



MESSAGE FROM THE DIRECTOR

Significant Life-Changing Event

Imagine a twenty-one-year-old African-American male that I will refer to as “Edward” walking into a bank with a \$5,000.00 check that he received as an insurance settlement from a car accident. He hands the check to the cashier and requests that \$3,000.00 goes into his savings account and \$2,000.00 returns to him.



Now envision the bank teller informing Edward that he would have to deposit the whole \$5,000.00 into his account. He would have to wait ten business days before he could withdraw funds from the account.

Now picture Edward emphatically stating, “I don’t have ten days, I must have \$2,000.00 of the funds

immediately to pay my college tuition.” All the while Edward fights back his strong impulse to become loud and disorderly with the cashier.

Now imagine the Bank President, who was observing this transaction from his office camera monitors, summon the clerk to his office. The President informs her that the young African-American male, “Edward” is an upstanding gentleman who works in the community and he is willing to waive the Ten Day Deposit Policy, thus cashing the check and providing Edward with the \$2,000.00 he requested.

What if Edward would have acted on his impulse and became combative with the bank personnel, what would the Bank President now think about Edward? Who else is observing Edward’s behavior in the community?

So, what is the message? You see, I am “Edward”...yes, Jake Edward Jones, Sr. I had this encounter in a local bank over 30 years ago and it turned out to be a significant, life-changing event.

It was with this encounter that I came to realize that I am and we are all models. We can be good models or bad models. As models we imprint others, our imprints can be both positive and encouraging...or negative and debilitating.

As public servants, our actions are always being watched and judged by the people we interact with daily and by those who survey from afar. The question becomes...what are you modeling? What type of imprints are you leaving on others?

Sincerely,

Jake E. Jones Sr.

Jake E. Jones Sr., Executive Director

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WORKSHOPS NEOCAP WILL BE PRESENTING AT UPCOMING SYMPOSIUM

On Boarding/New Hire Orientation

Kim



Lisa



Kimberly Massary and Lisa Rowe, NorthEast Ohio Community Alternative Program

Over the past two years, NEOCAP developed a four (4) month staff on-boarding program designed to reduce the turnover in its resident supervisor (RS) corps, thus decreasing the high turnover rate of RS staff. NEOCAP's on-boarding program is based on the assumption that the first several months of employment is a critical period for gaining buy-in; acceptance of the agency's culture; and acceptance of the agency's mission, goals and objectives. It is also based on the assumption that all levels of supervision/management (low, mid, and upper levels) must play an active and significant role in the on-boarding process of new hires. The presenters will report the components of the programs and lessons learned.

Source: "Third Annual Symposium Brochure"

**THIRD ANNUAL SYMPOSIUM:
QUALITY ASSURANCE/
CONTINUOUS QUALITY
IMPROVEMENT**
March 16 -17, 2017

Columbus, OH

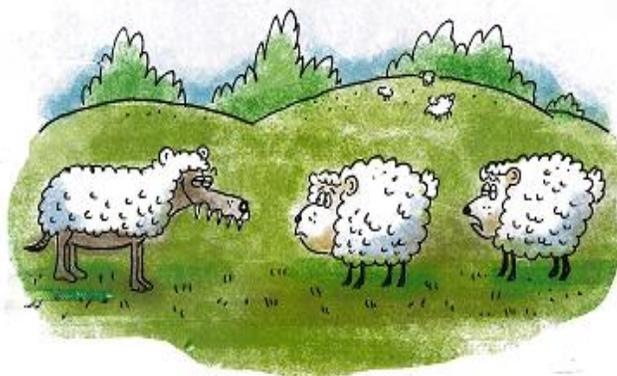
Behavior Management System Development and Implementation



*Kristina M. Henik,
NorthEast Ohio Community
Alternative Program*

During this session, participants will be exposed to ideas about how to develop and implement a Behavior Management System (BMS) that includes consideration for all parties involved: management, line staff, and the offender. We will explore the role of each player in developing an effective BMS for a variety of organizations and agencies; participants will have an opportunity to share their own experiences, challenges, concerns, and successes in this area. Specifically, the workshop will include ideas for how to develop a BMS that includes rewards and sanctions that are effective and individualized, as well as, discussion regarding long-term maintenance of an effective BMS.

Source: "Third Annual Symposium Brochure"



Who did the background check on him?

Source: Justifacts Credential Verification, Inc.

ORANGE is the new HOUSE

By: Amy Logan

Several months ago we expanded our program to serve a new population of male offenders. This new group took up residency on the vacant wing that once housed the female residents and became known as the Orange House. The male facility became divided into three houses...Blue, White and Orange. These new offenders' paths to NEOCAP are different than the traditional NEOCAP resident. These offenders have all served a prison term and have violated the terms of their Post Release Control conditions and are being placed at NEOCAP by the Ohio Parole Board as a sanction.

