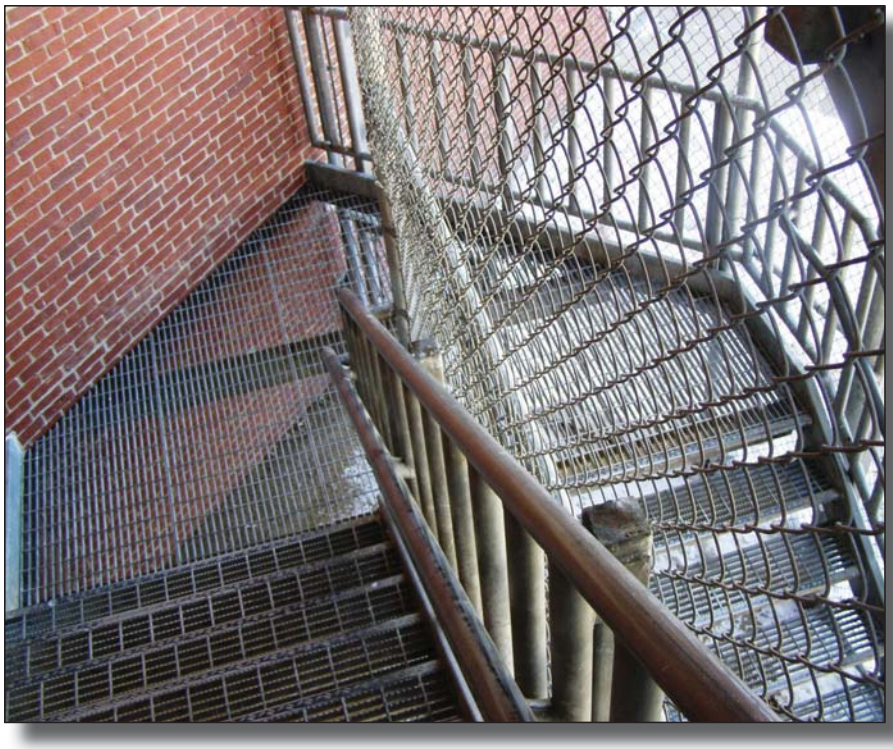
New Hampshire Department of Corrections

2009 ANNUAL REPORT

State Fiscal Year ending June 30, 2009

Taking steps to meet the challenge...



December 2009

Commissioner's Message

Larry Dunn Photography

Like my counterparts at all New Hampshire state agencies, I would be hard-pressed to compare State Fiscal Year 2009 with any other year. Budget cuts resulting from the economic downturn consumed a great deal of time and energy. It was a year of significant change and challenge, especially in personnel, fiscal administration, facility management, and inmate population control.

For the Department of Corrections, the most controversial outcome of the state budget cuts was the closing of the Lakes Region Facility (LRF), including the implementation of staff layoffs, transfers, and reassignments. To facilitate the relocation of inmates, the conversion of a gymnasium at the Berlin prison into a dormitory for 112 minimum security offenders was planned and executed in just three months. Our employees at all levels and locations performed beyond expectation to accommodate these changes.

The budget challenge and LRF closure also sowed the seeds for a new Division of Community Corrections, approved by the legislature in June 2009, to begin in SFY 2010. This division will provide enhanced supports to offenders under community supervision, with the goals of reducing recidivism, lowering corrections costs, and enhancing public safety. Several significant and related initiatives and grant-writing endeavors were well underway by the close of the fiscal year.

In December 2008, Michael Addison became the first inmate in New Hampshire in 50 years to be sentenced to death. I met with the Attorney General's office throughout the second half of SFY 2009 to discuss complying with the capital murder statute.

It was a year of significant change and challenge

Throughout the year, cooperation with other agencies and branches of the State government continued to bring about change and progress. We developed a policy to help facilitate the process of inmate petitions for sentence modification; in January 2009, the wardens, director of field services and I began conducting meetings to review petitions for suitability of recommendation to the courts. Over the course of several months, Assistant Commissioner William McGonagle worked with the Attorney General's office and the legislature to revise the DOC Code of Administrative Rules, some of which had not been updated in over a decade. And, in late spring 2009, labor representation of correctional officers and supervisors changed from the New England Police Benevolent Association (NEPBA) back to the State Employees' Association (SEA) through a ruling of the Public Employees Labor Relations Board (PELRB).

In compiling the information for this annual report, we became aware of a proliferation of acronyms we tend to use without explanation. For the benefit of readers not familiar with our "code," we have included a list of our acronyms on page 30.

Although the budget challenge of SFY 2009 has resulted in change and circumspection, we are confident that we will be able to deliver the continuum of required services and maintain public safety in the months and years ahead. I credit our ability to meet these challenges to the dedication and perseverance of our employees.

Respectfully submitted,

New Hampshire Department of Corrections
2009 ANNUAL REPORT

John H. Lynch
Governor

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William L. Wrenn
Commissioner

William G. McGonagle
Assistant Commissioner

New Hampshire
Department of Corrections
P.O. Box 1806
105 Pleasant Street
Concord, NH 03302

This Annual Report was produced by the Commissioner's Office at the New Hampshire Department of Corrections, persuant to RSA 21-H:8, for the State Fiscal Year beginning July 1, 2008 and ending June 30, 2009.
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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.

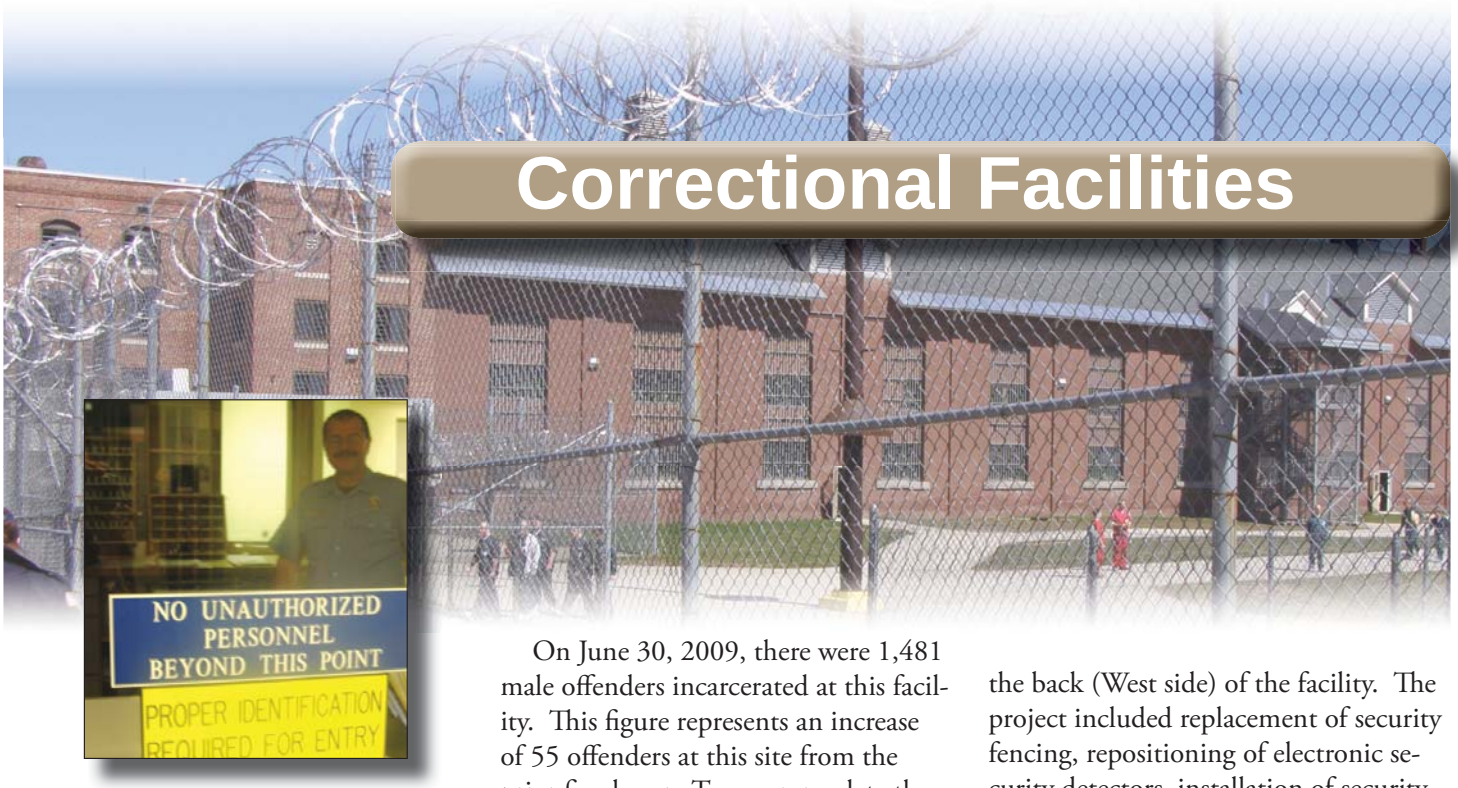
Vision Statement:

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.

Correctional Facilities



New Hampshire State Prison for Men

Richard Gerry, Warden

The New Hampshire State Prison for Men (NHSP/M) in Concord provides housing for three classifications of inmates, ranging from general population (C3) to maximum security (C5). In addition, all male inmates received into the NHDOC are processed into the system 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, Medium Custody South (MCS) and Medium Custody North (MCN). Approximately 1,050 offenders reside in these housing units.

All close custody (C4) and maximum custody offenders within the NHDOC system reside at this facility. The Close Custody Unit (CCU) accommodates up to 120 offenders, while the maximum custody unit (SHU) routinely has a population of between 100-125 offenders.

On June 30, 2009, there were 1,481 male offenders incarcerated at this facility. This figure represents an increase of 55 offenders at this site from the prior fiscal year. To accommodate the population increase, additional beds have been added in the Reception and Diagnostic dormitories, the Medium Custody South dayrooms and the Medium Custody North dayrooms. The "behind the walls" offender population is at a level of approximately 100 more than the population at this facility prior to the opening of the Northern Correctional Facility (NCF) in 2000. This is due, in part, to the closure of the Lakes Region Facility in Laconia on June 30, 2009. In the months preceding the closure, NHSP/M staff participated in numerous meetings and activities to effectuate the closure as smoothly as possible. In addition to making arrangements for a higher offender population, many correctional and non-uniform senior staff from Lakes Region Facility (LRF) were reassigned to NHSP/M. To accommodate these reassignments, several junior correctional officers had to be issued layoff notices.

In the latter part of SFY 2009, two major renovation projects were initiated. In early spring work commenced to replace the security checkpoint for access to SPU. This entrance is located at the back (West side) of the facility. The project included replacement of security fencing, repositioning of electronic security detectors, installation of security cameras and the construction of a new control room. Once completed overall security of this section of the prison will be significantly enhanced.

> In addition to making arrangements for a higher offender population, preparations were made to accommodate reassignments of staff from LRF.

