

**COMMISSION ON ACCREDITATION FOR CORRECTIONS  
STANDARDS COMPLIANCE INITIAL ACCREDITATION**

**AUDIT**

Northeast Ohio Community Alternative Program  
Painesville, Ohio

September 25-26, 2018

**VISITING COMMITTEE MEMBERS**

Leslie Wagner  
ACA Auditor

Dave Johnson  
ACA Auditor

**A. Introduction**

The audit of the Northeast Ohio Community Alternative Program, Painesville, Ohio was conducted on September 25-26, 2018 by the following team: Leslie Wagner, Chairperson and Dave Johnson, Member.

**B. Facility Demographics**

Rated Capacity: 60

Actual Population: 48

Average Daily Population for the last 12 months: 48

Average Length of Stay: 110 days

Security/Custody Level: Minimum Security/Minimum Custody

Age Range of Offenders: 18-57

Gender: Female

Full-Time Staff: 22

(1) Administrative, (3) Support, (2) Program, (15) Security, (0) Other

**C. Facility Description AND Program Description**

Northeast Ohio Community Alternative Program (NEOCAP) Painesville, Ohio is located at 1955 Blasé Nemeth Road Painesville Township, Ohio. NEOCAP Painesville was previously used as Lake County Minimum Security Jail (MSJ). This facility was built in 2001 and closed in 2009 due to budget cuts from Lake County Sheriff's Office.

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

In June 2016 NEOCAP Painesville, female facility opened up, females were previously housed at NEOCAP Warren facility. Moving into a larger facility was needed due to a constant waiting list for females at the Warren facility. This allowed NEOCAP Painesville to expand from 30 beds to 60.

MSJ was a level one medium size jail with two large housing units to house only male offenders. Some re-construction to restrooms, group rooms, offices, laundry area was needed before opening in June 2016. NEOCAP signed a lease with Lake County Commissioners in April 2016 and NEOCAP transferred the female residents in June.

Entrance to the facility is electronically controlled. After passing through an electronically controlled and interlocked entrance lobby, visitors and staff enter the lobby area. Administrative offices are located to the left of the lobby through an electronically locked door.

Visitor Lobby is located in the front of the building with a window leading to central

control. A drawer is located to allow family to drop of personal belongings to the resident supervisors. Programming and Administration is also located in front of the building. Three of four classrooms are in this area. Resident movement is allowed in this area only supervised by staff to and from group sessions. Staff Entrance Lobby Area is used for multiple of purposes. Intakes are done in this area and main staff post is controlled in this area. Mail is distributed in this area and over the counter medications. Operations Administrator office, one case manager and two holding cells and storage locker room are centrally located in this area. Residents movement into this area is restricted by staff only.

Central Control is easily accessed from the main lobby staff post. This area is very spacious and brightly lit. Central Control resident supervisors have access to 34 cameras in this area for internal and external parts of the facility. Two 30 bed housing units are visibly in front of the central control windows. Residents are assigned to A or B dorms on risk level. Dorm A are high risk offenders and B dorm is moderate risk. The day area and sleeping area are in open dorm areas. Residents are to be in assigned dorms doing treatment work while listening to music over the loud speaker. This has proven to keep residents more relaxed and therapeutic for recovery.

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

#### **D. Pre-Audit Meeting**

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

The chairperson divided standards into the following groups:

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

#### **E. The Audit Process**

##### 1. Transportation

The team was escorted to the facility by Kim Massary, Deputy Director.

##### 2. Entrance Interview

Kim Massary, Deputy Director escorted the team to a group classroom where the formal entry meeting was held.

The following persons were in attendance:

Kim Massary, Deputy Director  
Jennifer Melvin, Facility Director  
Jeigh Maynard, Program Administrator

Rachel Defazio, Operations Administrator

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

3. Facility Tour

The team toured the entire facility from 2:00 p.m. to 2:50 p.m. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

Kim Massary, Deputy Director  
Jennifer Melvin, Facility Director

Notices of the accreditation were properly posted.

