



# NEO NEWS



The Management Team would like to wish all the best to you and yours this holiday season. Thank you for a wonderful year!



**JAKE E. JONES, SR.**  
**EXECUTIVE DIRECTOR**



Left to right: Kristina Henik-Clinical Director, Lisa Rowe-Operations Director, Jennifer Melvin-Female Facility Director, Jake Jones-Executive Director, Kim Massary-Deputy Director, Rob Blower-Business Director

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## Promotional Congratulations

By: Jake E. Jones, Executive Director

It is always exciting when preparation meets opportunity and you or your fellow teammates earn the chance to advance here at NEOCAP. For every staff earning a promotion, we have two or three who apply for that same opportunity. If you are one of the persons who did not receive a promotion, don't get discouraged because we will always have movement and change, and with that comes new opportunities for those that are prepared.

Congratulations to Shauna Nadzan, Mike Morris, Mike Stassinis and Brandi Smith on their recent promotions—**GREAT JOB.**



Shauna Nadzan

### Shauna Nadzan - CQI Administrator

Shauna was promoted to her new role after CQI Administrator Angela Obradovich elected to return home as a full time mom; we wish Angela and her family the best.

Shauna has been with NEOCAP for 18 years, starting as an intern while attending college at Kent State University. Since joining the team she has worked as a resident supervisor, case manager for male and female residents, and a coordinator and treatment specialist for the Probationers at Risk Program (PAR). She also served on the Trumbull Drug Court Team from June 2004 to December 2007. Shauna holds a LCDCIII license, ORAS certification and is a Notary for the State of Ohio. You can bank on the fact that Shauna will bring her 18 years of commitment to NEOCAP and her smile and upbeat attitude to the position of CQI Administrator.

### Mike Morris – 3rd Shift Supervisor (Male Facility)

Mike was promoted to the 3<sup>rd</sup> Shift Supervisor position when Denise Smith departed the position to take on the new challenge of supervising the residents' working in the kitchen.

On February 1, 2016 Mike started as a Resident Supervisor and was subsequently promoted to the afternoon shift "Go To" role. Prior to his NEOCAP employment, Mike worked in the field of corrections at Lake Erie Correctional Institute in Conneaut, Ohio where he worked as a Corrections Officer. Mike attended Kent State University where he majored in psychology with a minor in criminal justice. He has expressed a desire to return to KSU in the near future to complete his degree requirements. We have total confidence that he will attack this challenge and new assignment as he has attacked all others during his years of employment.



Mike Morris

### Mike Stassinis—Community Specialist



Mike Stassinis

On October 19, 2018 Resident Supervisor Michael Stassinis was promoted to the Community Specialist position to fill the void left by the departure of Christina Marquez. Michael recently graduated from Kent State University with dual Bachelor's Degrees in Psychology and Criminal Justice Studies. Michael's strong academic skills (3.7 GPA, Honor Student), his solid communication skills (verbal and written), and his overall dependability (attendance and punctuality), makes him well suited for this position.

### Brandi Smith — 3rd Shift Supervisor (Female Facility)

Brandi Smith was promoted on September 2, 2018 to the 3<sup>rd</sup> Shift Supervisor. Brandi has worked exclusively on the midnight shift since being hired on as an Infinity temporary service worker in August 2016. Brandi's work ethic and dependability earned her the role of "Go To" on the shift and with the reassignment of Shift Supervisor Alisa Bontrager to Day Turn, Brandi has earned the midnight shift supervisor position.



Brandi Smith



COMIC RELIEF



## 10 Year Anniversary Milestone Rachel's NEOCAP Career "As fate would have it" by: Jake Jones

**Rachel Defazio** –On November 10, 2008 this soft-spoken, petite woman, with a long braid down her back, became a member of the NEOCAP Residential Supervising Corps. The residents and her team members quickly learned you cannot judge a book by its cover. She might have only weighed a “buck five,” but she was no push over. Rachel showed very quickly that she had no problem confronting male residents twice her size. On many occasions she had to come to the rescue of some of her male counter parts when things got a little too heated for them to handle.



