State of New Hampshire
Department of Corrections

ANNUAL REPORT
FOR FISCAL YEAR ENDING
JUNE 30, 2008

State of New Hampshire

John H. Lynch
Governor

Raymond S. Burton
Executive Councilor
First District

John D. Shea
Executive Councilor
Second District

Beverly A. Hollingworth
Executive Councilor
Third District

Raymond J. Wieczorek
Executive Councilor
Fourth District

Debora B. Pignatelli
Executive Councilor
Fifth District

Letter from the Commissioner

It is my pleasure to submit the Fiscal Year 2008 annual report to the Governor and Executive Council.

As the fiscal year drew to a close in June, the Department implemented the CORIS offender management database system. The statistical data presented in this annual report is extracted mainly from the old APS data management system. With CORIS, data is collected differently and we were unable to merge the old data into the new data. The statistics presented in this annual report reflect data collected prior to the end of SFY08. Beginning in the 2009 Fiscal Year, the data will be reported in a different fashion.

On July 6, 2007, the Department began operating under a new internal organizational chart. Throughout the year, we worked with members of the Legislature to implement a new department-wide reorganization. This bill passed both the House and Senate and was signed by the Governor. In August, the names of four Department facilities were changed to better reflect their missions. The Shea Farm, Calumet, and North End Halfway Houses became Shea Farm, Calumet, and North End Transitional Housing Units. The Minimum Security Unit in Concord was renamed the Transitional Work Center. The male transitional housing facilities and Transitional Work Center began reporting to the warden at the Lakes Region Facility, while the Shea Farm female facility continued to report to the warden of the New Hampshire State Prison for Women. During the course of Fiscal Year 2009, we will begin a full implementation of the reorganization.

The state entered into a contract with the firm of Crabtree, Rohrbaugh & Associates to develop a master plan for the Department. In June 2008, when we submitted our proposed 2010-2011 capital budget request, we referenced their preliminary recommendations to help develop our plan. The $59-million proposal includes a request for a $37-million, 328-bed capacity women's prison and 128 bed women's transitional unit. In the short term, the state entered into a two-year contract with the Strafford County House of Corrections to help alleviate crowded conditions at the New Hampshire State Prison for Women. Thirty-seven females were reassigned to the county facility. We also requested allocations of approximately $13-million to construct two 64-bed, male transitional housing units. The best practices in corrections today emphasize the development of tools and resources for successful offender re-entry into the community and the implementation of these projects would be vital components to that process. The number of New Hampshire inmates qualified to participate in such programs exceeds our current capacity level within the existing infrastructure.

Related to the concept of re-entry, we implemented a revised policy on the inmate classification process. This is the policy that governs the process for assigning custody levels and housing and is geared more toward re-entry. It is the first significant change in over five years. The new policy completely overhauls the procedure based on recommendations from the National Institute of Corrections and other national corrections practices. In conjunction with this change, the inmate population at the Lakes Region Facility in Laconia was fully reclassified at the C-2 or minimum security level. This is part of the Department's long range plan to develop stronger, more effective offender re-entry programs. In February, the Peterson Building reopened enabling a capacity for up to eighty inmates. This building had been closed since November 2005 due to a deteriorating infrastructure. It was renovated entirely using staff and inmate work crews.

Here is a breakdown of other important accomplishments during the fiscal year.

- The state entered into a $4.8 million four-year contract with Mental Health Management, Services, Inc. (MHM), of Vienna, Virginia, to deliver mental health services for all offenders. Delivery of services encompasses all areas of mental health treatment within our facilities including the Secure Psychiatric Unit, the Residential Treatment Unit, and other offender counseling and daily support areas.
- The Governor and Executive Council appointed William G. McGonagle as the new Assistant Commissioner.
- The New Hampshire Legislature passed a bill which requires the Department to develop and implement a sentence modification policy so that offenders can request sentence reductions. This must be in place by 2009.
- Corrections Officers voted to remove the State Employees Association as their labor representative and to affiliate with the New England Police Benevolent Association. Civilian staff remained with the SEA. We have continued to hold regular labor-management meetings with both representative organizations.

Respectfully submitted,

William L. Wrenn
Commissioner

New Hampshire Department of Corrections
Annual Report for the Fiscal Year Ending June 30, 2008

Table of Contents

Letter from the Commissioner……...……i

Mission Statement…….…....2

Organization……..……..……3

Prison Operations……..4

Inmate Population Data Summary…….……...8

Inmate Programs/Correctional Industries.....10

Division of Field Services……...14

Division of Medical and Forensic Services……15

Victim Services Bureau……..…20

Division of Administration…….22

Bureau of Human Resources……..25

The New Hampshire Department of Corrections Annual Report for the fiscal year that began July 1, 2007 and ended on June 30, 2008 is published by the New Hampshire Department of Corrections, PO Box 1806, Concord, NH 03302-1806. For information please call 603-271-5602. The annual report is also available on the Department of Corrections web page at www.nh.gov/nhdoc.

Mission Statement

Our Mission 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.

CORE VALUES STATEMENT

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

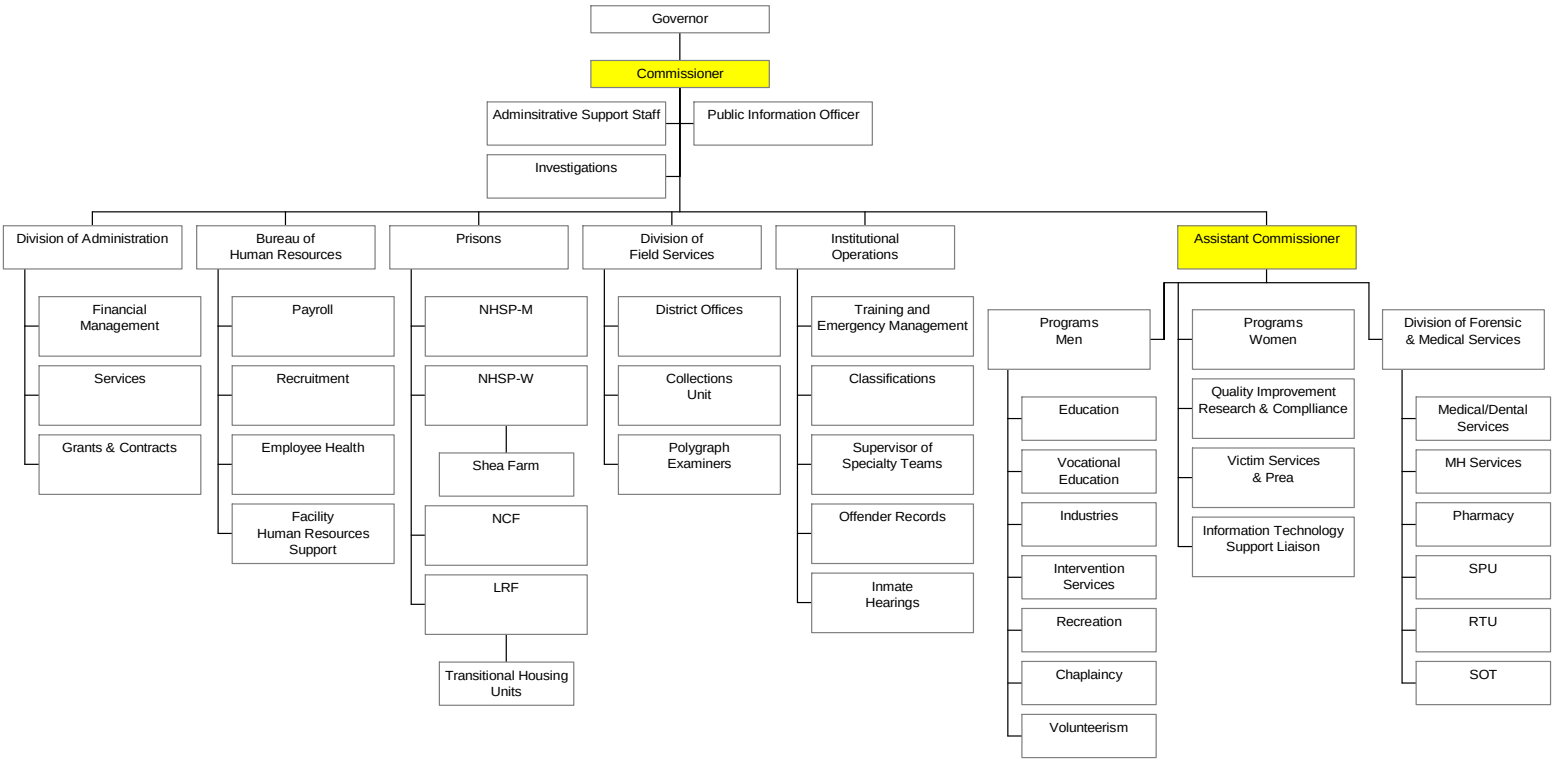
The NHDOC is an integral part of the criminal justice system, strengthening public safety by achieving excellence in correctional practices.

