“As policies were implemented to facilitate changes under the new law, the incarcerated population began to decline; by the spring of 2011, the inmate population had been reduced by 300.”

William L. Wrenn
Commissioner
New Hampshire
Department of Corrections
2011 ANNUAL REPORT

John H. Lynch
Governor

Executive Councilors
Raymond S. Burton, District 1
Daniel St. Hilaire, District 2
Christopher T. Sununu, District 3
Raymond J. Wieczorek, District 4
David K. Wheeler, District 5

William L. Wrenn
Commissioner

William G. McGonagle
Assistant Commissioner

New Hampshire
Department of Corrections
PO 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, pursuant to RSA 21-H:8, for the State Fiscal Year beginning July 1, 2010 and ending June 30, 2011. Bound copies were printed by the Correctional Industries Print Shop, a division of GraniteCor. This report is also available at www.nh.gov/nhdoc. For further information please call 603-271-5602.
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.
The New Hampshire State Prison for Men (NHSP/M) in Concord provides housing for three classification levels of offenders ranging from general population (C3) to maximum security (C5). In addition, all male inmates received into the NHDOC system are processed through the Reception and Diagnostic Unit (R&D).

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

The Reception and Diagnostic Unit houses a maximum population of 120 offenders. Included in this population are newly sentenced inmates, parole violators and inmates in protective custody review status. While in R&D, all new offenders must undergo several types of assessment interviews/testing before they are classified and assigned to a housing unit. These assessments include an intake physical, mental health intake, unit manager orientation, dental screening, intelligence intake, pre-release planning and educational testing. During SFY 2011, 8,504 inmates moved through the R&D Unit. Such movement includes releases, new intakes, movement to other facilities and medical appointments. Up to 80 offenders reside in dormitories adjacent to R&D. Offenders in the dorms are awaiting movement to a Transitional Work Unit (TWU) outside of the Concord facility.

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

In addition to housing units, the prison campus has a kitchen with three din-
The second phase of the wall restoration project replaced approximately 100 feet of the 20 foot high brick wall that was part of the original prison construction in the 1870s.
The New Hampshire State Prison for Women (NHSP/W) opened in 1989. Located in the city of Goffstown, the prison houses primarily minimum, medium and close custody state-sentenced female inmates.

The average daily population for NHSP/W in SFY 2011 was 117, down from 126 in SFY 2010. The average daily population of the state-sentenced female inmates housed through a contract at the Strafford County Department of Corrections was 17, down from 24 the previous year. The overall average daily population of all state sentenced female inmates, including NHSP/W, Strafford County Department of Corrections, Shea Farm Transitional Housing Unit, out-of-state placements and Administrative Home Confinement, was 190, down from 225.

NHSP/W offers a variety of programming including high school courses, GED preparation, mental health classes, substance abuse recovery, and parenting. During SFY 2011, the women’s prison partnered with outside agencies to provide a number of grant-funded services. Nurturing Families is a substance abuse informed parenting curriculum provided by Keystone Hall. Good Bridges Mentoring, a program aimed at reducing recidivism through recovery coaching, increased career awareness and work readiness skills, is provided by Goodwill Industries of Northern New England. Goodwill Industries also facilitates assessment and entry into the federally funded Vocational Rehabilitation program as part of a demonstration grant aimed at increasing work skills.

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

The NH Council of Churches and the NH Charitable Foundation fund a program taught by the chaplain called Developing Community Partnerships. This program provides gender specific training for prison volunteers in the areas of trauma and substance abuse, enhances re-entry efforts with faith-based communities, and increases awareness of the needs of incarcerated women.
On June 30, 2011, 601 offenders were housed at Northern New Hampshire Correctional Facility (NCF): 47 close custody inmates (C4), 476 medium security inmates (C3), 15 health service inmates, and 63 minimum security inmates (C2). The facility count indicated a decrease of 146 inmates from the same date one year earlier. The decrease in population correlates directly to new legislation enacted in 2010 to decrease prison populations and work with offenders in the community.

Of the 169 professionals employed at NCF, 46 non-uniformed staff and 123 uniformed staff (excluding medical staff); they maintain operations 24/7.

