



“I am impressed with the ability of our staff to adapt to challenging circumstances, carrying out their duties with integrity.”

Commissioner Wrenn



New Hampshire
Department of Corrections

2012 ANNUAL REPORT

State Fiscal Year ending June 30, 2012



**William L. Wrenn
Commissioner**

COMMISSIONER'S MESSAGE

The Department continued to operate with tight purse strings during State Fiscal Year (SFY) 2012. The biennial budget authorized in 2011 included a six million dollar back-of-the-budget cut at the conclusion of SFY 2012, which became our focus, concern, and year-long challenge. To accomplish this budget mandate without any layoffs, many positions were not filled as they became vacant and cuts were made to our medical budget. We continue to review options for operating within the resources available, while striving to maintain current security, programming, and treatment activities.

A contributing factor in the Department's ongoing budget challenge was a steady increase in the inmate population. In my last Annual Report message I was pleased to be able to report that, as a result of the Justice Reinvestment Initiative (Senate Bill 500) enacted in 2010, the inmate population had been reduced by 300 by the end of SFY 2011. At the same time, however, new legislation (SB 52) was implemented which removed many of the mandatory parole provisions of SB 500. Subsequently, our successful reduction in the inmate population ceased and the trend reverted back to one of population increase (by 157) at the end of SFY 2012. We are continuing to monitor these trends and will take appropriate action to manage the population as it increases.

There was a great deal of activity during this twelve-month period related to the privatization of some or all of the Department's functions. In the fall of 2012, the Department of Administrative Services (DAS) issued Requests for Proposals (RFPs) for nursing services, pharmaceutical services, and sexual offender treatment. None of seven proposals submitted, however, met our operational goals in a cost-efficient manner, so no bids were awarded.

Shortly thereafter, the DAS issued RFPs to seek bids for the construction and/or operation of a male prison facility, a female prison facility, and a hybrid male/female prison facility. When the bids closed in January 2012, four contractors had submitted separate proposals for a male facility and the hybrid facility. There were no bids received for a separate women's prison. A team of knowledgeable and experienced administrators from DOC and DAS spent hundreds of hours reviewing and scoring these bids throughout the balance of SFY 2012. At the end of the fiscal year, these bids were still under evaluation and another RFP to employ a bidding consultant was scheduled to be awarded early in SFY 2013.

This winter, the Office of the Legislative Budget Assistant (LBA) began to undertake performance audits on security and non-security staffing at our three prison facilities. They hope to present the finished audit to the Legislative Joint Fiscal Committee in October 2012.

During SFY 2012, I presented 18 medals to staff at four different facilities who displayed the highest level of professional conduct in their devotion to duty and safety of the public. As we face a year with even greater budget cuts looming, I am continually impressed with the ability of our staff to adapt to challenging circumstances and carry out their duties professionally and with integrity.

New Hampshire Department of Corrections 2012 ANNUAL REPORT



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For further information please call 603-271-5602.*

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ON THE COVER

*CC/CM Christine Leclerc,
Lt. James Brown,
and an R&D inmate*

THE MISSION...

OF THE NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS IS TO PROVIDE A SAFE, SECURE, AND HUMANE CORRECTIONAL SYSTEM THROUGH EFFECTIVE SUPERVISION AND APPROPRIATE TREATMENT OF OFFENDERS, AND A CONTINUUM OF SERVICES THAT PROMOTE SUCCESSFUL RE-ENTRY INTO SOCIETY FOR THE SAFETY OF OUR CITIZENS AND IN SUPPORT OF CRIME VICTIMS.

The New Hampshire Department of Corrections
is committed to fulfilling its mission
by upholding the following core values:

INTEGRITY

*We adhere to the highest ethical standards
and accept responsibility for our decisions and actions.*

RESPECT

*We treat all employees, offenders, and the public
with fairness, honesty, and dignity, while recognizing individual diversity.*

PROFESSIONALISM

*We are firm, fair and consistent in the performance of our duties and responsibilities.
We strive for excellence and take pride in maintaining high quality services,
as reflected by our performance, our appearance, and our commitment to lifelong learning.
We build trust and teamwork in the workplace by providing positive support
and promoting cooperation and communication.*

COLLABORATION

*We promote positive relationships through cooperation
and collaboration in partnership with others as we strive to achieve common goals.*

ACCOUNTABILITY

*We adhere to holding ourselves and our co-workers accountable
in carrying out our mission, values, policies, and directives,
and in upholding the laws of the State of New Hampshire.*

VISION STATEMENT:

The New Hampshire Department of Corrections is an integral part of the criminal justice system, strengthening public safety by achieving excellence in correctional practices.

VICTIM RECOGNITION STATEMENT:

The New Hampshire Department of Corrections recognizes and respects the impact of crime upon victims and their families. We acknowledge and support the rights of crime victims, remaining mindful of our role in their process of recovery.

NEW HAMPSHIRE STATE PRISON FOR MEN

Richard Gerry, Warden

The New Hampshire State Prison for Men (NHSP/M) in Concord provides housing for three classification levels of offenders ranging from general population (C3) to maximum security (C5). In addition, all male inmates newly incarcerated in the NHDOC system are processed through the Reception and Diagnostic Unit (R&D).

The prison campus, located on North State Street, consists of three separate general population housing units: The Parker Hancock Building (H), Medium Custody North (MCN), and Medium Custody South (MCS). Approximately 1,075 offenders reside in these housing units.

The Reception and Diagnostic Unit houses a maximum population of 120 offenders. Included in this population are newly sentenced inmates, parole violators, and inmates in protective custody review status. While in R&D, all new offenders must undergo several types of assessment interviews and testing before they are classified and assigned to a housing unit. The assessment includes an intake physical, mental health intake, unit manager orientation, dental screening, intelligence intake, pre-release planning, and educational testing. During SFY 2012, 7,417 inmates moved through the R&D Unit. Such movement includes releases, new intakes, movement to other facilities, and medical appointments. Up to 80 offenders reside in dormitories adjacent to R&D. Offenders in the dorms are awaiting movement to the Transitional Work Center (TWC) outside of the Concord facility.

There are also two higher custody level housing units located at this facility. The Close Custody Unit (CCU) has a capacity for 120 offenders, and the most restricted, the Special Housing Unit (SHU), routinely has an offender population of between 95-110. At the present time there is one inmate housed in SHU who has been convicted of Capital Murder and sentenced to the death penalty. The SHU houses maximum custody inmates, inmates serving punitive segregation imposed as a sanction to a disciplinary report, protective custody CCU inmates, and inmates who are in Pending Administrative Review (PAR) status.

In addition to housing units, the prison campus has a kitchen with three dining rooms, a laundry, an educational floor consisting of a library and nine classrooms, a chapel, mental health offices and treatment group rooms, a health services center for in-patient and out-patient services, a warehouse, maintenance shops, a gymnasium and attached hobby craft area, and a variety of shops providing industries and vocational/educational training activities (North Yard).

On June 30, 2012, there were 1,427 male offenders incarcerated at this facility. This figure represents an increase of 75 offenders at this facility from SFY 2011.

Several significant maintenance projects were initiated during SFY 2012. One project included renovations to the bathroom/shower areas of the CCU, R&D, and the dorms adjacent to R&D. Work on these projects is expected to be completed in the fall of 2012.



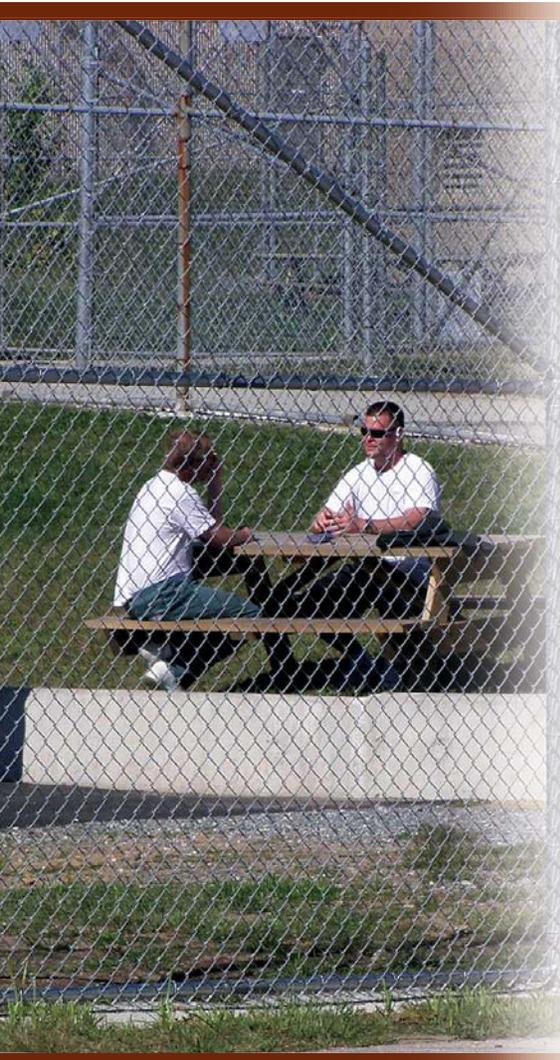
SFY 2012 marked Dick Gerry's 35th anniversary of service to the State, where he began in 1977 as a state trooper. He has been with the NHDOC since 1995.

(Continued)



“Although inmates have lost their freedom,
it’s important to remember that they
haven’t lost their dignity.”

Lt. James Brown
Medium Custody South



NEW HAMPSHIRE STATE PRISON FOR MEN
(continued from previous page)

All recreation yards in CCU were completely finished with concrete in SFY 2012. This enhanced unit security by restricting inmates from hiding contraband or weapons in the ground.

A capital budget project to replace the cell and tier doors in the Special Housing Unit commenced during SFY 2012. The design of the cell doors is ongoing and included input from the SHU security staff, lockshop staff, and maintenance personnel. Construction of the new doors is expected to begin in the fall of 2012 and installation is expected to be completed during the summer of 2013.

During SFY 2012, the facility purchased and installed the Guard 1 Plus system in SHU, R&D, and the dorms. The Guard 1 Plus system documents the security rounds and cell checks performed by correctional security staff.

Staff shortages due to the elimination of positions and holding positions vacant due to budgetary restrictions continue to impact the facility. To ensure that security and public safety expectations are met, overtime continues to be utilized to maintain proper levels of offender supervision.

NEW HAMPSHIRE STATE PRISON FOR WOMEN

Joanne Fortier, Warden

The New Hampshire State Prison for Women (NHSP/W) opened in 1989. Located in the town of Goffstown, the prison houses primarily minimum, medium, and close custody state-sentenced female inmates.

The average daily population for NHSP/W in SFY 2012 was 107, down from 117 in SFY 2011. The average daily population of the state-sentenced female inmates housed through a contract at the Strafford County Department of Corrections was ten, down from 17 the previous year. The overall average daily population of all state-sentenced female inmates, including NHSP/W, Strafford County DOC, Shea Farm Transitional Housing Unit, out-of-state placements, and Administrative Home Confinement, was 167, down from 190. However, the female inmate population has been steadily increasing since December 2011 (implementation of SB 52), at both the NHSP/W and the Strafford County DOC.

As an outcome of the Department's collaborative effort at the women's prison, significant progress has been made toward expanding opportunities and services within the constraints of the existing facility. NHSP/W offers a variety of programming, including high school courses, GED preparation, mental health classes, substance abuse recovery, and parenting.

During SFY 2012, the women's prison continued its partnership with outside agencies to provide a number of grant-funded services. Nurturing Families is a substance-abuse-informed parenting curriculum provided by Keystone Hall. Good Bridges Mentoring, a program aimed at reducing recidivism through recovery coaching, increased career awareness, and work readiness skills, is provided by Goodwill Industries of Northern New England.

Goodwill and Keystone Hall provide Seeking Safety, a course designed to reduce symptoms of Post Traumatic Stress Disorder (PTSD) and substance abuse. UNH Cooperative Extension provides three individual classes aimed at increasing an offender's overall health and success upon release: Budgeting, Nutrition, and Relationships. This year UNH Cooperative Extension also provided horticulture instruction with a practical component. The Girl Scouts of the Green and White Mountains continue to provide Girl Scouts Beyond Bars, a program aimed at strengthening the bond between daughters and incarcerated mothers. Pastoral Counseling Services provide a grant-funded program entitled Mindfulness-Based Stress Reduction, a course to develop skills in meditation, focus, and self awareness to reduce reoffending.

The NH Council of Churches and the NH Charitable Foundation fund a program taught by the chaplain called Developing Community Partnerships. This program provides gender specific training for prison volunteers in the areas of trauma and substance abuse, enhances re-entry efforts with faith-based communities, and increases awareness of the needs of incarcerated women.

The NH Department of Correction's Industries program began several initiatives this year aimed at increasing job skills for female inmates.



Just before her senior year in college, Joanne Fortier began her career with NHDOC as a CO trainee, and advanced through the ranks over the next 25 years.