The second major renovation project began in the early summer to replace approximately 200 feet of the south wall of the prison. This wall is the primary security barrier separating the prison yard from the parking lot, and was part of the original prison which was constructed in the 1870s. Replacement was necessary as the wall's integrity was compromised due to weather conditions over the years. The wall renovations will include replacement of the 20-foot wall, access doors and a new security tower which will be staffed by correctional of-

(Continued on page 6)

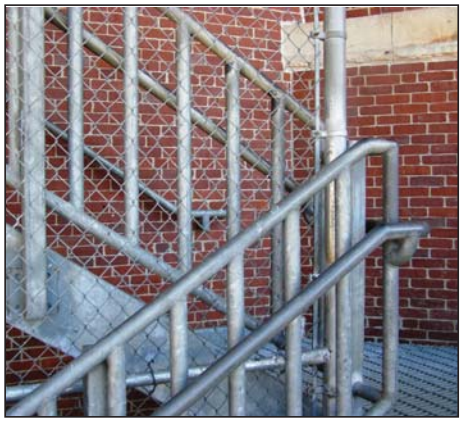
NHSP/Men
Continued from page 5

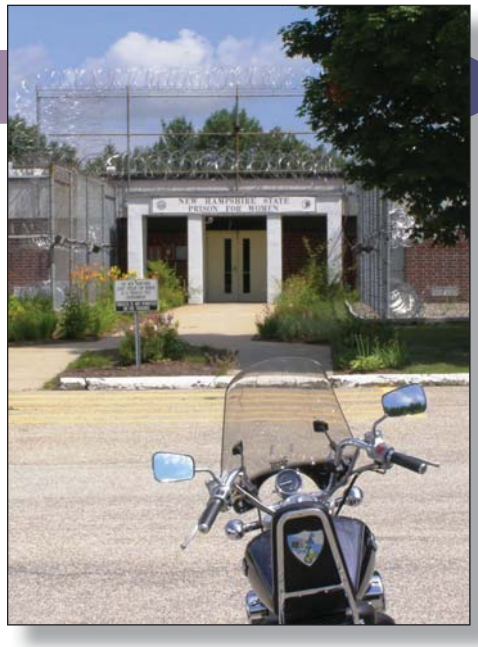
ficers twenty-four hours per day. This tower controls entrance into the south side of the facility. To maintain security requirements extensive preparations including the installation of a temporary security tower, temporary fencing, razor wire, cameras and electronic detection sensors were installed. This project is expected to be completed by December 2009.

Both projects are capital improvement projects which required a cooperative effort between NHDOC security and maintenance staff, other state agencies including NHDOT, and numerous private sector contractors and subcontractors.

In February 2009, R&D staff, through the initiative of Unit Manager Kathleen Anderson, implemented a program to provide civilian clothing to offenders being released from the facility to the community. This is a cost saving measure that also enhances public safety. All clothing is donated to the NHDOC from several religious organizations in the greater Concord area.

Staff vacancies due to unfilled positions or the elimination of positions continue to impact the facility. To ensure that security and public safety requirements are not compromised, overtime continues to be utilized to account for staff shortages.





New Hampshire State Prison for Women

Joanne Fortier, Warden

On June 30, 2009, 141 medium and minimum custody female inmates were incarcerated at the New Hampshire State Prison for Women (NHSP/W) in Goffstown. The average daily population at the Goffstown prison was 139. The rated occupant capacity is 104. On June 30, 2009, the total population of female offenders including NHSP/W, Shea Farm and those incarcerated in non-NHDOC jurisdictions was 201. The Shea Farm Transitional Housing Unit (THU) in Concord has a population of 44 with a rated capacity of 42.

The contract for housing up to 40 state-sentenced female inmates was renewed with Strafford County House of Corrections through June 2010. An average of 22 state-sentenced females are housed at the Strafford County House of Corrections at a cost of $56 per day per inmate.

The 28-Day Parole Violator Program was moved from the Shea Farm THU to the New Hampshire State Prison for Women. The strategic move was to create a dual diagnosis substance abuse

treatment program with access to mental health treatment providers. A gender specific curriculum, Seeking Safety, was incorporated to address the underlying causes of substance abuse.

The partnership with the Manchester Community College continues, with 19 women successfully completing one or more college courses this fiscal year. The women are enrolled as community college students and can transfer to any New Hampshire community college upon release.

NHSP/W continues to offer gender specific programming to include Impact of Crime, Anger Management, Substance Abuse Services, and a myriad of mental health services through a contract with Mental Health Management.

Progress continues towards meeting accessibility standards. Areas open to the public have met all fire and barrier free standards. Equipment has been purchased for the conversion of housing areas to meet accessibility standards. An underground diesel tank was emptied and replaced with an above ground tank to meet current Department of Environmental Services Underground Storage Tank regulations. The boiler plant system was renovated to increase efficiency. An Ozone laundry system was installed to reduce hot water usage and associated costs.

With the closing of the Lakes Region Facility, senior staff members were reassigned to all facilities including NHSP/W and several less senior staff had to be laid-off. A full-time Industries staff member has been assigned to develop and oversee a trades program.

The second annual Breast Cancer Walk was held at the Goffstown prison on October 19, 2008. Seventy inmates, staff, and volunteers walked five miles inside the secure perimeter. The walk raised over $1,500 for the American Cancer Society.

Female inmates participated in a photo exhibit with Chester College, New Hampshire Institute of Art, and the University of New Hampshire. The exhibit, unveiled on January 22, 2009, was entitled "One in 100: Dismantling a Prison Nation."

NHSP/W and Shea Farm expanded collaboration with the New Hampshire Department of Health and Human Services, Division of Children, Youth and Families, to offer group and individual guidance to incarcerated mothers.

Seventy inmates, staff, and volunteers walked five miles inside the secure perimeter. The walk raised over $1,500 for the American Cancer Society.

Shea Farm Transitional Housing Unit

Eighty-nine women were released from the Shea Farm Transitional Housing Unit during 2009.

Shea Farm developed a collaborative program with Saint Anselm College where students work with residents to provide volunteer services in a variety of areas including painting, developing a community resource center, and horticulture.

Shea Farm continues to collaborate with Employment Securities and Vocational Rehabilitation to enhance services to transitional housing residents. Community services include the Merrimack County Diversion Program, St. Peter's Church, Dress for Success, The American Cancer Society, Breast Cancer walk, and others. Residents continue to speak at area community organizations regarding issues of incarceration.

Residents of the Shea Farm THU paid $56,000 to the general fund in room and board, $17,300 to cost containment (lawyer fees), and $16,000 to restitution. Fewer inmates have court-ordered restitution than court-ordered reimbursements of court appointed legal counsel.

The Shea Farm heating system was upgraded for efficiency purposes.

Northern New Hampshire Correctional Facility

Larry Blaisdell, Warden

On June 30, 2009, there were 571 medium custody (C3)and 121 minimum custody (C2) male offenders housed at the Northern New Hampshire Correctional Facility (NCF). Originally rated at a capacity of 500 inmates with an infrastructure for 1,000, changes to the facility necessitated by the closure of the Lakes Region Facility resulted in an expansion of bed space to a total of 769 beds at the facility.

This fiscal year has been a year of structural and operational changes at the facility because of the need to utilize staffing more efficiently while reducing overtime expenditures. NCF was built and operated as a Direct Supervision Officer (DSO) concept prison. This means that for three 8-hour shifts per day, each of the nine housing units had one officer posted within the unit for the day. In September of 2008, a "roving patrol" concept (similar to that at each of the state's three other prisons) was implemented. This resulted in a reduction in overtime expenditures, better use of staff time and the ability to maintain security staffing in program areas.

When discussions began regarding the closure of the Lakes Region Facility as a budget reduction strategy, a plan was developed to turn one of NCF's gymnasiums into a residential dormitory for C2 inmates in order to create additional bed space. The NCF plant engineer and his staff, in cooperation with administrators, other agency Maintenance Personnel, and the Commissioner, developed a plan for creating this new facility. With the support of the Governor's office, work began in February which resulted in the addition of 112 C2 beds to the facility. Additionally, 10 beds were added to each C3 housing unit for a total of 80 additional C3 beds, increasing the facility's capacity to 592 C3, 162 C2, and 15 medical beds. The additions were reviewed by the NH Fire Marshall's Office and approved for occupancy on May 4, 2009.

NCF program staff started orientations for new inmates moving into the dorm on May 5, 2009, and weekly orientations continued throughout the transition phase. Regular programming opportunities, including the addition of a Family Connections Center program, are available for inmates, depending on their security level. The NCF Chapel library and religious services continue to be available for C2 inmates throughout the week. Recreation services include board games and puzzles available in the dorm, access to outdoor yards, exclusive use of the existing gym and weight room, and the opportunity to play musical instruments on special C2 Jam nights.

> This fiscal year has been one of structural and operational changes at the facility because of the need to utilize staffing more efficiently while reducing overtime expenditures.

NCF assisted the following state and local agencies by providing hundreds of hours of inmate labor for projects: NH Fish & Game, Parks and Trails Bureau, the Holiday Center, and the Gorham Fire Department.

With the implementation of CORIS, the new offender management information system, at the end of SFY 2008, NCF was able to provide inmates with canteen on a weekly basis. Prior to this, due to the lack of alternatives, canteen was only available every other week. With canteen open five days per week, they now serve approximately 700 inmates per week with an average in monthly sales of approximately $54,000.

The budget process, other changes to NCF, and the planned closure of the Lakes Region Facility prompted an increased amount of legislative and media interest resulting in a number of requests for tours of the facility with emphasis on the dormitory construction.

Lakes Region Facility

Jane Coplan, Warden

This past year, each state agency was required to make difficult choices in the development of the budget. The Department of Corrections determined that the only way to meet the parameters set by the Governor would be to close a facility. The decision was made to close the Lakes Region Facility (LRF) at the end of SFY 2009.

From February until the end of the fiscal year staff, under the guidance of Warden Jane Coplan, developed and implemented a detailed plan to close the facility in an efficient manner. On the day of the Governor's announcement there were 347 inmates assigned to LRF with nine in the Parole Enhancement Program (PEP). PEP is a 28-day program providing services to community-based parolees with substance abuse issues. PEP ended on February 26, 2009. All other programs that had been underway early in the fiscal year were concluded by May.

Beginning in March 2009, the first busloads of inmates were transported to other NHDOC facilities, with the LRF population also decreasing through attrition when inmates obtained parole, became eligible for a transitional housing unit, or completed their sentences. No new inmates were reassigned to LRF after the Governor's announcement. The Speare Unit closed on March 25, 2009. Rice closed on May 11, 2009. King closed on May 25, 2009. Peterson remained open until the end of the fiscal year with a small inmate work crew assigned to help with the bulk of the inventory movement. As the population declined, many LRF Corrections Officers were given the opportunity to report to the State Prison in Concord to enhance the security efforts there. The closure resulted in the displacement of eighty-six employees either through layoff, reassignment, or transfer.

A complete inventory was conducted of equipment and furniture assigned to the facility. It was estimated that more than seventy-five percent of this inventory could be used at other NHDOC facilities, and, through a coordinated effort between facilities, much of this was accomplished by the beginning of June. The remaining inventory was transferred to the Department of Administration, Division of State Surplus in Concord.

On June 30, 2009 the Lakes Region Facility, which first opened in November 1991, closed its doors for the last time.

The decision to close the facility generated considerable debate during the 106th session of the General Court. It contributed to staffing concerns and the Department made every effort to work with these employees to provide them with timely information and assistance about what options were available to them.

