctional Facilities, Juvenile Detention Facilities, Adult Community Residential Services, and Small Juvenile Detention Facilities.

Facility Name: NEOCAP

Reporting Period: July 2023-June 2024

Incident Type	Months	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total for Reporting Period
	→													
Escapes		1	0	1	0	0	1	0	0	0	0	0	1	4
Disturbances*		0	0	0	0	0	0	0	0	0	0	0	0	0
Sexual Violence		0	0	0	0	0	0	0	0	0	0	0	0	0
Homicide*	Offender Victim	0	0	0	0	0	0	0	0	0	0	0	0	0
	Staff Victim	0	0	0	0	0	0	0	0	0	0	0	0	0
	Other Victim	0	0	0	0	0	0	0	0	0	0	0	0	0
Assaults	Offender / Offender	0	0	0	0	0	0	0	0	0	0	0	0	0
	Offender / Staff	0	0	0	0	0	0	0	0	0	0	0	0	0
Suicide		0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Compliance with a Mandatory Standard*		0	0	0	0	0	0	0	0	0	0	0	0	0
Fire*		0	0	0	0	0	0	0	0	0	0	0	0	0
Natural Disaster*		0	0	0	0	0	0	0	0	0	0	0	0	0
Unnatural Death		0	0	0	0	0	0	0	0	0	0	0	0	0
Other*		0	0	0	1	0	0	0	0	0	0	1	0	2

**May require reporting to ACA using the Critical Incident Report as soon as possible within the context of the incident itself.*



Significant Incident Summary Glossary

Assaults: An altercation which results in serious injury requiring urgent and immediate medical attention and restricts usual activities.

Disturbance: Offender action that resulted in loss of control of the facility or a portion of the facility and required extraordinary measures to regain control.

Escape: As defined by the jurisdiction reporting.

Fire: A fire which results in evacuation of staff or offenders and/or significant damage to a facility or part of a facility structure.

Homicide: As defined by the jurisdiction reporting.

Non-Compliance with Mandatory Expected Practices: Determination that a condition results in non-compliance with a mandatory standard that is expected to result in sustained non-compliance.

Natural Disaster: A natural event such as a flood, tornado, tsunami, earthquake, or hurricane that causes great damage or loss of life.

Other: Any significant negative event or distraction that adversely impacts normal operations.

Serious Injury: Is a physical injury which creates a substantial risk of death, or which causes serious and protracted impairment of health or protracted loss or impairment of the function of any bodily organ.

Sexual Violence (as defined by PREA): A substantiated, non-consensual sexual act includes one or more of the following behaviors:

- Contact between the penis and the vagina or the penis and the anus involving penetration, however slight. It does not include kicking, grabbing or punching genitals when the intent is to harm or debilitate rather than to sexually exploit.
- Contact between the mouth and the penis, vagina, or anus.
- Penetration of the anal or genital opening of another person by a hand, finger, or other object.

Unnatural Death – Death of a person in confinement for causes other than suicide, homicide, or accident that is contrary to the ordinary course of nature or otherwise abnormal.

Section	Number	Description	Value	
1A	1	Number of workers' compensation claims filed for injuries that resulted from the physical environment this year	0	
	divided by	Average number of full-time equivalent staff positions this year	76	0%
	2	Number of illnesses requiring medical attention as a result of the physical environment of the facility in the past year.	0	
	divided by	Average daily offender population in the past year	158	0%
	3	Number of physical injuries or emotional traumas requiring treatment as a result of the physical environment of the facility in the past year	1	
	divided by	Average daily offender population in the past year	158	1%
	4	Number of sanitation or health code violations identified by external agencies in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
1B	1	Number of vehicle accidents resulting in property damage in the past year	1	
	divided by	Total number of miles driven in the past year	167500	0%
	2	Number of accidents resulting in injuries requiring medical treatment for any party in the past year	0	
	divided by	Total number of miles driven in the past year	167500	0%
	3	Dollar amount of damage from vehicle accidents in the past year	3541.24	
	divided by	Total number of miles driven in the past year	167500	2%
1C	1	Number of emergencies, caused by forces external to the facility, that resulted in property damage in the past year	1	
	divided by	Average daily offender population in the past year	158	1%
	2	Number of injuries, caused by forces external to the facility, requiring medical attention that resulted from emergencies in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	3	Number of times that normal facility operations were suspended due to emergencies caused by forces external to the facility in the past year	0	
	divided by	Average daily offender population in the past year	158	0%