NORTHERN **NEW HAMPSHIRE** CORRECTIONAL FACILITY

Edward Reilly, Warden

On June 29, 2012, 626 offenders were housed at Northern New Hampshire Correctional Facility (NCF): 49 close custody inmates (C4), 502 medium security inmates (C3), 11 health services inmates, and 64 minimum security inmates (C2). The facility count indicated an increase of 25 inmates from the same date one year earlier.

There are 167 professionals maintaining operations at NCF 24/7: Fifty-seven non-uniformed staff and 110 uniformed staff (excluding medical staff).

NCF program staff deliver the following Intervention Services to eligible inmates: Living in Balance, Aftercare, Relapse Prevention, and Thinking for a Change. GED preparation and testing opportunities are offered by education staff. Education staff also offer pre-release classes to inmates transitioning to the community. The NCF library offers a recreational library as well as individualized law library appointments. In 2011, the library began collaboration with the State Council for the Arts to offer “Humanities to Go” programs on a monthly basis. The Family Connections Center offers parenting education and healthy relationship classes, as well as father-child video visits for eligible inmates. Chapel and volunteer services provide religious services to multiple faith groups and support opportunities for incarcerated veterans. Recreational services have been partially staffed in the last year, offering opportunities for intramural leagues, musical instruction, cardio workouts, tabletop games, and small group art instruction.

In addition, GraniteCor Correctional Industries offers skill development and reinforcement of good work habits. Employment is offered in the furniture shop, where the focus is on upholstery, furniture refinishing, clock repair and light manufacturing; and the wood shop, where custom furniture and specialty items are built. Minimum Custody inmates may seek employment as custodial workers in the administrative building, as warehouse laborers, and as outside work crews for maintenance and groundskeeping on and off prison grounds.

Operational and technological changes at NCF during the fiscal year included installation of a digital teleconferencing system in August 2011 and the moving of the Parole Violator’s program from NCF to NHSP/M in Concord.

On January 11, 2012, the Executive Council approved the nomination of Edward Reilly to become the warden at NCF; and on February 6, 2012, Warden Reilly was sworn in by Commissioner Wrenn, replacing Acting-Warden Christopher Kench.

The NCF Transport Team transported 573 offenders for medical reasons and 438 offenders for court hearings throughout the State.

NCF remains a committed community partner, assigning supervised work crews to community projects as time and staffing permit. Minimum Security inmates have completed a total of 260 hours of community service to various Coos county and area projects.

Ed Reilly, who admits his first love is Shakespeare, began his extensive career in corrections as a CO in the NYC DOC, where he went on to become Chief of the Department.

DIVISION OF COMMUNITY CORRECTIONS

Joseph Diament, Director

The Division of Community Corrections (DCC) includes the Department's Transitional Housing Units (THUs), Transitional Work Center (TWC), Corrections Special School District (CSSD), the Family Connections Center (FCC), as well as case management, cognitive behavioral and substance use disorder services. The latter three types of services are provided "behind the walls" and in four of the Department's ten District (Probation and Parole) Offices. Other services provided by the Division are described on page 13.

The Division's case managers now perform a risk and needs assessment on every person entering the prison to assure proper case planning, including assuring that services are rendered based on a scientifically valid actuarial basis. This is done to maximize the limited resources at our disposal and to avoid negative consequences that arise when people receive unnecessary services.

Near the end of SFY 2012, DCC moved its parole violator (PV) programming from the Berlin facility (NCF) to Concord. Division staff are making every effort to engage PVs in a series of cognitive behavioral programs in order to reconnect them to their parole plan so that recidivism can be reduced.

DCC staff continue to demonstrate a commitment to the Department's major goals: reduction of the prison population, reduction in recidivism and a reduction in taxpayer costs.

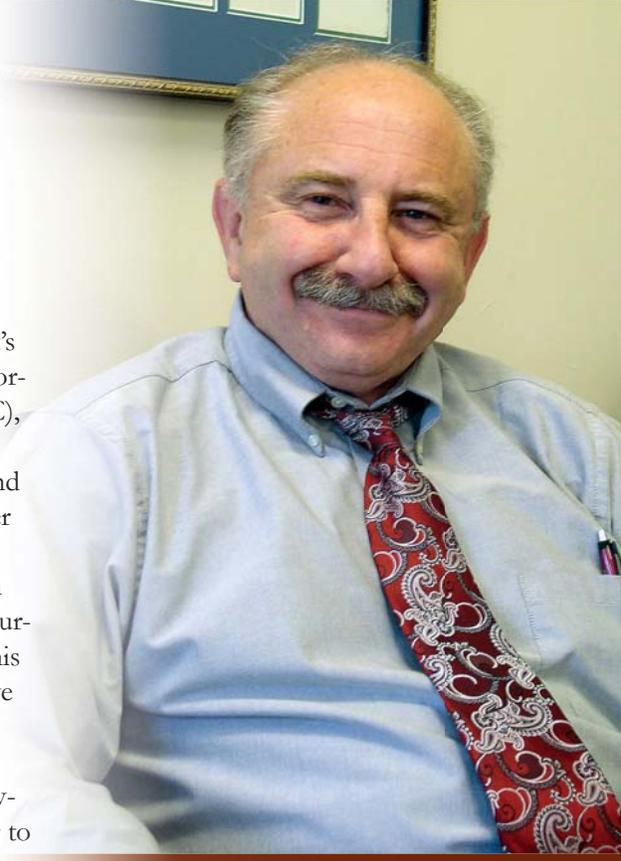
Transitional Housing

The challenge faced by the Transitional Housing Units (THUs) of housing both inmates and parolees (sanctioned and re-entering) is being met with some modified procedures that minimize the risk of sanctioned parolees arriving at the THU severely impaired. The three THUs generate a small amount of cash for the general fund in that those inmates who are able to secure work must pay a modest rent.

The Transitional Work Center (TWC) in Concord houses male C2 inmates who are permitted to work at various tasks required for DOC operations and in some supervised community details while they prepare for their work release (C1) and/or parole. On the last day of SFY 2012, 156 of the 160 beds at the TWC were occupied. Empty beds are usually filled within 24 hours.

The North End House (NEH) Transitional Housing Unit in Concord houses C1 male inmates who dress in street clothing and are expected to be working in the community as they prepare to re-enter. This population is often a bit more complex with parolees also housed there. On June 30, 2012, there were 48 residents at the North End House. The total room and board paid by these residents to the State for this fiscal year was \$99,817; restitution collected was \$13,344; and cost containment (for legal fees) collected was \$17,062.

The Shea Farm Transitional Housing Unit in Concord houses C1 and C2 female inmates with privileges and rules similar to those of the men (above). On the last day of the fiscal year, 42 offenders resided in Shea Farm. The total room and board paid by these residents to the State for this fiscal year was \$21,912; restitution collected was \$35,042; and cost containment collected was \$6,779.



In addition to community-based services for offenders, Joe Diament also oversees "behind the walls" programming focused on the transition from prison to community.

(Continued)



The Calumet Transitional Housing Unit in Manchester houses C1 males with programming and rules similar to the North End House in Concord. On June 30, 2012, there were 72 residents at Calumet. The total room and board paid by these residents to the State for this fiscal year was \$142,548; restitution collected was \$19,682; and cost containment collected was \$22,312.

Community Based Services

Two correctional counselors remain stationed in each of DOC’s four highest volume district offices. One counselor is a general case manager and the other is a Licensed Alcohol and Drug Counselor (LADC). The Offender Re-entry Services Initiative (ORSI) was successfully implemented and administered for a year, but regrettably came to a close at the end of this fiscal year due to the exhaustion of all the Federal funding that enabled it to exist. The Initiative provided substance use and mental health services at all of New Hampshire’s district offices through a contract with a statewide network of agencies. Without State resources committed to such programming, efforts at recidivism reduction are impeded.



Corrections Special School District

The Corrections Special School District (CSSD) is comprised of both the Granite State High School (GSHS), providing traditional educational services, and the Career and Technical Education Center (CTEC), providing career-focused, competency-based instruction related to specific occupational interests. CSSD’s services are guided by RSA 194:60 and an interagency agreement between the NHDOC and the NH Department of Education. The services include an initial assessment, guidance activities, course classes, labs, and even some offender-funded post secondary college course work. In accordance with the Individuals with Disabilities Education Act (IDEA) and the Americans with Disabilities Act, CCSD’s high school focus is on coded special education and learning-disabled inmate students.

SFY 2012 Granite State High School Statistics				
	NHSP/M	NHSP/W	NCF	Total
Intakes	449	67	25	541
Test of Adult Basic Education (TABE)	187	40	35	262
General Education Diploma (GED)	32	6	19	57
High School Diploma	12	0	0	12

Approximately 30% of the inmates entering a NH state prison facility have neither a GED nor high school diploma. Thirty percent come in with a high school diploma, while about 40 % have a GED. Approximately 275 inmates were enrolled on a daily basis during the recent school year. The average student functions at the 8th grade level (reading ability is at the 9th grade level; math at 8th grade; and language skills at 8th grade).

To increase reentering inmates' chances of finding gainful employment, the Career and Technical Education Center's eight programs assist students in developing foundational skills and core competencies in relevant occupational areas. Inmate students with limited work histories also enrolled in technology education classes through the Introduction to the Workforce Program (IWP). All interested inmate students met with a CTEC counselor who guided them through the identification of their occupational interests, assessed their readiness, and facilitated their program enrollment. While severely restricted due to space limitations, CSSD is making strides at the Women's Prison in Goffstown. Working closely with Warden Fortier and Captain Goings, the school district has been able to offer increased options to the women incarcerated there.



Power mechanics instructor Dana Davis is one of approximately twenty-one faculty members in the Corrections Special School District.

SFY 2012 CTEC Program Certificates	
Auto Body Repair Program	12
Automotive Mechanics Program	28
Building Trades Program	32
Business Education Program	207
Computer Education Program	171
Culinary Arts Program	69
Intro. to the Workforce Program	86
Power Mechanics Program	13
Total Certificates	618

(Continued)



Family Connections Center (FCC)

The Family Connections Center continues to help incarcerated parents strengthen relationships with family. The new center opened in the Concord facility on September 30, 2011. Funds for materials were donated by private citizens and the labor was provided by prison maintenance staff and inmates. The FCC lost five staff when a federal grant ended in September 2011, which significantly reduced its ability to meet the needs of inmates who need its assistance. As part of the Division's focus on evidence-based practices, the FCC began offering a Healthy Relationships class to general population inmates and a Healthy Families class to parole violators.

The FCC met with and provided services for over 400 incarcerated parents who have a total of 1,004 children. One hundred and twenty-nine

Children of inmates
"sing around the campfire"
at an FCC sponsored
Fathers' Day event this
year.

fathers and 25 mothers completed the 18-hour parenting education class. Nearly 250 incarcerated parents attended over 400 weekly parenting support groups. Using media to keep familial connections, nearly 200 CDs were recorded by incarcerated parents and sent home to their children with new books. The Family Connections Center also facilitated over 500 internet video visits between incarcerated parents and their children.

Intervention Services

Intervention Services include evidence-based cognitive/behavioral programs to address criminal thinking and substance use disorders. These programs are provided to offenders meeting the assessment criteria for such services. A renewed focus on having screening and assessments guide programming has enabled the Division to significantly reduce the number of inmates whose departure was delayed due to their inability to complete programs mandated without the benefit of a documented clinical need. Several hundred inmates successfully completed their required programming. The NCF substance use staff and their administrator of programs have spent part of this year planning and designing a substance use therapeutic community that will be implemented there next year.

Parole Violator (PV) Program

Staff at the Berlin prison did an outstanding job developing and operating the PV services mandated by SB 500. They also played a major part in redesigning the program to comport with the latest research regarding service dosage as reported by the renowned criminologist Dr. Edward Latessa, during his visit to New Hampshire. The need for frequent transportation of parole violators to courts and medical facilities in the southern parts of the State is proving too costly and the main portion of the PV program's services, therefore, are being moved to Concord.

Women's Services

Services for women offenders “behind the walls” and in reentry are intensifying to ensure that women are prepared to address general issues and those unique to them. Through in-service and specialized training, staff is continually made aware that women’s services need to be gender-specific and trauma-informed. The position of the Administrator for Women Offenders was enhanced, giving that position direct line supervisory authority over counselors, contractors and volunteers serving female clients in the women’s prison in Goffstown, Shea Farm Transitional Housing Unit and at DOC’s statewide District Offices. Assessments continue to show that women inmates present with significant needs that should, if possible, be addressed during and subsequent to their incarceration.