On June 30, 2009, the Lakes Region Facility, which first opened in November 1991 on the grounds of the former Laconia State School, closed its doors for the last time. The property was conveyed to the Department of Administrative Services.

North End (above) and Calumet (below) Transitional Housing Units.

Transitional Housing

Jane Coplan, Warden

The male transitional housing units came under the umbrella of the Lakes Region Facility and under the authority of LRF Warden Coplan during SFY 2009. Those facilities included the Calumet Transitional Housing Unit in Manchester, the North End Transitional Housing Unit in Concord, and the Transitional Work Center (TWC) in Concord. (Shea Farm, the only female transitional housing unit, came under the authority of the warden of NHSP/W.)

The Calumet and North End facilities house C1 inmates only; the TWC houses C2 offenders. The daily population of the C1 units averaged about 110 males, but the average daily waiting lists to enter these units could be as high as 200. The TWC averaged 140 male inmates daily.

The continuing requirement for C1 inmates at North End and Calumet is that they be working or at least be actively seeking employment in the community. Given the economic climate of the time period inmates found limited job opportunities but staff worked with them to offer support and direction.

In January 2009, representatives from Harbor Homes toured the Calumet THU to speak to offenders about housing opportunities when they are released.

A new heating system was installed at Calumet but posed on and off challenges during the second half of the fiscal year.

The annual Career and Technical Education Horticulture Program plant sale occurred in May behind the North End House. Again this year, the plant sale created a great deal of public interest.

Staff at the Transitional Work Center worked toward providing resources for offenders preparing to enter the halfway house environment. In May 2009, an additional twenty beds were installed in a day room to help accommodate inmates who were being reassigned from LRF as it prepared to close. TWC inmates continued to provide assistance to other state agencies such as the Department of Transportation and the Department of Administrative Services (White Farm) on work release projects.

> Given the economic climate, inmates at the transitional housing units found limited job opportunities but staff worked with them to offer support and direction.

Residents of the North End House paid $79,009 to the general fund in room and board, $5,140 in cost containment (lawyer fees) and $6,692 in restitution. Residents of Calumet House paid $135,003 to the general fund in room and board, $20,123 in cost containment and $12,711 in restitution.

Inmate Population Data

State Fiscal Year 2009 represents the first full year using the CORIS Offender Management System, therefore the data presented in this section has a slightly different format from years past. With CORIS there is a greater accuracy and level of detail to the data. The following tables contain breakouts of the inmate population by age, race, crime type, and sentence. All data is for the inmate population as of June 30, 2009. Also included are the figures for admissions and releases from July 1, 2008 to June 30, 2009.

As of June 30, 2009, the NH Department of Corrections had a total of 2,853 individuals incarcerated in state-run facilities. Of those, 2,668 were men and 185 were females in state-run facilities. The following tables offer further breakdowns.

Population by Crime Type – June 30, 2009

Crime Type	Number	Percentage
Crimes Against Persons	1,405	49.2%
Crimes Against Property	637	22.3%
Drugs/Alcohol	424	14.9%
Other*	302	10.6%
Unknown**	75	2.5%
Total	**2,853**	**100%**

* *Other refers to crimes that fall outside of the first three categories and includes crimes such as Public Order crimes and Motor Vehicle offenses.*

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

Recidivism Rates

The research component of the Bureau of Quality Improvement, Compliance, and Research conducted the fourth annual Recidivism Study, which follows a representative group of inmates for three years after their release. In addition to recidivsm rates, these studies also look at variables that may be highly correlated with recidivism. Results of this study will be made available in early SFY 2010.

Population by Age – June 30, 2009

Age	Number	Percentage
Under 17	0	0%
17-21	98	3.4%
22-25	321	11.3%
26-30	484	17%
31-40	751	26.3%
41-50	707	24.8%
51-60	304	10.7%
Over 61	188	6.5%
Total	**2,853**	**100%**

Population by Race – June 30, 2009

Race	Number	Percentage
White	2,421	84.9%
Black	179	6.3%
American Indian	16	.56%
Asian	13	.46%
Other/Unknown	224	7.9%
Total	**2,853**	**100%**

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Population by Minimum Sentence June 30, 2009

Minimum Sentence Length	Number	Percentage
Less than one year	467	16.4%
Between 1 and 3 years	952	33.4%
Between 3 and 5 years	472	16.5%
Between 5 and 10 years	593	20.8%
Between 10 and 20 years	109	3.8%
Greater than 20 years	181	6.3%
Unknown*	79	2.8%
Total	**2,853**	**100%**

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

Population by Maximum Sentence June 30, 2009

Maximum Sentence Length	Number	Percentage
Less than one year	16	.56%
Between 1 and 3 years	314	11.0%
Between 3 and 5 years	523	18.3%
Between 5 and 10 years	850	29.8%
Between 10 and 20 years	685	24.0%
Greater than 20 years	386	13.5%
Unknown*	79	2.8%
Total	**2,853**	**100%**

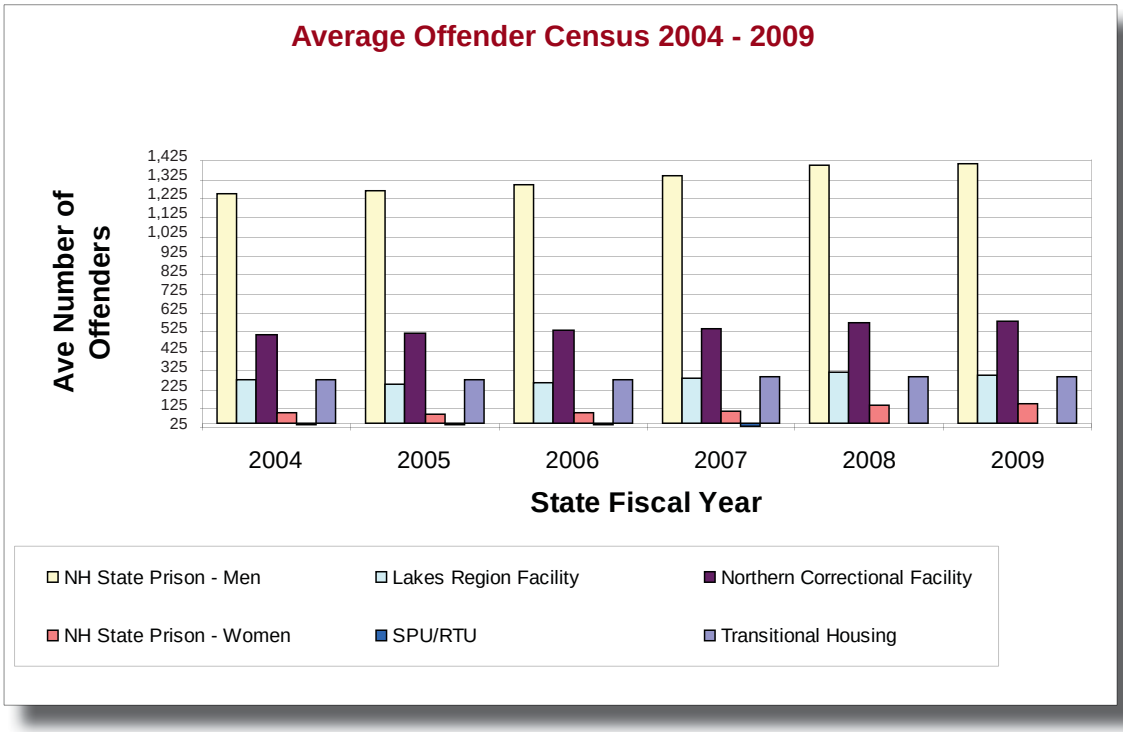
* *Unknowns are from inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.*

Admissions SFY 2009

Admission Type	Males	Females	Total	Percentage
New Admission	450	59	509	35.1%
Parole Violator	458	68	526	36.3%
Probation Violator	217	47	264	18.2%
Other Jurisdiction	92	60	152	10.4%
Total	**1,217**	**234**	**1,451**	**100%**

Releases SFY 2009

Release Type	Males	Females	Total	Percentage
Maxed Out	284	31	315	19.1%
Paroled	909	125	1034	62.8%
Released to AHC	43	17	60	3.6%
Released to Probation	133	15	148	9.0%
To Other Jurisdiction	49	41	90	5.5%
Total	**1,418**	**229**	**1,647**	**100%**



Average Offender Population SFY 2004 - 2009

Facility	State Fiscal Year 2004	2005	2006	2007	2008	2009	Yearly Average
NH State Prison - Men	1,249	1,271	1,301	1,348	1,398	1,407	1,329
Lakes Region Facility	278	255	264	284	316	298	282
Northern Correctional Facility	510	521	536	544	573	587	545
NH State Prison - Women	102	98	100	114	142	147	117
Total Secured Facilities	2,139	2,145	2,201	2,290	2,429	2,439	2,274
Probation/Parole	5,594	5,860	6,976	8,294	12,052	13,142	8,653
SPU/RTU	44	41	41	36	52	51	44
Transitional Housing	276	280	280	289	292	293	285
Total Population	**8,053**	**8,326**	**9,498**	**10,909**	**14,825**	**15,925**	**11,256**

Division of Field Services

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 Court and Parole Board. The Division maintains eleven District Offices and three sub-offices. The District Offices are aligned with the Superior Courts.

During the course of SFY 2009, 12,553 cases were serviced by the Division

On June 30, 2009, there were 4,562 offenders on probation, 1,803 on parole, 39 on AHC, and 283 on bail. These four categories add up to 6,687 supervised offenders, which is a slight increase from the previous year. In addition, there were 5,866 collection-only cases.

A total of $2,998,046 in fees, fines and restitution was collected, and $2,953,410 was disbursed, a slight decrease from the previous year. (See chart at right.)

During the course of SFY 2009, 12,553 cases were serviced by the Division (also a slight increase from the previous year). A total of 4,100 probation and parole cases was opened and 4,139 were closed. The Division completed 438 pre-sentence investigation reports.

Also during SFY 2009, the Manchester District Office continued to work in partnership with the Hillsborough County Reentry program, which provides pre-release planning and community services to eligible offenders paroled to Manchester. The Division also participated in the FBI Safe Streets Gang Task Force. The Carroll County District Office was relocated from Ossipee to Wolfeboro in May 2009.

During the course of supervision throughout the year, a number of firearms and narcotics was seized and confiscated. In addition, $4,980 that resulted from drug trafficking was seized through the asset forfeiture process.

