

COMMISSION ON ACCREDITATION FOR CORRECTIONS
STANDARDS COMPLIANCE REACCREDITATION AUDIT

Northeast Ohio Community Alternative Program
Warren, Ohio
Painesville, Ohio

September 15 - 17, 2021

VISITING COMMITTEE MEMBERS

John P. Sargent, Jr., Chair
ACA Auditor

James Csenar
ACA Auditor

A. Introduction

The audit of the Northeast Ohio Community Alternative Program, Warren, Ohio, was conducted on September 15 - 17, 2021 by the following team: John Sargent, Chair and James Csenar, Member.

B. Facility Demographics

Rated Capacity:	Warren - 125 (males) Painesville - 60 (females)
Actual Population:	158 (101 - males; 57 - females)
Average Daily Population for the last 12 months	154 (101 - males; 53 - females)
Average Sentence Length	Six months
Security Level/Custody:	Minimum
Age Range of Offenders:	18 - 61 years
Gender:	Male (Warren) and Female (Painesville)
Full-Time Staff:	65
Administrative:	12
Support:	7
Program:	16
Security:	30
Contract Employees:	12
Trinity Food Services	4
Education	1
Medical	7

C. Facility Description

The Northeast Ohio Community Alternative Program (**NEOCAP**) (Warren - males)) is located at 411 Pine Ave. S.E., Warren, Ohio. The Painesville facility (females) is located at 1955 Blasé Nemeth Road, Painesville, Ohio. NEOCAP has been in operation since October 1997. When first operational, the facility was built to house 60 residents, all male. In 2000, the facility expanded to house 30 additional males and a 30 bed women’s wing was added. With an increasing female felony population, bed space was not able to keep up with demand. In June 2016, NEOCAP opened a second facility to house only female residents. Located in the vacant Lake County Minimum Security Facility, Painesville, Ohio, it was repurposed to serve 60 female offenders.

In 2020, for illustration, there were 463 intakes in the NEOCAP program. Lake, Portage and Trumbull counties each had over a hundred admissions. There were a total of 57 negative terminations (41 males and 16 females) with over 90% returning either to probation or prison. The majority were within the first sixty days of entrance. Currently, there is waiting list of sixty males, none for the women. All have been placed on the

waiting list by judicial order. There is an approximate 60 day period after sentencing to complete intake screening before full admission to the program. It is anticipated that there will be an expansion in the near future permitting the housing of additional males.

Warren and Painesville are both considered a residential Community Based Correctional Facility (CBCF). As such, they serve as a sentencing option for adult male and female felony offenders from the Common Pleas Courts of Trumbull, Portage, Lake, Geauga, and Ashtabula Counties. NEOCAP is governed by a Facility Governing Board and advised by a Judicial Advisory Board (both with representatives from the five listed counties). Their budget, \$5.3 million, is provided by the State of Ohio, Department of Rehabilitation and Correction, Bureau of Community Sanctions. Additional funding has been provided for the refurbishing of the Painesville facility, parking lot repairs (Warren), roof repairs (Warren), a waste water system upgrade (Warren) and a current project at Warren for HVAC upgrades.

The Warren facility sits on a 7.6 acre plot of land surrounded on three sides by woods with State Route 422 to the northern edge. The grounds were observed to be very well kept by NEOCAP maintenance staff. Lighting at night was found to be appropriate around the facility and in the parking area. There are three storage buildings located at the NE corner of the property used for storage and landscaping equipment. The Warren facility, itself, encompasses 30,594 square feet. The building, proper, is the security perimeter. There is both a secure staff entrance and separate public entrance located nearby. The public entrance is used by guests and visitors with door access by remote control from Central Control. As guest and staff enter, they are required to provide ID, sign in/out and provided a visitor ID. The audit team was also required to sign a PREA awareness form as part of the entry process. There is a separate entrance for deliveries and trash removal.

Within the Warren complex are two housing areas, Unit 1 and Unit 2. Presently, Unit 1 is closed though office space in this area is used for group meetings. Off of Unit 1 is a covered and screened outside recreation area. Unit 2 is comprised of two levels, both with housing. Residents have access to two bathroom/shower areas, dayroom area, individual work area and an outside recreation area (with a small covered area). There are more than ample rooms for group meetings, staff offices and support services (kitchen, laundry, sanitation and storage).

The Painesville facility sits on a five acre parcel of land surrounded on three sides by a small chain link fence. The grounds are maintained by Lake County. The grounds were observed to be very well kept. The building, itself, encompasses 15,194 square feet. The building, proper, is the security perimeter. The staff entrance is on the east side of the complex with a separate entrance on the south side for guests and visitors. A food/deliveries access is located on the west side. There are two doors into the complex. The first is open 24/7. The second door is remotely controlled by staff in Central Control. Upon entering the guest/visitor access door is the main lobby. There are eight weapon storage lockers between these two doors for visiting law enforcement to secure their weapons. From the main lobby, the medical unit, laundry and kitchen area are to the left.

To the right are offices and storage areas. Central Control, located in the center of the complex, is able to observe both this entry point as well as to observe residents in the two dorms, Dorm A and Dorm B. A corridor between the dorms and Central Control allows the resident specialist, at this post, to easily observe and move from one dorm to the other. Each dorm is separate and has its own bathroom, grooming area, supply closet, access to outdoor recreation and may house up to thirty residents. As part of the management strategy, Dorm A is designated to house high risk residents with Dorm B housing moderate risk residents.

As part of the reception process, residents are required to complete health protocols (up to 14 days) required as a consequence of Covid-19 prior to being assigned to a housing area. Each facility has a separate housing area with residents entitled to all privileges and treatment designated by their entry level into the program. In addition, all resident are required to complete a comprehensive program orientation which clearly outlines behavioral expectations and sanctions for non-compliance. Residents acknowledge in writing having completed this as well as having received a copy of the Resident Handbook.

Since early 2020, NEOCAP has addressed the Covid-19 situation with a host of other actions. Visitation was either cancelled or limited. In the Painesville facility for example, the very popular Friday child visitation privilege was cancelled. For residents in Level IV (the highest), leave and passes were cancelled which had an impact on the Work for Pay and external Community Service options. At Warren, the Unit 1 housing area was closed. At one point, masks were required to be worn by all staff and residents with attention paid to social distance and enhanced sanitation within the facilities. Currently, NEOCAP adheres to the State of Ohio guidelines. These are discussed in weekly meetings with changes to program and operations determined as appropriate. Notices of all changes/actions are posted in housing areas and throughout the facilities. As Covid-19 subsides and staffing can be arranged, it is anticipated that Unit 1 will be re-opened.

NEOCAP contracts with CPC for the commissary program. A commissary coordinator oversees operations. YTD, from commissions (40%), over \$13,000 has been returned back to NEOCAP for use in providing incentives, obtaining program supplies, providing for indigent offender needs, and sponsoring facility events. Residents are permitted to spend up to \$50 weekly of which only \$30 may be on food/snack items. A wide range of hygiene, food and snack items are available. Residents are not able to purchase any OTC items. Orders are to be placed by Tuesday with delivery no later than Thursday. As part of the behavioral emphasis at NEOCAP, commissary use is closely monitored to ensure residents' use falls within program parameters.

Each time NEOCAP was eligible, they have been awarded the Cliff Skeen Award for excellence as a CBCA. Many of the treatment staff has obtained certification/licensure in their field of practice or advanced degrees. Yearly, May is designated 'Mental Health Month'. Weekly training sessions are held which focus on healthy actions for body/mind. At the conclusion a BBQ block party is provided. Similarly, in August, NEOCAP sponsors a 'Summer Fest'. Kickball and volley ball at Painesville and wiffle ball and

volley ball games are highlights of the event. Music, games, raffles and incentives (at both locations) are also included. Staff and residents at Level 3 or 4 are able to participate. Both are conducive to the high morale of staff and the positive staff/resident rapport observed at NEOCAP. As explained by staff, the emphasis at NEOCAP is to lessen the feel of a correctional environment and to focus on creating a mind set, an environment that is focused on establishing positive change, for residents, for post release success.

Mission Statement: “NEOCAP “is committed to excellence in the treatment of criminal behavior...is dedicated to reducing offenders’ recidivism, while enhancing public safety... 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.”

D. Pre-Audit Meeting

The pre-audit meeting with the team was held at approximately 5:00pm on Tuesday, September 14, 2021 at the Park Hotel, Warren, Ohio.

The chairperson divided standards into the following groups:

Standards # ACRS 1A-01 to #5A-15 to John France, Chair
Standards # ACRS 5A-16 to #7F-10 to James Csenar, Member

E. The Audit Process

A ‘meet and greet’ dinner was held at the Fire Side Inn in Warren, Ohio at approximately 5:30 pm on Tuesday, September 14, 2021. The team and five management staff were in attendance.

1. Transportation

The team was escorted to and from the facility each day by Eric Anderson, Compliance Assistant.