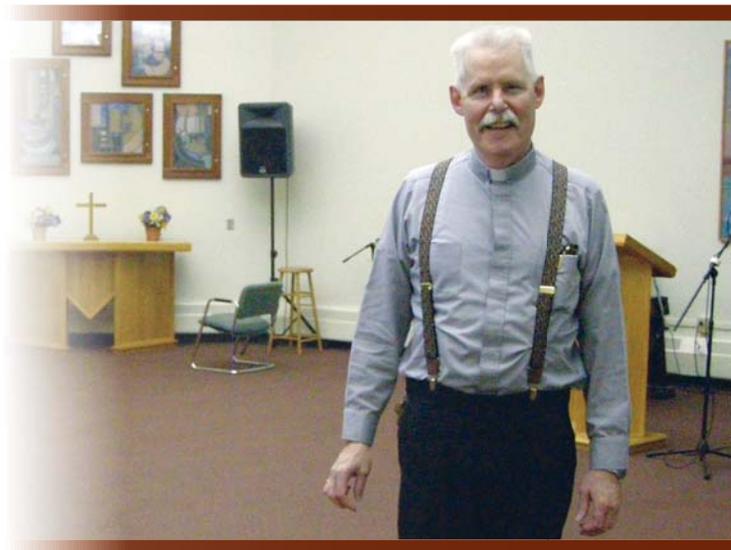
Other Services

This category includes religious and library services, and volunteer management. DCC offers spiritual and religious services to all inmates in accordance with their faith and practices. The latter is not always easy in a prison environment, but staff and volunteers are to be commended for “getting it done,” through a combination of faith-based groups, fellowship, services, retreats, etc. Chaplain Jim Daly, pictured below, coordinates faith-based services at the Concord facility.

Library services are provided to all inmates throughout the various custody levels and facilities. Once again space and staffing deficiencies made delivery of this service more difficult at the Goffstown facility. Inmates utilized the recreation and law library services to explore their personal interests as well as to address their legal concerns.

The Division experienced another great year of volunteer support and improved services throughout the correctional facilities and transitional units. Volunteers, including college interns, helped strengthen a wide range of service offerings from chapel activities to presentations on employment and job readiness. A decision was made this year to more carefully determine the need for volunteers and to recruit them accordingly rather than simply accept any volunteer who passes the security clearance and participates in a basic orientation to DOC.

Services for women offenders are intensifying to ensure that women are prepared to address general as well as gender-specific issues.





DIVISION OF FIELD SERVICES

Michael McAlister, Director

The Department of Corrections' Division of Field Services is statutorily responsible for the community supervision of probationers, parolees, and inmates placed on Administrative Home Confinement (AHC); collection and disbursement of fees, fines and restitution; and conducting investigations for the courts and Parole Board.

In addition to the Central Office in Concord, the Division maintains eleven District Offices and four sub-offices (in Lebanon, Salem, Portsmouth, and North Conway). The District Office locations are aligned with the Superior Courts (see listing on following page).

On June 30, 2012, there were 6,215 active supervision cases being serviced by the Division. See the chart on the following page for the breakdown.

In accordance with RSA 504-A:13 IV, the Department may collect an application fee for the transfer of supervision to another state through the Interstate Commission for Adult Offender Supervision.

During SFY 2012, a total of \$29,237 was collected pursuant to this statute. Out-of-state transfers declined 8% from the previous year.

During the year, the Division completed 224 pre-sentence investigation reports, 1,983 annulment investigations, 868 pre-parole investigations, and other miscellaneous investigations.

The Department continued participation in the FBI Safe Streets Gang Task Force, the Community Oriented Policing Services (COPS) Child Sexual Predator Program, and in the United States Department of Justice Asset Forfeiture

Program. In addition, the Division began Phase II of the Justice Reinvestment Initiative.

A total of \$3,194,663 in fines, fees, and restitution was collected in SFY 2012. A total of \$3,140,769 was disbursed. (See breakdown on following page.)

District Office chiefs meet together monthly with Director McAlister to discuss division operations and caseload trends.



NHDOC Field Service Locations	
Exeter District Office (#01)	Rockingham County
Manchester District Office (#02)	Hillsborough County
Concord District Office (#03)	Merrimack County
Berlin District Office (#04)	Coos County
North Haverhill District Office (#05)	Grafton County
Central Office (#06)	105 Pleasant St., Concord
Dover District Office (#07)	Strafford County
Laconia District Office (#08)	Belknap County
Keene District Office (#09)	Cheshire County
Claremont District Office (#10)	Sullivan County
Wolfeboro District Office (#11)	Carroll County
Nashua District Office (#12)	Hillsborough County

Supervision Cases on June 30, 2012	
Probation	3,803
Parole	1,885
Non-New Hampshire Supervised	505
Administrative Home Confinement	22
Monitoring	41
Conditional Release (Bail)	64
Collection Only	8,092
Total	14,412

The first four categories in the chart are considered Active Supervision Cases.

Field Services Receipts and Disbursements SFY 2012		
Total Receipts		\$3,194,663
Disbursements Paid to	Paid for	
Individuals	Restitution	\$1,952,631
Courts	Fines	\$364,289
Safety	Police Standards	\$68,587
Treasury	Attorney Fees	\$1,542
DOC	Field Services	\$272,438
Justice	Victim Assistance	\$34,878
General Fund	Annulments	\$141,101
General Fund	Collection Fees	\$39,296
General Fund	Supervision	\$387,784
Misc. Expenses *		(\$121,777)
Total Disbursements		\$3,140,769

* e.g., returned checks, bank fees, etc.

Electronic monitoring is used for inmates on Administrative Home Confinement, and for probationers and parolees as ordered by the Court or Parole Board.



INMATE POPULATION DATA



At the end of SFY 2012, the inmate population rose to 2,666 offenders, which represents a 4.3% increase over SFY 2011. That total includes 194 New Hampshire-sentenced inmates being held in other jurisdictions, but does not include 91 inmates from other jurisdictions being held in NH prisons. (The total of all inmates being held in NH state facilities, including the 91 from other jurisdictions, plus the 194 NH inmates housed in other jurisdictions, breaks down to 2,558 male and 199 female offenders.) The following tables offer a further breakdown of the NH-sentenced inmate population of 2,666.

Population by Crime Type – June 30, 2012		
Crime Type	Number	Percentage
Crimes Against Persons	1,373	52%
Crimes Against Property	655	25%
Drugs/Alcohol	343	13%
Crimes of Public Order*	265	10%
Other Jurisdictions**	30	1%
Total	2,666	100%

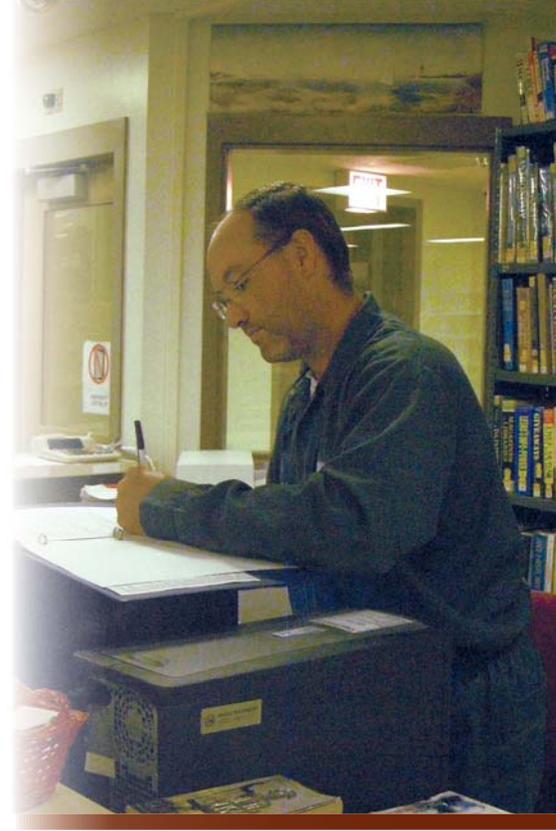
* This category refers to crimes that fall outside of the first three categories, including Public Order crimes and Motor Vehicle offenses.

** This category includes inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.

Population by Age June 30, 2012		
Age	Number	Percentage
17-21	67	3%
22-25	306	11%
26-30	426	16%
31-40	727	27%
41-50	596	22%
51-60	356	13%
Over 61	188	7%
Total	2,666	100%

Population by Race – June 30, 2012		
Race	Number	Percentage
White	2,300	86%
Black	167	6%
Native American	9	1%
Asian	8	1%
Other/Unreported	182	7%
Total	2,666	100%





Admissions – SFY 2012				
Admissions	Males	Females	Total	Percentage
New Admission	535	66	601	36%
Parole Violator*	684	86	770	46%
Probation Violator*	142	19	161	10%
AHC Returns	12	4	16	1%
Other Jurisdictions	97	26	123	7%
Total	1,470	201	1,671	100%

*Parole and probation violators in this chart should not be confused with the recidivism rate as discussed on pages 19 and 20.

Releases – SFY 2012				
Admissions	Males	Females	Total	Percentage
Maxed Out	74	5	79	5%
Paroled	1,166	142	1,308	84%
Released to AHC	32	8	40	3%
Released to Probation	56	7	63	4%
To Other Jurisdiction	32	30	62	4%
Total	1,360	192	1,552	100%

Population by Minimum Sentence June 30, 2012		
Minimum Sentence Length	Number	Percentage
Less than 1 year	63	2%
Between 1 and 3 years	1404	53%
Between 4 and 5 years	280	11%
Between 6 and 10 years	583	22%
Between 11 and 20 years	111	4%
21 Years and more	195	7%
Unknown*	30	1%
Total	2,666	100%

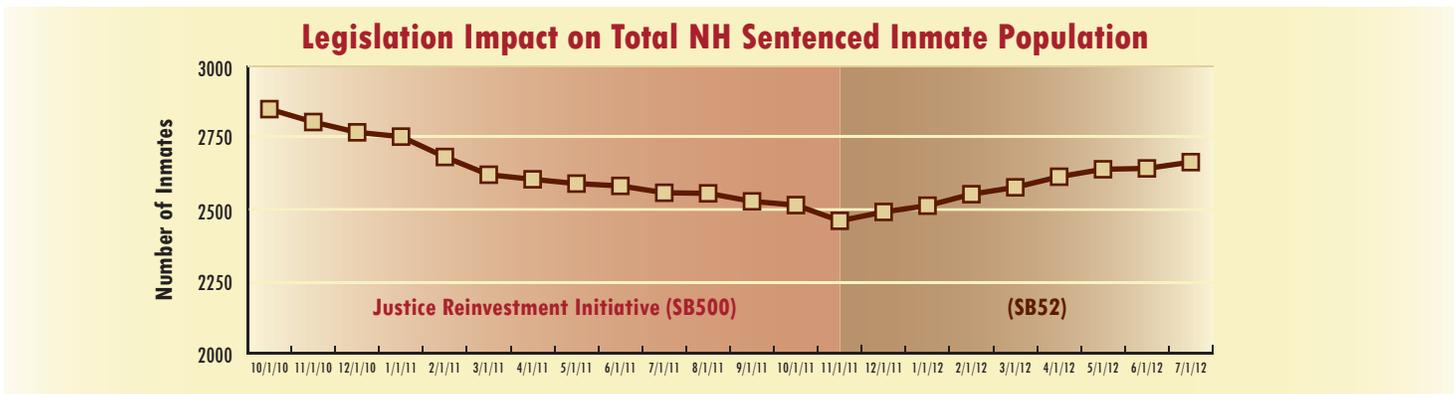
Population by Maximum Sentence June 30, 2012		
Maximum Sentence Length	Number	Percentage
Less than 1 year	13	0%
Between 1 and 3 years	250	9%
Between 4 and 5 years	488	18%
Between 6 and 10 years	825	31%
Between 11 and 20 years	647	24%
21 Years and more	413	15%
Unknown*	30	1%
Total	2,666	100%

*Unknowns are inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.

(Continued)

NH Adult Parole Board SFY 2012	
Parole Hearings Conducted	1,695
Inmates Approved for Parole	801
Inmates Denied Parole	369
Inmates Released to Parole	777
Paroles Revoked	525

Approvals to consecutive sentences do not show up in the released count.



In-State Offender Population on June 30, 2012

Facility	State Fiscal Year				
	2008	2009	2010	2011	2012
NH State Prison - Men	1,418	1,448	1,516	1,363	1,439
Northern Correctional Facility	567	729	729	601	625
NH State Prison - Women	149	145	148	107	140
Lakes Region Facility	341	50			
Total Secured Facilities	2,475	2,372	2,393	2,071	2,204
+ Probation/Parole	12,922	13,317	15,512	14,016	15,306
+ SPU/RTU	52	49	58	59	59
+ Transitional Housing	288	312	300	315	317
Total Population at Year End	15,737	16,050	18,263	16,461	17,886

Unlike the charts on pages 16-17, the data in this chart does not include New Hampshire inmates being held in other jurisdictions, but does include inmates from other jurisdictions held in New Hampshire.