	4	Number of hours that facility operations were suspended due to emergencies caused by forces external to the facility in the past year	0	
	divided by	Number of emergencies, caused by forces external to the facility in the past year	1	0%
	5	Number of emergencies that were not caused by forces external to the facility that resulted in property damage in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	6	Number of injuries requiring medical attention that resulted from emergencies that were not caused by forces external to the facility in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	7	Number of times that normal facility operations were suspended due to emergencies not caused by forces external to the facility in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	8	Number of hours that facility operations were suspended due to emergencies not caused by forces external to the facility in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	9	Number of injuries requiring medical attention that resulted from fires in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	10	Number of fires that resulted in property damage in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	11	Dollar amount of property damage from fire in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	12	Number of code violations cited in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	13	Number of incidents involving toxic or caustic materials in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	14	Number of incidents of inventory discrepancies during the past year	0	
	divided by	Average daily offender population in the past year	158	0%

2A	1	Number of incidents in the past year	6	
	divided by	Average daily offender population in the past year	158	4%
	2	Number of physical injuries or emotional traumas requiring treatment as a result of the incidents in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	3	Number of unauthorized offender absences from the facility in that past year	5	
	divided by	Average daily offender population in the past year	158	3%
	4	Number of times the facility did not report offender absence to the responsible jurisdiction within the established time	0	
	divided by	Number of unauthorized offender absences from the facility in that past year	5	0%
	5	Number of instances of unauthorized access to the facility in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
2B	1	Number of instances in which force was used in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	2	Number of times that staff use of force was found to have been inappropriate in the past year	0	
	divided by	Number of instances in which force was used in the past year	0	#DIV/0!
	3	Number of offenders' grievances filed alleging inappropriate use of force in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	4	Number of grievances alleging inappropriate use of force decided in favor of the offenders in the past year	0	
	divided by	Number of offenders' grievances filed alleging inappropriate use of force in the past year	0	#DIV/0!
	5	Number of injuries requiring medical treatment from staff use of force in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
2C	1	Number of incidents involving contraband in the past year	1	
	divided by	Average daily offender population in the past year	158	1%
	2	Number of weapons found in the facility in the past year	0	
	divided by	Average daily offender population in the past year	158	0%

	3	Number of controlled substances found in the facility in the past year	1	
	divided by	Average daily offender population in the past year	158	1%
2D	1	Number of incidents involving keys in the past year	1	
	divided by	Average daily offender population in the past year	158	1%
	2	Number of incidents involving tools/utensils in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
3A	1	Number of rule violations in the past year	5856	
	divided by	Average daily offender population in the past year	158	3706%
	2	Number of offenders terminated from the facility due to rule violations in the past year	40	
	divided by	Average daily offender population in the past year	158	25%
4A	1	Number of documented offenders' illnesses attributed to food service operations in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	2	Number of grievances about food service decided in favor of the offender in the past year	0	
	divided by	Number of documented offenders' illnesses attributed to food service operations in the past year	0	#DIV/0!
	3	Number of violations cited by independent authorities for food service sanitation in the past year	0	
4B	1	Offenders' grievances regarding offenders' access to personal hygiene decided in the favor of the offender in the past year	0	#DIV/0!
	divided by	Number of offender grievances about access to person hygiene in the past year	0	
4C	1	Number of suicide attempts in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	2	Number of offenders' suicides in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	3	Number of offenders' grievances regarding access to health care in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	4	Number of offenders' health care access complaints that were found to have merit in the past year	0	