Over the past seven (7) months that we have been working with this population, many staff have asked questions like – “What’s the difference between Orange House residents versus White and Blue house residents” and “are there special challenges for staff members working with this population.” I decided to do some research on this topic.



Gary Davis

I knew just who to talk to. I set up a meeting with Gary Davis, not only has Gary been at NEOCAP since it’s opening twenty years ago, he has worked with residents in every House, including currently being a Treatment Specialist in the Orange House. He had a lot to say!

According to Gary, one of the differences in working with these residents is that they arrive at NEOCAP already knowing their release date, which can create much more ambivalence among the residents towards whether or not to engage in treatment. This poses a challenge for staff as they must work diligently to get that “buy-in” and enhance their motivation. It is important to help residents identify why they need what we have to offer. Building rapport is crucial, as is affirming their opportunities to make decisions.

Gary also pointed out that residents coming to treatment from prison tend to be territorial and do not adjust well to change. It’s important to provide a lot of structure in their schedules, study times, and when necessary behavior contracts with very clear consequences but also be sure not to be combative.

When asked what he enjoys the most about working in the orange house, not surprisingly Gary very emphatically stated “the challenge!” Seeing the lightbulb come on, seeing a resident who came in demanding to be taken to prison earn 15 points and then thanking staff for this program by the time they complete treatment. Which, really, is not very different from what many of us enjoy about our work here.♣

Newly Elected Sheriff Visits Facility



Jolene Marcello · Dan Mason · Paul Monroe and Kristina

On January 12, 2017, newly elected Trumbull County Sheriff Paul Monroe and two of his staff, Major Dan Mason, Jail Administrator, and Detective Jolene Marcello paid a visit to NEOCAP to become familiar with the program and tour the facility.

Since the opening of NEOCAP, October 1997, NEOCAP has always enjoyed a working partnership with the Sheriff’s Department and the county jail.

Sheriff Monroe who previously worked 30 years as a law enforcement officer at the Howland Police Department expressed, “although I am aware of NEOCAP I have very little knowledge of how NEOCAP functions.”

The Sheriff and his staff spent an hour expanding their knowledge, as various members of the Management Team provided a crash course; covering everything from program history, structure and funding, to intake and treatment curriculums.



Technology To The Rescue

By: *Kim Massary*



Honorable Gary L. Yost
Ashtabula County
Court of Common Pleas

One of the main components of Drug Courts is the weekly court hearing the participants must have with the Judge. The Judge uses these sessions to review the participants' progress and reward them for doing well or to sanction them when they do not live up to their obligations.

Unfortunately, the NEOCAP residents that are also Ashtabula County Drug Court participants were unable to attend the weekly court hearing without missing a day of groups and other treatment activities here at NEOCAP.

All that has recently changed, as a direct result of the "outside of the box thinking" of Judge Yost, presiding Judge over the Ashtabula County Drug Court Program. Judge Yost approached NEOCAP with the idea of finding a way to get our residents to "Skype" with his court.

Since December 2016 both the male and female residents are having meaningful interactions with Judge Yost weekly while still attending all of their scheduled treatment activities. The Judge recently reported that everything is going well with Skype and that he is very appreciative of the efforts that Melissa and NEOCAP staff put into making this happen. He feels it has given him a good way to keep in touch with the residents while they're at the facility so that they know they are still part of the Drug Court Program. We would like to thank Judge Yost and his staff for their willingness to be understanding and creative.♠

What's New?

On February 8, 2017 Beacon Health of Mentor OH became our new provider of Psychiatric Services for the NEOCAP Female Facility. With this move we will no longer transport the women in our Mental Health Services (MHS) program to Coleman Professional Services in Kent OH; instead Beacon Health staff will provide the services at the Female Facility. NEOCAP male residents will continue to be serviced by Coleman Professional Services.

NEOCAP/Infinity Employment Program

An act of desperation and a willingness to take a risk has paid off at the Painesville Female Facility.

After trying several months to hire individuals to work as Resident Supervisors, with little success, we made the decision to team-up with Infinity Resources, Inc. located in Painesville OH.

This partnership has become a win-win. Over the past seven months, we have worked closely with Nathan Meranda, Account Executive from Infinity Resources, to develop an employment recruiting process that has become very successful at keeping our resident supervisor corp filled.

Executive Director Jones expressed, "we could not have predicted that we would be able to find an employment resource company located in downtown Painesville, OH, ten minutes from the facility, with a staff member like Nathan Meranda."