STUDIES OF RECIDIVISM

Joan Schwartz, PhD., Administrator of Research

Recidivism refers to whether an offender returns to prison for some period of time after being released. Every year, the DOC conducts a study of recidivism to determine the number and percent of offenders who return to prison within three years of their release. For example, inmates released in SFY 2004 are tracked through SFY 2008. Studies conducted over the past five years indicate a recidivism rate that has ranged from a high of 50.3% for offenders released in 2005 to a low of 43.2% for offenders released in 2008. As depicted in the top chart to the right, the recidivism rate has dropped seven percentage points, from 50.3% to 43.2%, representing an overall decline of 14%.

2008 Cohort

The most recent recidivism study tracks offenders released in SFY 2008 for the next three years (through SFY 2011). This is referred to as the 2008 Cohort. A total of 1,147 offenders (state, felony-sentenced) were released that year. Of these 1,147 offenders, 495 (43.2%) returned to prison within three years of their release. The sections that follow provide a more detailed analysis of offenders released in 2008 who returned to prison within three years of their release.

Recidivism by Crime and Gender

Digging a little deeper into the top chart, male recidivism dropped from a high of 49.7% in 2005 to 43.4% in 2008; this is a decline of 6.3%. The highest rate for women, 56.6%, was also in 2005. In 2008, the recidivism rate for women decreased to 41.7%; this represents a drop of 14.9%. The comparative decline for men over this period was 12.7%; the comparative decline for women over the same period was 26.3%.

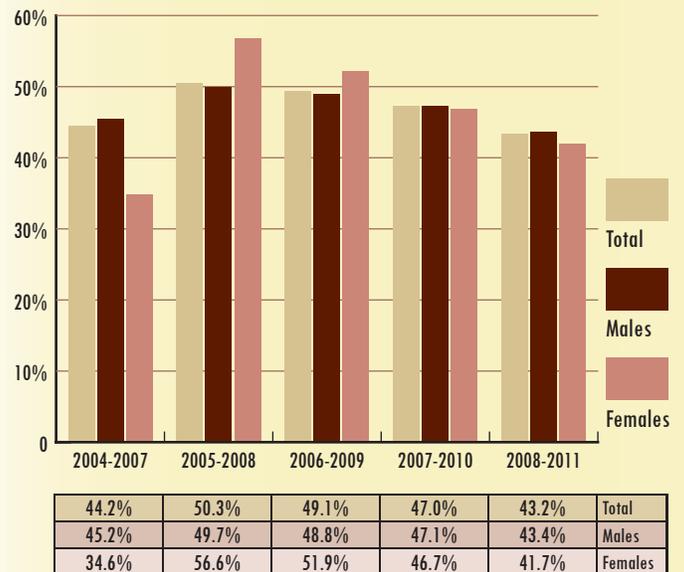
As depicted in the bottom chart, recidivism rates were the highest (50%) for males convicted of property crimes, and for females convicted of violent crimes. The lowest rate of recidivism by crime type (37%) was for males convicted of violent crimes, while the lowest rate of recidivism for females (39.2%) was for those convicted of drug and alcohol crimes.

Reasons for Return to Prison

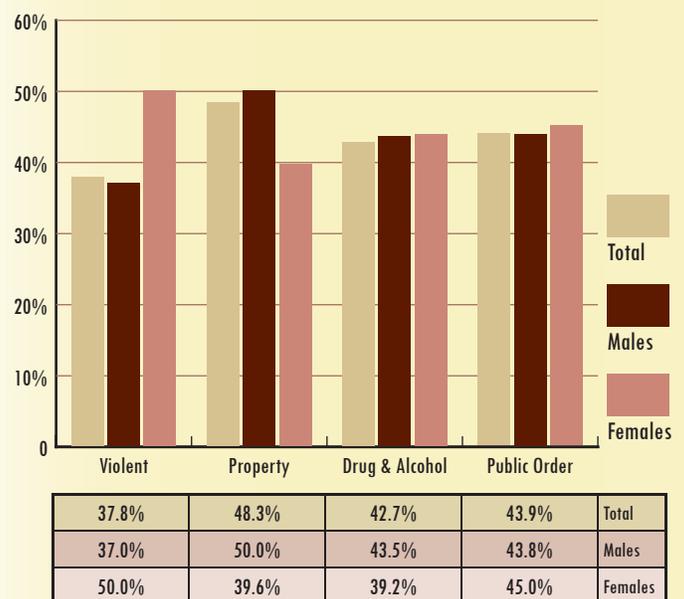
The study of offenders released in SFY 2008 reveals that, of the 495 (43.2%) who returned to prison, 6% returned on a new sentence, 48% returned after being arrested on new charges, and 44% were returned for technical violations related to conditions of their parole. (See top chart on page 20.)

(Continued)

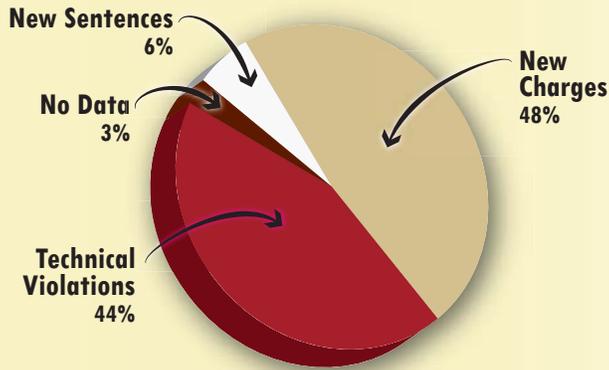
Recidivism Rates for Releases Between 2004-2008



Recidivism Rates for SFY 2008 Cohort by Crime Type and Gender



Reasons for Return to Prison SFY 2008 Cohort Year



Drug and alcohol use figured largely into the overall picture of prison returns. Among offenders returned to prison on new charges, 49% had either new charges or technical violations related to drugs or alcohol. Among the recidivists returned to prison for technical violations, 80% were cited for violating rules related to drug or alcohol use, including failure to complete drug and alcohol treatment.

Technical Violations

A total of 218 offenders released in SFY 2008 returned to prison for technical violations related to their conditions of parole, representing 44% of all recidivists. Offenders returned on technical violations had an average of 2.4 total violations. The greatest number of offenders returned to prison on technical violations were returned for illegal drug use, at 55%. When combining drug and alcohol related violations, these offenders accounted for approximately 80% of all returns to prison among technical violators. Failure to report to supervision (39%) and changing residence without notifying probation and parole (38%) were the next highest categories of technical violations.

Technical Violations		
Rule violation type	Number	Percent
Drug and alcohol related violations	174	80%
Illegal drug use	119	55%
Failure to report	86	39%
Change of residence without permission	82	38%
Alcohol use or treatment failure	71	33%
Failure to maintain employment	32	15%
Association with criminals	31	14%
Other additional restrictions	22	10%

Offenders are often returned to prison for multiple violations. This chart represents all of the technical violations attributed to the 218 offenders released in SFY 2008 who returned to prison by 2011.

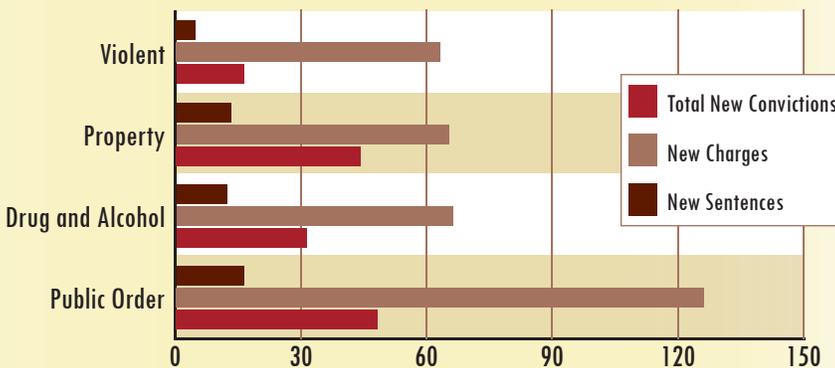
Absconded

A combined total of 117 recidivists (25%) absconded from supervision prior to their return to prison. Of the 236 offenders returned for an arrest on new charges, 19% had absconded from supervision prior to their arrest. Of the 218 offenders who returned to prison on one or more technical violations, 72 (33%) had absconded from supervision.

New Sentences, New Charges and New Convictions

While only 28 of the 1,147 offenders released in 2008 (2.4%) returned to prison to begin serving a new prison sentence, a total of 236 offenders (20.6%) returned to prison due to an arrest on new charges. Of the 236 offenders who returned to prison on new charges, 80 (34%) received new convictions and new prison sentences as a result of these new charges. The chart at left illustrates the distribution of crimes associated with these prison returns.

New Charges and New Convictions by Crime Type SFY 2008 Cohort



DIVISION OF MEDICAL & FORENSIC SERVICES

Helen Hanks, M.M., Director

The Division of Medical and Forensic Services is comprised of several key areas which are defined in the following article. Staff are committed to the delivery of appropriate health and behavioral health care. The Division's multiple disciplines and contracted partners work in tandem triaging complicated cases as well as establishing more effective policies.

Medical and Nursing Services

The Department has a dedicated staff of medical professionals including nurses, physical therapists, contracted physicians, nurse practitioners, and other contracted professionals. The medical records administration office supports the needs of these staff members.

When medical necessity leads to community-based treatment, a practitioner makes referrals or, in emergent instances, care is provided by community providers including hospitals, community clinics, laboratory services, and other medical specialties, depending on the offender's diagnosis.

At the three prison sites, nursing staff completed approximately 14,000 inmate sick call encounters and 65,000 encounters for follow-up or monitoring appointments, and cared for 750 in-patient infirmary admissions. Nursing services at the SPU provided care to 116 patients. This year nursing also spearheaded and implemented nurse-administered medication to all inmates at the Women's Prison and the Berlin facility.

Pharmaceutical Services

The Division's pharmaceutical staff processed 171,094 prescriptions in order to care for the healthcare needs of residents. The average cost of a prescription has trended down, from \$11.34 in SFY 2011 to \$10.39 in SFY 2012. This resulted in total prescription costs in SFY 2012 reaching a five-year low. There



Director Hanks cuts the ribbon at the opening of the new 40-bed RTU on May 30th.

Average Cost per Prescription in Comparison to Number of Prescriptions Filled per Fiscal Year



are multiple reasons for this, including adherence to a carefully structured formulary, several expensive medications going off patent, and dispensing systems established to minimize medication waste. A monthly meeting of the Pharmaceuticals and Therapeutics Committee brings together the heads of the various health disciplines to review activities with specific medications, assess prescribing practices, monitor compliance with formulary, and make recommendations for changes in practice patterns by practitioners.

Dental Services

Dental services staff continue to expand their ability to provide the appropriate services to our population. Hygienist services are available for men and women. An appointment scheduler effectively and accurately tracks offender access to dental services within the Department of Corrections. Efficiency and services are enhanced through externships with Tufts University, and dental hygienist and assistant internships and rotations with NH Technical Institute.

Behavioral Health Services

Behavioral health services are provided to any inmate (male or female) who suffers from a mental health disorder and is seeking services or assistance. Clinical training is conducted annually to expose civilian staff to the most recent best practices in treatment guidelines. This team strives to provide distinct, diverse services inclusive of sexual offender treatment services to ensure and maintain wellness of the offenders in our care and custody. The Division has successfully achieved full compliance with the Holliday Court Order in several areas, and continues to monitor areas such as medication delays to attain full compliance.

A mental health housing unit was developed at the Northern NH Correctional Facility to provide community living with daily support groups, and has been a huge success

among eligible residents.

Secure Psychiatric Unit (SPU)

The SPU continues to provide a safe, secure setting for the treatment of individuals who require acute and/or long term care of their psychiatric illnesses. Most of the individuals receiving care in the SPU are civilly committed by either the Superior or Probate courts, however, the SPU also houses state-sentenced inmates who are in need of acute psychiatric care. Those who are civilly committed have been deemed by the courts as too dangerous for a less restrictive setting. The overall goals of treatment in the SPU are to provide psychiatric care that stabilizes the individual, and forensic assessment and treatment as appropriate. Both of these goals culminate in the individual reaching a point of readiness for transition to a less restrictive level of care.

The SPU has recently restructured its internal privileging system to allow for easier transition to less restrictive levels of care while maintaining a safe treat-



The Division's Behavioral Health Services team strives to provide distinct, diverse services to ensure the wellness of offenders in our care.

ment environment. Periodic patient surveys are conducted to assess the types of activities and interventions patients would be interested in attending. These surveys are counterbalanced with solid clinical assessment and appraisal from the clinical team to ensure that patients are receiving appropriate psychiatric care.

Residents and their treatment team join in a collaborative effort to create meaningful and individualized treatment plans upon the completion of discipline specific assessments. The SPU continues to provide quality psychiatric care through its team of highly dedicated psychiatric, clinical, nursing, and security staff. The correctional staff within the SPU are specially trained in managing clients with mental illness through collaborative mental health training provided by New Hampshire Hospital.

Due to the completion of the new RTU (see below), the SPU has been able to increase its capacity to 50 male beds, ten female beds and six infirmary rooms; this better accommodates the need for acute and long-term care services for residents requiring this level of intervention.