VICTIM RECOGNITION STATEMENT

The NHDOC 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.

Organization

Department of Corrections
Commissioner's Office



Prison Operations

New Hampshire State Prison for Men
Warden Richard M. Gerry

On June 30, 2008, there were 1,426 male multi-custody level offenders incarcerated at the State Prison in Concord. The rated capacity for this facility is 954 inmates.

The Reception and Diagnostic Unit serves as the intake facility for all male inmates entering into the prison system. All newly arrived inmates receive their initial classification and are assigned housing to meet security and programming requirements.

There are three general population housing units (Medium Custody North, Medium Custody South and the Hancock Building), which provide housing for approximately one thousand inmates. The Close Custody Unit (CCU) accommodates housing needs for up to 120 inmates while the Special Housing Unit (SHU) regularly has a population of 100-125 inmates. All close custody and maximum custody level inmates within the NHDOC system reside at these facilities.

During this reporting period, several major renovation projects were undertaken:

Beginning in the spring of 2008, roof repairs began. Re-roofing of the main dining hall, Medium Custody North, Medium Custody South, several control rooms and other buildings were expected to be completed by the fall of 2008. Security staff worked with the outside contractor on a daily basis to ensure that all security requirements were met.

NHDOC maintenance technicians began work on upgrading the perimeter electronic security systems. By using NHDOC staff, considerable cost savings were recognized.

Renovations were completed in the Reception area including the installation of new showers and the complete remodeling of the holding tank area which is used primarily for new intakes and releases. NHDOC staff and inmate labor was used to complete these projects.

The equipment budget was significantly reduced due to budget restraints, but new protective vests worn by Correctional Officers in the Special Housing Unit were purchased and issued to staff.

Once again, the State Prison worked with volunteers of the Pathways to Hope program. This program provides instruction and training for inmates in the care and training of service dogs. This program, operated in Medium Custody North, involves approximately 20 inmates and up to five dogs. The dogs live with the inmates and are trained to assist people for hearing, balance and other types of disabilities.

Under the supervision of the Chaplain's office and security staff, volunteers and inmates constructed a sweat lodge on the recreational ball field. The first Native American sweat at this facility was held in December 2007. Native American sweats are held four times annually and routinely include approximately 20 participants.

Staff vacancies due to unfilled positions or elimination of positions continue to have an impact at this facility. To ensure that security and public safety requirements are not compromised, an increase of overtime usage has been utilized to account for staff shortages.

New Hampshire State Prison for Women
Shea Farm Transitional Housing Unit
Warden Joanne Fortier

On June 30, 2008, there were 115 medium and minimum custody female offenders incarcerated at this facility. Its rated capacity is 104. At the Shea Farm Transitional Housing Unit in Concord the population was 44 with a rated capacity of 42.

In November 2007, the Department of Corrections entered into a contract with the Strafford County House of Corrections to house up to 40 female offenders. This temporary measure is directly related to the 14% annual growth rate of the female offender population. The contract will expire in November 2009. The number of state-sentenced females assigned to the Strafford County House of Corrections on June 30, 2008 was 24. Including females who were out to court and incarcerated in non-New Hampshire DOC jurisdictions, the total population was 190.

The Granite State High School unit of Goffstown has been able to expand the number of courses offered on a regular basis due to the shared staff assistance from the Granite State High School of Concord. The Career Technology department of Granite State High School has been running at full capacity, issuing 445 individual certificates of course completion.

As a result of NHDOC entering into a contract with Mental Health Management, there are now one fulltime Mental Health Clinician and one fulltime Psychiatrist on staff Monday through Friday.

An additional security staff person was specifically assigned to handle all inmate recreation and property issues.

Furniture and exercise equipment were donated to update the Industries and Exercise areas respectively.

The first annual American Cancer Society Breast Cancer walk was held at the NHSP-W, with 70% of inmates participating in raising awareness and funds for the fight against cancer.

The inmate community service group made and donated items for children in homeless shelters, natural disaster victims and the State Employee Association's Operation Santa Claus program.

Through Carl D. Perkins Vocational and Technical Education Grant Funds, ten women at the NHSP-W enrolled at the Manchester Community College and the first course in three certificate programs, Medical Terminology, was on track to be completed in SFY09.

Lakes Region Facility
Calumet Transitional Housing Unit
North End Transitional Housing Unit
Transitional Work Center
Warden Jane Coplan

A flock of geese meander across the grounds of the Lakes Region Facility on an early autumn day.

On June 30, 2008, there were 316 minimum custody male inmates housed at this facility. There were 10 offenders in the Parole Enhancement Program. Its rated capacity is 380. There were a total of 235 males housed in the Calumet Transitional Housing Unit in Manchester and the North End Transitional Housing Unit and Transitional Work Center in Concord. The rated capacity for these facilities is 244.

The Peterson Unit houses the 28-day Parole Enhancement Program (PEP) as well as approved C-1 inmates who are awaiting beds at transitional housing units. The PEP addresses those parolees who are not conforming to the required guidelines of parole supervision and serves as an alternative to violating their parole and returning them to prison. During SFY08, a total of 106 parolees successfully completed the program, which represent 2,968 bed days. With an average parole setback of 366 days and subtracting 2,968 days, this represents 35,660 fewer bed days needed to house inmates being brought back for a parole revocation.

The pre-release services at the facility assist inmates transitioning through the system. All inmates entering the facility must complete courses addressing their abilities to successfully transition back into the community. Those programs include orientation, substance abuse programming, anger management, employment preparation and resume writing, recovery tools, GED preparation and tutoring English as a Second Language, parenting classes, an overview on accessing resources in the community, current events and assigned work details on site and in the community.