2. Entrance Interview

The visiting committee arrived at the Northeast Ohio Community Alternative Program (Warren) at 8:00am on Wednesday, September 15, 2021. The team was met by Deputy Director Kim Massary and, then, preceded to the office of Executive Director Jake E. Jones. After a brief team introduction, all preceded to the Conference Room for the entrance meeting. The visiting committee was introduced to those present. It was explained that the goal of the visiting committee was to be as helpful and non-intrusive as possible during the conduct of the audit, and team members would visit as many departments and areas as possible and meet and speak with as many staff and inmates as possible in the

time available. The Chair emphasized the goals of accreditation toward the efficiency and effectiveness of correctional systems throughout the United States. The audit schedule, the team's goals for staff and inmate interviews and the overall expectations of the audit process were also discussed at this time. The Chair noted that following the tour that mandatory standards would be evaluated first.

The team expressed the appreciation of the Association for the opportunity to be involved with NEOCAP in their re-accreditation process. The Chair requested any additional information, court actions or changes that may have taken place since the audit arrangements had been finalized. Ex. Dir. Jones noted that there was not any additional information since the scheduling of the audit.

The Chair advised Mr. Jones that, at the conclusion of each day of the audit or more frequently as needed, the Chair (Team) would provide a short out-briefing on the audit team's activities, to include any significant findings.

The following persons were in attendance:

<u>Name</u>	<u>Position</u>
Jake E. Jones	Executive Director
Kim Massary	Deputy Director
Kristina Henik	Clinical Director
Lisa Rowe	Operations Director
Jennifer Melvin	Female Facility Director (via zoom)
Ben DeGennaro	CQI Administrator
Eric Anderson	Compliance Manager
Brenda Waters	Compliance Manager
Heather Reichard	Commissary Coordinator

3. Facility Tour

At the conclusion of the entrance meeting, the Visiting Committee left the Warren facility and traveled just over one hour to Painesville to tour the female facility. The team toured the facility from 10:30am to approximately 1:30pm. The posting of ACA audit announcements were readily displayed for review by residents, staff, and visitors. At the completion of the tour, the team returned to back to the Warren facility.

The following persons accompanied the team on the tour at Painesville and responded to the team's questions concerning facility operations:

Jennifer Melvin	Female Facility Director
Rachel Defazio	Operations Administrator

Ben DeGennaro	CQI Administrator
Eric Anderson	Compliance Manager
Heather Reichard	Commissary Coordinator
Andrew Sanders	Maintenance Administrator

The following persons accompanied the team on the tour at Warren (approximately 3:15pm to 4:45pm) and responded to the team's questions concerning facility operations. The posting of ACA audit announcements were readily displayed. After the tour, the team retired to the Conference Room to initiate the file review process.

Ben DeGennaro	CQI Administrator
Eric Anderson	Compliance Manager
Heather Reichard	Commissary Coordinator
Andrew Sanders	Maintenance Administrator
Brenda Waters	Compliance Manager

4. Conditions of Confinement/Quality of Life

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

Security:

NEOCAP is a minimum security designated facility. There are no weapons, restraints or less than lethal weapons used. In an emergency, NEOCAP relies on local law enforcement agencies. Weapon lockers are available for visiting law enforcement to secure their duty weapons. The building, proper, functions as a security perimeter. Access at breaks (deliveries and entrances) in the perimeter is, both, controlled and monitored by Central Control. At both facilities, there is a separate entrance for staff and visitors. A buzzer alerts staff that there is visitor requesting entrance. Depending on the shift and facility, there is 2 - 4 security staff on duty. At Warren, this will increase as Unit 1 is opened. The staff entrance requires either a pin number or fob for access. At Warren, staff is able to obtain keys from a 'key watcher' system with a pin/thumb print for identification. Keys at Painesville are issued through Central Control with staff utilizing a 'Facility Key Sign-out Sheet'. Once staff is in the facility, a radio is obtained from Central Control with a radio check performed.

There are 33 cameras in use at Painesville and 92 at Warren (75 interior and 17 exterior). Cameras are monitored in Central Control. In addition, within Central Control is a fire extinguisher, first aid kit, cutting tool, Epi Pen, AED and Narcan. Standing in Central Control at each facility, staff is able to observe resident housing locations as well as the visitor lobby areas. Though not staffed 24/7, it is

a cornerstone of security as a focal point of information disbursement and operations coordination.

At both NEOCAP facilities, security is provided by resident supervisors and shift supervisors. They work either a 6:00am to 2:00pm, 2:00pm to 10:00pm or 10:00pm to 6:00am shift. Within the operations domain, there is several staff that functions as transportation officers. All security staff was found to be well trained. They were knowledgeable of post orders. During the audit tour, review of these found them to be very detailed. Prior to the start of each shift, a short briefing is conducted by the outgoing shift supervisor. During the audit, the 2nd and 3rd shift briefing was attended. It was observed to be efficient and effective in passing on necessary information. Staff is encouraged to review resident sanction reports kept here that had been referenced in the shift change briefing. Staff also provides valuable information and observations reference resident behavior for treatment teams via reports and maintenance of a daily log.

There are three counts conducted; one per shift. All residents are required to wear a color coded ID tag; reflective of their program level. Random searches are scheduled monthly. Staff completes two locker searches a night with all residents lockers searched in the course of a month. On the average, 25 urine and breathalyzer tests are performed monthly. When residents return from outside passes or outside work details, all are searched with a wand as needed. Residents are, also, required to shower and put on a change of clothing. A urine or breathalyzer test may be required as circumstances warrant. All tests are logged on the Daily Log and a separate binder reflective of the test utilized.

Tools, at both facilities, were observed to be monitored and controlled in accordance with protocols. Use logs were accurate. It was noted, for enhanced security, that tools in the food service area be more accurately inventoried with attention to storage for tools not in use.

Environmental Conditions:

Both NEOCAP facilities are well maintained and in good condition. NEOCAP maintenance is responsible for grounds upkeep at Warren with Lake County the grounds at Painesville. Light levels, air temperatures and noise levels are within acceptable limits. A “Boiler Certificate of Operation’ issued by the State of Ohio, January 2021, is on file. Water temperatures for showers are kept at 100 - 120 degrees after going through a mixing valve. Water for the kitchen and laundry is slightly warmer (140 degrees). During the tour, random checks of at sinks/showers found hot water to be hot and cold water cold. At each facility, in accordance with population numbers, there were the required number of sinks, showers and toilets. Air temperatures are maintained at 68 -74 degrees.

With funding from the State of Ohio (\$1.26 million), Warren is currently upgrading the HVAC system. As of September 1, 2021, each had an industrial

hygiene monitoring for lighting and indoor air quality completed by SAFE, Westerville, Ohio. The State of Ohio, Environmental Protection Agency has issued both a ‘License to Operate a Public Water System’ with an expiration of January 30, 2022. There was no sign of pests/rodents at either facility. Pest control is provided at Warren by Central Exterminating and Grace Services, Inc. at Painesville. Both facilities are ADA compliant. An elevator at Warren, from lower level to upper in Unit 2, was most recently inspected in August 2021. It is glass enclosed with residents requiring its use issued a fob for access and control.

Utility services are provided as follows:

	<u>Warren</u>	<u>Painesville</u>
Water & Waste Water	City of Warren	City of Painesville
Electric	Illuminating Company	Ohio Edison
Gas	Dominion	Dominion
Trash Removal	City Of Warren	Major

There is one emergency generator at Painesville. It operates on natural gas. Weekly, monthly and annual testing is completed by Lake County. In Warren, there are two emergency generators; 50 kw with a 100 gallon diesel fuel supply and a 45 kw with a 120 gallon diesel fuel supply.

A maintenance administrator oversees repairs at both facilities. Should a repair need arise, staff generate a work order via computer. These are reviewed daily and prioritized as need dictates. Costs, action taken, and completion dates are tracked. Tools and supplies in the maintenance area were observed to be well kept with attention to inventory and use logs. It was recommended that where bulk chemicals are stored that a spill containment barrier be utilized.

Both NEOCAP facilities are tobacco free.

Sanitation:

The audit team found the overall cleanliness at both NEOCAP facilities to be exceptional. At each the refuse dumpster and area was clean and free on any rodent/pest indications. The compliance manager conducts a comprehensive ‘Monthly Building inspection’ with comments and inspection points highlighted.

At the time of reception, sanitation expectations are provided to residents. It is noted that these are incorporated into their behavioral expectations as part of the program. Continued adherence to these is required to move from one program level to the next. One aspect of this is the emphasis on personal grooming standards. Residents are permitted to wear personal clothing. Laundry facilities are located on each housing unit. All males entering Warren are required to

shower with a 'Lice All' product. An entrance shower at Painesville is as needed. Once in the facility, daily showering is encouraged. At the Painesville facility, a 'grooming area' is located by each of the shower areas. This facilitates the use of the shower area by allowing hair care in a location other than the shower area. Residents are also expected to maintain their personal area. Lockers are provided for personal items. Failure to comply with these expectations will be cause for a 'behavioral sanction'.