The Division revised the Adult

(Continued on page 15)

Field Services Receipts and Disbursements - SFY 2009

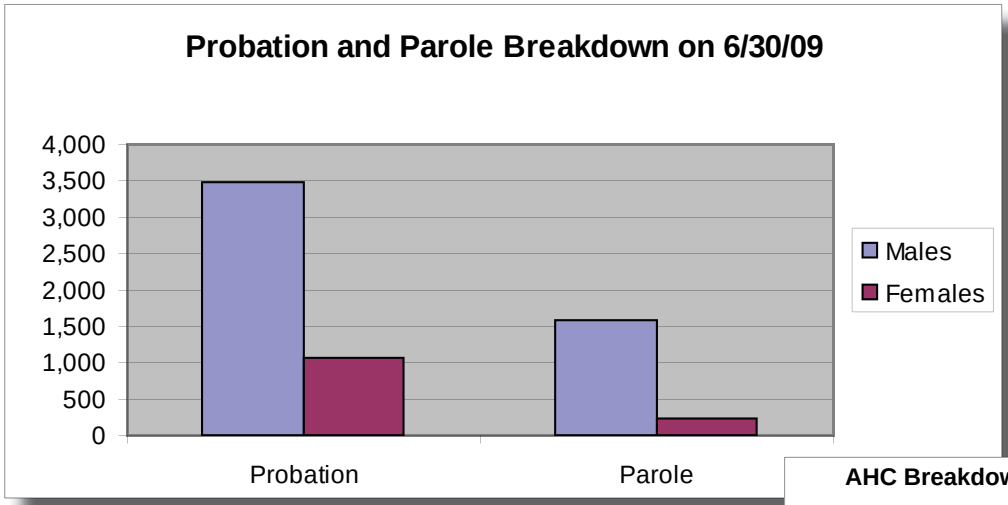
Total Receipts (Fees, Fines & Restitution)		**$2,998,046**
Disbursements		
Paid to	**Paid for**	
Individuals	Restitution	1,617,250
Individuals	Payer	31,783
Treasury	Lawyer Fees	4,210
Treasury	Bad Check Fees	1,709
Justice	Restitution - Victim Assist	122,108
Justice	Victim Assistance	32,264
General Fund	Annulments	132,900
General Fund	Drug Tests	13
General Fund	Supervision	427,519
General Fund	Collection Fees	26,712
Insurance Companies	Restitution	17,798
DOC	DOC Field Services	251,509
Safety	Police Standards	73,418
Courts	Fines	292,952
Misc. Expenses (e.g., return checks, bank fees, etc.)		-78,739
Total Disbursements		**2,953,406**

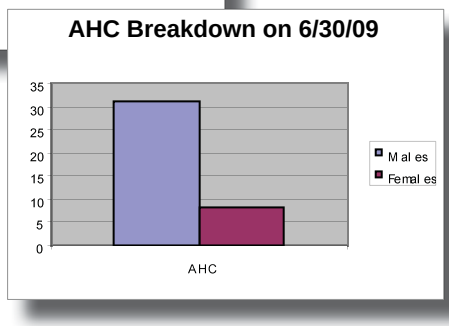
Probation/ Parole Violation Policy and Procedure by incorporating an alternative sanction matrix for use by Probation/Parole Officers to address offender non-compliance. The Division also modified the Field Services Collection Procedures Policy to establish a standardized, supervision-fee, payment scale based on income.

The Academy Programs in Strafford and Carroll Counties expired on June 30, 2009, and were not renewed in order for funds to be re-appropriated to the Division of Community Corrections in SFY 2010.

NHDOC Field Services 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
Ossipee District Office (#11)	Carroll County
Nashua District Office (#12)	Hillsborough County





Division of Medical/Forensics

Division of Medical and Forensic Services

Dr. Robert MacLeod, Director

During SFY 2009, NHDOC was responsible for the health care needs of approximately 2,800 male and female offenders, a significant number of whom had severe medical and behavioral health issues. In collaboration with Mental Health Management, Inc. (MHM) and community physicians, hospitals, and health services, the Division of Medical and Forensic Services continued to meet health needs of inmates while managing a cost-effective delivery system. The loss of vacant positions through the budget process presented the most significant challenge.

Behavioral health services expanded group offerings to inmates diagnosed with mental illness and maintained on-going meetings to establish quality improvement indicators.

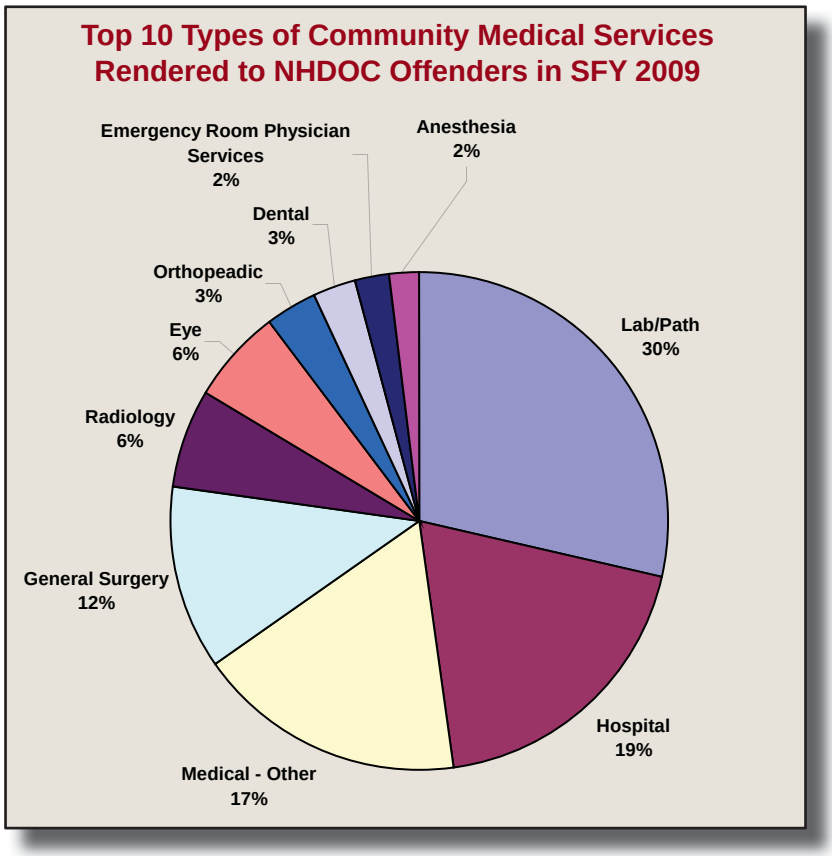
The Department has a dedicated and diverse staff of medical professionals including nurses, physical and recreational therapists, contracted physicians, nurse practitioners, and others. A medical records administration office supports this staff, ensuring that all information is pertinent and current when rendering care.

DOC continues to notify the appropriate counties when offenders meeting the criteria for sexually violent predator per RSA 135-E reach their nine-month minimum notice requirement prior to

release from total confinement. The Secure Psychiatric Unit (SPU) has one male civil commitment per this statute, and has adopted treatment standards and guidelines for management. Through involvement in legislative committees and conversations with state agencies and state leaders this year, the statute regarding sexually violent predators was prepared for amendment (effective in SFY 2010). This amendment relates to those offenders who max out their sentences without successfully completing sexual offender treatment, rather than those who successfully attain parole and display appropriate behavior while under Field Services supervision.

Other areas of legislative impact in SFY 2009 include the successful passing of a law that enables the Department to be reimbursed for medical services at

(Continued on page 17)



Dental Services	
Consults	41
Intake Exams	781
Misc. Exams	449
Post Op/ Post Surg.	159
Operative Procedures	1,635
Prosthetics	481
Surgeries	1,287
Cleanings	704
Endodontics	53

110% of Medicare in specific areas. Staff also participated in legislative committees on the study of the delivery of health care in correctional settings, the study of access to services for deaf and hard of hearing offenders in corrections, and the study of telehealth opportunities.

Behavioral health services expanded group offerings to inmates diagnosed with mental illness and maintained on-going meetings to establish quality improvement indicators. All behavioral health areas (except SPU) enter valuable clinical data through use of CHOICES, DOC's electronic mental health record. The Division continued to meet the Holliday Court Compliance plan through the development of specific programs, trainings (focusing on departmental policies and clinical practice), and processes. Full compliance has been achieved in several areas but monitoring continues in areas such as medication delays and tracking of mentally ill offenders in SPU. The Division has 20 inmates currently residing in the Residential Treatment Unit (RTU), with the goal of increasing the capacity of this facility.

In SFY 2009, the Division acquired a new pharmaceutical dispensing system that changed packaging and overall delivery of medication to ensure that inmates receive their medication on a timely basis. The chart on page 18 shows the average cost of prescriptions processed by month for both non-psychiatric and psychiatric medications.

The Division made efforts to manage medical costs in two areas: 1) the processing and subsequent approval of medical parole cases under RSA Chapter 651-A, and 2) utilizing a memorandum of understanding with the Department of Health and Human Services to determine Medicaid eligibility for inmate inpatient hospital stays.

The dental office successfully expanded its ability to provide constitutionally appropriate services to the inmate population, including hygienist services for men and women and a higher ratio of dental assistants to dentists. Appointments and services rendered are now tracked electronically. (See related chart on this page.)

During this year, the Division began to analyze the treatment of chronic pain and established clinical practice guidelines as well as Departmental policies and clinical standards to be implemented in SFY 2010.

When medical necessity leads to community-based treatment, a practitioner makes referrals or care is provided by hospitals, community clinics, laboratory services, and other medical specialties depending on the diagnosis. See the chart on this page that provides the percentages of services referred out to community medical providers.

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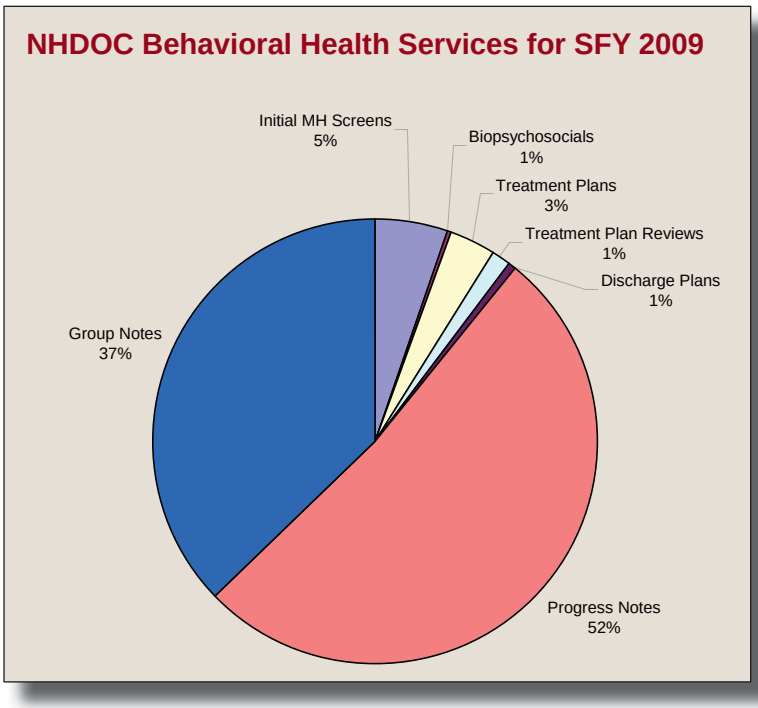