Program offerings for offenders include: GED preparation and testing, Intervention Services, chapel services delivered by the chaplain and dedicated citizen volunteers, recreational and legal library services, Family Connection Center services, as well as recreational offerings including sports, music, hobby craft and enrichment opportunities.

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

In October 2010, NCF became the site for the 90 Day Parole Violator Program; 380 parole violators were detained at NCF during the first nine months of this.

Major operational changes at NCF during this fiscal year included the January 2011 opening of a Mental Health Clinical Wellness Unit. All 68 inmates living on the unit have care-specific treatment and support from mental health staff. Programming needs are addressed by program staff assigned to the unit.

The most significant operational change at NCF was the closing of the converted gym/dorm in February 2011, made possible by the reduction in population. The gym/dorm was built in 2009 to house the overflow of inmates from the closing of the Lakes Regions Facility. The dorm held 112 beds, first housing minimum custody inmates and later the 90 Day Parole Violator Sanction inmates.

The NCF Transport Team transported 1,036 offenders for medical reasons and 498 offenders for court hearings throughout the state.

NCF remains a committed community partner, assigning supervised work crews to community projects as time and staffing permit. Minimum Security inmates completed two years of work for the town hall project in Gorham, New Hampshire; this significant contribution was recognized and honored in May 2011 with the official opening of the restored Gorham Town Hall. A total of 992 hours of community service was provided to: Adopt-A-Highway, Weeks State Park, Northern Forest Heritage Park and Barry Conservation Camp.

Warden Larry Blaisdell and Major Dennis Cox retired at the end of May 2011.
The Division of Community Corrections (DCC) completed its first year of existence and continues its developmental evolutionary process. In early 2011, DCC absorbed what used to be the Department’s Bureau of Programs. The departure of the Bureau’s director and the need to face looming budget difficulties were among the reasons for this merger, as well as the desire of the Department to consolidate all of DOC’s social services under a single and consistent leadership.

This significant structural change and the ongoing development of a completely new and science-based approach to assessment, case management and re-entry planning has been DCC’s daunting focus in the past year. Fiscal and policy uncertainty created during the recent legislative session represented additional challenges, but did not dissuade DCC’s staff from focusing on their mission.

The dedication of staff and their efforts at implementing the many changes asked of them can not be overstated. DCC’s staff have demonstrated a commitment to succeed and help the Department achieve the goals of the Justice Reinvestment Initiative: reduction of the prison population, reduction in recidivism and a reduction in taxpayer costs. Below is a brief annotated list of the major tasks, services and accomplishments within the newly expanded DCC.

**Transitional Housing**
The major challenge faced by the transitional housing units (THUs) has been their mandate to house both inmates and parolees (sanctioned and re-entering). It has been a difficult challenge because of the dramatically different legal status of the two populations. THU staff’s training and long-term experience included only housing work-release inmates. They have undertaken this challenge with great success. The Transitional Work Center (TWC) has not had to face any radical changes and continues to help inmates prepare for their work release and/or parole.

**The Transitional Work Center (TWC)** in Concord houses male C2 inmates who are permitted to work at various tasks required for DOC operations and in some supervised community details while they prepare for their work release and/or parole. At the end of SFY 2011, there were 160 inmates at the TWC.

(Continued)
The North End Transitional Housing Unit in Concord houses C1 (lowest correctional classification level) inmates who are dressed in street clothing and are expected to be working in the community as they prepare to re-enter. On June 30, 2011, there were 42 residents at the North End House. The total room and board paid by these residents to the State for this fiscal year was $89,210; restitution collected was $13,469; and cost containment collected was $9,532.

The Shea Farm Transitional Housing Unit in Concord houses C1 and C2 female inmates with privileges and rules similar to those of the men (above). Over the course of the fiscal year, 82 women were assigned to Shea Farm, with 44 offenders residing there on June 30, 2011. The total room and board paid by these residents to the State for this fiscal year was $61,580; restitution collected was $16,271; and cost containment collected was $18,971.