Residential Treatment Unit (RTU)

Construction to renovate the existing SPU and to build the new 40-bed (20 double-bunked rooms) RTU began in May 2011, and has been completed. The new 40-bed RTU opened up in the spring of 2012. Completion of the unit has brought NHDOC yet another step closer to full compliance with Holliday court-ordered requirements.

The RTU is designed specifically for inmates who need an enhanced level of mental health treatment but do not require inpatient psychiatric care. Inmates may be clinically referred to the RTU from General Population or as a step down from the SPU. For most inmates, the goal is to be discharged back to General Population; however, a number of inmates have achieved parole while being housed in RTU.

The RTU offers inmates approximately 30 hours per week of structured and unstructured therapeutic and diversional interventions. After professional evaluation, the inmate and his treatment team develop a specific, individualized treatment plan. The psychiatric, clinical, nursing, and security disciplines continue to strive toward best practices models and to provide evidence-based treatment modalities. As with SPU, resident surveys are counterbalanced with clinical assessment and appraisals to ensure that appropriate interventions are implemented.

Other Divisional Functions and Services

Part of the Division's function (RSA 651-A:10) is to identify potential inmates appropriate for medical parole. This statute is in place in order to place inmates/civil committals in the most appropriate healthcare setting while being fiscally responsive to tax dollars. The Division reviewed and presented several cases before the Parole Board in SFY 2012, some of which are still pending. Most of the cases involved requests for placement in a nursing home level of care due to



(Continued)



Bernie Campbell (above), Jane Dillon (below left), and Dr. Celia Englander are representative of DOC's committed and experienced medical staff.

the level of physical incapacitation. The requirement that all seven members of the Parole Board must be present at medical parole hearings has been a difficult-to-accomplish stipulation. A legislative bill was introduced and passed this year which will allow medical parole hearings to be scheduled before a three-member board (beginning in August 2012). In addition to the request for medical parole, the Division continues to successfully utilize the Memorandum of Understanding with Health and Human Services to seek reimbursement for appropriate inpatient hospitalizations for Medicaid-eligible clients.

The Department of Corrections continues to notify the appropriate counties when offenders who meet the criteria of "Sexually Violent Predator" (per RSA 135-E) reach their minimum notice requirement prior to release from total confinement. As a result of this legislation, the SPU has two male civil committals who have appropriate individualized treatment.

Allied health professionals provide direct care to all NHDOC correctional sites in addition to providing oversight to their discipline-specific area in conjunction with other healthcare practitioners. Their involvement with amending departmental policy and insight into legislative initiatives is integral to proper functioning and accountability to best practice and national standards. A staff nutritionist works in collaboration with the food services department in conducting reviews of menus and nutritional guidelines at all sites, and with community-based partners to gain information to bring to complicated medical cases. Recreational Therapy is specific to the SPU and RTU, providing structured and unstructured diversional activities targeted to the special requirements of these groups. Allied health staff play important roles in the pain management clinic, management of eating disorders, community-based referrals, and in residents' physical fitness and appropriate social coping skills.

The Office of the Forensic Examiner includes a Chief Forensic Psychiatrist and other forensic psychologists who work to complete the evaluations referred to them through RSA 135:17. Staff from this office travel throughout the State testifying in courts to provide context to their written evaluations, and explaining the use of actuarial assessments in their reports that aid judges in making their rulings on the cases.

The Department monitors 30 Not Guilty by Reason of Insanity (NGRI) civil committals, and maintains on-going enforcement of their treatment regimen, per RSA 651:11-a. The Division has a dedicated NGRI Clinical Coordinator who meets regularly with different mental health organizations depending on the level of care the client has obtained. Inpatient level of care and outpatient mental health services are coordinated to ensure compliance with court orders. Clinical files for symptomology related to illness and risky behaviors are reviewed for the safety of the client and the community.



VICTIM SERVICES/PREA

Peter Michaud, Administrator

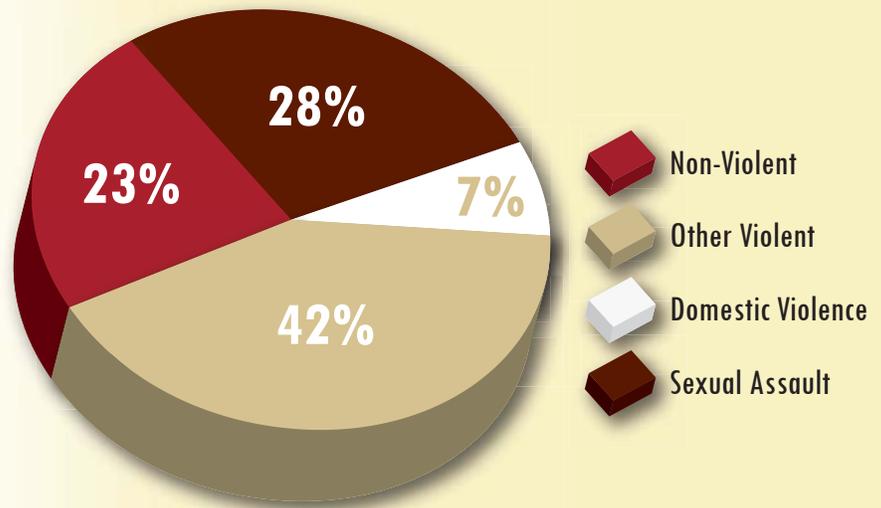


The NH Department of Corrections strives to support the rights and needs of people who are victims or survivors of crime. With respect for their role as participants in a successful justice system, we are committed to honoring each crime victim's right to be informed, involved, and reasonably protected. Probation/Parole staff seek victim input during court-ordered pre-sentence investigations. Crime victims' rights are also respected through enforcement of court-ordered restitution.

At the close of SFY 2012, people who were victims/survivors of 2,325 current inmates, parolees and probationers were registered for notification of offender status changes and other direct services. New requests for victim notification were received from 383 households. Citizens in 2,138 households were served through 7,418 contacts documented by Victim Services staff.

The Department continued its partnership with the NH AmeriCorps Victim Assistance Program, with an AmeriCorps Advocate working alongside NHDOC Victim Services staff serving crime victims statewide. Many people seek advocacy during the offender's reduced custody, re-entry, and parole process. The Victim Services Bureau documented 3,426 contacts specifically related to support and information as inmates are transitioning from prison to parole, a 15% increase over SFY 2011. Victim safety planning and intimidation/harassment concerns are a priority whether offenders are sentenced to probation or prison followed by parole. Victim Services staff documented responses to 122 individuals with specific safety concerns. Nine survivors of violent crime initiated requests for Victim-Offender Dialogue, seeking a constructive conversation with their offender, facilitated by trained NHDOC staff and community partners.

Victims of Crime Served in SFY 2012

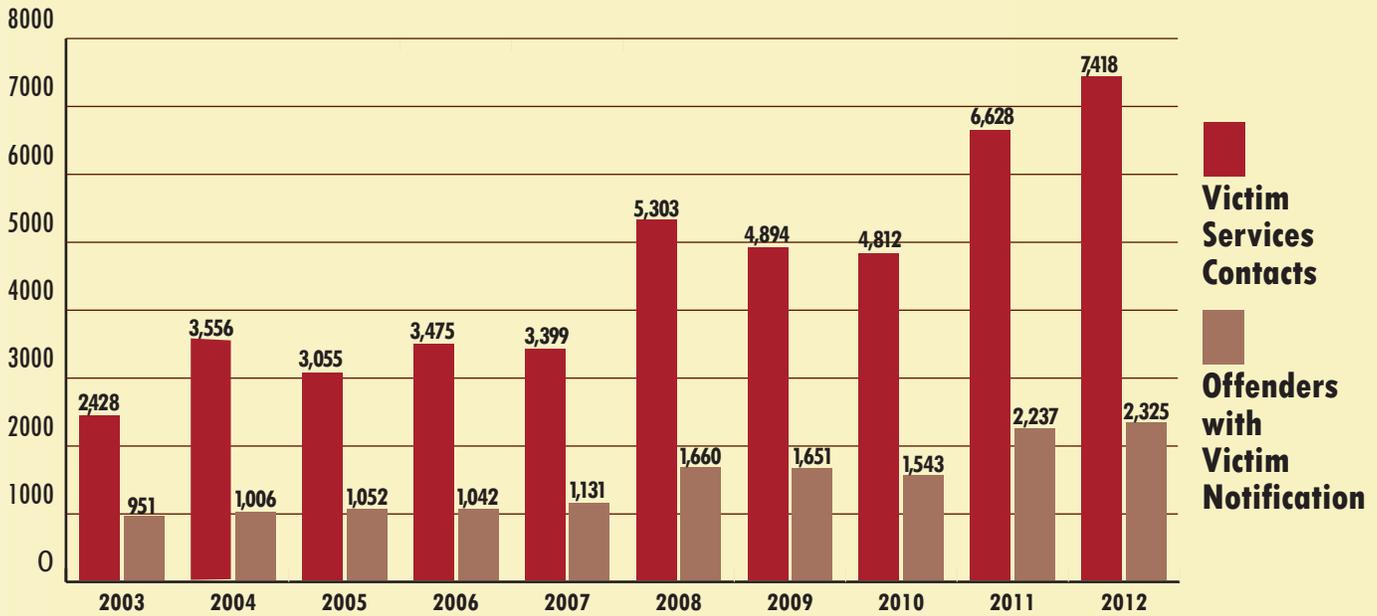


PREA

The Prison Rape Elimination Act (PREA) requires correctional agencies to improve prevention, detection, and responses to sexual abuse of incarcerated people. The Department's interdisciplinary Sexual Assault Resource Team (SART) supports the prevention and response to sexual assault by fostering a collaborative, victim-centered approach toward zero-tolerance, intimidation-free reporting, avoidance of re-victimization, and offender accountability. In SFY 2012, the SART implemented Case Review Protocols and began monthly case reviews. The NH Attorney General's

(Continued)

Services to Victims of Crime



The PREA Victim Advocate teamed with correctional investigators during interviews with inmates reporting sexual victimization. Information and emotional support were provided to 62 inmates.

Office and the University of New Hampshire implemented a statewide sexual assault victimization survey which included inmate victims. Its findings are being used as training tools and to address issues in meeting the needs of inmate victims of sexual assault, coercion, or harassment.

There were 18 new reports of sexual abuse. The PREA Victim Advocate teamed with correctional investigators during interviews with inmates reporting sexual victimization. Information and emotional support were provided to 62 inmates with specific sexual abuse or safety concerns.

Partnerships continue with the NH Coalition Against Domestic and Sexual Violence and its member agencies. Crisis Center Advocates toured prisons and attended training with NHDOC Investigators and Security staff. A Memorandum of Understanding was adopted by NHDOC and the *Rape and Domestic Violence* Crisis Center to serve women at Shea Farm Transitional Housing Unit. Similar agreements are being addressed for access to confidential sexual assault support services for women and men at all correctional facilities. PREA training for security staff was completed. Ongoing training issues are being addressed as part of the case review process and more training opportunities for inmates are being developed.

New *National Standards to Prevent, Detect and Respond to Prison Rape* will be issued by the U.S. Department of Justice in SFY 2013. The New Hampshire Department of Corrections continues to move forward in meeting or exceeding those standards.

GRANITECOR CORRECTIONAL INDUSTRIES

Fred Nichols, Administrator

GraniteCor, New Hampshire's prison industry, creates revenue-generating work environments that provide inmates with the work experience, job skills, and the confident attitude they will need in order to obtain and hold jobs once released. National studies have shown that high productivity inmate workers who produce products for the public have a lower rate of recidivism than comparable non-workers.

SFY 2012 saw continued progress toward implementation of GraniteCor's sustainable business model. This business model will enable Industries to create, deliver, and capture value in a way that can be maintained, delivering commercial success while continuing to be aware of the environment in which it operates.

GraniteCor added its first fulltime sales person and launched its e-commerce website, www.GraniteCor.com, in SFY 2012. This significantly increased communication and visibility. Replacing aging equipment continued to be elusive for GraniteCor in SFY 2012. The SFY 2009 budget limited raw material spending to 62% of a normal year and the 2010/11 biennial equipment budget was limited to \$4,000. GraniteCor obtained a very supportive equipment budget for SFY 2012 that would have allowed the replacement of some of its equipment that has aged past its ability to be reliable as well as allowing GraniteCor to purchase non-replacement equipment that would significantly add revenue. In the end, however, a digital plate maker was the only equipment approved by the Waiver Committee.