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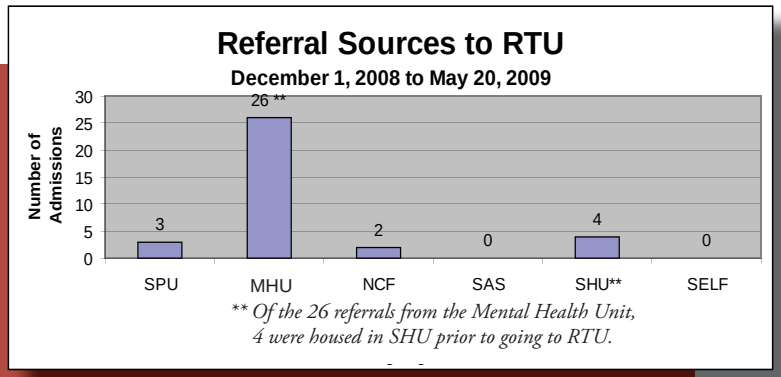
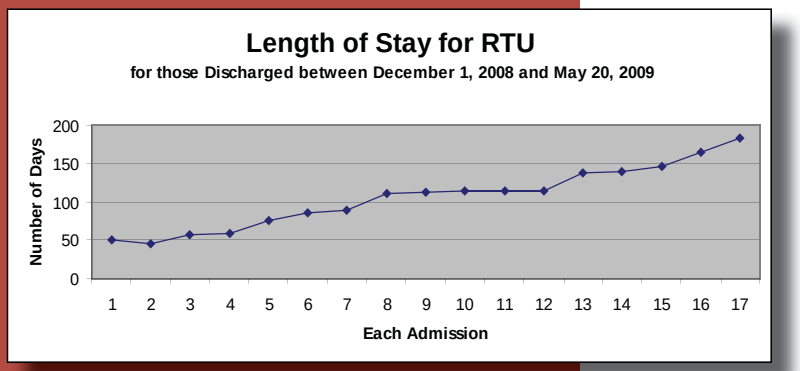
Residential Treatment Unit

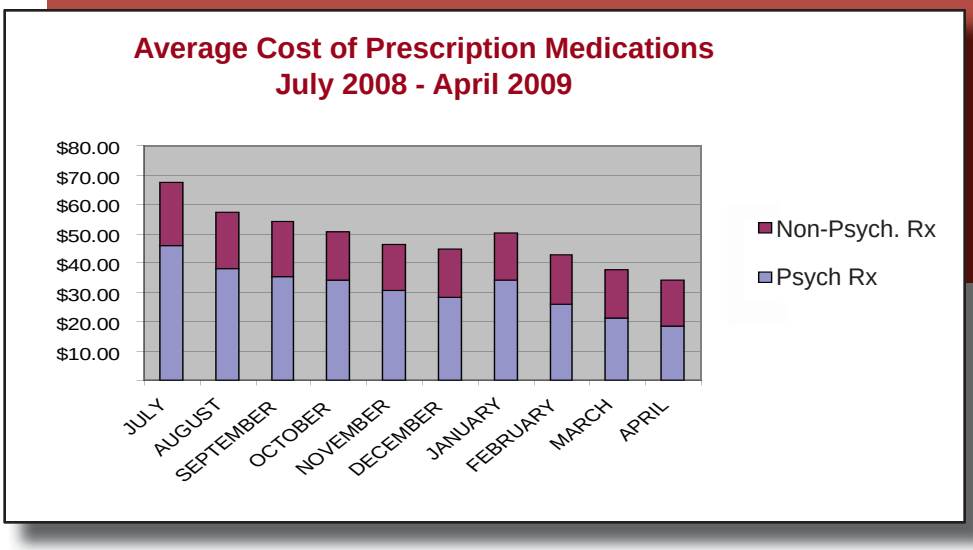


The age range of individuals referred to the RTU Program continues to be from 20 years old to age 60.

Acronyms used in charts:

NCF	Northern NH Correctional Facility
MHU	Mental Health Unit
RTU	Residential Treatment Unit
SAS	Substance Abuse Services
SHU	Special Housing Unit
SPU	Secure Psychiatric Unit





Inmate Programs

Bureau of Programs

Lori Seog, Administrator

The Bureau of Programs provides a variety of opportunities to inmates in custody levels ranging from C2 (minimum custody) to C5 (maximum custody). During SFY 2009, a total of 85 staff, both state and grant funded, as well as hundreds of volunteers, provided the wide expanse of programming opportunities. On June 30, 2009, with the close of the Lakes Region Facility, staffing was reorganized and decreased by five positions.

Education	NHSPM	NHSPW	NCF	LRF
Intakes	441	79	12	76
Test of Adult Basic Education (TABE) Delivered	325	95	35	10
GED's Awarded	24	5	21	25
High School Diplomas Earned	5	0	n/a	n/a

Corrections Special School District

Corrections Special School District (CSSD) is a unique entity existing within the New Hampshire State Prison System. Formed through an Interagency Agreement between the New Hampshire Department of Education and the New Hampshire Department of Corrections, CSSD offers offenders the ability to enhance their knowledge through educational and career education programs, creating an avenue of success towards acceptable social and economic behavior. CSSD is comprised of Granite State High School (GSHS) and the Career and Technical Education Center (CTEC).

Granite State High School's main focus has been to meet the needs of the special education and learning disabled individual. Under the Individuals with Disabilities Act (IDEA) and the Americans with Disabilities Act, GSHS provides a free, appropriate public education for all offenders. In SFY 2009, GSHS awarded five high school diplomas to offenders who had earned at least 20 credits for courses completed through an approved curriculum. Seventy-five additional inmates achieved GED certificates. Viewing education as a lifelong process, this past year GSHS facilitated formal studies at the post secondary level through New England College at NHSP/M and the Manchester Community College at NHSP/W.

The Career and Technical Education Center, located at the Concord and Goffstown facilities, offered ten career and technical education training programs. These programs provided opportunities to develop foundational skills and core competencies in relevant occupational areas in preparation for successful reentry into society. Inmate student enrollment on a daily basis averaged between 215-245 in SFY 2009. From July 1, 2008 through June 30, 2009, 498 certificates of completion were issued to inmate students enrolled in the various programs. (See chart on page 19.)

> The Family Connections Center was the first family resource center in the U.S. to be located in a prison facility allowing one-to-one supervised parent to child visits.

Culinary Arts and Computer Aided Drafting were eliminated at NCF due to fiscal adjustments in the NHDOC budget. Offenders completing the program were able to transfer credits accrued to White Mountain Community College for completion of full curriculum upon release from prison.

Family Connections Center

The NHDOC Family Connections Center (FCC) was the first family resource center in the United States to be located in a prison facility which allows supervised one-to-one parent to child visits. FCC, created in 1998 as a partnership between the University of New Hampshire Family Studies Department, UNH Cooperative Extension, and the NH Department of Corrections, expanded during this year to include Child and Family Services of NH and NH Division of Children, Youth and Families.

FCC increased its staffing from one position in 2000 to eight positions by the close of SFY 2009. In 2008, FCC expanded from the original center at the Lakes Region Facility to the Concord and Berlin facilities. In June 2009, the FCC closed its first and largest center in Laconia due to the impending closure of the LRF.

In order to use the services offered by FCC, an inmate is required to complete an 18-hour parenting education class.

(Continued on page 20)

CTEC Program	NHSP/M	NHSP/W
Auto Body Repair Program	10	n/a
Automotive Mechanics Program	15	n/a
Building Trades Program	54	n/a
Business Education Program	94	17
Computer Education Program	130	15
Culinary Arts Program	55	n/a
Horticulture Program	28	n/a
Introduction to the Workforce Program	51	n/a
Power Mechanics Program	29	n/a
Total Certificates	**466**	**32**

Programming
Continued from page 19

These FCC opportunities include weekly parenting support groups, life skills seminars, recording books on audio and videotape to be sent home to participants' children, and virtual/video visitation over the Internet to help bridge the distance for children at home. Reentry preparation services for a father and his child's caregiver are provided through grant funding by the U.S. Administration for Children and Families, Healthy Marriage/Responsible Fatherhood Initiative.

Funding was secured from the NH Division of Children, Youth and Families in spring 2009 to provide family support programming for female offenders at the Goffstown facility in fall 2009.

Intervention Services

In January 2009, education programs related to substance use disorders, anger management, and victim impact became known as Intervention Services. A comprehensive review of curriculums was undertaken and programming delivery became standardized and evidence-based at all facilities. NHDOC was chosen to pilot the U.S. Department of Justice's Office of Victims of Crime's new curriculum "The Impact of Crime."

Male inmates who met the criteria for substance use disorder services were required to complete the 36-session "Living in Balance" program, a holistic program based on best practice substance abuse education. Female offenders were required to complete the gender specific, evidence-based curriculum entitled "A New Freedom." Following successful completion of these programs, offenders had the option of participating in additional recovery groups and related programs. In 2008, a 28-Day Program for Women was created utilizing the Seeking Safety Curriculum along with New Freedom materials.

The 12-session Anger Management program addresses aggression cycles, cognitive restructuring, conflict resolution, assertiveness, and anger control plans. The 13-session Impact of Crime program was designed to support justice by empowering crime victims and offering offenders the opportunity to accept responsibility for their actions. All inmates with victim based crimes are required to complete this program.

"Thinking for Change", a 22-session cognitive behavioral program designed to enable participants to take greater charge of their lives by thinking more effectively, was developed by the National Institute of Corrections and the U.S. Department of Justice.

Other Programming Services

NHDOC is grateful for almost 20,000 hours of volunteer time donated in SFY 2009 to adult felons under incarceration, probation or parole.

Library Services offered scheduled appointments in the computer-based law library featuring the *Lexis Nexis* system as well as recreational reading, reference and resource materials. Inter-library loan resources with the State of New Hampshire Library were also available to inmates. NHSP/M has 16,962 volumes of books;

NHSP/W has 5,869; and NCF has 6,694. In February 2009, the Berlin facility received *Picturing America*, a grant collection of 40 color reproductions of selected art masterpieces and curriculum from the National Endowment for the Humanities in collaboration with the American Library Association.

With 19 unit Corrections Counselors/ Case Managers (CC/CMs) located at each of the correctional facilities and transitional housing units, one-to-one support services were available to inmates related to classification reassignment, parole planning, linkage to community services, and a variety of other support services aimed at insuring successful re-entry upon release.

NHDOC is grateful for almost 20,000 hours of volunteer time donated in SFY 2009 to adult felons under incarceration, probation or parole.

Recreation/Hobbycraft activities continued to be made available to all inmates, either in groups or individually. Among the many activities offered were: Hobby Craft shops for woodworking, art, leather work, and basketweaving; NH Furniture Masters Seminars, Hobby Craft Charity Drives, Toys-For-Tots Manufacturing Program, Music Theory Course, Men's Choir, Guitar Clinic, Theatre Arts, Intramural Softball, Intramural Basketball, Chess Club, Game Boy Program, Channel Three and Six programs, Holiday Package Program, Holiday Celebration Events, Father's Day Celebration, Mother's Day Celebration, Breast Cancer Walk-A-Thon, Running Club, Music Lessons, Garden Club, Sewing Program and Game & Puzzle Exchange.

Donations by NHDOC inmates of money and products to various charities in 2009 included Belknap County Sportsmen Association, Make-A-Wish, Gateways Community Services, Kiwanis Club of Manchester, Pittsfield Youth Workshop, the NH Furniture Masters Association, American Cancer Society, St. Kieran Community Center for the Arts, Care Givers, Inc., and Toys for Tots.

Chapel Services within NHDOC continued to offer diversity to satisfy members of legitimate and recognized religious denominations for worship, fellowship and study on a weekly and monthly basis for multiple religious paths. Chapel activities, provided by chaplains at each facility and dedicated volunteers, were available.