All residents are also expected to engage in assigned cleaning details. Staff assigns residents to specific locations/details. An explanation of what is required is included with the daily 'House Assignment' posting. This included a range of duties from trash removal, disinfecting, mopping and sweeping in the housing areas and other locations in the facility. Cleaning details are ongoing throughout the day. Staff acknowledges compliance by inspection and form sign-off. A 'Safety Check - Room Inspection Sign-off Form' further documents that sanitation efforts are completed in accordance with housekeeping needs. Less than adequate efforts by the assigned resident will be cause for a 'behavioral sanction'.

There are adequate janitor closets at both locations. At Painesville, there is one closet for each housing unit. At Warren, there is a closet in Unit 1, Unit 2 and in the food service area. A perpetual inventory of equipment is maintained. Carts are available for use as needed during the day. Each is re-stocked by second shift staff. Cleaning chemicals are obtained from the Storeroom with staff diluting these for use by residents. All spray bottles have a SDS sheet attached. Where bulk chemicals are stored, SDS sheets are present and use logs are present. At Painesville, EcoLab provides chemicals with Simonize at the Warren location. Similarly, where chemicals are used in the laundry or kitchen, if not dispensed directly into machines, these are diluted.

Fire Safety:

NEOCAP adheres to comprehensive fire safety plan. All staff is trained in fire and emergency plans. Fire evacuation routes are posted in dayroom areas, housing dorms (Painesville), individual rooms (Warren), and throughout the two facilities. During emergencies/evacuations, strobe lights illuminate exit routes. Full facility fire drills are conducted monthly as verified by documentation and resident interviews. Furnishings comply with fire safety performance ratings. There are pull stations and extinguishers located throughout each facility. In addition, there are smoke, duct, and heat sensors and sprinklers throughout each. There is one external hydrant at the Warren location with two at the Painesville facility.

Both facilities are within minutes of the local fire department; Warren Fire Dept. and Painesville FD. Each respective department completes an annual fire inspection of the facility within their jurisdiction; most recently in June 2021. Both facilities have an annual inspection of the backflow system, fire suppression

system, sprinklers, range hood, alarm panel and extinguishers. Verification of inspections was noted during the tours (extinguishers), documentation (reports) and re-visits within the facilities. Additional internal inspection is noted on the “Facility Safety - Security Inspection’ completed by staff..

Food Service:

Trinity Services, Inc. provides food service to both the Warren and the Painesville facilities. All food is prepared at Warren with prepared food transported to the Painesville location. Prior to transport, temperatures are checked and logged. At delivery, temperatures are, again checked and logged. Review of temperatures logs at both locations show appropriate temperatures. The team was able to sample the noon meal at both locations (Wednesday and Thursday). Temperatures were appropriate for the food items. The Wednesday meal at Painesville consisted of pasta salad, broccoli, and sausage link with bun, three cookies, mustard, salt/pepper and juice. The Thursday meal at Warren consisted of green beans, fried potatoes, and turkey burger with bun, chocolate fudge cake with frosting, ketchup, salt/pepper and juice. Each meal was found to be of ample portion and consistent with item temperatures. NEOCAP follows a dietitian approved four week menu cycle based on 2850 calories per day. There were no deviations from the planned menu schedule. NEOCAP maintains a three day supply of emergency food items as well as a three day sample of served meals. Special meals are few but are provided as needed; i.e. diabetic, soft food or bland (as approved by medical staff).

There is a dining hall at each location. Each was observed to be clean with ample space for meal consumption within social distance covid-19 guidelines. Meals are prepared in trays. Residents have ample time for meal consumption. NEOCAP has established longer meal time to comply with covid-19 health standards, effective March 2020. Meal times are: breakfast, 7:15 to 8:45am; lunch, 11:45 to 1:15pm; and, dinner, 4:45 to 6:15pm. Residents also receive a snack each evening around 9:00pm.

In addition to the Trinity staff, residents are also assigned to the kitchen on a weekly assignment. Used primarily for cleaning details, each resident is trained in kitchen duties and acknowledges such in writing. During the tour and re-visits to the kitchen, residents were observed to be very capable in performing their assigned tasks.

The food area at both locations was observed to be neat and orderly. A deep cleaning of all areas is undertaken at the completion of the evening meal. Drying racks are properly used. Refrigerator and freezer logs were checked and found to be in accordance with operation protocols. Cleaning chemicals are properly managed. It was recommended that a secure cage be placed around the bulk items by the dish machine in the Warren facility. After a sanitizer check of the one rinse sink, it was also recommend that the automatic dispersing of sanitizer be

increased based on test strip readings performed. Kitchen tools are managed. Staff uses a 'Knife Movement Log' to track critical utensils. It was recommended that a more comprehensive inventory of all kitchen utensils be made with seldom used utensils be placed in storage. In June (Warren) and July (Painesville) had their annual food serve inspection completed by the State of Ohio.

Medical Care:

At NEOCAP, medical services are provided by staff (7) employed within the service provider agreement with Phillip P. Malvasi, D.O. Responsibilities include seven days a week sick call, packaging medication, physicals and on call services for medication approval/consultation/advice. In an emergency, each facility has a MOU with the local hospital; Warren with St. Joseph Warren Hospital and Painesville with Lake Health Madison Campus as well as Tri Point Medical Center. Costs of all medical services and prescription needs are the responsibility of the resident. No resident is denied medical care if unable to pay for it. Basic first aid kits and an AED are readily available at each location. All staff is trained in CPR/first aid.

Prior to entering NEOCAP an intake assessment is completed on each prospective resident to determine if the individual meets minimum program medical criteria. At reception, a lengthier 'Preliminary Health Evaluation' is completed. Within 14 days of admittance, the nurse will follow-up with a more comprehensive medical review unless one had been completed within six months at a correctional facility. While in the facility, should a resident request medical care, they obtain a 'Medical Request Form'. Staff will assist the resident in completing the form and then take it to the nurse for review. It was noted during the audit that this may border on a HIPPA concern. The team recommended that the medical provider review the process to ensure that it is not a HIPPA issue.

Pill call is scheduled at 9:00am, 3:00pm and 9:00pm. At Warren, this is conducted in the upper level of Unit 2. At Painesville, medication pass is held by the staff post. A nurse will have prepared the medication for distribution along with a list of who is to receive medication. Residents are individually called to receive their medication. A resident supervisor or shift supervisor will pass out medication. At pill pass, residents must display their ID, cite their birthday, hold up their hand after taking the medication and have their mouth checked by staff. Staff is trained in the procedure for pill pass. The audit team observed a pill call and found the process to be effective.

If necessary, prescriptions are filled at a local pharmacy; i.e. CVS. Generally, the resident either brings the medication with him/her or has family drop it off at the facility. All medication is verified prior to use.

Monthly, an 'Audit Inventory' is completed on the pill cart. During the tour, the audit team was able to visit both medical areas. Each was found to be secure with

medication, sharps and equipment to be accurately accounted for. Medical waste is handled by Med Pro.

Recreation:

All residents have the opportunity to participate in active and passive recreation. Monday - Friday from 7:00 to 9:00pm is set aside for the weekly recreation period. On the weekends, recreation is set for 1:00 to 5:10pm and 7:00 to 9:00pm. An incentive recreation period is scheduled for Saturday/Sunday from 10:15 to 11:45am. Otherwise residents are to use this period as study time.

At Painesville, there is a 2250 sq ft outside recreation area shared by residents in both dorms. The yard is enclosed by a 12 foot high fence with a four foot inward curved fence at the top. Shade is available as well as 12 picnic tables. Residents, weather dependent, are permitted to consume meals in this area. Many use the area for walking, corn hole or to play board games. Each dorm has a 2256 sq ft dayroom area. A flat screen TV is available for viewing. There are also tables, a mini-library, information board and telephones. Between the outside area and the dayroom is a 'grooming area'. Within this area are two sinks, four seats and several hair dryers. Women use this area to perform hair care and make-up tasks.

There are two separate outside recreation areas at the Warren location; one for Unit 1 and one for Unit 2. As at Painesville, each yard is surrounded by a 12 ft high fence with a four foot inward curved fence at the top. The entire fence incorporates screening for privacy. The Unit 1 yard is 1500 sq ft with Unit 2 at 3040 sq ft. As Unit 1 is not open, this area is not used for outside recreation. There are several large trees in the Unit 2 area which offer shade. Residents have access to corn hole, 4 fixed dip bars and 7 fixed chin-up bars. There is a small portion of the Unit 2 yard that is covered.