	divided by	Number of offenders' grievances regarding access to health care in the past year	0	#DIV/0!
	5	Number of court suits filed against the facility challenging access to health care in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	6	Number of health care access judgments against the facility in the past year	0	
	divided by	Number of court suits filed against the facility challenging access to health care in the past year	0	#DIV/0!
5A	1	Number of offenders who are employed upon release	0	
	divided by	Number of offenders released in the past year	432	0%
	2	Number of offenders who moved into permanent housing upon release in the past year	228	
	divided by	Number of offenders released in the past year	432	53%
	3	Number of offenders' substance abuse tests for which the results were positive in the past year	89	
	divided by	Number of tests administered in the past year	583	15%
	4	Total number of offenders who successfully completed the program in the past year	432	
	divided by	Number of offenders who left the program in the past year	473	91%
	5	Number of offenders who showed improvement as measured by the objective assessment instrument prior to release in the past year	432	9
	divided by	Number of offenders released in the past year	473	91%
	6	Number of offenders who were arrested while in residence in the past year	40	
	divided by	Average daily offender population in the past year	158	25%
6A	1	Total number of offenders' grievances in the past year regarding: (a) access to court; (b) mail or correspondence; (c) sexual harassment; (d) discipline; (e) discrimination; (f) protection from harm	0	
	divided by	Average daily offender population in the past year	158	0%

	2	Total number of offenders' grievances in the past year regarding: (a) access to court; (b) mail or correspondence; (c) sexual harassment; (d) discipline; (e) discrimination; (f) protection from harm decided in favor of offenders	0	
	divided by	Total number of grievances filed (6A-1)	0	#DIV/0!
	3	Total number of offenders' court suits alleging violation of offenders' rights filed against the facility in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	4	Number of offenders' court suits alleging violation of offenders' rights decided in favor of the offenders in the past year	0	
	divided by	Total number of offenders' suits filed in the past year	0	#DIV/0!
6B	1	Number of offenders' grievances regarding discrimination in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	2	Number of offenders' grievances regarding discrimination resolved in favor of offenders in the past year	0	
	divided by	Number of offenders' grievances regarding discrimination in the past year	0	#DIV/0!
	3	Number of grievances resolved in favor of offenders in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	4	Number of grievances resolved in favor of offenders in the past year	0	
	divided by	Total number of grievances filed in the past year	0	#DIV/0!
6C	1	Number of disciplinary incidents resolved informally in the past year	14276	
	divided by	Average daily offender population in the past year	158	9035%
	2	Number of formal offender disciplinary decisions that were appealed in the past year	0	
	divided by	Total number of disciplinary decisions made in the past year	20132	0%
	3	Number of appealed disciplinary decisions made in the past year	0	
	divided by	Total number of disciplinary decisions made in the past year	20132	0%
	4	Number of grievances filed by offenders challenging disciplinary procedures in the past year	0	
	divided by	Average daily offender population in the past year	158	0%

	5	Number of disciplinary incidents resolved in favor of offender in past year	0	
	divided by	Total number of disciplinary related grievances in the past year	0	#DIV/0!
	6	Number of court suits filed against the facility regarding discipline in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	7	Number of court cases regarding discipline decided against the facility in the past year	0	
	divided by	Total number of court decisions regarding discipline decided in the past year	0	#DIV/0!
	8	Number of rule violations in the past year	5856	
	divided by	Average daily offender population in the past year	158	3706%
	9	Number of offenders terminated from the facility due to rule violations in the past year	40	
	divided by	Average daily offender population in the past year	158	25%
6D	1	Number of offenders released in the past year who made regular payments toward their restitution obligations	0	
	divided by	Number of offenders who had restitution obligations in the past year	44	0%
	2	Number of offenders who satisfied their court cost/fine obligations in the past year	0	
	divided by	Number of offenders who had court cost/fine obligations in the past year	419	0%
	3	Total amount of restitution paid by offenders in the past year	0	
	divided by	Average daily offender population in the past year	158	0%
	4	Total number of hours of community service donated by offenders in the past year	24961	
	divided by	Average daily offender population in the past year	158	1%
	5	Total number of offenders who participated in restitution in the past year	0	
	divided by	Total number of offenders housed in the past year	476	0%
	6	Total number of offenders who participated in community service work in the past year	172	
	divided by	Total number of offenders housed in the past year	476	36%
	7	Total number of offenders who participated in victim awareness programs in the past year	2	
	divided by	Total number of offenders housed in the past year	476	0%
	8	Total amount of restitution paid by offenders in the past year	0	
	divided by	Total number of offenders housed in the past year	476	0%