Rachel Defazio

Rachel established herself as a serious, no nonsense professional. It was this type of approach that earned her several promotions over the past 10 years. She has served as a shift supervisor, operations manager, and currently as the female facility operations administrator.

Several years ago, our resident property system was a total mess and we were desperately in need of someone who could bring some uniformity and structure to the property system. We turned to no non-sense Rachel to fix our broken system.

Rachel became the Property Czar and she went to work writing new property rules, property lists, and absolutely no property came into the facility without going through her. She had a task to fix the property system and no one was going to get in her way of doing just that.

It was an act of fate that we ever got Rachel! Let me explain: Rachel graduated in 2002 from nearby Maplewood High School and decided to move west to Tucson, Arizona where she worked at a Walgreens while going to college. She earned an Associates of Arts Degree in Criminal Justice Administration at the International Institute of the Americas in Tucson. Fortunately, she decided to return back home to Ohio and luckily she was able to transfer her Walgreen’s job as a Senior Beauty Advisor to a Walgreens in Austintown, Ohio. She discovered NEOCAP and the rest is history.

It was an act of fate that we were able to keep Rachel! A few years ago, she was near the completion of her police academy training and one of her final tasks was the mile and half timed fitness test. If she made the time, she was one step closer to pursuing a career in law enforcement. Unquestionably she was in shape and ready to make the time, when the unexpected occurred. You see, just prior to the day of the fitness test, Rachel walked into the facility’s dining hall and slipped on the wet floor badly twisting her ankle. She was unable to participate in the fitness test and the rest is history. I know I speak for the management team and all the staff that have had the pleasure of working with Rachel over the last decade; we are all fortunate that she found her way to NEOCAP and that she stayed.



## Ashtabula County Plans to Implement Day Reporting

Ashtabula County Adult Probation Chief Brett Kiser and two other Ashtabula County representatives Olivia Springer and Kathy Thompson visited the Trumbull County Day Reporting Center (TCDRC) on October 22, 2018. Ashtabula County Courts are in the beginning phase of developing a County Day Reporting Center that will offer offenders treatment programming as well as other social service programs and activities under one roof.

Mr. Kiser and his team spent an hour meeting with TCDRC Administrator Antonette Washington and Director Jake Jones discussing the various aspects of development, implementation, and operation of the TCDRC.

“... we were desperately in need of someone who could bring some uniformity and structure to the property system. We turned to no non-sense Rachel to fix our broken system.”

*Executive Director Jones*

“Rachel bleeds NEOCAP and has the shoulders to carry the weight of responsibility that comes with being the Operations Administrator.”

*Deputy Director Massary*

“Although she was missed in Warren, Rachel was the perfect staff to lead the Operations staff in Painesville. Her organizational skills and get it done attitude helped her get to where she is now.”

*Operations Director Rowe*



Ashtabula County  
Representatives tour TCDRC



## ACA Audit



ACA Auditors: Dave Johnson and Leslie Wagner

## Warren and Painesville Facilities Receive 100% Compliance Rating!

On September 24- 26, 2018 American Corrections Association (ACA) auditors Dave Johnson and Leslie Wagner conducted audits of NEOCAP's male and female facilities. The ACA audit process consisted of touring both facilities to inspect the environmental conditions, cleanliness, and overall safety, security, and sanitation of the facilities. The audit also included reviewing the accreditation files and evaluating compliance levels of the policies and procedures. Lastly, the audit involved the audit team conducting face to face interviews with staff and residents for the purpose of verifying observations and/or to clarify questions concerning facility operations.