The dayroom of Unit 1 is 940 sq ft with that of Unit 2 at 4355 sq ft. In Unit 2, there is also a smaller area on the upper level used by 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 (chess, checkers, Sorry). Card games are not permitted. A flat screen TV and eight phones are also located here. In the adjoining offices/group rooms, are an additional five flat screen TV's. Residents are able to view cable TV (Spectrum) or shows provided via Netflix. Off the dayroom is a smaller area, Expansion Area, where residents are able to exercise with resistance bands or practice yoga exercise. Residents are permitted to use this area as an incentive reward.

Religious Programming:

Though there is no formal religious programming at NEOCAP, residents have the opportunity to practice their religion. A designated time, 8:00 to 9:00am on Sunday, is reflected on the Resident Schedule. Depending on the resident's

program level, she/he may, also, receive a pass to attend services, of their choice, off-site. Otherwise, NEOCAP will make reasonable accommodations to allow residents to practice their faith in their religion. For example, adherents to the Muslim faith are permitted, during Ramadan, to fast during the day and have their meals in the dining area in the evening. As approved, residents may also receive a 'special visit' with their religious representative.

Offender Work:

All residents are required to complete regular house keeping assignments. These include cleaning of restrooms, grooming room and dayrooms. Other residents may be required to collect trash and engage in disinfecting tasks. As needed, they may also be assigned to the laundry. House 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 the kitchen. A Hiring Committee makes these assignments.

Residents may also be assigned to a supervised (internal) community service project. Being assigned to a CSP is a privilege that is tied to days in residency and overall performance and behavior. These include such tasks as painting, buffing, and unloading food and supply trucks. At the end of the program, all CSP hours are totaled and forwarded to the resident's probation officer to be counted toward 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 the Harding Football Field. Eligible residents may also participate in work release opportunities where they receive regular pay. These residents work with a case manager to set a budget and pay off any fines, child support payments or court costs. At present, due to covid-19 restrictions, there are no residents involved in either of these work options.

Academic and Vocational Education:

There are no vocational opportunities at NEOCAP due to the emphasis on programming. Residents without a high school diploma complete a TABE assessment (Test of Adult Basis Education). Working with the Trumbull County Career and Technical Center, as part of their program, residents will prepare for the GED test. Prior to taking the actual test, residents will need to perform successfully on a pre-test. During the audit cycle, an average of five residents a year has received their GED. Testing is done off-site with transportation provided by NEOCAP staff. All who have taken the test have passed it. There is no cost to the resident for the test.

NEOCAP contracts to have one instructor meet with residents three days a week for five hours a day. An equipped classroom is located in the Expansion Area at the Warren facility. GED preparation and testing is not available at the Painesville facility.

Social Services

NEOCAP is based on the ‘Social Learning’ perspective that is part of the Cognitive Behavioral Treatment 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. The overall program is managed by a clinical director. The program is certified by the Ohio Mental Health Addiction Services as well as the Ohio DRC - Bureau of Community Sanctions.

The program at NEOCAP is based on the ‘House Model”, designed to ensure each resident receives the individual treatment attention needed to adjust to the program and engage in the change process. There are four treatment teams: Orange (Unit 1 - not active), White, Blue and Red (Painesville). The Blue House works best with male residents with low motivation, are resistant, is older and/or has alcohol/opiate issues. The White House works with male residents that have low education, medical issues, and housing issues and are younger. The RED House serves all female residents addressing individual needs as presented. Each treatment team consists of a program specialist, treatment specialist and a case manager. Many of the staff has advanced degrees and/or specialty certificates; i.e. CDCA or LCDC. Case managers help coordinate the resident’s orientation into the facility, review goals, problems and needs, and assist with evaluation and assessment exercises. The case manager also works with the resident in development of a Personalized Program Plan (PPP), consisting of specific treatment goals that are to be completed. Residents meet with the case manager weekly.

Treatment specialists work with residents in group settings with each group having between 10 - 12 participants. Groups are developed to be comprehensive in nature and address the total range of the offender’s criminogenic needs. Groups offered at NEOCAP include:

- Cognitive-Behavioral Interventions (orientation)
- Critical Thinking
- Substance Abuse Treatment
- Aggression Replacement Training
- Anger Management
- Employment Skills Training
- Restorative Justice/Community Service
- Moving On (offered only at the Painesville facility)

Residents are notified of the treatment schedule by a posting in housing area bulletin boards or by individual communication. Failure to attend any required session is considered a rules infraction. Movement from one level to the next is based on participation in groups, observations from the resident supervisors, case manager input. Within each level, residents are designated as low, moderate or high. Points are awarded for participation and expected behavior. Various incentives, within each level, are contingent upon the number of points the resident earns. For example, a resident in Level 1 must have earned between 11 - 13 points to be eligible for the \$3.00 commissary voucher. As of the audit, at Warren, the number of residents in each level is: Level 1 - 34, Level 2 - 18, Level 3 - 24 and 20 in Level 4. In Painesville, the breakdown is: Level 1 - 19, Level 2 - 10, Level 3 - 13 and Level 4 - 12.

All residents, initially, are placed in Level 1 (Red Phase). The resident's activities consist of attending treatment groups and meeting daily with the treatment team. This phase lasts approximately 30 days. Incentives a resident may earn include a free five minute phone call, a \$3.00 commissary voucher or two postage stamps. In Level 2 (Orange - 30 to 60 days), resident's attend numerous groups and case management activities geared toward preparing the resident for reintegration. Resident's may earn all of the Level 1 incentives as well as additional incentives; i.e. hair clippers, 10 minute phone call or a spill proof water mug. The next level, Level 3 (Yellow) runs approximately 60 - 90 days. Residents may earn the privilege of unescorted and limited movement into the community to attend program related appointments or to engage in community service. As an incentive, they may receive a \$6.00 commissary voucher or use of a curling iron (Painesville). Level 4, the last phase, last approximately 90 days or until release. The focus is on obtaining employment and/or housing and attending community support group meetings (AA/NA). Phase incentives include using make up (Painesville), free 15 minute phone call and a \$10.00 commissary voucher.

To complete the program (*positive termination*), residents are required to have reached Level IV status, completed all case plan goals, receive a favorable treatment recommendation and have a completed 'Aftercare Plan'. The plan summarizes services provided, the resident's response to treatment and scheduled appointments. Information on employment and housing is also noted. The 'Aftercare Plan/Termination Summary' is forwarded to the appropriate court/probation department. In 2020, NEOCAP reports an 88% positive termination rate.

Visitation:

At both NEOCAP facilities, ample space is provided for visitation. Visitation times are 1:00, 2:00, and 3:00pm on Saturday and Sunday. Currently, both space and hours are variable as each facility copes with covid-19 protocols. Approved visitors are limited to the immediate family and up to two significant others. Residents, at orientation, identify the individuals they wish to have approved. All

potential visitors must also complete the NEOCAP Orientation Class. Classes are conducted 12:30, 1:30, and 3:30pm during scheduled visitation hours. Only persons who have completed the NEOCAP class and been approved are permitted to visit.

Residents are permitted one 45 minute visit per week. Sign-up occurs Monday - Wednesday with the level 4 residents starting Monday. Tuesday, level 3 residents sign-up with all others permitted on Wednesday. No un-scheduled visit will be permitted. At the Painesville facility, a Family Night visitation is offered on Friday. However, this has been halted during the covid-19 pandemic, though, it is anticipated that this will return. In addition, special visits may be approved; i.e. clergy or children services. To ensure greater privacy, visits with legal representation or law enforcement are conducted in an empty office.

Visitors are required to display photo ID and be searched (wand) prior to entering the visitation area. It was observed that there is ample seating at both locations. Overflow visitation at Painesville is also available in a nearby classroom as enhanced social distancing is practiced. Residents are searched as part of the visitation process. At the start and end, residents are permitted a brief hug/kiss. During the visitation, hands/feet must be visible. Security is maintained by a resident supervisor.

Mail Service: Residents are able to write letters to family/friends. A completed letter is given to a resident specialist for a cursory review. The communication is placed in an envelope with the resident placing the sender and recipient address on the envelope. Staff on third shift collects all outgoing mail. On first shift, mail is placed in a USPS box at the facility.

In-coming mail is delivered directly to the facility. It is processed on day shift by administration and taken to the staff post. The resident specialist places mail in the residents assigned mail box. The resident retrieves the mail, opens the item in front of staff, is subject to a cursory review, and given to the resident. The envelope is destroyed. The amount of in-coming and out-going mail fluctuates day to day/ week to week.

Library Services:

There are no library services at NEOCAP, per se, though, there are reading materials available. There are bookshelves in dayrooms that have a collection of several hundred reading materials. These include phone books from the surrounding counties, hard/soft bound fiction, and hardbound series of Readers Digest Condensed books. All books have been donated. The local daily newspaper is also available; i.e. 'The Warren Tribune'. Residents are permitted to receive and have in their possession no more than two books. They may exchange books on a one for one basis.

Residents are able to request legal materials by contacting staff. Requests are addressed as received. As necessary, materials are obtained from the local library. A copy of the current Ohio Revised Code, 2020 - 2022 is also available for review by residents.