The Calumet Transitional Housing Unit in Manchester houses C1 males with programming and rules similar to the THU in Concord. Over the course of the fiscal year, 191 were assigned to this THU. On June 30, 2011, there were 64 offenders residing at Calumet. The total room and board paid by these residents to the State for this fiscal year was $152,760; restitution collected was $12,124; and cost containment collected was $17,839.

Community Based Services
The Division has strengthened its service capability in DOC’s four District Offices (DOs) with the largest parole populations —Manchester, Concord, Nashua, and Exeter— by placing two counselors in each. One counselor is a general case manager and the other is a Licensed Alcohol and Drug Counselor (LADC). The Offender Re-entry Services Initiative (ORSI) has been successfully implemented to offer substance use counseling and mental health services at all of the remaining DOs through a contract with a statewide network of agencies made possible with funds from the federal government through New Hampshire’s Department of Justice (NHDOJ). DCC has also successfully managed its Second Chance Act grant in cooperation with the NHDOJ by achieving its target client numbers and preliminary data suggesting a considerably lower recidivism rate than in the past.

Correctional Counselor/Case Managers
In the last several months Correctional Counselor/Case Managers’ tasks and accountabilities, inside the walls as well as outside, have been reviewed and streamlined, the goal being more intensive case management to help the offender successfully progress from intake through to parole.

Corrections Special School District
Over the last year the Corrections Special School District (CSSD) has continued offering a diversity of educational services in accordance with RSA 194:60 and the
Interagency Agreement between the NHDOC and the NH Department of Education. The services have ranged from initial intake assessments and guidance activities to educational classes, labs and post secondary college course work. The CSSD is comprised of both the Granite State High School (GSHS), providing traditional educational services, and the Career and Technical Education Center (CTEC), providing career focused, competency-based instruction related to specific occupational interests.

Granite State High School’s main priority has always been to meet the needs of the special education and learning-disabled inmate students. In accordance with the Individuals with Disabilities Education Act (IDEA) and the Americans with Disabilities Act, interested inmate students have had access to a free and appropriate public education. Additionally, inmate students with low levels of education and minimal work histories attended GSHS classes in SFY 2011.

Throughout the year, the high school was able to utilize Adult Basic Education grant funding to provide ESOL (English for Speakers of Other Languages) services through a part-time employee. Additionally, through Title I grant awards, the CSSD has been able to enhance student learning activities through the acquisition of upgraded technology, books, software, assessment materials and items for instruction. Lastly, the grant funds also helped to enhance professional development activities.

With educational services, the following statistics of the NHDOC population are taken into consideration: Approximately 29% of the population enters the facilities without either a GED or high school diploma; 42% of those who enter have a GED, and 29% have high school diplomas.

The combined scores of the Tests of Adult Basic Education (TABE) indicate that on average, students function at the 8th grade level (reading ability is at the 9th grade level; math at 8th grade; and language skills at 8th grade).

In SFY 2011, individual guidance counseling has continued to help men and women choose education and career goals from the school district’s offerings, as well as help them achieve those goals. Granite State High School provided 596 intake assessments and 432 TABE assessments. Also, fifty-two inmate students achieved their GEDs and eight inmate students were awarded their high school diplomas.

The CSSD continued to facilitate formal studies at the post-secondary level via New England College at NHSP/M and Manchester Community College at NHSP/W. These educational opportunities are offered at all facilities on a year-round basis. Costs are assumed by inmate students or through grants.

The Career and Technical Education Center continued to offer eight career and technical education training

<table>
<thead>
<tr>
<th></th>
<th>NHSP/M</th>
<th>NHSP/W</th>
<th>NCF</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intakes</td>
<td>492</td>
<td>78</td>
<td>26</td>
<td>596</td>
</tr>
<tr>
<td>TABE</td>
<td>348</td>
<td>44</td>
<td>40</td>
<td>432</td>
</tr>
<tr>
<td>GED</td>
<td>27</td>
<td>2</td>
<td>23</td>
<td>52</td>
</tr>
<tr>
<td>HS Diploma</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
</tbody>
</table>

Fifty-two inmate students achieved their GEDs and eight inmate students were awarded their high school diplomas.
programs. These programs provided opportunities to develop foundational skills and core competencies in relevant occupational areas in preparation for successful reentry into society. Inmate students with limited work histories also enrolled in technology education classes through the Introduction to the Workforce Program. All interested inmate students met with a Career and Technical Education Center counselor who guided them through the identification of their occupational interests, assessed their readiness and facilitated their program enrollment. Enrollment in practical lab environments in CTEC programs occurred twice each quarter.