It is not an exaggeration to say that auditors Johnson and Wagner were extremely impressed with all aspects of the male and female programs. Ms. Wagner, who was designated the Chairperson of the audit, expressed how positive all residents and staff

spoke about the facility and it is the first time she did not hear one negative comment while interviewing staff and offenders.

Auditor Johnson stated that in June 2015, he retired from the Arkansas Department of Community Corrections, after 41 years in the corrections field. He has conducted over 100 ACA audits and he expressed that when he arrived on the first morning and walked into the lobby he immediately recognized the he was at a high quality facility.

Both facilities received 100% Compliance ratings. Each facility will be receiving an ACA Accreditation Certificate that covers the three- year period from January 2019 thru January 2022.



## Male Facility — Warren

### PRC—Unit 1 Security Improvement Project Completed!!!

The Unit 1 outside break area renovation was completed on October 1, 2018. With the addition of an attached roof over the entire break area that is enclosed by chain link fencing, and equipped with several security cameras and electrical lighting, the residents will now have the opportunity to utilize this secured area more throughout the year.



## Phase I—Revamping the Treatment Delivery Process

On a cold and snowy Saturday morning, Kim Massary, Kristina Henik and Shauna Nadzan made the one hour trip from Warren to Painesville to join the female facility's treatment team for the purpose of revamping the treatment group schedules. Spending nearly six hours putting together a new and improved group schedule, Phase One was completed, setting the stage for Phase Two.



Phase Two will require the hiring of staff to fill the case manager and treatment specialist voids that have taken place over the last several months. Once staff are in place and trained, the third and final phase can take place.

Phase Three is the full implementation of the treatment group schedules that were constructed on the cold morning of November 10, 2018. It is the goal to have all three phases completed in mid to late January 2019.

## Kent State's Corrections Class Visits NEOCAP

November 5, 2018, Kent State University— Trumbull criminal justice students visited the male facility. This group of students are members of Instructor Anthony Hitosh's Corrections Course. In addition to taking tour of the facility, the group met with Clinical Director, Kristina Henik who led them in a discussion on community based correctional treatment and on job requirements and opportunities at NEOCAP.



## Judge Burt and Judge Collins set for Retirement!

All good things must come to an end, so is the case for Judge Burt's and Judge Collins' reign as Common Pleas Judges. In recent email exchanges with the Judges (as seen below), they explained their decision to retire as well as sharing some very cogent thoughts on their careers, involvement with NEOCAP, and future plans.



Judge Forrest Burt

**Decision to Retire:** The Constitution of the State of Ohio prohibits judges from taking office after they have reached age 70. A judge can reach 70 during his/her term and finish the term, but the judge cannot seek re-election. Although I try to ignore the fact that I am over 70, the calendar doesn't lie; consequently, I am retiring at the end of this year.

**Time on the Bench:** I have been a Common Pleas Judge in Geauga County for twenty-four years. My judicial career began in 1995, just as NEOCAP was beginning.

**NEOCAP Service:** I joined the Judicial Corrections Board (JCB), now Judicial Advisory Board (JAB), in 2004. I have often told the public and my fellow judges how fortunate Geauga County is to have NEOCAP as a valuable community corrections resource. Under Jim Corfman's, and now your leadership, NEOCAP is the gold standard in CBCFs.

**Want to be Remembered:** I would like to be remembered as a judge who would listen and who tried his best to be fair to the parties, victims, and attorneys who appeared in my court.

**Will Miss:** I will definitely miss the people with whom I have worked. I have been lucky to have a wonderful staff over the years and great colleagues. I also will miss the contact with the excellent professionals in our justice system; the public doesn't fully appreciate how dedicated the people are who make our system work. I will not miss driving to Chardon on a cold, snowy day.

**Future Plans:** While my wife and I plan on travelling, both in and outside of the U.S., I will continue to be part of the justice system. I hope to be assigned as a visiting judge and also plan on serving as a mediator...

**Concluding Comments:** It has been my pleasure and honor to have worked with you and your staff over these past twenty-four years. Thank you for making my job so much easier.