Laundry:

Residents are responsible for their personal laundry needs. At Painesville, there is a small laundry room adjacent to Dorm A with four Maytag washers and dryers. As needed, residents obtain a Tide Pod from the resident supervisor to place in the wash. Assigned house workers keep this area clean and neat.

There is a resident use laundry area at both Unit 1 and Unit 2 at Warren. Residents are allowed to have two boxes of laundry soap per week. Aside from sleep time, group scheduling or house assignment, there are no time restrictions of when laundry may be done. This area is cleaned daily. Access is on a first come first use basis.

There is also a larger laundry area at Warren. Within this area are two 70 lb washers and two 50 lb dryers for facility need. Linens are washed weekly with blankets exchanged monthly. Cleaning chemicals are automatically dispensed into the washing machines. Staff follow established protocols reference inventory and use needs. Maintenance adheres to an established schedule for deep cleaning.

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 NEOCAP policies and procedures. Accreditation files were presented in paper format. The files were found to be well organized with appropriate documentation. When additional explanation or documentation was requested, staff was readily able to provide this.

The team was also able to examine three random resident files. The general file is electronically maintained on a Lotus Program. Case managers maintain a more comprehensive file at their work location. These are paper files and contain individual resident plans, program documentation and pertinent information. Access is strictly controlled. Training records were also examined. These were found to be exceptional. Training topics by name and hours completed is clearly indicated. Staff personnel files are kept in either the Executive Director's Office (general) or the Deputy Director's Office (medical and sensitive) in secure and limited access file cabinets. All records were found to be orderly and well maintained.

1. Litigation

The facility has no notices of non-compliance with local, state or federal laws or regulations; no consent decrees, class action lawsuits or, adverse judgments.

2. Significant Incidents/Outcome Measurers

Over the audit cycle, one escape is listed (2020 - 2021). The subject had failed to return from an outside pass and was quickly taken back into custody. The unnatural death listed (2019 - 2020), actually occurred prior to the individual arriving at the facility. While in transport, the subject exited a moving vehicle and sustained injuries that would lead to his death. There were no suicides during the audit period. There are no other incidents noted which the team considers to be expected of a well managed ACRS facility.

The outcome measures are, similarly, appropriate for a facility of this size and type. The high number of rule infractions is reflected by the emphasis on behavioral change. Those arrested while in the program reflect either negative terminations or legal activities un-related to the program. It is noted that all residents while in the program are still obligated to probation and court stipulations. Staff explained that the majority of positive drug/alcohol tests occur at intake. Very few occur once the resident is in the program. Overall, the team believes that the outcome measures reported are a fair portrayal for a facility of this size and nature.

3. Departmental Visits

Team members visited or revisited the following departments after the initial tour to review conditions relating to departmental policy and operations. All persons contacted were helpful and supplied information for clarity of the audit process.

<u>Person(s) Contacted</u>	<u>Department Visited</u>
Mr. Jake Jones	Executive Director (future plans
Kim Massary	Deputy Director (finance, funding and Infraction Committee)
Kristina Henik	Clinical Director (programs, groups, education and aftercare)
Lisa Rowe	Operations Director (mail service and resident workers)
Ben DeGennaro	CQI Administrator
Eric Anderson	Compliance Manager
Brenda Waters	Compliance Manager
Heather Reichard	Commissary Coordinator
Rob Rose (Trinity)	Food Service
Khaled Amerih	Treatment Specialist - Blue House
Andrew Sanders	Maintenance Administrator (fire safety, mechanical operations)
Robert Hunt	IT Specialist
Mary Schuler	1 st Shift Staff Supervisor

Jeff Corson	2 nd Shift Staff Supervisor
Juan Delaney	2 nd Shift Staff Supervisor
James Jenkins	3 rd Shift Staff Supervisor
Four Resident Specialists	2 nd and 3 rd Shift

4. Shifts

It is noted that NEOCAP operates three eight hour shifts for security personnel excluding a five to ten minute information exchange and operations update period prior to the actual start.

a. First Shift: 6:00 am to 2:00 pm

The team arrived at the Warren location at 8:00am on Wednesday, September 15, 2021. After clearing entry protocols, the team was escorted to the office of Ex. Director Jones for a short entrance meeting. At the completion, the team was driven to the Painesville location for a tour; 10:30 to 1:30pm. During the tour, the team was able to interview many residents and staff as well as to sample the noontime meal. After the tour, the team returned to Warren. The tour was conducted from approximately 3:15 to 4:45pm. The team was able to interview staff and residents as well as to observe groups and routine programming. On Thursday of the audit, the team was able to sample the noontime meal. Area re-visits and interviews were conducted on Friday.

b. Second Shift: 2:00 pm to 10:00 pm

The visiting committee was present at the facility during this shift on Wednesday 2:00 pm till 6:15 pm. After completing the Warren tour, the team retired to the Conference Room to initiate the file review process. On Thursday, the team was completing file reviews as well as re-visits to areas in the facility. The team was also able to attend a shift briefing and observe a pill call. A short presentation to staff summarized the audit process to date as well as to acknowledge their respective role in favorable audit progress.

c. Third Shift: 10:00 pm to 6:00 am

The visiting committee was present at the Warren facility during this shift on Thursday. The team was able to attend the shift briefing and was able to talk with the majority of the oncoming security staff. Housing areas visited were found to be quiet and settling in for the evening.

On all shifts, the security staff was found to be friendly, professional and cognizant of their role in the overall mission of the facility. Staff was knowledgeable and aware of post orders and effective in monitoring and

control of residents. Communication between staff and inmates was found to be respectful. The Executive Director and other administrative personnel were readily available to answer questions and escort team members to areas for re-visiting.

5. The team reviewed the status of standards previously found non-compliant, for which a waiver was not granted and found the following:

There were no standards found non-compliant in the previous audit. On this audit, all applicable standards were found to be compliant.

G. Interviews

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

1. Resident Interviews

The audit team spoke with approximately 50 residents at the Warren and Painesville locations. Interviews were both formal and informal and occurred at work, group or in housing areas. Many offered critique of the food service program. It is noted that the food service provider had recently changed. Also, the team sampled a meal at each facility and found, each, to be of a good quality and portion. Other concerns noted included a request for extended visitation and a return of the Friday evening child visitation option (Painesville). The team noted that there are ample visitation times based on the program emphasis even with covid-19 stipulations in place.

Residents verified participating in scheduled fire drills. Staff as viewed as professional and approachable. No complaints were offered reference medical care. Residents stated that they feel relatively safe in their assigned housing areas. Overall, the audit team found that resident morale was good with residents observed to be actively participating in programs, assigned work locations and taking advantage of passive and active recreation opportunities.

2. Staff Interviews

During the audit period, the team was able to talk with approximately 45 staff personnel in all areas at Painesville and Warren. A large selection of resident supervisors, program, administration and contract employees were represented in this number. The team found staff to be thoughtful, respectful and considerate. During the audit, the team was able to speak with, virtually, the entire Thursday 2nd and 3rd shift. At shift briefings, the audit team found officers excited to start their shift and responded well to supervisory direction. Many report that they like working at NEOCAP feel safe and see a positive impact on recent changes. Staff turnover is minimal. Many of the senior staff have been with the facility since it

opened with another sizable number for over ten years. Longevity and a sense of ownership are prevalent at NEOCAP.

H. Exit Discussion

The exit interview was held Friday, September 17, 2021 at 11:20 pm in the Conference Room. There was eleven staff from NEOCAP in attendance.

The Chair expressed appreciation for the exceptional hospitality and cooperation of everyone involved. The team discussed the compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group. Staff was recognized for the good job they do every day to keep the residents, staff and public safe. At the end of the day both staff and residents stated they felt safe. Positive and strong staff morale was noticeably present throughout the complex. And, concurrently, a positive rapport was obvious between staff and residents.

The Chair explained that the audit team is the eyes and ears of the commission, and the Commission on Accreditation for Corrections determines and awards accreditation at the scheduled panel hearing. The Chair explained the procedures that would follow the completion of the audit.

The Chair again thanked and congratulated the Northeast Ohio Community Alternative Program for the progress made since the prior audit and encouraged them to continue to strive toward even further professionalism within the correctional field as they begin their new audit cycle.