Furniture and Cabinets

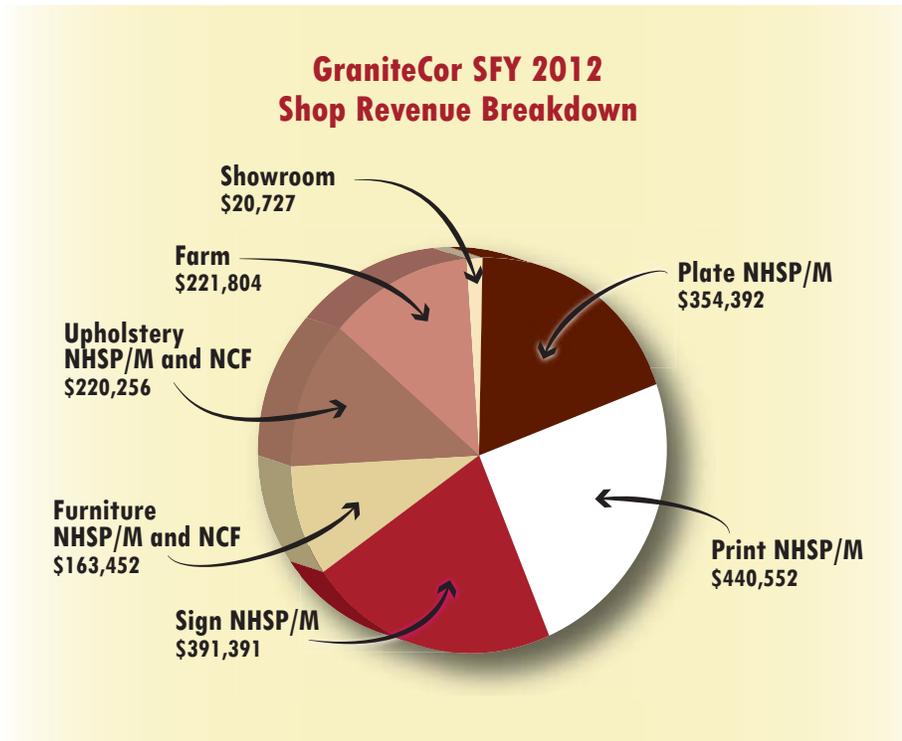
GraniteCor employs and trains male inmates in furniture, cabinet, and craft manufacturing at both NCF and NHSP/M. Customers include individuals, towns, schools, universities, counties, state agencies, and distributors. These shops were hit the hardest by the down economy but are beginning to see expanded opportunities.

Upholstery and Restoration Services

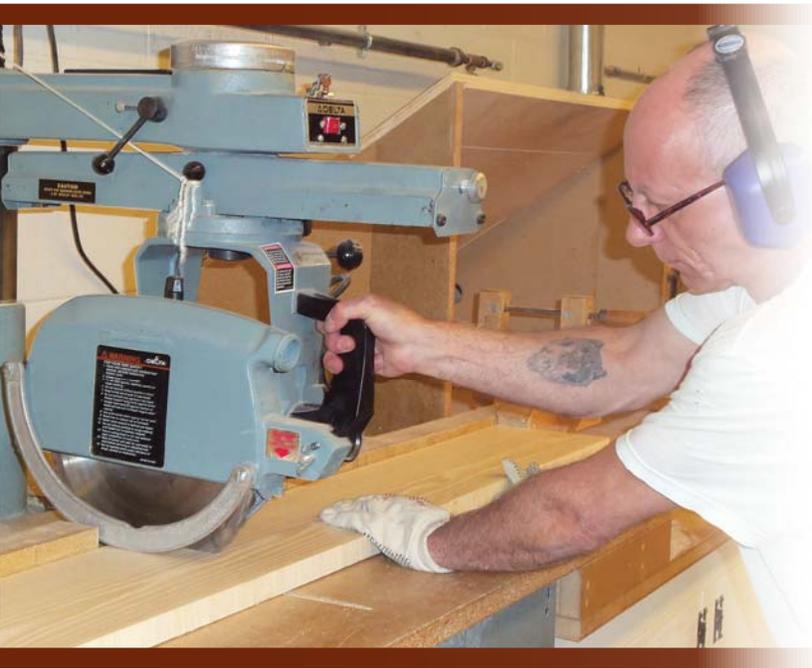
Inmates at NHSP/M and NCF are involved in a wide range of upholstery and re-upholstery services, including restoration of antiques, carriages and theater seating, furniture refinishing and re-caning, and the production of institutional mattresses.

Plates and Signs

GraniteCor produces all state road signage measuring less than 48 inches in width as well as all license plates used in New Hampshire. The Sign



(Continued)



and Plate Shop works closely with the Department of Transportation and the Department of Safety, as well as towns, cities, counties, and schools to produce products they count on to be delivered on time.

Print Services

Inmates are trained and employed in a wide variety of jobs found in the print industry ranging from book-keeping, shipping, typesetting, production, graphics and binding, to prep work and equipment maintenance. The Print Shop prints all state vehicle registration decals and temporary license plates, and has professional graphic design and photo enhancement capability. It produces many printed documents, including annual reports, forms, cards, letterhead, envelopes, and flyers.

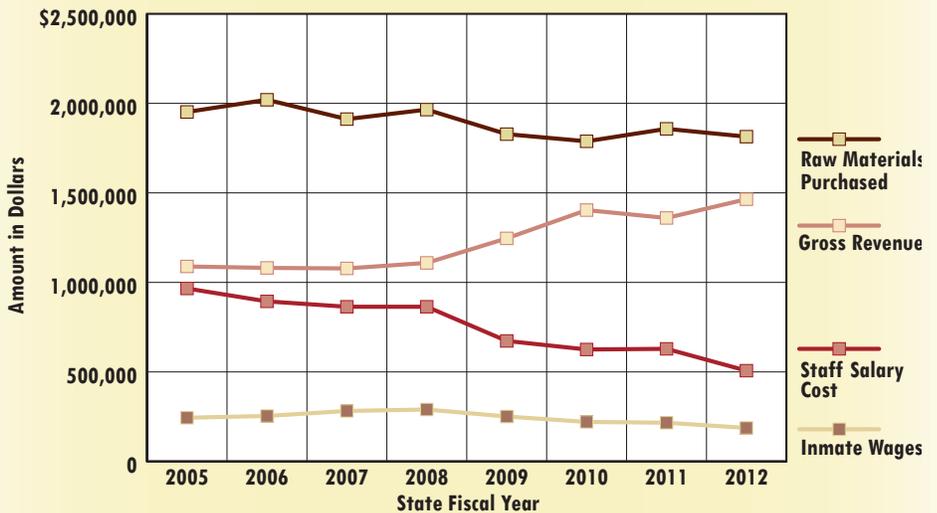
Farm

The Farm grows vegetables for inmate meals; cuts and bails hay sold to local horse and cow owners; cuts, splits, and delivers kindling to state park campgrounds; and operates a greenhouse. The Farm's irrigation pump

was repaired and brought back into service this year which improved both quality and quantity of vegetables produced. The Farm added additional customers for its sawdust, vegetables, hay, and campfire wood this year. GraniteCor will take internal steps to add high-tunnels to expand the growing season at the Farm and create a small hydroponics capability as a precursor to a more robust hydroponics and aquaculture industry.



GraniteCor Fiscal Trends



QUALITY IMPROVEMENT, COMPLIANCE, AND RESEARCH

Benjamin Lewis, Ed.D, Administrator

The Department's Bureau of Quality Improvement, Compliance and Research continues to build on its foundation of performance improvement systems and activities that assure compliance with court orders and settlement agreements. This is accomplished through the development of key indicators, systematic monitoring, and development and evaluation of innovative interventions.

SFY 2012 saw the Court and New Hampshire Legal Assistance (NHCLA) turn over virtually all monitoring responsibilities to the Department. This was in recognition that the Department had developed and sustained the infrastructure to attain full compliance with various Laaman Settlement Agreements, the Lepine Court Order, and the Holliday Court Order, some of which had been in place for over 35 years.

In addition, the Quality Improvement Program was instrumental in furthering the Department's efforts to educate inmates and staff with the goal of reducing self-harm and suicide attempts.

The efforts of leadership and staff in the Commissioner's Office, the Division of Medical and Forensic Services, the Bureau of Programs, the prison facilities, and Mental Health Management (MHM) have contributed substantially to this significant achievement. While compliance has been achieved and sustained, on-going weekly, monthly, and quarterly meetings between NHCLA and various DOC components will pro-actively keep channels of communication open, furthering a partnership to achieve mutually desirable goals.

The research arm of the bureau is responsible for conducting studies that look at factors associated with prison recidivism (see page 19). Recidivism refers to whether or not offenders return to prison within three years of their release. Studies of recidivism conducted by the Department measure the number, percent, and types of offenders who return to prison in a fiscal (cohort) year, as well as the reasons for their return.

Recidivism rates vary by age, gender, crime type, and other demographic variables. Reasons for return to prison also vary. Among recidivists from the most recent cohort, 6% returned on a new sentence, 47% returned for an arrest on new charges, and 44% were returned to prison for violating the conditions of their probation or parole.

In addition to conducting annual studies of recidivism, the Office of Research conducts studies on issues internal to the Department on an ad hoc basis, and is responsible for coordinating research conducted by outside researchers, and state and federal agencies.



Completion of the new RTU has brought the Department closer to full compliance with the Holliday court order.





DIVISION OF ADMINISTRATION

Robert Mullen, Director

The Division of Administration consists of Financial Services, Contracts and Grants Administration, and Logistical Services.

Financial Services' staff are responsible for all accounting, purchasing, budgeting and medical payment processing for the Department, as well as for maintaining the inmate banking system. Contracts and Grants is responsible for the RFP process and management of the numerous contracts and grants administered by the Department. Logistical Services' staff are embedded in the three prison facilities and are responsible for all maintenance, food service, laundry, and warehouse functions of the prisons, the Transitional Work Center, and the three Transitional Housing Units.

As in the previous year with reduced staffing levels, Financial Services and Contracts and Grants staff did an exceptional job as they continued to execute their duties in an efficient and professional manner.

The Logistical Services unit, especially the maintenance staff, did an excellent job in spite of reduced repairs and maintenance funding and staffing. They keep the DOC mechanically operational as they face daily challenges of maintaining the infrastructure of the facilities, some dating back to the 1800s.

A significant accomplishment in SFY 2012 was the conversion of the boilers from number six oil to natural gas at the Concord Prison. This achievement took place thanks to a team effort between Public Works, the Office of Energy Management, National Grid, and the Concord DOC licensed maintenance staff. Replacing these boilers will help the Department save money, produce cleaner emissions, achieve greater efficiency, and require fewer fuel deliveries.

During SFY 2012, our maintenance staff continued working on camera installations, electronic security system upgrades, and light ballast replacements, and placed a substantial amount of hot asphalt pavement in Berlin and Goffstown by hand. By using DOC maintenance staff on these projects, the Department continues to save General Fund money. With reduced staff, however, projects generally extend from one fiscal year to the next, as staff are taken off ongoing projects to handle the more pressing daily emergencies as they arise.

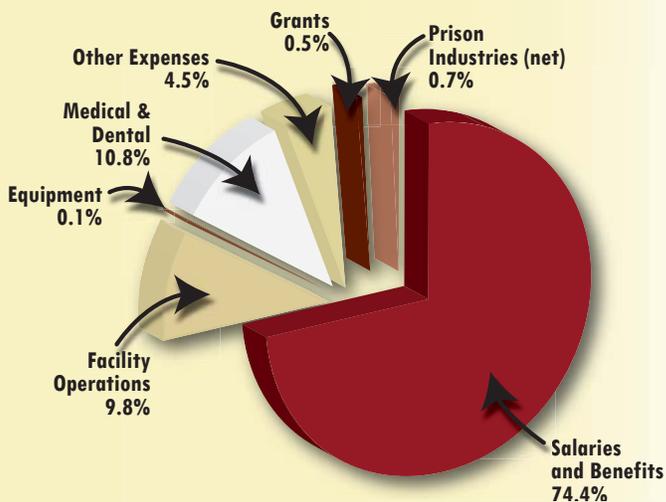
Grants

The DOC benefitted from several grants this fiscal year, both directly and indirectly. The Department received a Carl Perkins sub-grant from the New Hampshire Department of Education (NHDOE) in the amount of \$10,941 for the women's prison. The grant period extends from March 23, 2012 through September 30, 2012. The Department also received an Adult Basic Education sub-grant from NHDOE in the amount of \$44,316 for the fiscal year period. In addition, the Department was awarded a Title 1 grant of \$65,655.

In February 2012, the Department was notified that it would receive \$237,736 as a subgrant from the Council of State Governments to implement Phase II of the Justice Reinvestment Initiative. These funds are being used to achieve several important

SFY 2012 Major Expense Classes

\$96,000,018



enhancements, including: training for staff on the utilization of evidence-based practices; technical assistance for training Parole Board members; and enhancement to the Department's offender management database system in order to better track, extract, and analyze offender data.

The Department received a total of \$168,422 in Victims of Crime Act (VOCA) sub-grants from NH Department of Justice (DOJ), as well as a Sexual Assault Prevention and Response sub-grant in the amount of \$84,713.