According to Jones, "Nathan is not only highly skilled in the recruiting/selection process, he also has an employment background that includes working in a half-way house correctional program."

Nathan has done an exceptional job selecting and referring individuals who possess the temperament, aptitude, and interest to fill the role of Resident Supervisor, said Jones.

Six (6) individuals have successfully completed their 90-days and have become permanent NEOCAP employees.♥



Erin, Brandi, Toni-Ann, Tracy, Brittnee, and Zenatta

Transformation of the Female Facility

Being presented with the opportunity to move our female treatment program into a larger correctional facility was exciting. We had the perfect situation; we would be able to get a much needed larger facility without the high cost and lengthy time associated with building a new facility. All we would have to do is gather up the ladies, put them on a bus, and drive them to their new home in Painesville Township, Ohio. “Not so fast my friend” as Coach Lee Corso likes to remind his colleagues on the College Football Game Day Show. The Painesville Minimum Security Jail was set-up to house male offenders. The facility restrooms were without walls (no privacy) which was a PREA violation waiting to happen. There were only a few offices, one large group room, no area for drying hair and grooming, and a laundry room set up for only one industrial washer and dryer. These structural shortfalls would have to be addressed before it could become a woman’s Correctional Treatment Facility. I’m sure you know the saying “a picture is worth a thousand words” check out some of the transformation photos below.

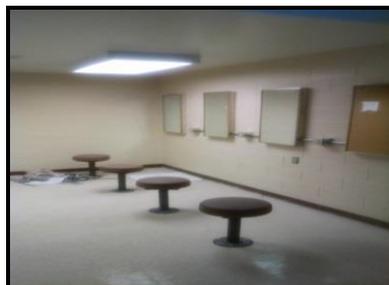
Before



During Transformation



After



Spotlighting Day Reporting Center Graduate – Vincent Felicetty

By: Jennifer Melvin



In the Spotlight

Vincent Felicetty, age 59, was one of the first participants to be court ordered into the Day Reporting Center and he was also one of the first to be successfully discharged from the program.

I sat down recently with Vince to find out how things are progressing with him since completing the program in August 2016.



Vince is clean, sober, drug-free, and in great spirits. He is currently residing at a sober living home where he serves as the House Manager. He is working a sobriety program and attending at least five (5) meetings each week and working closely with his sponsor.

Vince spoke vividly about what he learned from participating in the day reporting program. However, he did recall how resistant he was initially. He shared his thought process when he was court ordered into the Day Reporting Center's treatment program – "I was skeptical, I thought to myself, what are you going to teach me?" He explained that he never thought he could retrain his brain.

According to Vince, he gave the program a chance because it was the first time in his life anyone had ever offered treatment to him, and he knew at the rate things were going he was either going to die in prison or in the streets.

Vince stated that Day Reporting taught him to cope with his emotions – to manage them and not react. He said that even though it was uncomfortable, role playing the skills in his treatment groups helped more than he thought it would. He mentioned that now he is able to catch his risky thinking, replace the risky thoughts, and calm himself down before acting out and getting himself in trouble.

He reports that he will be completing his probation term in 10 months, and he was recently offered an employment opportunity as a peer counselor at a new drug and alcohol treatment program. ♦

On The Move



Female Facility Director Lori Carson has resigned from NEOCAP to relocate to Pekin, Illinois where her husband is now employed. Lori's last official day of work is March 17, 2017. We would like to thank Lori for her dedicated service and wish her the best.



Jennifer Melvin has been named the new Female Facility Director. Jen has grown immensely over the fourteen years at NEOCAP and she has gained the experience and knowledge required to provide the needed management and leadership to staff as our program continues to grow and develop into the future.



Antonette Washington has been named the new Administrator of the Trumbull County Day Reporting Center. Throughout Antonette's decade of employment, she has worked in all aspects of the program; starting as an RS in 2002, moving to Case Management and most recently as a Program Specialist. As a Program Specialist, Antonette demonstrated the supervisory and leadership skills needed to keep the Red and lately the Orange House productive and effective in addressing resident's needs.

FROM THE DRIVER'S SEAT, AS TOLD BY ANDY...

By: *Jennifer Melvin*



After being named the Administrator of the Trumbull County Day Reporting Center (TCDRC), I had the task of assisting in the hiring of the TCDRC staff. That's when I met Andy Kubacko. Andy walked into the interviewing room with the most serious look on his face I

have ever seen. The interviewing panel asked Andy the first question – “while transporting a participant to the Day Reporting Center, he asked you if you can please stop at the store... Before the full question could be asked Andy strongly responded, “NO,” and “don't ask again.” Andy was hired.