The maintenance work force continued to focus on the deteriorating infrastructure of the complex. They have been renovating various areas throughout the complex as well as enhancing the roof on the prison's warehouse. They continue to address the storm water issues as outlined by the Environmental Protection Agency.

The Transitional Work Center (formerly known at the Minimum Security Unit) in Concord is a 142 bed facility that targets inmates transitioning to a transitional housing unit or parole. This unit instills and enhances work ethics and performance and allows inmates to apply those skills in a work environment atmosphere.

The North End and the Calumet Transitional Housing Units provide inmates the ability to reside in a structured environment and obtain employment in the community. These inmates are held accountable to hold a full time job, pay room and board back to the State of New Hampshire, generate a savings account and pay back restitution, attend self-help programming and work towards being released back into the community.

Northern New Hampshire Correctional Facility, Berlin
Warden Larry D. Blaisdell

On June 30, 2008, there were 565 medium and minimum custody male offenders incarcerated at this facility. Its rated capacity is 500 but it has the infrastructure in place for 1,000.

There were 198 staff positions assigned to this facility with a vacancy rate of five uniform positions and one civilian position at the end of SFY08. Active recruitment continued throughout the fiscal year.

Bi-monthly meetings were held with the Citizens Advisory Committee, which is made up of a broad spectrum of the community. Numerous tours were provided to educational and government groups and the facility held a community open house, which allowed any one over the age of eighteen to tour.

NCF security staff developed the Prison Awareness Choices Education (PACE) initiative to present to community youth at risk and their parents or guardians. The group receives referrals from area police, youth workers, and Juvenile Justice Probation/Parole Officers. It focuses on the reality of incarceration, the loss of freedom, and the cumulative consequences of poor choices. During SFY08, twenty-nine youth participated.

NCF Corrections Officers conduct the midday population count in one of the housing pods.

During SFY08, minimum security inmates put in 9,236 hours of community work projects at the Gorham Town Hall, Berlin Community Technical College, and the Milan Road Crew. C-2 inmates also wash, clean, and perform basic maintenance on state and local police cruisers, Fish and Game boats and vehicles, and fire trucks. Additionally, supervised work crews of up to fifteen were taken out to help with trash clean up on area cross-country and snowmobile trails.

The NCF prison library provides 6,138 volumes of recreational reading books, periodicals, and educational resources. In SFY08 the library expanded its evening hours which contributed to approximately 225 books being checked out each week.

Inmate Population Data Summary

On June 2, 2008, NHDOC switched to the CORIS offender management database system. The previous database was able to generate a series of monthly reports that kept track of inmate population data. These monthly reports included monthly admissions and releases by type, a breakout of offenders by crime type and specific crime, a breakout by age, and a breakout by lengths of sentences received.

*The new CORIS system is designed for case by case analysis rather than statistical analysis. The data reported here are consistent through June 2, 2008. We have attempted to rebuild the data reported from June 3, 2008 through June 30, 2008 but this data is only reported anecdotally.

Admissions and releases are captured in CORIS under one of the following headings: Community Transition, Detention, Discharge, Escape, Furlough, Furlough-Hospital, Release, Sentence Disposition, Transfer, Transfer and Sentence, and Transport. These can be reported as "In" or "Out" but the data is collected in a broader fashion. The approximate numbers reported below were derived from an analysis of transfer types during the time period of June 3, 2008 to June 30, 2008, and they are presented below the tables for informational purposes only.

REPORTABLE ADMISSIONS – July 1, 2007 to June 2, 2008 = 1,387

Admission Type	**Number**	**Percentage**
New Prisoners	577	41.6%
Parole Violators	471	34.0%
Transfers from Other Jurisdictions	178	12.8%
New Probation Revocations	144	10.4%
SPU Patients Received	17	1.2%
TOTALS	**1,387**	**100.0%**

*Approximate number of total admissions from June 3, 2008 to June 30, 2008: 117; equals a number of total admissions for FY-2008 of 1,504

REPORTABLE RELEASES – July 1, 2007 to June 2, 2008 = 1,326

Release Type	**Number**	**Percentage**
Paroled	893	67.3%
Maxed-Out	197	14.9%
Returned to Other Jurisdictions	173	13.0%
Released – Not Parole Violated	25	1.9%
SPU Patients	18	1.4%
Court Ordered	14	1.1%
Died	6	0.5%
TOTAL	**1,326**	**100.0%**

*Approximate number of total releases from June 3, 2008 to June 30, 2008: 130; equals a number of total releases for FY-2008 of 1,456

Population by Crime Type – June 2, 2008

When the new database system came online on June 3, 2008, it was not equipped with a report function to break out the inmate population by crime type. This data was also part of the monthly reports that were automatically generated by the old system. The data reported here is consistent with the prison census as of June 2, 2008. We were unable to generate similar breakouts for the month of June 2008.

Crime Type	Number	Percentage
Violent	1404	50.4%
Non-Violent	830	29.8%
Drugs	429	15.4%
Detained for Other Jurisdictions	104	3.7%
SPU Patients	19	0.7%
TOTAL	**2,786**	**100.0%**

Population by Age – June 2, 2008

At the end of FY-08 a daily roster report was available for statistical purposes. The daily roster report lists names of offenders and their dates of birth. For consistency we are reporting the population breakout by age as of June 2, 2008.

Age	Number	Percentage
UNDER 17	0	0.0%
17-21	129	4.6%
22-25	369	13.2%
26-30	447	16.0%
31-40	760	27.3%
41-50	658	23.6%
51-60	283	10.2%
OVER 61	140	5.0%
TOTALS	**2,786**	**100.0%**

Population by Length of Stay – June 2, 2008

The old monthly reports showed lengths of stay (LOS) for state-sentenced inmates by the total average number of days for different types of admissions. The table below breaks out the average LOS for inmates as of June 2, 2008.

Type of Admission	Avg. LOS
New Admissions	904
Probation Revocation	387
Parole Revocations	289
Parole Violator Returned to Parole	78
Offenders From Other Jurisdictions	25
SPU Patients	14
TOTALS	**1,697**

Inmate Programs/ Correctional Industries

Lori Seog, Director, Bureau of Programs
Annette Escalante, Administrator of Women Offenders and Family Services

The mission of the Bureau of Programs is to provide education, training, skills, leisure, and personal development opportunities, which encourage positive work habits, promote pro-social behaviors, and prepare offenders for re-entry into the community.

Career & Technical Education Center: Formerly known as Vocational Education, this program worked with the New Hampshire Department of Education to offer competency-based curriculums in the following areas:

- Auto Body Program
- Auto Mechanics Program
- Building Trades Program
- Business Education Program
- Business Communications (women)
- Career Awareness (women)
- Economics (women)
- Computer Education (formerly Information Technology)
- Culinary Arts/Food Service Management Program
- Horticulture Program (C-3/C-2 environments)
- Introduction to the Workforce Program/ Technical Education
- Personal Finance (women)
- Power Mechanics Program (formerly Small Engines Program)

Inmates in Concord participate in a Computer Education class in the Career and Technical Education Center.

Education: The DOC has an approved Special School District offering a continuum of special educational services spanning from middle school through high school. Many of these curricula are offered for both males and females. Of the new SFY08 intakes, 518 (19%) were found to have a verified high school diploma while 873 (33%) were verified to have their G.E.D. During SFY08, 184 inmates were tested for the GED and of that group, 60 passed.