The DOC annually receives a State Criminal Alien Assistance Program (SCAAP) Award from the U.S. Department of Justice to partially reimburse the Department for the costs associated with housing illegal aliens. This year's SCAAP Award was for \$135,591.

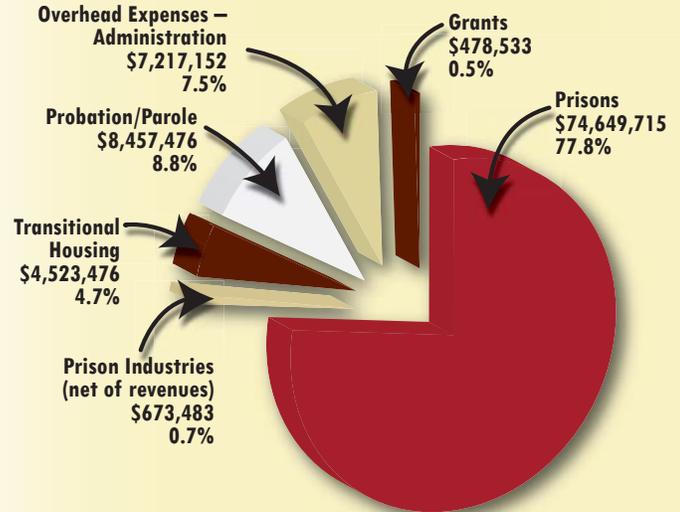
The FBI awarded the DOC a Safe Streets Task Force (SSTF) grant of \$17,202, with a project period of October 1, 2011 through September 30, 2012.

In this fiscal year, the DOC completed the Child Sexual Predator Program sub-grant from the Manchester Police Department, which was received in 2009, in the amount of \$32,650.

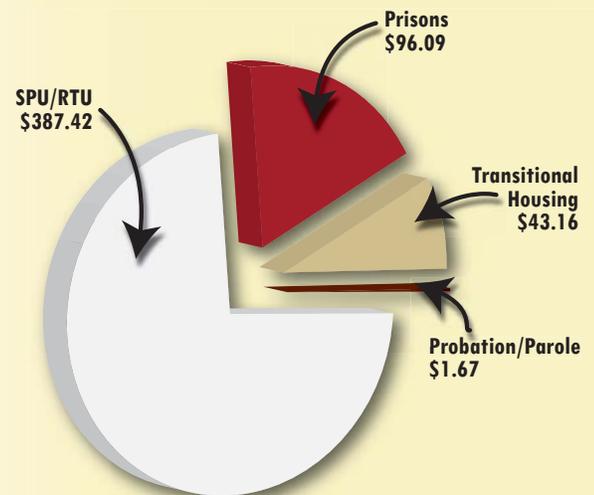
The Family Connections Center (FCC) continues to partner with community agencies to apply for grants and create additional resources for the Family Connections Centers located at all three prisons. The FCC was the recipient of services provided by funds from the following grants awarded to our partner agencies in SFY 2012: In January 2012, Child and Family Services of NH partnered with the Family Connections Center, receiving \$25,000 from the NH Charitable Foundation and \$7,500 from the Women's Fund to provide parenting support staff services at the NH State Prison for Women in Goffstown and Shea Farm. In December 2011, the Linden Foundation awarded UNH Family Studies Department \$25,000 to pay for three part-time FCC staff to facilitate internet video visits between children and their fathers who are incarcerated at the prisons in Berlin and Concord.

DOC completed the utilization of the \$1,000,000 PREA grant which was awarded in 2006. The project ended on December 31, 2011.

SFY 2012 Major Expenses by Area



SFY 2012 Average Daily Costs



Total Expenses and Costs per Day SFY 2012

Expense Category	Prisons	Transitional Housing	Probation/Parole	SPU/RTU
Total Expenses	\$73,421,665	\$4,891,388	\$9,149,216	\$8,024,550
divided by: Ave Number of Offenders	2,094	311	15,042	58
equals: Ave Annual Cost per Offender	\$35,071	\$15,753	\$608	\$138,354
divided by 365 equals: Ave Daily Cost	\$96.09	\$43.16	\$1.67	\$379.00



DIVISION OF PROFESSIONAL STANDARDS

Colon Forbes, Director

The Department of Corrections' Division of Professional Standards is responsible for department-wide criminal and administrative investigations, as well as the administrative internal auditing function, which ensures that departmental practices comply with policy expectations. The Division also includes the Polygraph Unit and the Hearings Bureau.

The Polygraph Unit is responsible for conducting polygraph examinations related to the supervision and treatment of sex offenders, the pre-employment recruitment of uniformed staff, and criminal and administrative investigations. Community safety is the number one priority. The sex offender polygraph testing program assists Probation and Parole Officers and sexual offender treatment providers by identifying low level behaviors which, if left unchecked, could lead to high level risk behaviors and possibly re-offense. In addition, the pre-employment polygraph examinations for law enforcement positions ensure that the Department of Corrections selects credible candidates. In SFY 2012, the Polygraph Unit conducted a total of 251 examinations.

The Hearings Bureau provides a due process system for hearing inmate grievances and claims, and ensures proper due process protection and adherence to disciplinary procedures for the inmate population. In SFY 2012, the Hearings Bureau processed 6,975 disciplinary reports and ordered restitution in the amount of \$93,638. Of those disciplinary reports, 1,183 resulted in hearings.

The Investigations Bureau is responsible for the department-wide investigation of serious incidents and allegations of criminal and/or administrative wrongdoing by inmates, staff, and members of the public as well as assistance to other law enforcement agencies. Investigations Bureau Staff continued to work closely with the New Hampshire State Police Major Crimes Unit on major crimes committed within the prison system. Investigations Bureau Staff welcomed a new NH State Police Major Crimes Unit Detective to the office in April 2012.

During SFY 2012, the Investigations Bureau staff conducted 1,115 investigations. In addition, investigations staff received 35 indictments as a result of 16 criminal investigations presented to the Grand Jury.

Disciplinary Hearing Outcomes	
SFY 2012 Infractions	
Major Infractions	1,358
B Level Infractions	4,265
C Level Infractions	1,352
Total	6,975
SFY 2012 Dispositions	
Pled Guilty	592
Found Guilty	313
Incident Report	89
Filed Without Prejudice	155
Found Not Guilty	9
Other	25
Total	1,183

SFY 2012 Indictments		
RSA 642:9	Assaults by Prisoners	4
RSA 622:24	Delivery of Articles to Prisoners	9
RSA 629:3	Conspiracy to Delivery of Articles to Prisoners	10
RSA 318-B:2	Controlled Drug Act	10
RSA 641:5	Tampering with Witnesses	1
RSA 641:6	Falsifying Physical Evidence	1
Total		35

SFY 2012 Investigations	
Criminal	60
Administrative	25
PREA (Prison Sexual Assault)	32
Law Enforcement Assists	420
Unit Assist	556
Other	22
Total	1,115

INFORMATION TECHNOLOGY & BUSINESS INFORMATION

Linda Socha, DoIT Manager for NHDOC
Ron Cormier, Business Systems Analyst

Information technology at the New Hampshire Department of Corrections is a joint effort of the Department of Information Technology (DoIT) and the DOC Business Information Unit (BIU). Together these units assist DOC operations and management with all aspects of information technology. This collaboration provides a smooth transition from the business side with project management, application support, data analysis, and prioritization of projects through the technical side with network support, server operations, desktop support, and application development.

Improving communications and increasing efficiency and security are always the primary goals. One of the major initiatives focusing on both of these goals began in October 2011 and concluded in March 2012, during which every DOC employee was provided with a personal DOC user name and email account. This project has improved communication and security throughout the agency, and has also allowed the Department to incorporate Online Time and Attendance, affording the DOC and the Department of Administrative Services significant time and cost savings.

Efforts continue to improve the DOC network architecture, which encompasses the rebuilding of the DOC servers, upgrades to critical network hardware, and installation of new data lines in order to provide optimal operations and improved security. The architecture changes and upgrades allow the DOC to prepare and respond to cost savings initiatives that can only be accomplished with a stable network environment. These initiatives include, but are not limited to, statewide video conferencing, electronic medical records, and Voice Over Internet Protocol (VOIP) technology. This initiative began in January 2010 and continues, as resources are available.

During SFY 2012, the Desktop Services Group was able to begin replacing broken and aging equipment in critical operation areas. A total of 134 desktops were purchased, of which 64 were new and 70 were second-hand machines from other state agencies. These purchases have helped minimize downtime due to equipment failure. In addition, Desktop Services received and resolved more than 3,200 DOC Help Desk requests. Help Desk requests include everything from installing new hardware or resolving hardware problems, to assisting with user access to the network and to systems along with support during and after system outages.

The Application Development Group supports DOC management and operations by providing in-house development of applications, databases, research and statistical reports, compliance with federal reporting, and third party right-to-know requests. The Application Development Group received over 130 project requests; by the end of SFY 2012, 76 of these requests were completed, 30 were in an active status, and the remainder were pending assignment or withdrawn. A large percentage of these projects involved management and statistical reporting to the Department and to outside agencies.



“The work of corrections has become increasingly dependent on technology.

We at DOC are truly indebted to the collaborative efforts of DoIT and our BIU.

Together they provide the tools and information that keep us running. And besides,” says Assistant Commissioner Bill McGonagle, “they are fun to work with. What more could we ask?”



DIVISION OF SECURITY AND TRAINING

Christopher Kench, Director

Two corrections academies were facilitated in SFY 2013, training ten Correctional Officer Trainees (COTs), nine non-uniform staff, and three “sit-ins.”

A needs assessment related to non-uniform staff pre-service training needs was completed. This needs assessment resulted in a change to our New Hire Orientation (from three days to five days), and the establishment of a non-uniform staff pre-service training program. Non-uniform staff will now receive an intensive two weeks of training within their first two months of hire, and will no longer attend the first four weeks of the corrections academy.

Supervisory training for this period consisted of computer-based training in the following topics: Classification Orientation, Pending Administrative Review (PAR) Process, Claims made against the Department of Corrections, Stress, and Instant Urine Testing. Correctional Officers were 100% successful in firearms requalification during this period. Probation and Parole Officers participated in annual low-light firearms training.

Use of the Taser® was implemented in all three state prison facilities. Staff qualified to use the Taser must complete training, which includes experiencing the impact of being “tazed.”

To better manage resources, the NHDOC Situation Control Team (SITCON) was dissolved and three SITCON members were selected to become liaisons with the State Police Hostage Negotiations Team. The NH DOC liaisons attended their first training with the State Police team during this period.

The Special Emergency Response Team (SERT) recruited new members and completed required training during this period. SERT also conducted a successful search and seize operation at the NHSP/M.



BUREAU OF HUMAN RESOURCES

Lisa Currier, Administrator

During SFY 2012, the Bureau of Human Resources continued to focus on recruitment efforts. Of 240 positions processed and posted, 154 positions were filled either by promotion, voluntary demotion, lateral transfer, or new hires. The Department of Corrections hired 47 new full-time employees and five part-time employees to fill vacancies. Nineteen positions were reclassified due to reorganization and/or operational changes.

Position	SFY2012 Budgeted	Actual on June 30, 2012			
		Filled	Funded Vacancies	Unfunded Vacancies	Total Vacancies
Executives	12	11	1		1
Managers/Administrators	30	23	5	2	7
Correctional Officers	471	415	56		56
Probation/Parole Officers	70	70	0		0
Medical Personnel	62	51	11		11
Teachers/Instructors	24	20	4		4
Shop Supervisors/Tradesmen	62	59	3		3
Recreational Personnel	2	1	1		1
Clerical/Administrative	101	92	9		9
Correctional Counselor/Case Manager	44	43	1		1
Psychologists/Social Workers	20	16	4		4
TOTALS	898	801	95	2	97

Projects for SFY 2012 included initial steps to introduce and begin implementation of the new electronic NH First Time Management System, which replaces the Department's manual time and attendance reporting methods. HR coordinated training efforts and worked with the NH First Time Management support team and the DOC IT support team to ensure that employees obtained computer access and passwords so that key departmental managers could begin working with and training their employees on the new system.

In preparation for the electronic NH First Human Resource Management System coming online January 1, 2013, the HR Bureau began reviewing and updating all employees' supplemental job descriptions so that these documents are current and approved by the NH Division of Personnel. This, coupled with the review and updating of organizational charts, ensures that these documents are accurate before they go online.

The HR Bureau's benefit administration activities changed in SFY 2012 due to the loss of the State's benefit plan contract administrator, Choicelinx. As a result of that change, HR has been processing all employee benefit changes manually into the State's system to aide employees when they want to make life event changes or updates to their personal data that affect benefits. The Bureau ensures that required information is received and validated so employees' requested changes can be approved and processed.

(Continued)



For twenty-one of her almost thirty years working for the State, Lisa Currier has overseen the Department's Human Resources Bureau.