Inmate student enrollment on a daily basis continued to average between 250-325 students throughout each of the four quarters in SFY 2011. From July 1, 2010, through June 30, 2011, 567 certificates of completion were issued to inmate students enrolled in the various programs.

Lastly, through the Carl Perkins Federal Grant award, the Career and Technical Education Center was able to strengthen instructional services at both the Concord and Goffstown facilities. In Concord, the award helped inmate students receive updated instructional materials for the Culinary Arts Program. In Goffstown, inmate students experienced improvements to the learning environment with the purchase of new desks, electronics and instructional materials for the Personal Finance and Microsoft Office content areas of Word, Access, Excel and PowerPoint.

**Family Connections Center (FCC)**
The Family Connections Center continued its focus on assisting inmates to maintain as close a relationship as possible to their children and families. Of note is the fact that FCC increased services for Goffstown from four hours per week to 20 hours per week. This created a Family Connections Center for the mothers in Goffstown for the first time. The FCC met with 517 incarcerated parents and provided services (classes) to 347 of them. The variety of classes offered included parenting, healthy relationships and life skills. Using media to keep familial connections, 183 CDs were recorded by incarcerated parents and sent home to their children with new books. Finally, 424 internet video visits took place between incarcerated fathers and their children (see photo upper left).

**Intervention Services**
Intervention Services are evidence-based cognitive/behavioral programming and best practice substance use and prevention education for offenders meeting the criteria for services. A renewed focus on having screening and assessments guide programming has enabled the Division to significantly reduce the number of inmates whose departure was delayed due to their inability to complete mandatory programming. Based on screening and assessments all recommended inmates participate in either Living in Balance or Thinking for Change. During SFY 2011, several hundred inmates successfully completed their required programming.
Parole Violator (PV) Program
Staff at the Berlin Prison did an outstanding job developing and operating the PV services mandated by SB 500. They also played a major part in redesigning the program to comport with the latest research regarding service dosage as reported by the renowned criminologist Dr. Edward Latessa, during his visit to New Hampshire. The need for frequent transportation of PVs to courts and medical facilities in the southern parts of the State is proving too costly and is therefore likely to require moving the main portion of the PV program services to Concord.

Women’s Services
Services for women offenders “behind the walls” and in reentry are intensifying to ensure that women are able to address general issues and those unique to them. Staff are continually made aware that women's services need to be gender-specific and trauma-informed, and training is provided accordingly. The position of the Administrator for Women Offenders is being enhanced, giving that position direct line supervisory authority over counselors, contractors and volunteers serving our female clients in the women’s prison in Goffstown, Shea Farm Transitional Housing Unit and at DOC’s statewide District Offices. Despite the fact that national trends show an increase in the number of women in the criminal justice system, New Hampshire has been able to manage and decrease the number of women incarcerated at the State Prison for Women. Our assessments continue to show that women present a lower risk of returning to prison than men, but present higher service needs.

Other Services
DCC continues to offer spiritual and religious services to all inmates in accordance with their faith and practices. The latter is not always easy in a prison environment, but staff are to be commended for “getting it done,” through a combination of faith-based groups, fellowship, services, retreats, etc.

Library services continued to be provided to all inmates throughout the various custody levels and facilities. Inmates utilized the recreation and law library services to explore their personal interests as well as to address their legal concerns.

The Division experienced another great year of volunteer support and improved services throughout the correctional facilities and transitional units. Volunteers, including college interns, helped strengthen a wide range of service offerings from chapel activities to presentations on employment and job readiness.

Our assessments continue to show that women offenders present a lower risk of returning to prison than men, but have higher service needs.