The DOC has remedial and high school level classes through the New Hampshire Department of Education with curriculums/services in the following areas:

- Arts/Humanities
- Correctional Counseling/Case Management (Guidance)
- English
- English as a Second Language
- Family & Consumer Sciences
- GED Preparation/GED Testing
- Health
- Mathematics
- Record Control Services
- Science
- Special Education Case Management Services
- Social Studies

Family Connections Center:

- Long Distance Dads
- Father Support Group

Hobby Craft Activities:

- Wood Craft
- Art
- Leather Craft
- Furniture Masters

Industries – Work Based Learning Opportunities: The following departments provide offenders opportunities throughout the various custody levels.

- Information Technology
- Farm (C-2)
- Furniture Shop
- Janitorial (C-5/C-4)
- Plate Shop
- Print Shop
- Sign Shop
- Upholstery/Caning
- Wood Shop

Library Services:

- Recreation Library
- Law Library

Life Skills Programs:

- Anger Management
- Aid to Incarcerated Marriages
- Alternatives to Violence
- Alternatives to Violence-Advanced
- Alternatives to Violence-Train the Trainer
- Anxiety Group (women)
- Breaking the Cycle (Advanced Breaking the Cycle in Development)
- Commitment to Change
- Co-dependency Group (women)
- Communication Skills
- Coping Skills (women)
- Cultural Diversity
- Domestic Violence (women)
- Emotional Healing
- Father-Child Literacy
- Interpersonal Violence
- Long Distance Dads
- Men's Work (new additional program in development)
- Parenting (completion of female parenting group a pre-requisite to entering Shea Farm)
- Victim Impact
- Voice of Reason (New England College)

Pathways to Hope: The Service Dog Program coordinated with outside volunteers is presently on hold.

Pet Foster Care: This program at the NHSP/W is in conjunction with New Hampshire Animal Rescue League where offenders learn to care for feral kittens.

Recreation Activities:

- Basketball
- Drama
- Hobbycraft
- Music
- Softball
- Weight Lifting
- Running Club (women)

Religious Programs: Though the following services have been offered throughout 2007, at present many of the groups are struggling for volunteers, i.e., Muslim Prayer Service, etc.

- Bible Study
- Buddhist Study Group
- Catholic Service
- Episcopal Service
- Hebrew Studies
- Higher Ground
- Islamic Study Group
- Jehovah's Witnesses
- Jehovah's Witnesses Book Study
- Kairos
- Messianic Jewish Bible Study - "Walk Genesis"
- Muslim Prayer Service
- Native American Sacred Circle
- NeoPagan Study Group (THOUGHT)
- Pagan Group
- Prayer Fellowship
- Protestant Service
- Sant Mat Satsang (Spiritual Way of Life)
- Spanish Gospel
- Sunday Night Prayer Group
- Wild at Heart Study Group (Bible Study)
- Worship Choir Practice

Self Improvement Programs:

- Alcoholics Anonymous/ Narcotics Anonymous (men and women)
- Sex/Love Addicts Anonymous
- Veteran's Group
- Women's Sexuality (women)

Substance Abuse Services: (men and women)

- Level 100

- Level 200
- Level 300
- Relapse Prevention and Recovery Group (women)
- Screening evaluations in the R & D unit

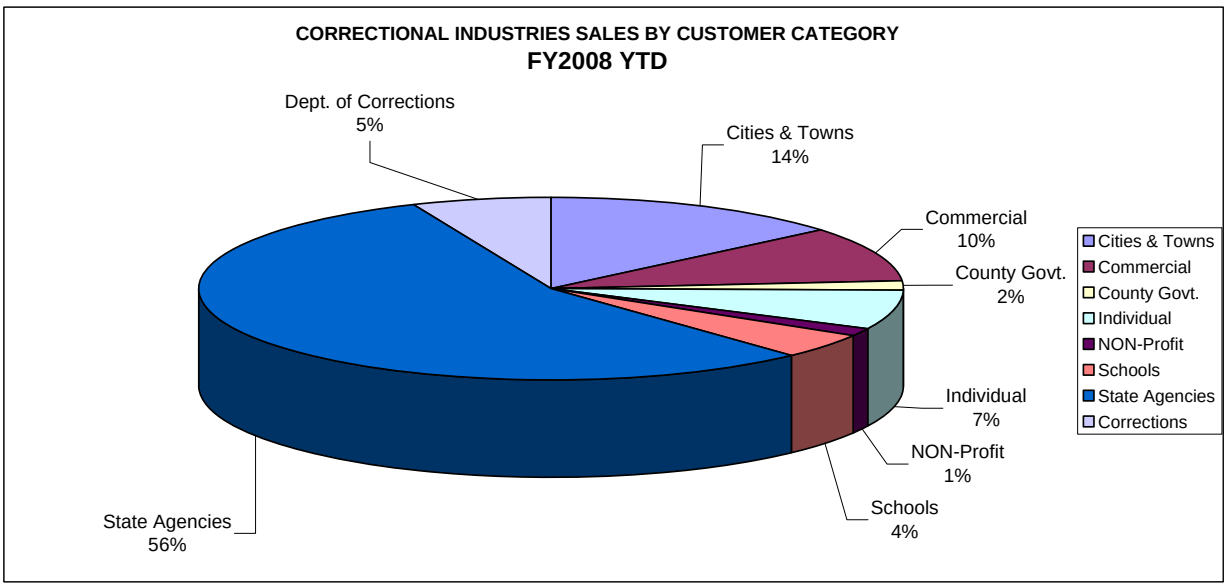
Volunteer Services: Many of the programs listed above are supported by an array of volunteers.

New Hampshire Correctional Industries
Dennis Race, Administrator

The following is the annual report on sales and contracts for New Hampshire Correctional Industries for SFY08.

Category	Sales	Percentage
Cities & Towns	$ 287,631.90	14%
NON-Profit	$ 30,360.29	1%
State Agencies	$ 1,152,423.63	56%
Corrections	$ 129,393.68	6%
Others	$ 471,583.40	23%
	$ 2,071,392.90	100%

Category	Sales	Percentage
Cities & Towns	$ 287,631.90	14%
Commercial	$ 198,437.68	10%
County Govt.	$ 39,480.88	2%
Individual	$ 138,720.75	7%
NON-Profit	$ 30,360.29	1%
Schools	$ 92,039.42	4%
State Agencies	$ 1,152,423.63	56%
Corrections	$ 129,393.68	6%
NON NH State Agencies	$ 1,279.07	0%
Federal Govt.	$ 1,149.30	0%
Representatives	$ 476.30	0%
	$ 2,071,392.90	100%



Division of Field Services

Division of Field Services
Michael McAlister, Director

The New Hampshire Division of Field Services is responsible for the supervision of offenders in the community in all areas except the transitional housing units. This includes offenders on probation, parole, Administrative Home Confinement (AHC), and certain bail cases. The Division also collects offender restitution payments and disperses those payments to their proper recipients.

On June 30, 2008, the total number of offenders supervised under probation, parole, Administrative Home Confinement, and other community supervision programs was 6,645. The Division of Field Services operates eleven district offices and three part-time sub-district offices. During the course of SFY08, an average of 12,052 offenders entered and transitioned out of the system.

In SFY08, the Field Services Polygraph Unit began operations. The team consists of PPO's Don Valente (left) and Mark Pszenny (right).

2,533 on parole
7,733 on probation
64 on Administrative Home Confinement

A total of 5,419 new supervision cases were opened during SFY08 while 3,893 were terminated. The Division of Field Services also completed 572 pre-sentence investigations.