*Forrest W. Burt, Judge — Geauga County Court of Common Pleas*

**Decision to Retire:** My decision to retire was made so that I could spend more time with family and friends, so that I would have more time to engage in civic, community and charitable activities, and so that someone else would have the opportunity to step up and serve as a judge.

**Time on the Bench:** I have been a judge for almost 17 years. At retirement, I will have served for 16 years and 11 months, to be precise. My last day of work as a judge will be December 31, 2018.

**NEOCAP Service:** I have served about 10 years as a member of the NEOCAP JCB and JAB. I have served continuously the last 6 years and previously served 4 years after I first took the bench.

**Want to be Remembered:** I would like to be remembered as a judge who was fair and impartial, who was empathetic and understanding, who protected rights and punished wrongs, who resolved disputes and disagreements, and who respected and appreciated the people I worked with and worked for...

**Will Miss:** I will miss the daily communications and interactions with people involved in the legal community and justice system. I will also miss the satisfaction and feeling of making a contribution to the betterment of my community and our society.

**Future Plans:** My lifelong interests in writing and teaching may finally take root.

**Concluding Comments:** Let me close by expressing my sincere appreciation to both you and the entire NEOCAP staff for all you do to help others who have fallen upon hard and difficult times, in an effort to turn their lives around so they can become productive and law-abiding members of society. The success stories are many, and the credit goes to all of you. I have been proud of the NEOCAP program, and proud to have served on its board. Take care!

*Judge Richard L Collins, Jr. — Lake County Court of Common Pleas*



Judge Richard L. Collins, Jr.

According to Susan Doudican who worked nearly 17 years with Judge Burt as the Intensive Supervised Probation (ISP) Director and is a member of the Facility Governing Board (FGB), "Judge Burt was always progressive in accepting new methods of managing offenders. His approach was compassionate coercion. This entailed ordering fair yet firm Court Conditions while providing opportunities for felons to change their behavior to become pro-social...I can't say nearly enough about how conscientious he was as Judge in protecting the community from further crime while attempting to rehabilitate the offender... Judge Burt is actively involved in numerous ways in the Geauga County community. He is also recognized for his quick wit and sharp humor."



Susan Doudican

## Best of luck ...



Lake County Chief Probation Officer and FGB member Craig Berry expressed that "Judge Collins made it a point to get to know you. You were not just a probation officer, an attorney or defendant. He would take time to listen and ask questions and it showed that he truly cared to know, how, who or what was going on..."

Judge Collins will be missed on the bench, on the JAB, but most of all, we will miss his presence. He was always

supportive and truly an asset to the legal system. I would like to thank Judge Collins for everything he has done while on the bench

and I hope he has some free time with his busy life to enjoy his retirement."



Craig Berry

## Team Recognition

On December 21, 2018 we will once again enjoy our annual potluck lunch at the Warren Facility. This tradition started in December 2007 by then Executive Director Jim Corfman, to celebrate our tenth year of operation. This has turned into a feast that everyone pitches in to create.

It is also a time that we honor all the staff that reaches the 10 year employment milestone. The ten year vets are honored with a special color shirt and fleece that proudly displays their years of service. In addition, the executive director writes a short bio on the honoree that spotlights their ten years of service to NEOCAP and disclose some little known tidbits about them.



## HOLIDAY POTLUCK



A holiday potluck luncheon is planned for the male facility in Warren on Thursday, December 20th.

A Christmas luncheon will be held on Friday, December 21st for the Painesville facility.

Staff will gather to celebrate the holiday season and to share amazing food, coupled with fun and fellowship.