<table>
<thead>
<tr>
<th>CTEC Program</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Body Repair Program</td>
<td>16</td>
</tr>
<tr>
<td>Automotive Mechanics Program</td>
<td>4</td>
</tr>
<tr>
<td>Building Trades Program</td>
<td>4</td>
</tr>
<tr>
<td>Business Education Program</td>
<td>180</td>
</tr>
<tr>
<td>Computer Education Program</td>
<td>157</td>
</tr>
<tr>
<td>Culinary Arts Program</td>
<td>53</td>
</tr>
<tr>
<td>Intro. to the Workforce Program</td>
<td>107</td>
</tr>
<tr>
<td>Power Mechanics Program</td>
<td>28</td>
</tr>
<tr>
<td><strong>Total Certificates</strong></td>
<td>567</td>
</tr>
</tbody>
</table>
The Department of Corrections’ Division of Field Services is statutorily responsible for the community supervision of probationers, parolees, and inmates placed on Administrative Home Confinement (AHC); collection and disbursement of fees, fines and restitution; and conducting investigations for the courts and Parole Board.

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

On June 30, 2011, there were 6,405 active supervision cases being serviced by the Division. See the chart below for the breakdown.

In accordance with RSA 504-A:13 IV, the Department may collect an application fee for the transfer of supervision to another state through the Interstate Commission for Adult Offender Supervision. During SFY 2011 a total of $40,823 was collected pursuant to this statute.

During the year, a total of 3,728 new cases were opened and 3,767 cases were closed. The division completed 223 pre-sentence investigation reports and 619 annulment investigations.

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

A total of $3,193,615 in fines, fees and restitution was collected in SFY 2011. A total of $3,437,667 was disbursed, which increased slightly from the previous year.

### Supervision Cases on June 30, 2011

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Probation</td>
<td>4,215</td>
</tr>
<tr>
<td>Parole</td>
<td>2,156</td>
</tr>
<tr>
<td>Administrative Home Confinement</td>
<td>34</td>
</tr>
<tr>
<td>Monitoring</td>
<td>49</td>
</tr>
<tr>
<td>Conditional Release (Bail)</td>
<td>82</td>
</tr>
<tr>
<td>Collection Only</td>
<td>7,480</td>
</tr>
<tr>
<td>Total</td>
<td>14,016</td>
</tr>
</tbody>
</table>
During the fiscal year, a total of 3,728 new cases were opened and 3,767 cases were closed. The division completed 223 pre-sentence investigation reports and 619 annulment investigations.
At the end of SFY 2011, the inmate population was 2,644 offenders. That population includes 2,462 male and 182 female offenders. The population total of 2,644 includes 192 NH inmates being held in other jurisdictions, as well as 85 inmates from other jurisdictions being held in NH prisons. SFY 2011 saw a 13.7 percent decrease in the inmate population of New Hampshire’s prison facilities from SFY 2010. The following tables offer a further breakdown of the inmate population.

### Population by Race – June 30, 2011

<table>
<thead>
<tr>
<th>Race</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>2,267</td>
<td>85%</td>
</tr>
<tr>
<td>Black</td>
<td>170</td>
<td>6%</td>
</tr>
<tr>
<td>Native American</td>
<td>13</td>
<td>1%</td>
</tr>
<tr>
<td>Asian</td>
<td>10</td>
<td>1%</td>
</tr>
<tr>
<td>Other/Unreported</td>
<td>184</td>
<td>7%</td>
</tr>
<tr>
<td>Total</td>
<td>2,644</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Population by Crime Type – June 30, 2011

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crimes Against Persons</td>
<td>1,361</td>
<td>52%</td>
</tr>
<tr>
<td>Crimes Against Property</td>
<td>559</td>
<td>21%</td>
</tr>
<tr>
<td>Drugs/Alcohol</td>
<td>350</td>
<td>13%</td>
</tr>
<tr>
<td>Crimes of Public Order*</td>
<td>103</td>
<td>4%</td>
</tr>
<tr>
<td>Other Jurisdictions**</td>
<td>271</td>
<td>10%</td>
</tr>
<tr>
<td>Total</td>
<td>2,644</td>
<td>100%</td>
</tr>
</tbody>
</table>