A sampling of the many religious groups and offerings within the offender population in SYF 2009 included Muslim Prayer Service, 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," 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), and Worship Choir Practice. Other non-religious support services included oversight of the Chapel Greeting Card Program, programs for military veterans, and AA & NA programs.

NCF Chapel inmates worked with Tri -County CAP RSVP (Retired Senior Volunteer Program) to read three area newspapers on to tape on a weekly basis, which then became part of a program supplying over 100 tapes to limited-vision adults in Coos County.

Women Offenders and Family Services

Annette Escalante, Administrator

The position of Administrator for Women Offenders and Family Services was established under RSA 21-H:14-b in 2006 to be responsible for gender-responsive programming, services, and practices for women offenders in NHDOC.

Annette Escalante was appointed administrator in SFY 2008. Her responsibilities also included supervising the planning, development, and implementation of training guidelines for staff working with women offenders, and she served as the Department liaison to the Interagency Coordinating Council for Women Offenders. In SFY 2009, the Administrator for Women Offenders supervised and conducted a Trauma Informed training for Correctional Officers at Police Standards and Training, as well as a Trauma Training for Methadone providers in Manchester. She was involved in supervising the move of the 28-Day Program from the Shea Farm Transitional Housing Unit to NHSP/W, and implemented the New Journey Program of life skills training there as well. Also during this fiscal year, staff from the Department of Transportation came to Shea Farm to discuss employment opportunities.

The Administrator of Women Offenders also worked closely with the Bureau of Programs.

Correctional Industries

Correctional Industries

Fred Nichols, Administrator

SFY 2009 saw new leadership for New Hampshire Correctional Industries as well as a new trade name. In December 2008, Fred Nichols took over as administrator, replacing Dennis Race who had retired. In early 2009, the services and products of Correctional Industries began to be publicized under the name "GraniteCor."

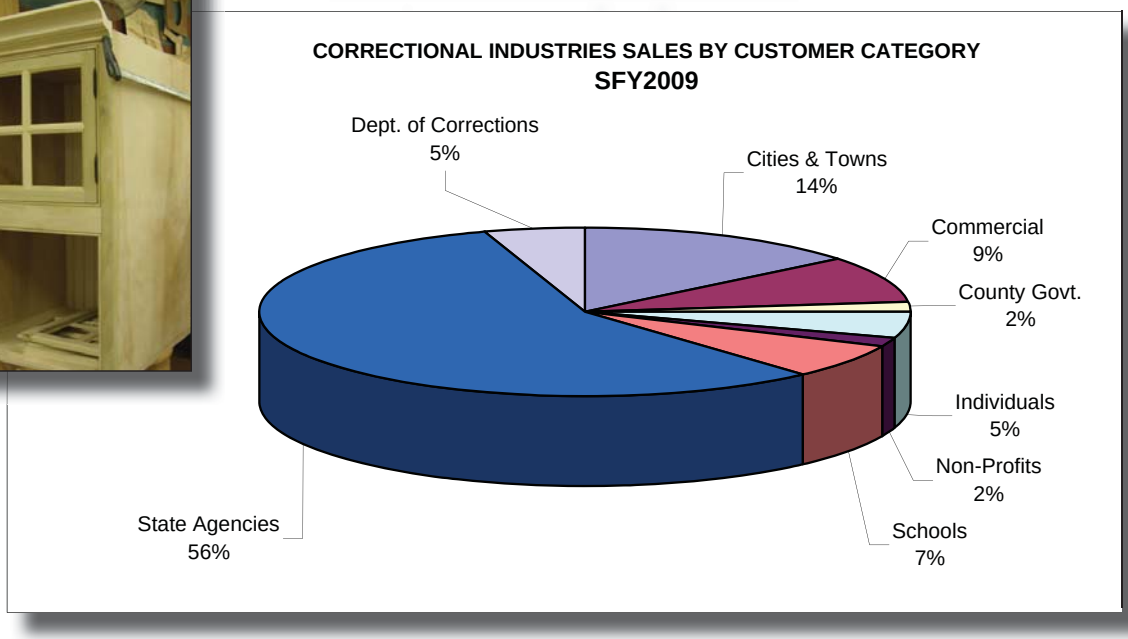
With these changes in place, the focus and mission of NHDOC industries was underscored: To offer offenders the opportunity to develop marketable job skills and a positive work ethic through structured workplace training and the production of goods and services in a prison environment. Twenty-four civilian employees were involved in the supervision of 297 inmate workers.

During the year, GraniteCor finalized the construction of a greenhouse at the Farm. The volume of vegetables grown and donated to food banks and food pantries doubled from 2,000 pounds the previous year to 4,000 pounds in SFY 2009. New businesses were established in the women's prison in Goffstown and the Special Housing Unit in Concord. New products coming out of these two locations include hooked and braided rugs, coasters, place mats, chair cushions, and decorative stockings.

Business units and locations comprising NHDOC industries

Plate Shop	NHSP/M
Print Shop	NHSP/M
Wood Shops	NHSP/M & NCF
Data/bulk mail	NHSP/M NHSP/W & NCF
Sign Shop	NHSP/M
Upholstery Shops	NHSP/M & NCF
Farm	TWC
Rug Shops	SHU & NHSP/W

The volume of vegetables grown and donated to food banks and food pantries doubled from 2,000 pounds to 4,000 pounds in SFY 2009.



Division of Administration

Division of Administration

Robert Mullen, Director

The Division of Administration faced unique challenges this year, not the least of which was the process of establishing a new biennial budget in the midst of an economic downturn. State government budget cuts affected every area of DOC. Budget related meetings and projects consumed many more hours of the fiscal year than usual. During the budget process, staff worked closely with wardens and division directors to advocate for the needs of the Department and the resources needed to fulfill its mission.

State government budget cuts affected every area of DOC. Budget related meetings and projects consumed many more hours of the fiscal year than usual.

In the midst of budget cuts and related issues, a long-awaited high-tech state-wide business system, NH First, was implemented, involving extensive staff training and the related challenges of new technology. Daily financial issues, contracts, grants, inmate accounts, invoices, maintenance services, and communications with the legislature and other government officials were ongoing.

A comprehensive Master Plan for NHDOC was completed in SFY 2009, in consultation with the firm of Crabtree, Rohrbaugh and Associates.

The decision to close the Lakes Region Facility necessitated the conversion of a gymnasium at NCF into a 112-bed dormitory.

Bureau of Services

The transformation of the gymnasium at NCF into a dormitory for inmates relocated due to the closing of LRF was accomplished within three months through the oversight of the Bureau of Services arm of Administration. Maintenance staff were involved in planning the conversion, constructing bathroom facilities, installing bathroom fixtures and lighting, and refurbishing and relocating bunk beds.

The Bureau of Services also oversees kitchen, laundry, maintenance and warehouse operations throughout the NHDOC system. The utilization of inmate labor provides the offenders with marketable skills for their return to the community, and assists in keeping operating costs low.

Numerous other maintenance projects included roof repairs on Medium Custody North and South in Concord; the installation of new heating systems at North End Transitional Housing Unit, Concord District Office and Shea Farm Transitional Housing Unit; electronic upgrades in the SPU/RTU control room; and upgrading the boiler room at NHSP/M.

The prison in Concord received an award from the Governor's Excellence in Energy Efficiency Program for taking steps to decrease the amount of water used in the laundry. Warehouse Superintendent Dick Martell and his team implemented an ozone injection system into the prison laundry in the summer of 2008 as a way to better launder the inmates' uniforms. The system, which works best in cold water, decreased the need to use hot water by 109,000 gallons in the first few months. The Department projects this could save three-million gallons of hot water each year,

A new system installed in the laundry at NHSP/M could save three-million gallons of hot water each year, and is being implemented at all state prison facilities.

and is being implemented at all state prison facilities. Several other state agencies are following the Department's lead and implementing this system in their laundry facilities.

Grants

The NHDOC is the recipient of grant funding which is used to support a variety of programs and services across the Department. A summary of the grant funds being utilized in SFY 2009 and the activities they support are as follows:

NH Department of Education

A grant received from the Carl D. Perkins Grant in the amount of $41,455 was used to support the vocational educational programs offered at the NHSP/W. These funds were used to purchase curriculum materials and supplies, and computers and software to assist in the instruction of the programs. This program will aid the NHSP/W inmate's successful re-entry into the workforce and society by supporting curriculum

(Continued on page 24)

Continued from page 23

and program development through vocational training.

NH Dept of Justice

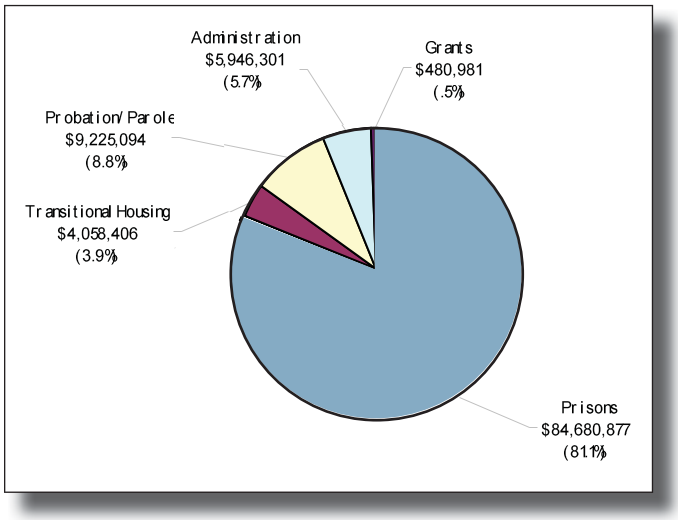
Funds received under the *Victims of Crime Act (VOCA)* in the amount of $113,570 are used to support the Victim Services office of NHDOC. The VOCA funds are used to provide many services in the Department's commitment to keep citizens informed, involved, and safe.

United States Department of Justice

The *Going Home Reentry Initiative*, in the amount of approximately 2 million dollars, was awarded to support a project in the City of Manchester designed to assist offenders with a successful transition to the community. Services under the reentry program are available to offenders under the age of 35, who have served a sentence of 12 months or more, and who are intending to return to the Manchester area. This program is administered through the Hillsborough County Attorney's Office. The reentry staff assist offenders with issues of substance abuse, mental health, housing, life skills, job training, employment, and education.

The *Prison Rape Elimination Act (PREA) Grant*, in the amount of one million dollars, was awarded to provide a safe environment for the treatment and rehabilitation of offenders by instituting a comprehensive approach to eliminating prison rape and sexual misconduct through increased reporting, investigation for prosecution, crisis intervention, and victim services.

DOC SFY 2009 Expenses by Area
$104,391,360



DOC annually receives a *State Criminal Alien Assistance Program (SCAAP)* award from the US Department of Justice to reimburse the Department for the costs associated with the housing of illegal aliens. The DOC received $101,079 in SFY 2009 and the funds are used specifically for correctional purposes.