	9	Total number of hours of community service donated by offenders in the past year	24961	
	divided by	Total number of offenders housed in the past year	476	5244%
7A		none		
7B	1	Total number of years of staff members' education as of the end of this year	126	
	divided by	Number of staff at the end of the year	75	168.00%
	2	Number of staff who left employment for any reason this year	38	
	divided by	Number of full time equivalent staff positions in the past year	76	50.00%
	3	Total number of credit hours in courses relevant to their facility responsibilities earned by staff participating in higher education in the past year	40	
	divided by	Number of full time equivalent staff positions in the past year	76	52.63%
	4	Number of professional development events attended by staff this year	3	
	divided by	Number of full time equivalent staff positions in the past year	76	3.95%
7C	1	Number of incidents in which staff were found to have acted in violation of facility policy in the past year	6	
	divided by	Number of full time equivalent staff positions in the past year	76	7.89%
	2	Number of staff terminated for conduct violations in the past year	6	
	divided by	Number of full time equivalent staff positions in the past year	76	7.89%
	3	Number of offenders' grievances attributed to improper staff conduct which were upheld in the past year	0	
	divided by	Number of offenders' grievances alleging improper staff conduct filed in the past year	0	#DIV/0!
	4	Number of offenders' grievances attributed to improper staff conduct which were upheld in the past year	0	
	divided by	Average daily offender population in the past year	158	0.00%
	5	Where staff are tested, the number of staff substance abuse tests failed in the past year	1	
	divided by	Number of staff substance abuse tests administered in the past year	45	2%
7D	1	Net amount of budget shortfalls or surpluses at the end of the last fiscal year (budget less expenditures)	0	
	divided by	Budget for the last year	7212032	0

	2	Number of material audit findings by an independent financial auditor at the conclusion of the last audit	1	
	3	Number of grievances filed by offenders regarding their records or property in the last year	0	
	divided by	Average daily offender population in the past year	158	0
	4	Number of offenders' grievances (record/property) decided in favor of offenders in the past year	0	
	divided by	Total number of offenders' grievances (record/property) In the past year	0	#DIV/0!
	5	Number of objectives achieved in the past year	9	
	divided by	Number of objectives for the past year	12	0.75
	6	Number of program changes made in the past year	3	
	divided by	Number of program changes recommended in the past year	3	100%
7E	1	Number of grievances filed by staff in the past year	1	
	divided by	Number of full time equivalent staff positions in the past year	76	0.013157895
	2	Number of staff grievances decided in favor of staff in the past year	0	
	divided by	Total number of staff grievances in the past year	0	#DIV/0!
	3	Total number of years of staff members' experience in the field as of the end of the last calendar year	533	
	divided by	Number of staff at the end of the calendar year	76	701.32%
	4	Number of staff termination or demotion hearings in which the facility decision was upheld in the past year	0	
	divided by	Number of staff termination or demotion hearings requested in the past year	0	#DIV/0!
7F	1	Total number of volunteer service delivered by members of the community in the past year	25	
	divided by	Average daily offender population in the past year	158	0.158227848
	2	Total number of individual community members who provided voluntary service in the past year	2	
	divided by	Average daily offender population in the past year	158	0.012658228
	3	Total number of complaints filed by media regarding access to information in the past year	0	

	divided by	Average daily offender population in the past year	158	0
	4	Total number of positive statements made by media regarding the facility in the past year	3	
	divided by	Average daily offender population in the past year	158	0.018987342
	5	Total number of complaints from the community in the past year	1	
	divided by	Average daily offender population in the past year	158	0.006329114
	6	Total number of community service work delivered by offenders in the past year	24961	
	divided by	Average daily offender population in the past year	158	158