The Probation Academy operated through ten contracted providers. Convicted offenders must be sentenced by a court to this program and are not placed in the program by the NHDOC. It is an intensive, one-year alternative sentencing option for non-violent, low risk, prison bound offenders. A total of 207 offenders were sentenced to the program. This was a 40% decrease from SFY07 when 293 offenders were sentenced to the program. The number of offenders who graduated from the program during SFY08 was 77 compared to 139 in the previous fiscal year. There were 57 terminations from the program during this time period. Most of these terminations were due to the offender's failure to adequately participate in the program. The remaining offenders were still participating in some level of the program on June 30, 2008.

A total of 519 inmates entered a transitional housing unit during SFY08 and 525 were released to parole or other form of community supervision.

In SFY08, the total amount of payments collected from offenders was $3,049,496 and the total amount dispersed was $3,102,814.

Division of Medical and Forensics Services

Robert MacLeod, DHA, Director

In SFY08, the Medical and Forensic Division began the year working closely with the Commissioner's Office developing and revising our Strategic Plan. We moved to review more specific key issues which included but were not limited to:

- Recruiting and hiring staff
- Measuring and analyzing performance and results
- Providing healthcare and research-based treatments
- Providing research-based treatment programs targeted to offender risks, deficits, and re-entry success
- Realigning resources to re-entry activities
- Collaborating with community partners
- Continuing ACA accreditation
- Training and developing staff
- Fostering communication

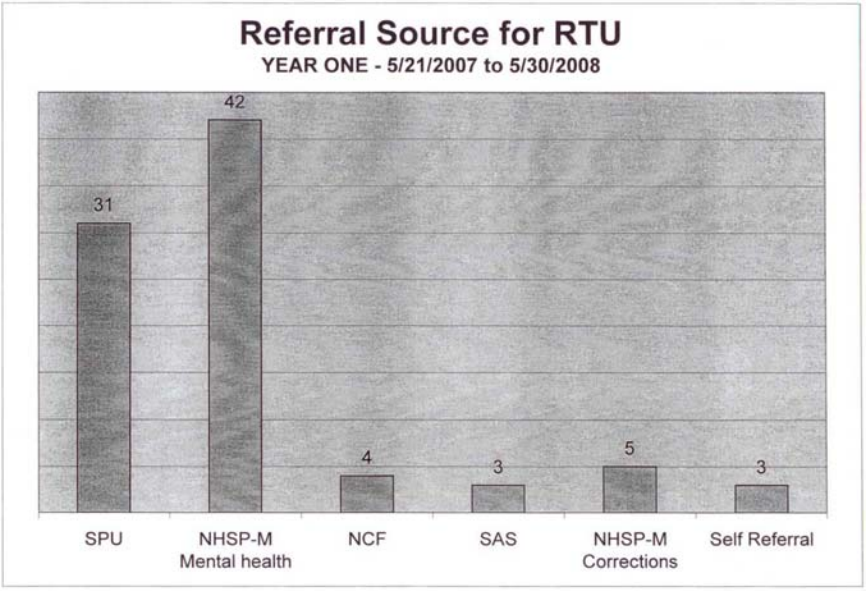
These efforts were complemented by a number of improvements in staff ratios which targeted our recruiting goal, specifically with a nurse case manager to assist in triaging challenging medical cases appropriate for medical parole and a closer review of our pharmaceutical delivery system. Through our involvements with legislative committees, we participated in many conversations with the Department of Health and Human Services to wrap in appropriate services for our offender populations in order to assist in providing a more successful re-entry into the community. One such improvement was the Memorandum of Agreement for Medicaid benefits to be reviewed and approved or denied 90 days prior to the anticipated release date of the offender so that there would be a seamless process for people to begin the benefit, if approved, as soon as they left a Departmental facility. Through a contractual effort, we have provided more clinically specific trainings to our officers in the Secure Housing Unit as well as our clinical staff targeting responses to people with mental illness and documentation of clinical interactions.

Our behavioral health services across the facilities have been tracking their group treatment activities which will allow us in FY-09 to review their effectiveness and examine performance results through quality improvement indicators. All areas of our Division continue, through performance improvement teams and appropriate committees, to evaluate our treatment initiatives for advancement and effectiveness. Through these processes and listening to our past offender experiences, we have expanded our Sexual Offender Treatment Services to Goffstown to improve our service delivery to females incarcerated with sexual issues. Our ratio of mental health staff and practitioners for our female offenders has dramatically increased, having one full time psychiatrist and a full-time social worker at the Goffstown facility as well as a full-time mental health program coordinator for re-entry planning at our transitional housing unit.

Additionally, the Division worked closely with the legislature and other state agencies to implement initiatives including a committee to study the delivery of health care in correctional settings, a committee to study the access to services for deaf and hard of hearing offenders in corrections, and telehealth opportunities.

The Division continues to meet the Holliday Court Compliance plan by developing programs and processes to meet these requirements. We have successfully achieved full compliance in several areas but still need to continue monitoring areas such as medication delays and maintenance of mental health groups in order to attain full compliance. The Division has 20 inmates currently residing in the Residential Treatment Unit, with the goal of expanding to 40 beds. Additionally, the Division has established a number of behavioral group therapy programs, begun a lengthy process of requesting acquisition of a new pharmaceutical dispensing system for monitoring to ensure that inmates receive their medication on a timely basis, and the implementation of a behavioral health electronic medical record system called CHOICES.

As part of our ongoing review about the delivery of services and the population we are receiving, these following statistics have been accumulated:



NH Department of Corrections: General Mental Health Services

Top Areas of Treatment Interventions
for Offenders Receiving Treatment from FY 2008

Type of Mental Health Intervention	Percent of Services Rendered
Individual	33.1 %
Group	32.3 %
Intake	15.8 %
Responder	15.5 %
Healthy Pathways	3.4 %

Initial Mental Health Screening Information

Data gathered from the initial mental health screens have provided us with this information:

Fiscal Year 2008 (July 1, 2007 through June 30, 2008)

Of 1,157 initial mental health intakes,
932 self-reported past issues with substance abuse (81%)
86 self-reported auditory hallucinations (7%)
338 self-reported while in school being told they had attention deficit hyperactivity disorder (29%)
422 self-reported an event in their past as resulting in a potential traumatic brain injury (36%)
397 self-reported being victims of violence such as physical, emotional, or sexual abuse (34%)

Of the 1,157: 608 self-reported previous mental health treatment in the community (53%)
519 self-reported past or recent psychiatric medication use (45%)

Of the 1,157: 3 self-reported current suicidal ideation (0.3%)
217 self-reported past suicidal ideation (18.8%)
155 self-reported past suicide attempts (13.4%)

Of the 1,157: 585 self-reported a past incarceration in the State of NH Prison System (51%)
Of those 585, 198 indicated past treatment through the NH Department of Corrections Behavioral Health Services (34%)

Referral Rate from Initial Mental Health Intake

CY2005	Referral Rate	**22.5%**
CY2006	Referral Rate	**27.9%**
CY2007	Referral Rate	**30.7%**
CY2008	Referral Rate	**32.4%**

Sexually Violent Predator Notifications

The Department of Corrections continues to notify the appropriate counties when an offender who meets the criteria of RSA 135-E reaches their nine month minimum notice requirement prior to release from total confinement. As a result of this legislation, on June 30, 2008, the Secure Psychiatric Unit (SPU) housed five individuals who were being held pending a civil commitment hearing that would determine if they are a sexually violent predator who needs commitment due to sexual dangerousness. In anticipation of the unknown issues this population may cause for the SPU, we have adopted treatment standards and guidelines for management of the civilly committed sexually violent predators.