Other Grant Sources

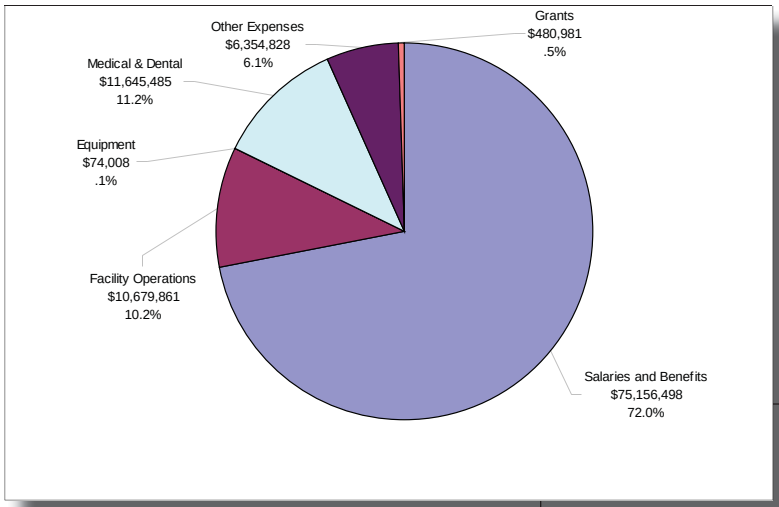
The NH Department of Corrections was awarded a grant from the FBI for participation in the *Safe Streets Task Force (SSTF)* in the amount of $16,328. This SSTF is a multi-agency effort involving the FBI, Manchester Police Department, the NH State Police, and the DOC Manchester Probation/Parole District Office.

The Family Connections Center (FCC) has worked in partnership with community agencies to apply for funding to support incarcerated families.

The FCC worked with Child and Family Services of NH and was awarded a *Healthy Marriage and Responsible Fatherhood Grant* from the Administration for Children and Families. A sub-grant from Child and Family Services was awarded to DOC to support the Family Connections Center (FCC) in the amount of $111,372 for SFY 2009.

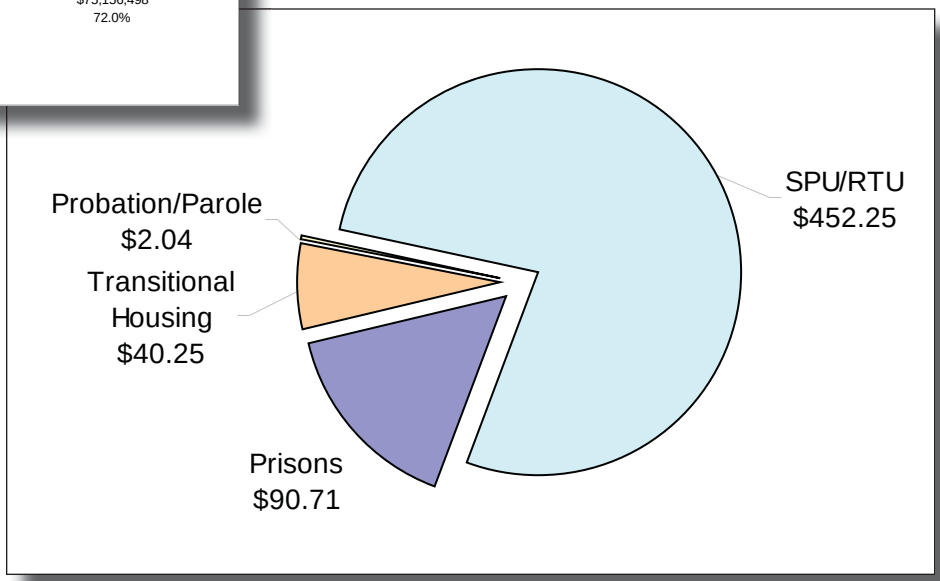
Another partnership formed in 1998 was continued in SFY 2009 with University of New Hampshire Cooperative Extension. Through this partnership, UNH Cooperative Extension was awarded $15,000 from an anonymous donor to provide miscellaneous support, a part-time staff, and 15 web cameras to be given to community family resource centers that were willing to work with FCC to allow the children of inmates to go to their center to visit with their fathers in prison. Through this same partnership, UNH Cooperative Extension was awarded $30,000 to provide two part-time staff, one for Berlin FCC and one for Laconia FCC.

FCC partnered again with Child and Family Services and received funding from NH Division of Children, Youth and Families to prevent child abuse through strengthening the relationships between incarcerated fathers and their children. A part-time staff member was hired to work in Concord and Laconia FCC to supervise Virtual/Video visits. This funding from DCYF came through Merrimack, Grafton and Sullivan Counties.



DOC SFY 2009 Expenses by Major Expense Classes $104,391,360

Average Daily Costs SFY 2009



Total Expenses and Costs per Day SFY 2009

Expense Category	Prisons	Transitional Housing	Probation/ Parole	SPU/RTU
Total Expenses	$80,753,494	$4,303,542	$9,782,308	$8,487,365
divided by: Ave Number of Offenders	2,439	293	13,142	51
equals: Ave Annual Cost per Offender	$33,110	$14,692	$744	$165,070
divided by 365 equals: Ave Daily Cost	$90.71	$40.25	$2.04	$452.25

Victim Services/ PREA

Victim Services

Peter Michaud, Administrator

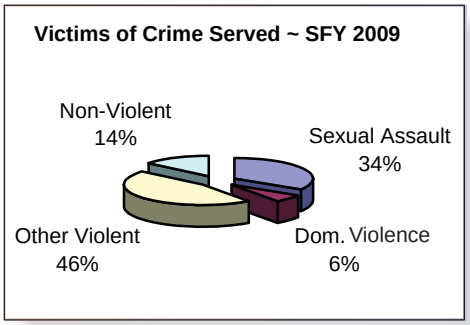
The Department of Corrections strives to support the rights and needs of people who are victims of crimes committed by offenders under its jurisdiction and is respectful of their critical role as participants in a successful justice system. Probation/Parole staff seek victim input during court-ordered pre-sentence investigations, often in collaboration with prosecution-based victim/witness advocates. They also address crime victims' needs related to collection and disbursement of court-ordered restitution.

During SFY 2009, the Department resumed its partnership with the NH AmeriCorps Victim Assistance Program. Throughout the year, an AmeriCorps Victim Advocate worked alongside NHDOC Victim Services staff serving crime victims and survivors statewide.

At the close of SFY 2009, people who were victims/survivors of 1,651 current prison inmates and parolees were registered with the Department's Victim Services Office for notification and other direct services. This does not include victims/survivors whose offenders are under probation or bail supervision in the community.

In the aftermath of crime, many people seek Victim Services support during prison-reduced custody and parole processes. During SFY 2009, Victim Services staff documented 1,528 contacts related to accompaniment at Adult Parole Board hearings and other victim support as inmates transitioned from prison to parole. Staff documented responses to 75 individuals expressing specific safety concerns. Ten inmates were provided information and support following reports of sexual abuse in correctional facilities.

IMPACT classes were provided by the Department's Bureau of Programs to teach inmates about the physical, emotional, and financial harms caused by crime upon victims/survivors, families, and communities.

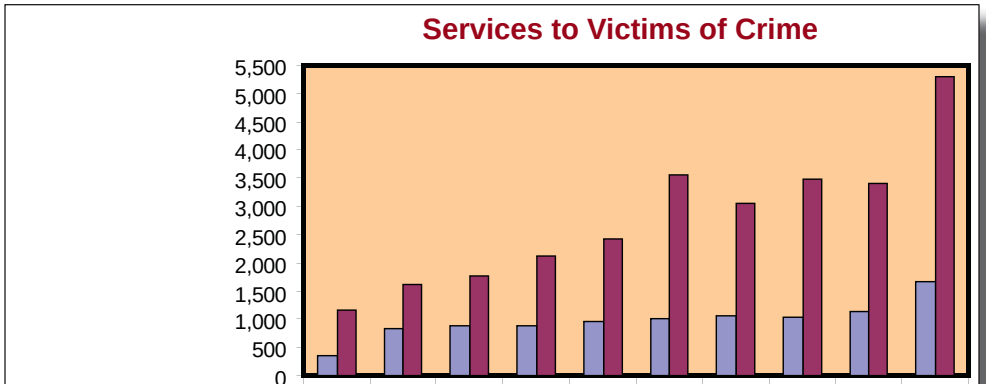


PREA

This year NHDOC took several important steps toward efficient implementation of the PREA (Prison Rape Elimination Act) grant, officially know as the Protecting Offenders and Safeguarding Communities Discretionary Grant Program. Niki Miller, hired in August 2008 as the new Project Manager, reconstructed the project plan and gained approval for a no-cost extension to ensure funding through December 31, 2010.

A team of consultants made three site visits to New Hampshire and provided staff training in SFY 2009 through a National Institute of Corrections (NIC) technical assistance grant. A written report is being compiled to ensure New Hampshire's policy is in compliance with federal PREA standards. Inmates and staff were surveyed on PREA issues and the data was analyzed through a contract with the University of New Hampshire. Prevention efforts will be based on this analysis.

A preliminary investigative training took place and was open to the appropriate departmental staff, community partners, state police and Merrimack House of Corrections' staff. An investigator at the Northern Correctional Facility was also assigned to PREA and has participated in training and SART activities. PREA-related trainings for the community were delivered at the statewide Conference on Domestic and Sexual Violence, and contracted activities from our statewide domestic violence coalition began.



	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Inmates w/ Victim Notification	357	842	884	895	951	1,006	1,052	1,042	1,131	1,660
Victim Services Contacts	1,159	1,614	1,770	2,125	2,428	3556	3055	3,475	3,399	5,303

Human Resources

Bureau of Human Resources

Lisa Currier, Administrator

The Bureau of Human Resources (HR) serves NHDOC employees and managers by providing administration in the areas of personnel, payroll, recruitment, selection, retention, promotion, worker's compensation claims processing, benefits administration, employee health and safety. HR also monitors the Department's compliance with state and federal employment laws, and serves as a liaison with a variety of other state agencies.

Planning for and responding to the personnel changes resulting from the state budget reduction consumed much of the Bureau of Human Resources' time in SFY 2009. The closing of the Lakes Region Facility led to layoffs, reassignments, and transfers. Human Resources set up methods to ensure compliance with personnel rules in the layoff and tracking of affected positions and employees impacted by budget reduction, and assisted in the efforts to reassign and transfer employees out of LRF.

The Bureau maintains effective working relations with labor and management, supporting open communication and negotiation. In SFY 2009, HR staff also adjusted employee processing associated with union membership changes between the NEPBA and the SEA.

Meetings were scheduled throughout the year for Commissioner Wrenn and HR to meet with supervisory personnel at various DOC facilities to discuss supervisory expectations and responsibilities in preventing sexual harassment in the workplace.

HR staff developed a process for DOC facilities to report authorized overtime hours worked for auditing purposes, and implemented new federal requirements for I-9 documents and related record-keeping.