COMMISSION ON ACCREDITATION FOR CORRECTIONS
AND THE
AMERICAN CORRECTIONAL ASSOCIATION

COMPLIANCE TALLY

Manual Type	Adult Corrections Residential Services, 4 th Edition	
Supplement	2016 Standards Supplement	
Facility/Program	Northeast Ohio Community Alternative Program Warren, Ohio	
Audit Dates	September 15 - 17, 2021	
Auditor(s)	John P. Sargent, Chair; James Csenar, Member	
	MANDATORY	NON-MANDATORY
Number of Standards in Manual	32	218
Number Not Applicable	0	18
Number Applicable	32	200
Number Non-Compliance	32	200
Number in Compliance	0	0
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
Warren, Ohio

Visiting Committee Findings

Non-Mandatory Standards

Non-Compliance

All non-mandatory standards were determined to be either complaint or not applicable.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Northeast Ohio Community Alternative Program
Warren, Ohio

Visiting Committee Findings

Mandatory Standards

Non-Applicable

All mandatory standards were found to be applicable and compliant.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Northeast Ohio Community Alternative Program
Warren, Ohio

Visiting Committee Findings

Non-Mandatory Standards

Non-Applicable

Standard # 4-ACRS-2A-05

Findings:

Males and females are not housed in the same facility. Women are located in Painesville, Ohio with male residents housed at the Warren, Ohio location.

Standard # 4-ACRS-2A-06

Findings:

NEOCAP employees are employees of the court and under State of Ohio law are not eligible for civil service or participation in bargaining units.

Standard # 4-ACRS-2A-13

Findings:

NEOCAP does not participate in electronic monitoring programs.

Standard # 4-ACRS-2A-14

Findings:

NEOCAP does not participate in electronic monitoring programs.

Standard # 4-ACRS-2A-15

Findings:

NEOCAP does not participate in electronic monitoring programs.

Standard # 4-ACRS-2A-16

Findings:

NEOCAP does not participate in electronic monitoring programs.

Standard # 4-ACRS-2A-17

Findings:

NEOCAP does not participate in electronic monitoring programs.

Standard # 4-ACRS-3A-06

Findings:

NEOCAP is free of charge to offenders. No fees are collected.

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

Findings:

NEOCAP does not permit nursing infants to remain with their mothers.

Standard # 4-ACRS-5A-26

Findings:

NEOCAP is not considered as new construction.

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

Findings:

NEOCAP does not accept offenders who cannot perform basic life functions.

Standard # 4-ACRS-7A-02

Findings:

NEOCAP is not a sole proprietor.

Standard # 4-ACRS-7A-03

Findings:

NEOCAP is not a private agency.

Standard # 4-ACRS-7A-04

Findings:

NEOCAP is a government agency.

Standard # 4-ACRS-7D-12

Findings:

NEOCAP does not allow research to be conducted.

Standard # 4-ACRS-7D-30

Findings:

NEOCAP does not permit transactions between offenders, offenders and staff, or, offenders and volunteers.

Standard # 4-ACRS-7D-32

Findings:

NEOCAP residents do not pay for services.

Standard # 4-ACRS-7D-33

Findings:

NEOCAP residents do not pay for services, which if received, are provided by independent contractors.

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 2020-June 2021

Incident Type	Months	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total for Reporting Period
	→													
Escapes		0	0	0	0	0	0	1	0	0	0	0	0	1
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	0	0	0	0	0	0	0	0	0	0

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



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Facility Name: **NEOCAP**
Reporting Period: July 2019-June 2020

Incident Type	Months	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total for Reporting Period
	→													
Escapes		0	0	1	0	0	0	0	0	0	0	0	0	1
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	1	0	0	0	0	0	0	0	0	0	0	1
Other*		0	0	0	0	0	0	0	0	0	0	0	0	0

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Facility Name: **NEOCAP**
Reporting Period: July 2018-June 2019

Incident Type	Months	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total for Reporting Period
	→													
Escapes		0	0	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0

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



NEOCAP ACA Accreditation Outcome Measures 2019

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	38	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	117	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	0	
	divided by	Average daily offender population in the past year	117	0%
	4	Number of sanitation or health code violations identified by external agencies in the past year	2	
	divided by	Average daily offender population in the past year	117	2%
1B	1	Number of vehicle accidents resulting in property damage in the past year	0	
	divided by	Total number of miles driven in the past year	90214	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	90214	0%
	3	Dollar amount of damage from vehicle accidents in the past year	0	
	divided by	Total number of miles driven in the past year	90214	0%
1C	1	Number of emergencies, 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	117	0%
	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	117	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	117	0%
	4	Number of hours that facility operations were suspended due to emergencies caused by forces external to the facility in the past 12 years	0	
	divided by	Number of emergencies, caused by forces external to the facility in the past year	0	#DIV/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	117	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	117	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	117	0%
	8	Number of hours that facility operations were suspended due to emergencies not caused by forces external to the facility in the past 12 years	0	
	divided by	Average daily offender population in the past year	117	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	117	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	117	0%
	11	Dollar amount of property damage from fire in the past year	0	
	divided by	Average daily offender population in the past year	117	0%

	12	Number of code violations cited in the past year	0	
	divided by	Average daily offender population in the past year	117	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	117	0%
	14	Number of incidents of inventory discrepancies during the past year	0	
	divided by	Average daily offender population in the past year	117	0%
2A	1	Number of incidents in the past year		
	divided by	Average daily offender population in the past year	117	#DIV/0!
	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	117	0%
	3	Number of unauthorized offender absences from the facility in that past year	3	
	divided by	Average daily offender population in the past year	117	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	3	
	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	117	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	117	1%
	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	1	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	117	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	
	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	117	0%
2C	1	Number of incidents involving contraband in the past year	0	
	divided by	Average daily offender population in the past year	117	0%
	2	Number of weapons found in the facility in the past year	0	
	divided by	Average daily offender population in the past year	117	0%
	3	Number of controlled substances found in the facility in the past year	0	
	divided by	Average daily offender population in the past year	117	0%
2D	1	Number of incidents involving keys in the past year	0	
	divided by	Average daily offender population in the past year	117	0%
	2	Number of incidents involving tools/utensils in the past year	0	
	divided by	Average daily offender population in the past year	117	0%
3A	1	Number of rule violations in the past year	696	
	divided by	Average daily offender population in the past year	117	595%
	2	Number of offenders terminated from the facility due to rule violations in the past year	44	
	divided by	Average daily offender population in the past year	117	38%
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	117	0%
	2	Number of grievances about food service decided in favor of the offender in the past 12 years	0	

	divided by	Number of documented offenders' illnesses attributed to food service operations in the past year	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	
	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	117	0%
	2	Number of offenders' suicides in the past year	0	
	divided by	Average daily offender population in the past year	117	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	117	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 heath care in the past year	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	117	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	
5A	1	Number of offenders who are employed upon release	41	
	divided by	Number of offenders released in the past year	382	11%
	2	Number of offenders who moved into permanent housing upon release in the past year	292	
	divided by	Number of offenders released in the past year	382	76%

	3	Number of offenders' substance abuse tests for which the results were positive in the past year	17	
	divided by	Number of tests administered in the past year	421	4%
	4	Total number of offenders who successfully completed the program in the past year	338	
	divided by	Number of offenders who left the program in the past year	382	88%
	5	Number of offenders who showed improvement as measured by the objective assessment instrument prior to release in the past year	338	
	divided by	Number of offenders released in the past year	382	88%
	6	Number of offenders who were arrested while in residence in the past year	44	
	divided by	Average daily offender population in the past year	117	38%
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	117	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	
	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	117	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	
6B	1	Number of offenders' grievances regarding discrimination in the past year	0	
	divided by	Average daily offender population in the past year	117	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	
	3	Number of grievances resolved in favor of offenders in the past year	0	
	divided by	Average daily offender population in the past year	117	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	
6C	1	Number of disciplinary incidents resolved informally in the past year	0	
	divided by	Average daily offender population in the past year	117	0%
	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	0	#DIV/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	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	117	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	117	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	
	8	Number of rule violations in the past year	696	
	divided by	Average daily offender population in the past year	117	595%
	9	Number of offenders terminated from the facility due to rule violations in the past year	44	

	divided by	Average daily offender population in the past year	117	38%
6D	1	Number of offenders released in the past year who made regular payments toward their restitution obligations	1	
	divided by	Number of offenders who had restitution obligations in the past year	24	4%
	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	0	#DIV/0!
	3	Total amount of restitution paid by offenders in the past year	1261.29	
	divided by	Average daily offender population in the past year	117	1078%
	4	Total number of hours of community service donated by offenders in the past year	17984	
	divided by	Average daily offender population in the past year	117	1%
	5	Total number of offenders who participated in restitution in the past year	1	
	divided by	Total number of offenders housed in the past year	382	0%
	6	Total number of offenders who participated in community service work in the past year	163	
	divided by	Total number of offenders housed in the past year	382	43%
	7	Total number of offenders who participated in victim awareness programs in the past year	0	
	divided by	Total number of offenders housed in the past year	382	0%
	8	Total amount of restitution paid by offenders in the past year	1261.29	
	divided by	Total number of offenders housed in the past year	382	330%
	9	Total number of hours of community service donated by offenders in the past year	17984	
	divided by	Total number of offenders housed in the past year	382	4708%
7A		none		
7B	1	Total number of years of staff members' education as of the end of this year	168	
	divided by	Number of staff at the end of the year	52	3.230769
	2	Number of staff who left employment for any reason this year	12	