Health Services Centers

The Department has a dedicated staff of medical professionals to include, but not limited to, nurses, physical therapists, nurse practitioners, contracted physicians, and other contracted professionals. The nursing staffs in the course of this fiscal year have provided care through these diverse contacts at multiple sites:

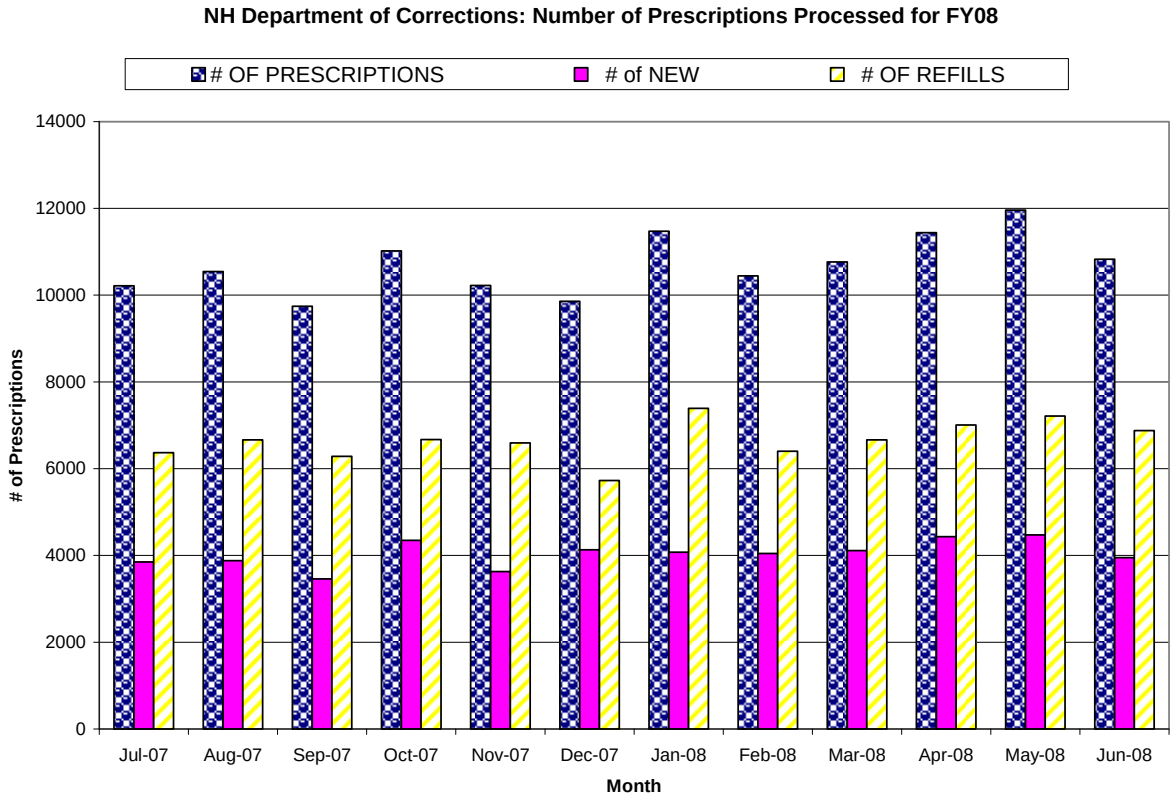
13,788 sick call visits (unscheduled appointments)
10,350 scheduled nursing visits (i.e., blood pressure checks, medication management)
24,400 diabetic visits
76,604 Red Medication Administrations

NH Department of Corrections ***Top Highest Cost Major Illnesses for the SFY08***
Major Illness
Cancer
End-Stage Renal Disease
Cardiac Disease
Cerebral Vascular Event
Diabetes
Orthopedic Surgery
Surgery/General

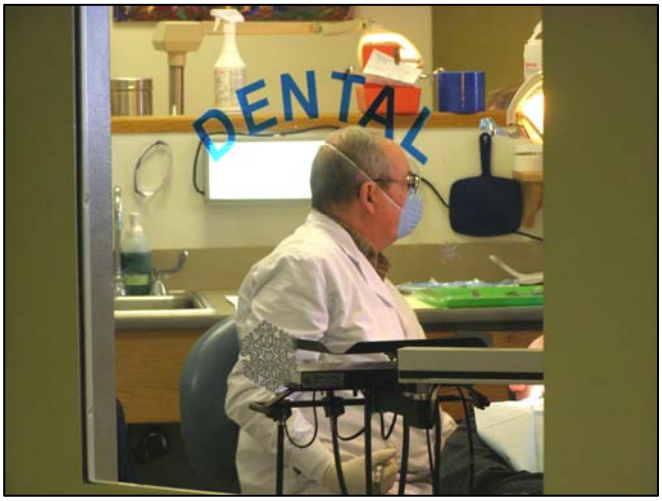
Physicians have scheduled 3,938 appointments at all sites and nurse practitioners saw 4,851 patients throughout this year. These are the planned appointments that do not include responses to emergency situations. Our physical therapy department has seen 2,152 offenders in initial and follow-up appointments. Our psychiatry staff scheduled 3,612 offenders at the four prison sites in the provision of care and maintenance of their mental health needs. This diverse set of practitioners has enabled us to provide appropriate care to the men and women incarcerated at our State Prisons. In supporting the needs of this group, our medical records administration office has made available all the pertinent information in the chart to assist these medical professionals in ensuring the most current information is available when rendering care. They are a diligent staff that file the numerous documents generated by all the health services areas in their appropriate section of the medical record and were integral to the smooth functioning of this area throughout the fiscal year.

Pharmaceutical Services

Our Pharmaceutical Department has processed numerous prescriptions in order to care for the healthcare needs of this diverse population. Following is a chart of the total prescriptions processed by month with the total new and total refills per month:



In closing, the NH Department of Corrections is responsible for the health care needs of approximately 2,800 male and female offenders, a significant number of whom present with severe medical and behavioral health issues. In collaboration with community physicians, hospitals and MHM Services, Inc., the Division strives to continue to meet those needs by managing a delivery system that focuses on services that are appropriate and cost effective.



The Medical and Forensics Unit provides a wide array of services for the prison population including dental hygiene.