Breakdown of State Corrections Personnel

Position	Actual on June 30, 2008		
	FY-09 Budgeted	Filled	Vacancies
Executives	11	9	2
Managers/Administrators	69	61	8
Corrections Officers	590	526	64
Probation/Parole Officers	71	68	3
Medical Personnel	72	68	4
Teachers/Instructors	28	26	2
Shop Supervisors/Tradesmen	72	64	8
Recreation Personnel	3	3	0
Clerical/Administrative	104	83	21
Case Counselor/Case Manager	39	35	4
Psychologists/Social Workers	30	24	6
TOTALS	1089	967	122

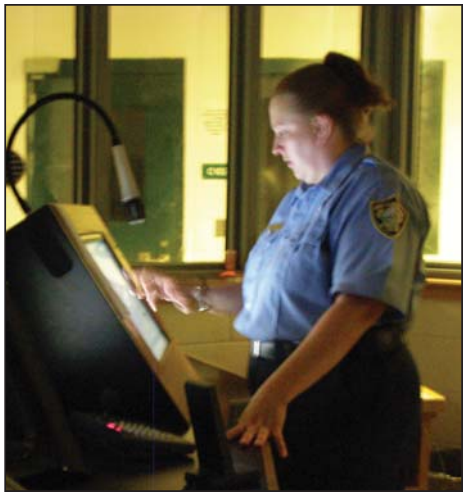
	FY 00	FY 01	FY 02	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08	FY 09
Executives	10	9	9	9	9	9	9	9	9	11
Managers/Administrators	54	66	66	67	62	68	68	68	71	69
Correction Officers	649	644	644	644	628	626	625	605	596	590
Probation/Parole Officers	76	76	76	74	72	71	71	71	72	71
Medical Personnel	48	55	55	61	60	57	57	73	67	72
Teachers/Instructors	37	34	35	36	32	30	30	28	29	28
Shop Supervisors/Tradesmen	65	79	79	77	79	74	75	70	70	72
Recreation Personnel	2	1	2	1	1	1	1	3	3	3
Clerical/Administrative	155	127	131	120	122	115	117	106	102	104
Case Counselor/Case Manager	N/A	N/A	N/A	N/A	51	46	46	40	38	39
Psychologists/Social Workers	66	72	66	72	20	19	18	30	30	30
TOTALS	**1162**	**1163**	**1163**	**1161**	**1136**	**1116**	**1117**	**1103**	**1087**	**1089**

Bureau of Quality Improvement, Compliance, Research

Dr. Ben Lewis, Administrator

A key responsibility of the Bureau of Quality Improvement, Compliance, and Research is to assure that DOC has an effective internal system for monitoring compliance with settlement agreements and court orders. Significant progress was made in SFY 2009 in developing, tracking, and trending a number of indicators addressing key compliance requirements for the Special Housing Unit (SHU), Secure Psychiatric Unit (SPU), Residential Treatment Unit (RTU) and Mental Health Unit (MHU). The Bureau works closely with Mental Health Management (MHM) in this area.

Regular meetings with New Hampshire Legal Assistance and the Department's Medical/Forensic Services continue to be held and compliance issues are pro-actively addressed.



Through the research component of the Bureau, a large-scale survey was conducted in all facilities providing a baseline for important factors related to the Department's PREA interventions. In addition, the fourth annual Recidivism Study was conducted, with the report soon to be published.

Legislation

Summary of Legislation Passed in SFY 2009 relating to NHDOC

- SB 173 amended RSA 4:8 allowing the Commissioner of Corrections to accept certain gifts.
- SB 185 was included in HB2, Section 264, amending RSA 623-C:2 as it relates to rates and charges for medical services to state prisoners.
- SB 176 established an application fee of $100 for probationers and parolees who apply to be supervised in another state, amending RSA 504-A:13.
- SB 171 allows psychologists as well as psychiatrists to do competency evaluations, amending RSA 135:17.
- SB 178 amends the list of powers and duties of the Commissioner of Corrections to include responsibility for the special school district, and establishes the position of Director of Community Corrections.

Information Technology

Robert Jackson, DOIT Manager for NHDOC

During this fiscal year, New Hampshire Department of Information Technology (DOIT) had two main objectives in supporting the New Hampshire Department of Corrections:
1) Stabilizing and improving the software/hardware infrastructure;
2) Helping the DOC user community with application improvements and data availability/reporting.

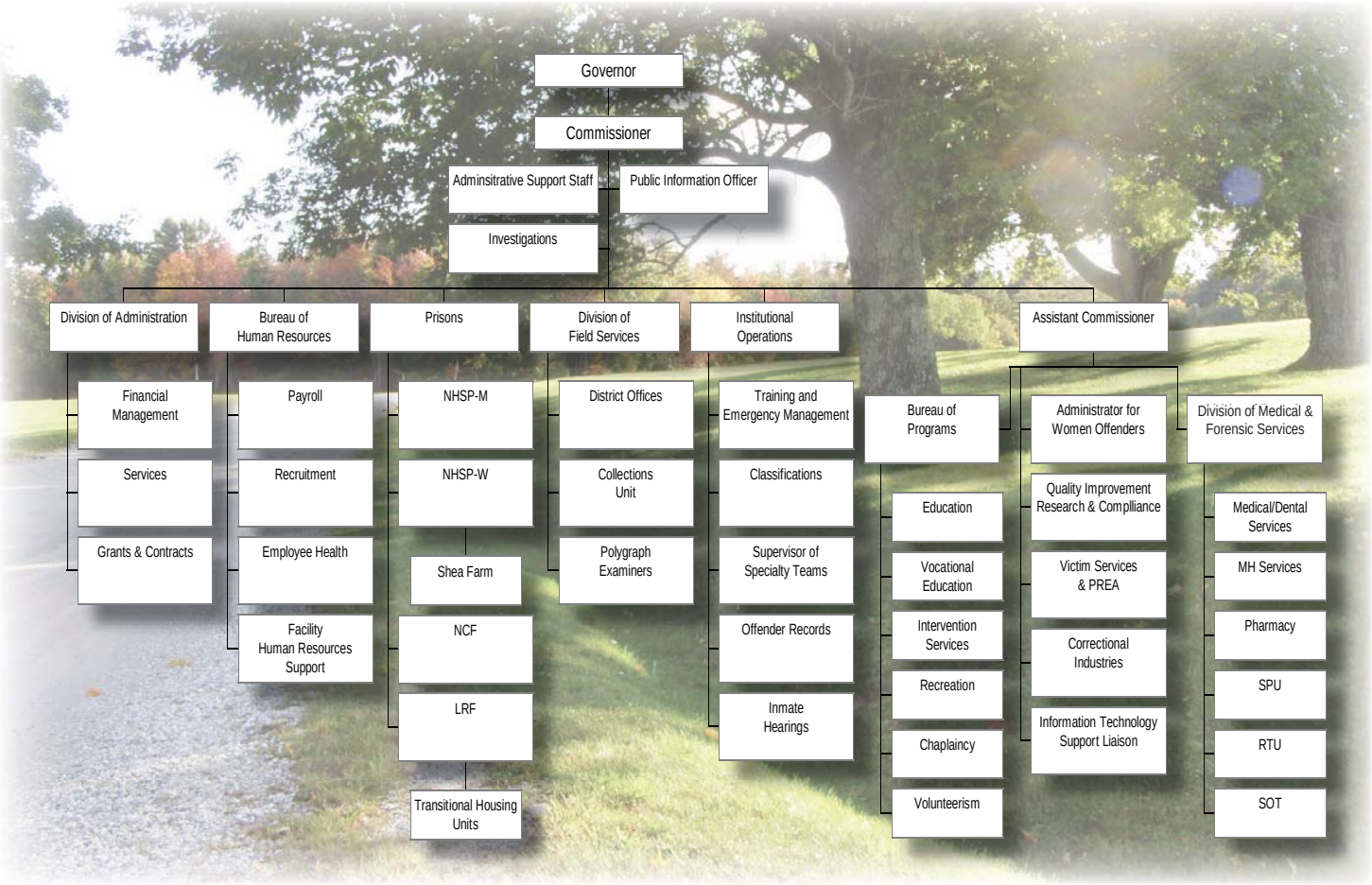
DOIT has been able to assist DOC with all aspects of technology, including network support, hardware and software acquisition and maintenance, IT customer support services, application development, and expanded web based internet/intranet services.

The DOIT Application Software Development team supported DOC staff with daily prison and district office operational responsibilities, including operational reports, trending data for analysis, federal and state reporting, and the development and maintenance of a DOC data warehouse allowing the combination of data from different applications.

Additionally, support applications and report queries were developed to meet specific business needs within DOC, including a mental health system database (CHOICES), a gang monitoring and tracking system (SGT MAJOR), revamped DOC Intranet, IT project database, and ongoing development of a data warehouse.

Organizational Chart

New Hampshire Department of Corrections
as of June 30, 2009



NHDOC Acronyms and Abbreviations used in the Annual Report

ACA	American Correctional Association
AHC	Administrative Home Confinement
C1	Minimum Security Inmate classification
C2	Minimum Security Inmate classification
C3	Medium Security Classification
C4	Close Custody Unit (CCU)
C5	Maximum Security Classification (SHU)
CBA	Collective Bargaining Agreement
CC/CM	Case Counselor/ Case Manager
CCU	Close Custody Unit (C4)
CO	Corrections Officer
CORIS	Corrections Information System
CSSD	Correctional Special School District
CTEC	Career and Technical Education Center
DOC	Department of Corrections
DOIT	Department of Information Technology
DCYF	Division for Children, Youth and Families (part of DHHS)
FCC	Family Connections Center
FMLA	Family and Medical Leave Act
GED	General Education Diploma
GSHS	Granite State High School
HR	Human Resources
I-9 Form	Employment Eligibility Verification form
IAD	Interstate Agreement on Detainers
ICE	Immigration and Customs Enforcement
ICJJC	Inter-branch Criminal Juvenile Justice Committee
IT	Information Technology
IWP	Introduction to the Workforce Program
LADAC	Licensed Alcohol and Drug Abuse Counselor
LRF	Lakes Region Facility (Laconia)
MCN	Medium Custody North
MHM	Mental Health Management, Inc.
MHU	Mental Health Unit
MSU	Minimum Security Unit (C2)
NCF	North Country Facility (Berlin)
NEPBA	New England Police Benevolent Association
NHDOC	New Hampshire Department of Corrections
NHH	New Hampshire Hospital
NHSP/M	New Hampshire State Prison/ Men (Concord)
NHSP/W	New Hampshire State Prison/ Women (Goffstown)
NGRI	Not Guilty by Reason of Insanity
NIC	National Institute of Corrections
PELRB	Public Employee Labor Relations Board
PSTC	Police Standards & Training Council
PPD	Policy and Procedures Directive
PPO	Probation and Parole Officer
PREA	Prison Rape Elimination Act
R & D	Reception & Diagnostic
RSA	Revised Statutes Annotated
RTU	Residential Treatment Unit
SART	Sexual Assault Review Team
SAS	Substance Abuse Services
SCAAP	State Criminal Alien Assistance Program
SEA	State Employees Association
SEIU	Service Employees International Union (SEIU 1984)
SERT	Special Emergency Response Team
SFY	State Fiscal Year
SHU	Special Housing Unit (C5); maximum security
SGT MAJOR	Simple Gang Tracking, Monitoring and Joint Online Registry
SOT	Sex Offender Treatment
SPU	Secure Psychiatric Unit
SSTF	Safe Streets Task Force
SVP	Sexually Violent Predator
TABE	Test of Adult Basic Education
THU	Transition Housing Unit
TWU	Transitional Work Unit
VOCA	Victim of Crimes Act

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State of New Hampshire

STATE
PAROLE
PROBATION

New Hampshire Department of Corrections
P.O. Box 1806
Concord, NH 03302
(603) 271-5602

Steps leading out of the Shea Farm Transitional Housing Unit.