	divided by	Number of full time equivalent staff positions in the past year	52	#DIV/0!
	3	Total number of credit hours in courses relevant to their facility responsibilities earned by staff participating in higher education in the past year	2346	
	divided by	Number of full time equivalent staff positions in the past year	52	45.11538
	4	Number of professional development events attended by staff this year	302	
	divided by	Number of full time equivalent staff positions in the past year	52	5.807692
7C	1	Number of incidents in which staff were found to have acted in violation of facility policy in the past year	0	
	divided by	Number of full time equivalent staff positions in the past year	52	0
	2	Number of staff terminated for conduct violations in the past year	0	
	divided by	Number of full time equivalent staff positions in the past year	52	0
	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	
	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	117	0
	5	Where staff are tested, the number of staff substance abuse tests failed in the past year	0	
	divided by	Number of staff substance abuse tests administered in the past year	0	
7D	1	Net amount of budget shortfalls or surpluses at the end of the last fiscal year (budget less expenditures)	3713.45	
	divided by	Budget for the last 12 years	5569790	0.000667
	2	Number of material audit findings by an independent financial auditor at the conclusion of the last audit	0	
	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	117	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	
	5	Number of objectives achieved in the past 12 years		
	divided by	Number of objectives for the past 12 years		#DIV/0!
	6	Number of program changes made in the past year		
	divided by	Number of program changes recommended in the past year		
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	66	0.015152
	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	1	
	3	Total number of years of staff members' experience in the field as of the end of the last calendar year	381	
	divided by	Number of staff at the end of the calendar year	52	7.326923
	4	Number of staff termination or demotion hearings in which the facility decision was upheld in the past year	3	
	divided by	Number of staff termination or demotion hearings requested in the past year	3	
7F	1	Total number of volunteer service delivered by members of the community in the past year	224	
	divided by	Average daily offender population in the past year	117	1.91453
	2	Total number of individual community members who provided voluntary service in the past year	7	
	divided by	Average daily offender population in the past year	117	0.059829
	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	117	0

	4	Total number of positive statements made by media regarding the facility in the past year		
	divided by	Average daily offender population in the past year	117	0
	5	Total number of complaints from the community in the past year		
	divided by	Average daily offender population in the past year	117	0
	6	Total number of community service work delivered by offenders in the past year	24320	
	divided by	Average daily offender population in the past year	117	208

END 2019

NEOCAP ACA Accreditation Outcome Measures 2020

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	79	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	108	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	0	
	divided by	Average daily offender population in the past year	108	0%
	4	Number of sanitation or health code violations identified by external agencies in the past year	1	
	divided by	Average daily offender population in the past year	108	1%
1B	1	Number of vehicle accidents resulting in property damage in the past year	0	
	divided by	Total number of miles driven in the past year	90214	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	90214	0%
	3	Dollar amount of damage from vehicle accidents in the past year	0	
	divided by	Total number of miles driven in the past year	90214	0%
1C	1	Number of emergencies, 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	108	0%
	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	108	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	108	0%
	4	Number of hours that facility operations were suspended due to emergencies caused by forces external to the facility in the past 12 years	0	
	divided by	Number of emergencies, caused by forces external to the facility in the past year	0	#DIV/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	108	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	108	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	108	0%
	8	Number of hours that facility operations were suspended due to emergencies not caused by forces external to the facility in the past 12 years	0	
	divided by	Average daily offender population in the past year	108	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	108	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	108	0%
	11	Dollar amount of property damage from fire in the past year	0	
	divided by	Average daily offender population in the past year	108	0%

	12	Number of code violations cited in the past year	0	
	divided by	Average daily offender population in the past year	108	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	108	0%
	14	Number of incidents of inventory discrepancies during the past year	0	
	divided by	Average daily offender population in the past year	108	0%
2A	1	Number of incidents in the past year		
	divided by	Average daily offender population in the past year	108	#DIV/0!
	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	108	0%
	3	Number of unauthorized offender absences from the facility in that past year		
	divided by	Average daily offender population in the past year	108	0%
	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	Number of instances of unauthorized access to the facility in the past year	0	
	divided by	Average daily offender population in the past year	108	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	108	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	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	108	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	
	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	108	0%
2C	1	Number of incidents involving contraband in the past year	0	
	divided by	Average daily offender population in the past year	108	0%
	2	Number of weapons found in the facility in the past year	0	
	divided by	Average daily offender population in the past year	108	0%
	3	Number of controlled substances found in the facility in the past year	0	
	divided by	Average daily offender population in the past year	108	0%
2D	1	Number of incidents involving keys in the past year	0	
	divided by	Average daily offender population in the past year	108	0%
	2	Number of incidents involving tools/utensils in the past year	0	
	divided by	Average daily offender population in the past year	108	0%
3A	1	Number of rule violations in the past year	718	
	divided by	Average daily offender population in the past year	108	665%
	2	Number of offenders terminated from the facility due to rule violations in the past year	67	
	divided by	Average daily offender population in the past year	108	62%
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	108	0%
	2	Number of grievances about food service decided in favor of the offender in the past 12 years	0	

	divided by	Number of documented offenders' illnesses attributed to food service operations in the past year	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	
	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	108	0%
	2	Number of offenders' suicides in the past year	0	
	divided by	Average daily offender population in the past year	108	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	108	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 heath care in the past year	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	108	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	
5A	1	Number of offenders who are employed upon release	1	
	divided by	Number of offenders released in the past year	348	0%
	2	Number of offenders who moved into permanent housing upon release in the past year		
	divided by	Number of offenders released in the past year	348	0%

	3	Number of offenders' substance abuse tests for which the results were positive in the past year	11	
	divided by	Number of tests administered in the past year	445	2%
	4	Total number of offenders who successfully completed the program in the past year	345	
	divided by	Number of offenders who left the program in the past year	348	99%
	5	Number of offenders who showed improvement as measured by the objective assessment instrument prior to release in the past year	345	
	divided by	Number of offenders released in the past year	348	99%
	6	Number of offenders who were arrested while in residence in the past year	43	
	divided by	Average daily offender population in the past year	108	40%
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	108	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	
	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	108	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	
6B	1	Number of offenders' grievances regarding discrimination in the past year	0	
	divided by	Average daily offender population in the past year	108	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	
	3	Number of grievances resolved in favor of offenders in the past year	0	
	divided by	Average daily offender population in the past year	108	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	
6C	1	Number of disciplinary incidents resolved informally in the past year	0	
	divided by	Average daily offender population in the past year	108	0%
	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	0	#DIV/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	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	108	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	108	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	
	8	Number of rule violations in the past year	803	
	divided by	Average daily offender population in the past year	108	744%
	9	Number of offenders terminated from the facility due to rule violations in the past year	43	

	divided by	Average daily offender population in the past year	108	40%
6D	1	Number of offenders released in the past year who made regular payments toward their restitution obligations		
	divided by	Number of offenders who had restitution obligations in the past year		#DIV/0!
	2	Number of offenders who satisfied their court cost/fine obligations in the past year		
	divided by	Number of offenders who had court cost/fine obligations in the past year		#DIV/0!
	3	Total amount of restitution paid by offenders in the past year		
	divided by	Average daily offender population in the past year	108	0%
	4	Total number of hours of community service donated by offenders in the past year		
	divided by	Average daily offender population in the past year	108	#DIV/0!
	5	Total number of offenders who participated in restitution in the past year		
	divided by	Total number of offenders housed in the past year	348	0%
	6	Total number of offenders who participated in community service work in the past year		
	divided by	Total number of offenders housed in the past year	348	0%
	7	Total number of offenders who participated in victim awareness programs in the past year	0	
	divided by	Total number of offenders housed in the past year	348	0%
	8	Total amount of restitution paid by offenders in the past year		
	divided by	Total number of offenders housed in the past year	348	0%
	9	Total number of hours of community service donated by offenders in the past year		
	divided by	Total number of offenders housed in the past year	348	0%
7A		none		
7B	1	Total number of years of staff members' education as of the end of this year	168	
	divided by	Number of staff at the end of the year	53	3.169811
	2	Number of staff who left employment for any reason this year	11	

	divided by	Number of full time equivalent staff positions in the past year	53	#DIV/0!
	3	Total number of credit hours in courses relevant to their facility responsibilities earned by staff participating in higher education in the past year	0	
	divided by	Number of full time equivalent staff positions in the past year	53	0
	4	Number of professional development events attended by staff this year	0	
	divided by	Number of full time equivalent staff positions in the past year	53	0
7C	1	Number of incidents in which staff were found to have acted in violation of facility policy in the past year		
	divided by	Number of full time equivalent staff positions in the past year	53	0
	2	Number of staff terminated for conduct violations in the past year		
	divided by	Number of full time equivalent staff positions in the past year	53	0
	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	
	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	108	0
	5	Where staff are tested, the number of staff substance abuse tests failed in the past year		
	divided by	Number of staff substance abuse tests administered in the past year		
7D	1	Net amount of budget shortfalls or surpluses at the end of the last fiscal year (budget less expenditures)		
	divided by	Budget for the last 12 years		#DIV/0!
	2	Number of material audit findings by an independent financial auditor at the conclusion of the last audit		
	3	Number of grievances filed by offenders regarding their records or property in the last year		

	divided by	Average daily offender population in the past year	108	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	
	5	Number of objectives achieved in the past 12 years		
	divided by	Number of objectives for the past 12 years		#DIV/0!
	6	Number of program changes made in the past year		
	divided by	Number of program changes recommended in the past year		
7E	1	Number of grievances filed by staff in the past year	0	
	divided by	Number of full time equivalent staff positions in the past year	53	0
	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	
	3	Total number of years of staff members' experience in the field as of the end of the last calendar year	420	
	divided by	Number of staff at the end of the calendar year	53	7.924528
	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	
7F	1	Total number of volunteer service delivered by members of the community in the past year	208	
	divided by	Average daily offender population in the past year	108	1.925926
	2	Total number of individual community members who provided voluntary service in the past year	7	
	divided by	Average daily offender population in the past year	108	0.064815
	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	108	0