4. Conditions of Confinement/Quality of Life

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

**Security:**

Security is the primary responsibility of the 15 Resident Supervisors. Resident Supervisors monitor resident behavior from open dorm areas and central control. They provide valuable information to the treatment team regarding a resident's overall progress.

A minimum of three counts are conducted daily; one on each shift. A "rounds tracker" system is in place and requires staff to make rounds every half hour from 11:00 p.m. to 6:00 a.m. From 6:00 a.m. to 11:00 p.m. rounds are made every 15 minutes. All Resident Supervisors carry mobile radios. There are 30 digital surveillance cameras that assist in monitoring resident movement. Access and egress to the facility is by electronic locks controlled from the control center. A Resident Supervisor and Shift Supervisor is always centrally located in central control with close supervision.

The facility has a key watcher system that allows staff to check-out keys by entering a personal code. NEOCAP keeps minimum tools at the Painesville facility due to they share a maintenance person with NEOCAP Warren. All tools were properly inventoried and well controlled.

Residents in the reintegration phase of the program are allowed passes into the

community. Passes are limited to maintaining counseling appointments, seeking employment, support group meetings and activities directly related to their program plan.

**Environmental Conditions:**

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

The facility is clean, uncluttered and well maintained. The exterior of the facility, including the grounds present a very pleasant environment. In the backyard recreation area the Lake County Landfill is within viewing distance. No reports of any unsanitary or environmental issues have been reported on behalf of NEOCAP. The facility is smoke free residents are aware of this policy upon intake.

**Sanitation:**

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

**Fire Safety:**

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

Evacuation plans are properly posted. Evacuation drills are conducted monthly on each shift. Evacuation routes were properly identified and were found to be unobstructed.

Flammable materials are properly stored and inventoried. Daily and weekly fire safety inspections are conducted. The City of Painesville Fire Department conducts an annual fire safety inspection, which is only a few minutes away from the facility. The last monthly fire drill was September 9, 2018.

**Food Service:**

Food service is contracted to a private, for profit, contractor. A four-week cycle menu, approved by a licensed dietitian is followed by the food vendor Normandy. The menu provides 3,000 calories per day for offenders. The audit team found the kitchen to be exceptionally clean and sanitary. The dining hall wall was decorated with a mural of historical monuments from the Painesville area. (see photo inserted at end of report). Daily, weekly and semi-annual sanitation inspections are conducted. The semi- annual sanitation inspections are conducted by the City of Painesville Health Department. The audit team checked refrigerator, freezer and dry food storage temperatures and found them to be within the acceptable limits but also limited use due to contract vendor. Religious and therapeutic diets are made available upon proper approvals. Few requests are submitted for special diets.

Contract food service staff prepare all food. Food is delivered two times a day with the next morning breakfast delivered at dinner the previous night. Residents are employed in the kitchen, however, their assignments are limited to washing dishes and cleaning. Shift supervisors are trained in Serv Safe. The audit team sampled a breakfast meal on the second day of the audit. The meal consisted of box cold cereal, milk, fruit and cheese sticks everything was pre-packaged the audit team felt the portion size, presentation and taste could have been more adequate.

#### **Medical Care:**

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

Medical, dental, gynecological and mental health needs are brought to staff's attention by filling out a medical request form. Pregnant offenders are not accepted at NEOCAP Painesville. A list of physicians, dentists and clinics is made available to each offender on admission should the resident not have a personal physician/dentist. Tripoint Medical Center or Madison Urgi Care is utilized for emergency services which is in walking distance from facility.

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

#### **Recreation:**

Offenders are provided recreation opportunities. Both dorm areas have outside recreation areas which include picnic tables, small walking track and recreation

equipment. The residents do participate in open recreation by dorm areas. Recreation opportunities include walking, board games, resistance bands, bean bag and television viewing. Continuous music was lightly played through out each pod to give the residents a relaxing atmosphere. Offenders are under direct supervision during exercise periods.