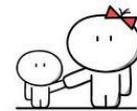
## Ashtabula Drug Court Officials Recognize 10th Anniversary

A couple hundred people gathered Friday, October 26, 2018 at the Spire Banquet Center to celebrate the 10th anniversary of the Ashtabula County Felony Drug Court Program. The keynote speaker was The Honorable Maureen O'Conner, Chief Justice of the Ohio Supreme Court. Melissa Haas, Community Service Administrator, serves as a member of the Drug Court treatment team and was in attendance to represent NEOCAP and to celebrate this milestone achievement.



(left) Melissa Haas with Judge O'Conner (right)

## Minor Children Get Special Visitation Time With Mothers!



Ten years ago (December 1, 2008), NEOCAP made the decision to discontinue allowing minor children to visit during regular scheduled visitation. This decision was made in response to some problematic issues and concerns involving the appropriateness of minor children for an adult correctional facility during the facility's Saturday and Sunday visitation hours.

As a result of the stoppage, minor children were permitted special visitation on an individual and restricted basis outside of the normal weekend adult visitation. On Friday night, October 19, 2018, a pilot program was started that will increase the female residents' ability to visit with their minor children.

Family night childrens visitation kicked off with four Level 4 residents being permitted to visit with their minor children (limit 2) and one adult for (1) hour. According to Female Facility Director, Jennifer Melvin, "we provided activities (coloring books, puzzles, board games and books) for the resident to enjoy with their children and these things seemed to be a big hit." Ms. Melvin also expressed that one resident shared that "getting to see her daughter made her want to stay sober that much more."

The Friday night Family childrens visitation will continue to grow weekly, eventually allowing all residents the opportunity to sign-up for visitation with their minor children. Anyone interested in learning more about this pilot program, please contact Jennifer Melvin or Jeigh Maynard at the female facility or Kim Massary at the male facility.

## Visitation Time with Mom



## “Reflection Room” Provides Residents an Opportunity to Remain in The Program!!!



It has been almost one year since we implemented the “Reflection Room” at the male facility and from all early indications, it is effective at meeting the purpose it was designed to address. The location of the reflection room has been used for several different purposes over the twenty years we have been in operation. It was originally the dorm room for the residents that made it to work release and later as our female population grew, it became a dorm to house the overflow of female residents.

The flexibility of this space has certainly helped meet the ever changing needs of the offender population that we serve. With moving the females into their own facility, once again this “all purpose” dorm space was freed up. Starting in early December 2017 we found a new purpose for this space.

According to Executive Director Jake Jones “we recognized that many of the residents that were being terminated for engaging in disruptive acting out behavior probably could have been worked through their behavioral issues. They may have been able to remain in the program if we had someplace we could temporarily place them to get them away from the general resident population, providing specific treatment interventions to help them address their problem behaviors.”

With the exception of attending specific scheduled activities (i.e. treatment groups, restroom, resident telephones) residents are locked down in what has become known as the

“Reflection Room.” This less pressured environment, with no or only a few roommates for a short duration (1day up to 10 days), has proven effective at allowing residents to gather themselves and receive assistance from the



treatment team to work through the issues or crises that are placing them at risk of sabotaging their treatment.

Since implementing the Reflection Room in December of 2017, we have had numerous residents placed in this special dorm room and we have seen a 30% reduction in the number of residents being negatively terminated from the program.



## Moving On Training!



Left to right: Melissa Guterba, Kristina Henik, Antonette Vasquez, Annmarie Armstrong, Garrett Vaught

one of three correctional treatment professionals certified to conduct facilitators training throughout the state of Ohio, and Antonette Vasquez, Melissa Guterba, Garrett Vaught, and Annmarie Armstrong have become certified facilitators.