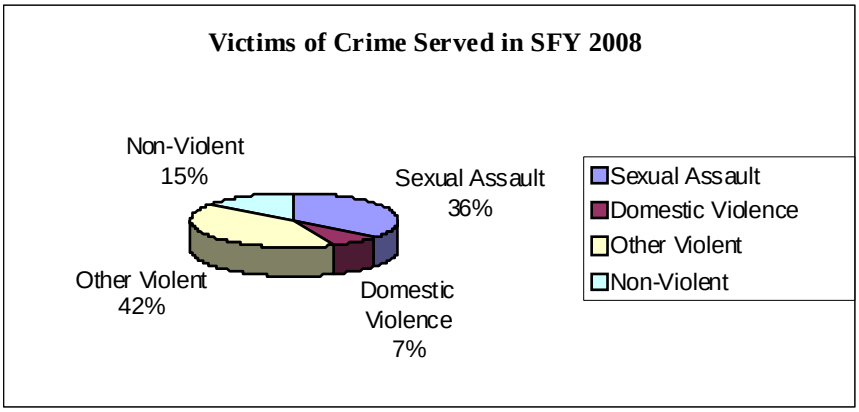
Victim Services Bureau

Peter Michaud
Victim Services Coordinator

Through the Department's community and institutional correctional processes, we remain mindful of crime victims' right to be informed, involved and reasonably protected. We are respectful of their needs and their critical role as participants in a successful justice system. Probation/Parole staff, sometimes in collaboration with Victim/Witness Advocates, seek victim input during court-ordered, pre-sentence investigations. In August 2007, we temporarily suspended the Department's multi-year partnership with the NH AmeriCorps Victim Assistance Program. The result was termination of many direct services for crime victims in probation and parole cases at our Manchester District Office.

At the end of June 2008, people who were victims/survivors of more than 1,610 current prison inmates and parolees (approximately 40%) were registered with the NH Department of Corrections for notification and other direct services. This does not include people whose offenders are under probation supervision in the community. With continued anticipation of improvements to the Department's offender management information system (CORIS), automating Victim Notification services can be achievable in the years ahead. During SFY08, victims/survivors in 1,860 households were served through at least 5,303 documented service contacts by the Victim Services Bureau. People experiencing domestic violence/stalking concerns constituted seven (7%) percent of victims and survivors served. (This does not include victims of offenders sentenced for criminal convictions related to domestic violence.) Persons served included 62% females and 38% males.

During SFY08, victims with offenders in the following crime categories were served:



In the aftermath of crime, many people seek Victim Services support during prison reduced custody and parole processes. During SFY08, the Victim Services Bureau documented 1,239 contacts with concerned victims/survivors, including accompaniment at Adult Parole Board hearings and other support related to inmates transitioning from prison to parole. The Victim Services Bureau is also collaborating with Parole Board staff to improve efficiencies in notification to crime victims about upcoming parole hearings.

Victim safety planning and intimidation/harassment concerns are a priority, whether offenders are sentenced to probation or prison followed by parole. During SFY08, Victim Services staff documented responses to forty-nine (49) individuals expressing specific safety concerns.

As some crime victims strive toward recovery, meeting with the person who caused harm can be helpful. Victim-Offender Dialogue (victim-initiated) empowers interested victims/survivors to meet with the offender and address the personal impacts of crime. For people requesting a constructive dialogue with the offender, trained facilitators from NHDOC and the community promote safety and proper preparation for all involved, consistent with our Protocols for Victim-Offender Dialogue. In SFY08, we received thirteen (13) requests from victims/survivors of violence crime seeking this service.

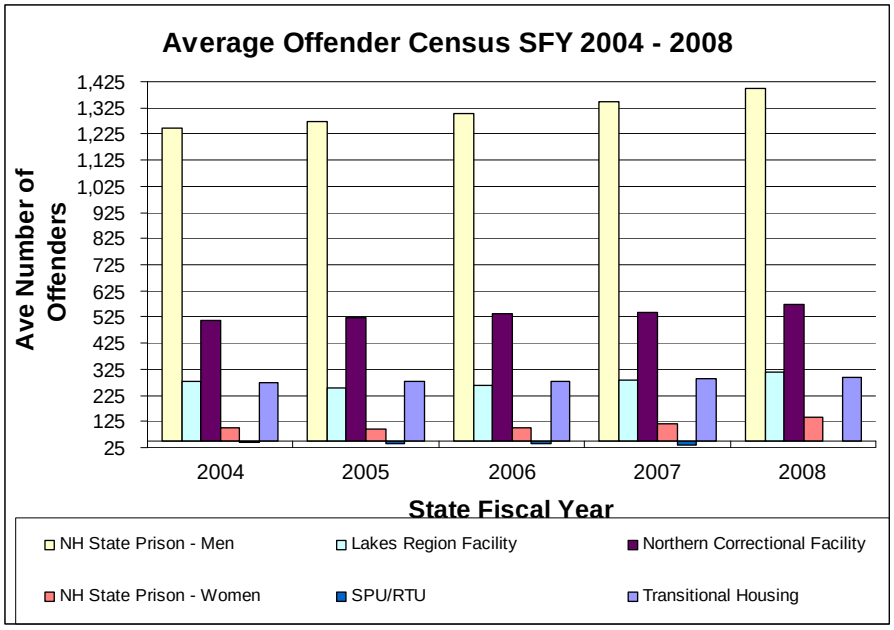
Recognizing crime impacts thousands of real people throughout New Hampshire each year. We are striving to improve and expand availability of the Victim *IMPACT* program for all inmates. *IMPACT* classes, provided by the Department's Bureau of Programs, teach inmate students about the physical, emotional and financial harms caused by crime upon victims/survivors, families, and communities. The curriculum addresses all crimes. Through group discussion, written exercises, videos and guest presentations, *IMPACT* brings the offender face to face with not just a crime, but with the people personally impacted by crime.

Division of Administration

Robert Mullen
Director

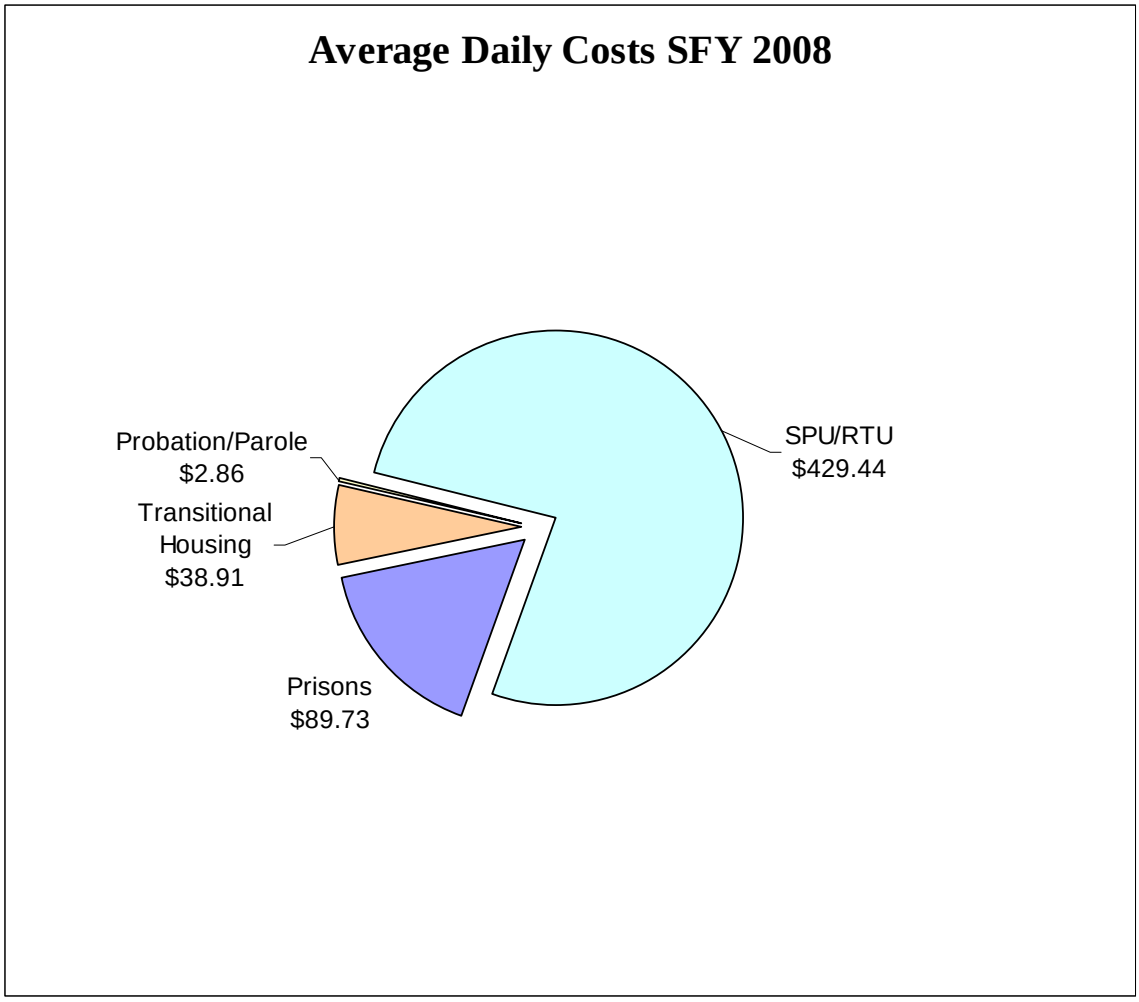
Average Inmate/Offender Population SFY 2004 - 2008