The Commissioner presented eighteen medals to staff who displayed the highest level of professional conduct in their devotion to duty and safety of the public.

Pictured above: Edward Vocell, Bonnie Johnson, and James Welch of the R&D unit at the Concord facility, who received Life Saving Medals in March 2012.

The Bureau worked closely with the Police Standards and Training Council during SFY 2012 to update and conform DOC pre-employment medical examination forms to PSTC administrative rules. The Bureau also worked with PSTC staff to ensure that correctional officers and probation/parole officers completed the mandatory three-year physical agility test and followed proper notification requirements.

The Bureau continues to work on maintaining effective working relationships between labor and management, meeting with three NEPBA locals and three SEA chapters.

The Bureau also monitors employee job changes that may impact an employee's bargaining unit and union dues or agency fee, notifying employees when a change results.

During SFY 2012, the HR Bureau met and provided LBA auditors with information and data to respond to their requests associated with the DOC Performance Audit; HR also responded to inquiries from departmental managers who sought personnel information to aide them in budget development for their respective areas.

The Bureau continued to work closely with the Attorney General's office on employee and union litigation matters throughout the year, and with employees, supervisors, and managers on personnel issues to ensure compliance with the NH Division of Personnel Rules, Collective Bargaining Agreements, and Departmental Policies.

State Corrections Positions by Year										
	SFY 04	SFY 05	SFY 06	SFY 07	SFY 08	SFY 09	SFY 10	SFY 11	SFY 12	% CHANGE*
Executives	9	9	9	9	9	11	12	12	12	+33%
Managers/Administrators	62	68	68	68	71	69	57	38	30	-52%
Correctional Officers	628	626	625	605	596	590	531	493	471	-25%
Probation/Parole Officers	72	71	71	71	72	71	71	70	70	- 3%
Medical Personnel	60	57	57	73	67	72	70	66	62	+ 3%
Teachers/Instructors	32	30	30	28	29	28	28	29	24	-25%
Shop Supervisors/Tradesmen	79	74	75	70	70	72	63	60	62	-22%
Recreational Personnel	1	1	1	3	3	3	2	2	2	+50%
Clerical/Administrative	122	115	117	106	102	104	111	108	101	-17%
Correctional Counselor/Case Manager	51	46	46	40	38	39	39	45	44	-14%
Psychological/Social Workers	20	19	18	30	30	30	30	24	20	0
TOTALS	1136	1116	1117	1103	1087	1089	1014	947	898	-21%

*The percentages in this column represent the percent of increase or decrease in staffing categories between SFY 2004 and SFY 2012 (e.g., there has been a 52% decrease in manager and administrator positions since SFY 2004).

IMPACT OF THE 2012 LEGISLATIVE SESSION

Jeffrey Lyons, Public Information Officer

Prison privatization, medical parole, and inmate education were among the Corrections-centered topics before the 2012 Legislative Session. When the session ended, the prison privatization study committee was not extended and two Department functions were streamlined for efficient and effective outcomes. The Department could transfer funds within its budget more easily and the New Hampshire Adult Parole Board could approve medical parole petitions with fewer members. Inmates would not get time subtracted from their sentences for completing education requirements and they would not need to become vegetarians.

Throughout the first half of SFY 2012, the Legislative Committee to Develop a Plan for Privatizing the Department of Corrections held public hearings and toured DOC facilities. DOC staff testified regularly before this committee. The committee was to submit a final report by December 1, 2011, but instead submitted an interim report because RFPs for private bids were just issued. In January 2012, Senate Bill (SB) 376 was introduced to extend the study committee through May 2012. It passed the Senate quickly but stalled in the House; in May, the House Finance Committee amended the bill to extend the study through November 1, 2012, and to obtain access to the confidential vendor bids, which by that time had been submitted. The Senate did not concur with the amendment and the committee was not extended.

SB 323 was requested by the Department and allowed the Department to transfer funds within DOC budgetary accounts without first seeking the approval of the Legislative Fiscal Committee. This bill, which passed both the Senate and the House, gives the Department authority to transfer large amounts between multiple budget accounts to help meet the “back of the budget” cuts at the end of the SFY 2012-2013 biennium, and would facilitate financial transfers should private contractors be selected when the bid review process is complete.

The Department also requested the introduction of SB 280, which requires fewer members of the Parole Board to vote on medical parole petitions. Previously all seven members of the Parole Board had to authorize a medical parole. Now it only requires the three sitting board members. Since medical parole was enacted in 2004, some inmates who met the qualifications were denied because all seven members could not come to a consensus or were otherwise unavailable to vote.

House Bill (HB) 1654-FN, which would have allowed inmates to receive earned time credits for completing education classes, failed to muster up enough votes for passage in the House even after three attempts. The first motion was to table it and



Photo Credit: Ted Ringer
<http://imagesandmore.blogspot.com>

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Photo Credit: Ted Ringger
<http://imagesandmore.blogspot.com>.

it failed 153-171. The second vote was Ought-to-Pass, which failed 152-171. The final motion was Inexpedient to Legislate, which passed on a voice vote.

Similarly the House defeated HB 1372, which would have required inmates ages 17 to 25 to complete the requirements for a General Education Development (GED) certificate or a high school diploma before being approved for parole.

In the first weeks of the session, the House Criminal Justice and Public Safety Committee took up HB 1421-FN, which would have placed all inmates on vegetarian diets except for Sundays and holidays. Department administrators testified against the bill. The bill was defeated by the House.

The full House voted to send HB 625-FN, the GraniteCor bill, to Interim Study. This bill was retained at the conclusion of the 2011 session and would have streamlined the process whereby GraniteCor could purchase manufacturing materials, receive a larger share of the state's license plate fees, and set up a line of credit. It would also authorize other state agencies to use GraniteCor services for many of their product needs. As of June 30, 2012, no study committee meetings had been scheduled but, during the second year of the session, the study committee can only recommend that there be future legislation or not. The existing bill was finished for the year.

The House and Senate passed HB 1567, which set up a committee to study the Federal Youth Corrections Act. This is a federal law that sets guidelines for management of offenders ages 17-25. The intent of the legislation is to determine whether the State could utilize some of those policies for similar offenders in our system. As of June 30, 2012, no committee meetings had been scheduled.

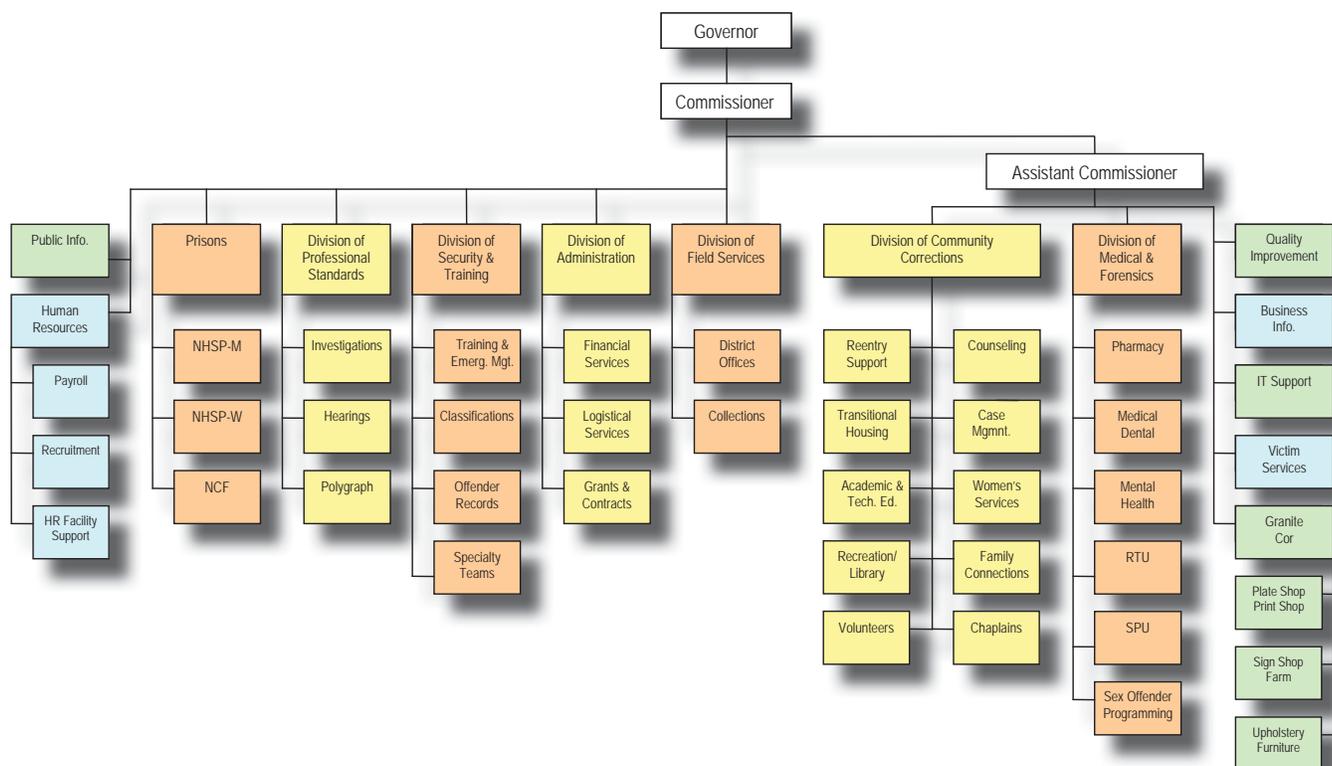
The House and Senate passed an amended version of SB 270, which would require that people charged with violent crimes but found mentally incompetent to stand trial, remain detained. The original bill ran into constitutional roadblocks related to detaining a person who had not been convicted of a crime or civilly committed to New Hampshire Hospital or the Secure Psychiatric Unit. A victim notification procedure was implemented that would inform victims of changes in the offender's detention status when the offender is charged with specific violent crimes.

The Senate sent HB 1259-FN to Interim Study. This bill required that inmates who surrender themselves to correctional facilities be financially responsible for any medical expenses they incur before being formally admitted. The issue mainly affected county jails but in rare instances, such as for parole revocations, hospitals have attempted to charge DOC for the medical costs for parolees who have violated their paroles but not returned to the prison.



ORGANIZATIONAL CHART

New Hampshire Department of Corrections as of June 30, 2012



NHDOC Acronyms and Abbreviations used in the Annual Report

AHC	Administrative Home Confinement	GSHS	Granite State High School	PTSD	Post Traumatic Stress Disorder
ARRA	American Recovery and Reinvestment Act	HB	House Bill	PV	Parole Violator
C1	Work Release Classification	HR	Human Resources	R&D	Reception & Diagnostic
C2	Minimum Security Classification	IDEA	Individuals with Disabilities Education Act	RFP	Request for Proposal
C3	Medium Security Classification	IT	Information Technology	RSA	Revised Statutes Annotated
C4	Close Custody Unit (CCU)	IWP	Introduction to the Workforce Program	RTU	Residential Treatment Unit
C5	Maximum Security Classification (SHU)	JRI	Justice Reinvestment Initiative	SART	Sexual Assault Review Team
CC/CM	Correctional Counselor/ Case Manager	LADC	Licensed Alcohol and Drug Counselor	SB	Senate Bill
CCU	Close Custody Unit (C4)	LBA	Legislative Budget Assistant	SCAAP	State Criminal Alien Assistance Program
CO	Correctional Officer	MCN	Medium Custody North	SERT	Special Emergency Response Team
COPS	Community Oriented Policing Services	MCS	Medium Custody South	SFY	State Fiscal Year
CORIS	Corrections Information System	MHM	Mental Health Management, Inc.	SHU	Special Housing Unit (C5)
CSSD	Corrections Special School District	MHU	Mental Health Unit	SOT	Sex Offender Treatment
CTEC	Career and Technical Education Center	MSU	Minimum Security Unit (C2)	SPU	Secure Psychiatric Unit
DAS	Department of Administrative Services	NCF	Northern NH Correctional Facility	SSTF	Safe Streets Task Force
DCC	Division of Community Corrections	NGRI	Not Guilty by Reason of Insanity	SVP	Sexually Violent Predator
DOC	Department of Corrections	NHSP/M	New Hampshire State Prison/Men	TABE	Test of Adult Basic Education
DOE	Department of Education	NHSP/W	New Hampshire State Prison/Women	THU	Transitional Housing Unit (C1)
DoIT	Department of Information Technology	ORSI	Offender Reentry Services Initiative	TWC	Transitional Work Center (C2)
DOJ	Department of Justice	PAR	Pending Administrative Review	UNH	University of New Hampshire
ESOL	English for Speakers of Other Languages	PPD	Policy and Procedures Directive	VOCA	Victim of Crimes Act
FCC	Family Connections Center	PPO	Probation and Parole Officer	VOIP	Voice Over Internet Protocol
FN	Fiscal Note	PREA	Prison Rape Elimination Act		
GED	General Education Diploma	PSTC	Police Standards & Training Council		



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