**Religious Programming:**

There are no organized religious activities offered on-site. Offenders may practice their religious beliefs individually. A minister with whom the resident has a direct personal relationship may be allowed to visit.

**Offender Work Programs:**

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

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

**Academic and Vocational Education:**

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

**Social Services:**

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

During the first two weeks in the program a complete assessment of the resident is conducted. Assessment instruments include: Ohio Risk Assessment System, Substance Abuse Subtle Screening Inventory, Adult Self-Assessment Questionnaire and Beck Depression Inventory. Following assessment, the resident

is expected to participate in programming from 9-5 daily (40 hours per week). Auditor observed group therapy session the second day of audit. Residents hold group in designated classrooms and if they are not in group they are required to be doing homework, reading on substance abuse or journaling. There was a quiet setting and appreciated by residents the music seemed to relax them.

Programming includes the following:

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

**Visitation:**

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

**Library Services:**

Both dorms have a small library of donated books for leisure time and educational reading. Access to legal materials is available through the Painesville public library as well.

**Laundry:**

Linen exchange is conducted weekly. Blankets are laundered monthly. Residents wear personal clothing and are responsible for laundering their own clothes. Clothes are to be kept clean at all times. Washers and dryers are made available at no cost. Each resident is provided two boxes of laundry soap per week. The laundry room is available at any time the resident is not engaged in programs or cleaning chores.

**F. Examination of Records**

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

1. Litigation



Over the past year, the facility had no consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

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

Regarding the Significant Incident Summary, no issues reported.

Outcome Measures reported in 2B (1) resident had to use force. Eleven residents were terminated from program (3A) for rule violations. The Outcome Measures indicate 1 suicide attempt (4C) and 19 dirty urines (5A) in the past 12 months.

3. Departmental Visits

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

<u>Department Visited</u>	<u>Person(s) Contacted</u>
Facility Director	Jennifer Melvin
Maintenance Coordinator	Andrew Sanders
Shift Supervisor	Alisha Bontrager
Treatment Specialist	Katie Van Drel
Case Manager	Erin Mooneesawmy
Resident Supervisor	Candida Jenkins
Residential Data Specialist	Cincellia Williams
Program Administrator	Jeigh Maynard

4. Shifts

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

The team was present at the facility during the day shift from 1:45 p.m. to 2:00 p.m.

During the day shift the audit team toured the facility, observed operations and evaluated compliance levels. Staffing levels appeared adequate. Staff/offender interaction is professional, goal oriented and respectful.

Noise levels throughout the facility was exceptionally quiet due to the restrictive rules of the program.

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

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

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

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

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

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

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

N/A

**G. Interviews**

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

1. Offender Interviews

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

2. Staff Interviews

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

**H. Exit Discussion**

The exit interview was held at 11:30 a.m.in the Conference Room with the Executive Director and four staff in attendance.

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

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

COMMISSION ON ACCREDITATION FOR CORRECTIONS

AND THE

AMERICAN CORRECTIONAL ASSOCIATION

**COMPLIANCE TALLY**

<b>Manual Type</b>	Adult Community Residential Services, 4 <sup>th</sup> Edition	
<b>Supplement</b>	2014 Standards Supplement	
<b>Facility/Program</b>	Northeast Ohio Community Alternative Program	
<b>Audit Dates</b>	September 25-26, 2018	
<b>Auditor(s)</b>	Leslie Wagner- Chairperson Dave Johnson -Team Member	
	<b>MANDATORY</b>	<b>NON-MANDATORY</b>
Number of Standards in Manual	32	218
Number Not Applicable	0	27
Number Applicable	32	191
Number Non-Compliance	0	0
Number in Compliance	32	191
Percentage (%) of Compliance	100%	100%
<ul style="list-style-type: none"> <li>• Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable</li> <li>• Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance</li> <li>• Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance</li> </ul>		