Four recently hired NEOCAP Staff spent October 2-5, 2018 attending training to become facilitators of the gender responsive curriculum “Moving On.” NEOCAP staff along with 12 staff from various Community Based Correctional Facilities (CBCF’s) in Ohio, participated in this CorJus sponsored intensive 32-hour training held at the Stark Regional Community Corrections Center in Louisville, Ohio. Clinical Director Kristina Henik, who has been facilitating the “Moving On” curriculum for several years, served as a co-trainer for the purpose of becoming a certified Orbis Partners Inc. Moving On Facilitator’s Training Instructor. Clinical Director Henik is now

## Moving On Training



## COMMUNITY CORRECTIONS WORD SEARCH

R F P V G E D A D N V R Q X S O W I S W  
 O C G R L A N O I S S E F O R P C E P Y  
 D B E C O G N I T I V E Q F P D Y M M F  
 S C C E U J O P R I I Y F B D A A Y P K  
 N W R V Z M R E E L X L V H O A I O O V  
 O N I Y Y P T E M U V C R V S L Q G V X  
 I K M M T O M M S C V N O I S R E V I D  
 T X I G I K U O Z P L A R O I V A H E B  
 C L N C N C G T A L O Y R G K F C A E X  
 E A O A U K N I S F M N B S N J P K F E  
 R I G E M S I V P H B A S E D S Q M W U  
 R T E P M I W A R G D T K I W L D H C U  
 O N N E O R E T O L K E C I V R E S L L  
 C E I V C W I I B Q Y Q R S U I T Z Z W  
 R D C I D A V O A A L T E R N A T I V E  
 U I R D C O R N T Q X V N S M X M Y C G  
 R S P E V K E H I A B V N F Z R E W E G  
 Y E C N C P T D O B K C A S E L O A D G  
 E R I C X M N O N Q A K E N G M X K W D  
 U S D E E N I Q L F G E M A R G O R P K

ALTERNATIVE  
 BASED  
 BEHAVIORAL  
 CASELOAD  
 CBCF  
 COGNITIVE  
 COMMUNITY  
 CORRECTIONS  
 CRIMINOGENIC  
 DIVERSION  
 EVIDENCE  
 INTERVIEWING  
 MOTIVATION  
 NEEDS  
 PROBATION  
 PROFESSIONAL  
 PROGRAM  
 RESIDENTIAL  
 RESPONSIVITY  
 RISK  
 SERVICE



Happy  
 Holidays

It's that time...  
**Benefits  
 OPEN**  
 ENROLLMENT



January 1, 2019 is the renewal of NEOCAP's health insurance program and open enrollment will begin on December 1, 2018 and run throughout the end of the

### Mail Order Prescription Service



All staff and their dependents who are insured through NEOCAP's health insurance plan qualify to use CVS Caremark Mail Order services. If you, or your dependents, are on a maintenance medication that you take very month, it is recommended that you go online to [www.caremark.com](http://www.caremark.com) and set up an account. There are many benefits to this service:

- You can easily turn your refills and prescriptions on/off via the web portal.
- When visiting your doctor, you can request a 90-day prescription be sent directly to CVS Caremark.
- When your doctor writes you a 90-day prescription, your co-pay reflects getting one month free!
- You are notified by email or text message when a refill is being processed.
- If your prescription has expired, CVS Caremark will contact the doctor for a renewal without you needing to contact your doctor.
- Your medications are mailed, with free shipping, right to your mailbox—no waiting at the pharmacy.
- Medications are billed directly to a credit/debit card on file.

*We highly encourage you to consider utilizing this service both for savings and convenience.*

### Donation Made in Honor of Former NEOCAP Employee



Left to Right: Jake E Jones Sr, Kim Massry, Vince Peterson

On October 18, 2018, Vincent Peterson was presented with a \$1,000 donation for the Lambert Peterson Memorial Community Playground that is being constructed in Akron, Ohio next to Providence Baptist Church where Vince Peterson is the pastor. A portion of the donated funds were raised as part of a staff fundraiser during the month of September 2018 and matched by a personal donation from Executive Director Jones.

Lambert was a former NEOCAP employee who passed away on October 25, 2016. Lambert served as a Part-Time Driver from December 15, 1997 to January 30, 2009.



Lambert Peterson

#### Newsletter Committee

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