Facility	State Fiscal Year					Yearly Average
	2004	2005	2006	2007	2008	
NH State Prison - Men	1,249	1,271	1,301	1,348	1,398	1,313
Lakes Region Facility	278	255	264	284	316	280
Northern Correctional Facility	510	521	536	544	573	537
NH State Prison - Women	102	98	100	114	142	111
Total Secured Facilities	2,139	2,145	2,201	2,290	2,429	2,241
Probation/Parole	5,594	5,860	6,976	8,294	12,052	7,755
SPU/RTU	44	41	41	36	52	43
Transitional Housing	276	280	280	289	292	283
Total Population	**8,053**	**8,327**	**9,498**	**10,909**	**14,825**	**10,322**



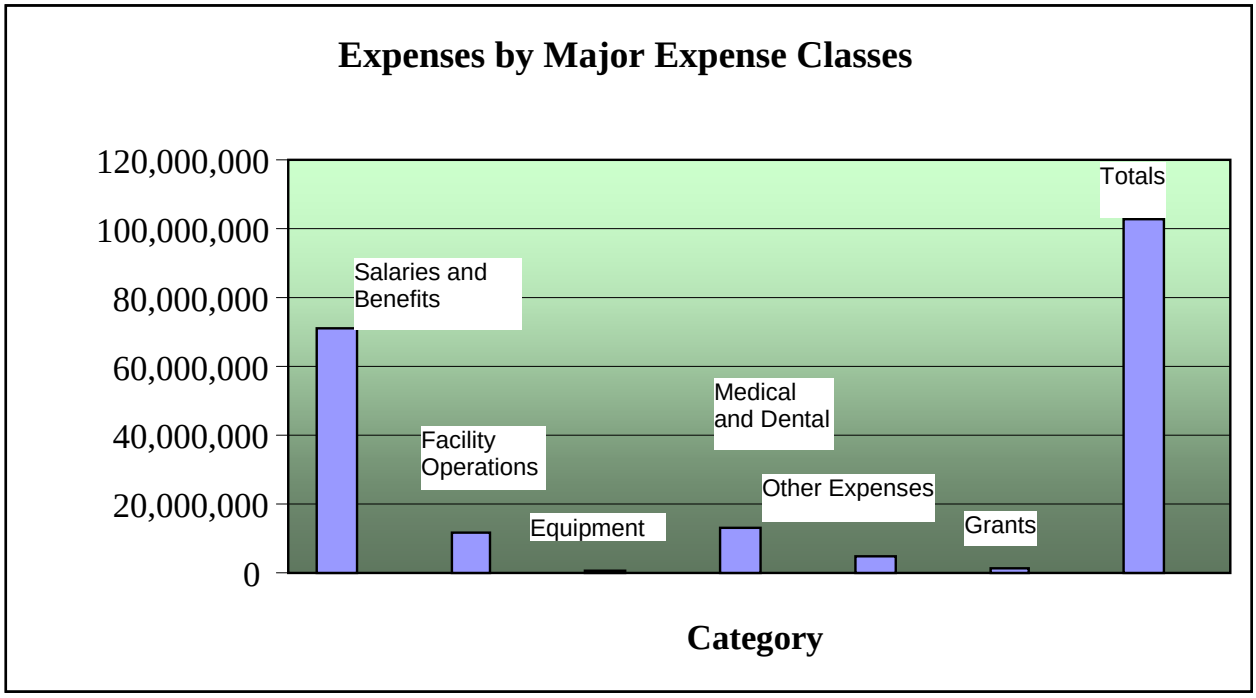
Total Expenses & Costs per Day SFY 2008
DOC

Expense Category	Prisons	Transitional Housing	Probation/Parole	SPU/RTU
Total Expenses	$79,547,693	$4,144,823	$9,384,689	$8,176,808
divided by: Ave Number of Offenders	2,429	292	12,052	52
equals: Ave Annual Cost per Offender	$32,753	$14,203	$779	$156,744
divided by 365 equals: Ave Daily Cost	$89.73	$38.91	$2.13	$429.44



Expenses by Major Expense Classes SFY08

Expenses Category	Actual	Percentage
Salaries and Benefits	71,361,583	69.3%
Facility Operations	11,853,076	11.5%
Equipment	441,020	0.4%
Medical and Dental	13,446,582	13.1%
Other Expenses	4,562,298	4.4%
Grants	1,293,332	1.3%
Totals	102,957,891	100.0%
General Funds	$100,569,393	97.00%



Bureau of Human Resources

Lisa Currier
Director

BREAKDOWN OF STATE CORRECTIONS PERSONNEL

	FY 04	FY 05	FY 06	FY 07	FY 08
Executives	9	9	9	9	9
Managers/Administrators	62	68	68	68	71
Correction Officers	628	626	625	605	596
Probation/Parole Officers	72	71	71	71	72
Medical Personnel	60	57	57	73	67
Teachers/Instructors	32	30	30	28	29
Shop Supervisors/Tradesmen	79	74	75	70	70
Recreational Personnel	1	1	1	3	3
Clerical/Administrative	122	115	117	106	102
Case Counselor/Case Manager	51	46	46	40	38
Psychological/Social Workers	20	19	18	30	30
TOTALS	**1136**	**1116**	**1117**	**1103**	**1087**

Position		Actual on June 30, 2008	
	FY-08 Budgeted	Filled	Vacancies
Executives	9	9	0
Managers/Administrators	71	63	9
Corrections Officers	596	545	51
Probation/Parole Officers	72	67	5
Medical Personnel	67	52	15
Teachers/Instructors	29	27	2
Shop Supervisors/Tradesmen	70	70	0
Recreation Personnel	3	3	0
Clerical/Admimistrative	102	92	10
Case Counselor/Case Manager	38	34	4
Psychologists/Social Workers	30	21	9
TOTALS	1087	983	105

Of the 105 vacancies, 21 were frozen internally.

source document 7-1-08 staffing document