Andy's no nonsense approach coupled with the work ethic he developed from working 24 years at Copperweld Steel as a Millwright and 30 years as an EMT, before retiring, has helped him make a smooth transition into the Part-time Drivers position.

I sat down with Andy recently to get his perspective on his new career choice. During the course of our conversation, Andy shared some of his “seen it all” experiences from his life as an EMT. He said he's been shot at, threatened, and said that because of those experiences, he made the transition to day reporting smoothly because in those 30+ years, not only was he responsible for transporting prisoners in need of medical attention to the hospital, but he's also dealt with some people who were in crisis. Andy added that being an EMT also made it easier for him to talk to people.

As a dedicated Driver, Andy told me it's hard not to get attached to the participants and it's rewarding when they succeed. He said he likes to see them make progress and although he's transported some participants who didn't want to change, he's also transported plenty of them that have made good changes. That, Andy says, is the most rewarding - when they get straightened out and stay straightened out.

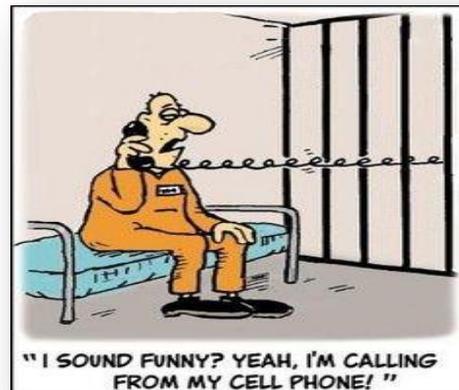
In just a short 11 months, Andy has transported well over 100 participants to and from the Day Reporting Center for services. He told me that he enjoys the busyness of day reporting, with the morning shift being his favorite because that's where it's “super busy.” He said he thinks the program is good, and if the

participants want it to work for them, then it will. But, he adds, you can't force it on them!”

As you can see, Andy's position as a Driver gives us a unique perspective, and without the dedication and service of our Drivers, the Day Reporting program wouldn't be the same.♪

Probation Satisfaction Survey

CQI Administrator Angela Obradovich just recently completed a region wide Probation Satisfaction Survey Study. 95% of the survey participants “strongly agreed” that “Staff is responsive by meeting my needs and requests.” 85% of the participants “strongly agreed” that “the NEOCAP program is a valuable asset to my agency/department.” In addition to the ratings, the probation departments also wrote comments such as “Our relationship with NEOCAP is great.” “The program continues to be one of our most used sentencing and sanction options.” “The staff is great!” “Very helpful and good communication.” “Melissa and Christina do a great job!” “I have a tremendous relationship with NEOCAP staff.” “They are a great resource for Portage County. They are always available for training opportunities.” The survey results were extremely positive and clearly indicated that the probation departments and officers are very satisfied with our program and the partnership we have with them.



Join the Contest - Submit Your Entry

We are looking to increase the list of incentives that we currently have in our Resident Behavior Management System. To win this contest all you have to do is submit a suggestion for a “new” incentive for the residents. If it is chosen by the Management Team you will win one of the following gifts: A \$10 gift certificate for the store/restaurant of your choice or one week of wearing jeans. Suggestions must be type written and submitted to the Administrative Secretary, Arlesia Dawson, by March 15, 2017 at 4:00p.m. They can be dropped off or emailed to a.dawson@neocap.org.

Slow Cooker Texas Pulled Pork Submitted by Kim Massary

Ingredients:

1 teaspoon vegetable oil
1 (4 pound) pork shoulder roast
1 cup barbeque sauce
½ cup apple cider vinegar
½ cup chicken broth
¼ cup light brown sugar
1 tablespoon prepared yellow mustard



1 tablespoon Worcestershire sauce
1 tablespoon chili powder
1 extra large onion, chopped
2 large cloves garlic, crushed
1 ½ teaspoons dried thyme
8 hamburger buns, split
2 tablespoons butter, or as needed

Directions:

1. Pour the vegetable oil into the bottom of a slow cooker. Place the pork roast into the slow cooker; pour in the barbecue sauce, apple cider vinegar, and chicken broth. Stir in the brown sugar, yellow mustard, Worcestershire sauce, chili powder, onion, garlic, and thyme. Cover and cook on High until the roast shreds easily with a fork, 5 to 6 hours.
2. Remove the roast from the slow cooker, and shred the meat using two forks. Return the shredded pork to the slow cooker, and stir the meat into the juices.
3. Spread the inside of both halves of hamburger buns with butter. Toast the buns, butter side down, in a skillet over medium heat until golden brown. Spoon pork into the toasted buns.



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