	4	Total number of positive statements made by media regarding the facility in the past year	0	
	divided by	Average daily offender population in the past year	108	0
	5	Total number of complaints from the community in the past year	0	
	divided by	Average daily offender population in the past year	108	0
	6	Total number of community service work delivered by offenders in the past year		
	divided by	Average daily offender population in the past year	108	0

END 2020

NEOCAP ACA Accreditation Outcome Measures 2021

Section	Number	Description	Value	
1A	1	Number of workers' compensation claims filed for injuries that resulted from the physical environment this year	2	
	divided by	Average number of full-time equivalent staff positions this year	78	3%
	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	151	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	151	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	151	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	118571	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	118571	0%
	3	Dollar amount of damage from vehicle accidents in the past year		
	divided by	Total number of miles driven in the past year	118571	0%
1C	1	Number of emergencies, 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	151	0%
	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	151	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	151	0%
	4	Number of hours that facility operations were suspended due to emergencies caused by forces external to the facility in the past 12 years	0	
	divided by	Number of emergencies, caused by forces external to the facility in the past year	0	#DIV/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	151	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	151	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	151	0%
	8	Number of hours that facility operations were suspended due to emergencies not caused by forces external to the facility in the past 12 years	0	
	divided by	Average daily offender population in the past year	151	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	151	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	151	0%
	11	Dollar amount of property damage from fire in the past year	0	
	divided by	Average daily offender population in the past year	151	0%

	12	Number of code violations cited in the past year	0	
	divided by	Average daily offender population in the past year	151	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	151	0%
	14	Number of incidents of inventory discrepancies during the past year	0	
	divided by	Average daily offender population in the past year	151	0%
2A	1	Number of incidents in the past year	1	
	divided by	Average daily offender population in the past year	151	15100%
	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	151	0%
	3	Number of unauthorized offender absences from the facility in that past year	1	
	divided by	Average daily offender population in the past year	151	1%
	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	1	
	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	151	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	151	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	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	151	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	
	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	151	0%
2C	1	Number of incidents involving contraband in the past year	2	
	divided by	Average daily offender population in the past year	151	1%
	2	Number of weapons found in the facility in the past year	0	
	divided by	Average daily offender population in the past year	151	0%
	3	Number of controlled substances found in the facility in the past year	2	
	divided by	Average daily offender population in the past year	151	1%
2D	1	Number of incidents involving keys in the past year	0	
	divided by	Average daily offender population in the past year	151	0%
	2	Number of incidents involving tools/utensils in the past year	0	
	divided by	Average daily offender population in the past year	151	0%
3A	1	Number of rule violations in the past year	537	
	divided by	Average daily offender population in the past year	151	356%
	2	Number of offenders terminated from the facility due to rule violations in the past year	57	
	divided by	Average daily offender population in the past year	151	38%
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	151	0%
	2	Number of grievances about food service decided in favor of the offender in the past 12 years	0	

	divided by	Number of documented offenders' illnesses attributed to food service operations in the past year	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	
	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	151	0%
	2	Number of offenders' suicides in the past year	0	
	divided by	Average daily offender population in the past year	151	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	151	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 heath care in the past year	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	151	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	
5A	1	Number of offenders who are employed upon release	0	
	divided by	Number of offenders released in the past year	445	0%
	2	Number of offenders who moved into permanent housing upon release in the past year	330	
	divided by	Number of offenders released in the past year	445	74%

	3	Number of offenders' substance abuse tests for which the results were positive in the past year	22	
	divided by	Number of tests administered in the past year	525	4%
	4	Total number of offenders who successfully completed the program in the past year	387	
	divided by	Number of offenders who left the program in the past year	445	87%
	5	Number of offenders who showed improvement as measured by the objective assessment instrument prior to release in the past year	388	
	divided by	Number of offenders released in the past year	445	87%
	6	Number of offenders who were arrested while in residence in the past year	57	
	divided by	Average daily offender population in the past year	165	35%
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	151	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	
	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	151	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	
6B	1	Number of offenders' grievances regarding discrimination in the past year	0	
	divided by	Average daily offender population in the past year	151	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	
	3	Number of grievances resolved in favor of offenders in the past year	0	
	divided by	Average daily offender population in the past year	151	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	
6C	1	Number of disciplinary incidents resolved informally in the past year	0	
	divided by	Average daily offender population in the past year	151	0%
	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	0	#DIV/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	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	151	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	151	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	
	8	Number of rule violations in the past year	537	
	divided by	Average daily offender population in the past year	151	356%
	9	Number of offenders terminated from the facility due to rule violations in the past year	57	

	divided by	Average daily offender population in the past year	151	38%
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	35	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	0	#DIV/0!
	3	Total amount of restitution paid by offenders in the past year	0	
	divided by	Average daily offender population in the past year	151	0%
	4	Total number of hours of community service donated by offenders in the past year	19918	
	divided by	Average daily offender population in the past year	151	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	463	0%
	6	Total number of offenders who participated in community service work in the past year	155	
	divided by	Total number of offenders housed in the past year	463	33%
	7	Total number of offenders who participated in victim awareness programs in the past year	0	
	divided by	Total number of offenders housed in the past year	463	0%
	8	Total amount of restitution paid by offenders in the past year	19918	
	divided by	Total number of offenders housed in the past year	463	4302%
	9	Total number of hours of community service donated by offenders in the past year	19918	
	divided by	Total number of offenders housed in the past year	463	4302%
7A		none		
7B	1	Total number of years of staff members' education as of the end of this year	142	
	divided by	Number of staff at the end of the year	72	197.22%
	2	Number of staff who left employment for any reason this year	23	

	divided by	Number of full time equivalent staff positions in the past year	78	29.49%
	3	Total number of credit hours in courses relevant to their facility responsibilities earned by staff participating in higher education in the past year	0	
	divided by	Number of full time equivalent staff positions in the past year	78	0
	4	Number of professional development events attended by staff this year	0	
	divided by	Number of full time equivalent staff positions in the past year	78	0
7C	1	Number of incidents in which staff were found to have acted in violation of facility policy in the past year	2	
	divided by	Number of full time equivalent staff positions in the past year	78	0.025641026
	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	78	0.076923077
	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	
	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	151	0
	5	Where staff are tested, the number of staff substance abuse tests failed in the past year	0	
	divided by	Number of staff substance abuse tests administered in the past year	1	
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	5876981	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	151	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	
	5	Number of objectives achieved in the past year	3	
	divided by	Number of objectives for the past year	5	0.6
	6	Number of program changes made in the past year	1	
	divided by	Number of program changes recommended in the past year	1	
7E	1	Number of grievances filed by staff in the past year	0	
	divided by	Number of full time equivalent staff positions in the past year	78	0
	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	
	3	Total number of years of staff members' experience in the field as of the end of the last calendar year	488	
	divided by	Number of staff at the end of the calendar year	82	5.951219512
	4	Number of staff termination or demotion hearings in which the facility decision was upheld in the past year	5	
	divided by	Number of staff termination or demotion hearings requested in the past year	0	
7F	1	Total number of volunteer service delivered by members of the community in the past year	0	
	divided by	Average daily offender population in the past year	151	0
	2	Total number of individual community members who provided voluntary service in the past year	0	
	divided by	Average daily offender population in the past year	151	0
	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	151	0

	4	Total number of positive statements made by media regarding the facility in the past year	0	
	divided by	Average daily offender population in the past year	151	0
	5	Total number of complaints from the community in the past year	0	
	divided by	Average daily offender population in the past year	151	0
	6	Total number of community service work delivered by offenders in the past year	19918	
	divided by	Average daily offender population in the past year	151	132

END 2021