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

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

### Population by Age – June 30, 2011

<table>
<thead>
<tr>
<th>Age</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-21</td>
<td>79</td>
<td>3%</td>
</tr>
<tr>
<td>22-25</td>
<td>278</td>
<td>10%</td>
</tr>
<tr>
<td>26-30</td>
<td>418</td>
<td>16%</td>
</tr>
<tr>
<td>31-40</td>
<td>723</td>
<td>27%</td>
</tr>
<tr>
<td>41-50</td>
<td>623</td>
<td>24%</td>
</tr>
<tr>
<td>51-60</td>
<td>334</td>
<td>13%</td>
</tr>
<tr>
<td>Over 61</td>
<td>189</td>
<td>7%</td>
</tr>
<tr>
<td>Total</td>
<td>2,644</td>
<td>100%</td>
</tr>
</tbody>
</table>
SFY 2011 saw a 13.7% decrease in the inmate population of New Hampshire’s prison facilities from SFY 2010.

### Admissions SFY 2011

<table>
<thead>
<tr>
<th>Admission Type</th>
<th>Females</th>
<th>Males</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Admission</td>
<td>59</td>
<td>467</td>
<td>526</td>
<td>35%</td>
</tr>
<tr>
<td>Parole Violator</td>
<td>59</td>
<td>619</td>
<td>678</td>
<td>45%</td>
</tr>
<tr>
<td>Probation Violator</td>
<td>26</td>
<td>154</td>
<td>180</td>
<td>12%</td>
</tr>
<tr>
<td>AHC Returns</td>
<td>4</td>
<td>12</td>
<td>16</td>
<td>1%</td>
</tr>
<tr>
<td>Other Jurisdiction</td>
<td>28</td>
<td>87</td>
<td>115</td>
<td>7%</td>
</tr>
<tr>
<td>Total</td>
<td>176</td>
<td>1,339</td>
<td>1,515</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Releases SFY 2011

<table>
<thead>
<tr>
<th>Release Type</th>
<th>Females</th>
<th>Males</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maxed Out</td>
<td>10</td>
<td>125</td>
<td>135</td>
<td>7%</td>
</tr>
<tr>
<td>Paroled</td>
<td>135</td>
<td>1,292</td>
<td>1,427</td>
<td>79%</td>
</tr>
<tr>
<td>Released to AHC</td>
<td>15</td>
<td>42</td>
<td>57</td>
<td>2%</td>
</tr>
<tr>
<td>Released to Probation</td>
<td>11</td>
<td>133</td>
<td>124</td>
<td>7%</td>
</tr>
<tr>
<td>To Other Jurisdiction</td>
<td>21</td>
<td>63</td>
<td>84</td>
<td>5%</td>
</tr>
<tr>
<td>Total</td>
<td>192</td>
<td>1,635</td>
<td>1,827</td>
<td>100%</td>
</tr>
</tbody>
</table>

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

### SFY 2011 saw a 13.7% decrease in the inmate population of New Hampshire’s prison facilities from SFY 2010.

### Population by Minimum Sentence June 30, 2011

<table>
<thead>
<tr>
<th>Minimum Sentence Length</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one year</td>
<td>14</td>
<td>1%</td>
</tr>
<tr>
<td>Between 1 and 3 years</td>
<td>266</td>
<td>10%</td>
</tr>
<tr>
<td>Between 4 and 5 years</td>
<td>454</td>
<td>17%</td>
</tr>
<tr>
<td>Between 6 and 10 years</td>
<td>797</td>
<td>30%</td>
</tr>
<tr>
<td>Between 11 and 20 years</td>
<td>646</td>
<td>23%</td>
</tr>
<tr>
<td>21 years and more</td>
<td>404</td>
<td>15%</td>
</tr>
<tr>
<td>Unknown*</td>
<td>103</td>
<td>4%</td>
</tr>
<tr>
<td>Total</td>
<td>2,644</td>
<td>100%</td>
</tr>
</tbody>
</table>

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

### Population by Maximum Sentence June 30, 2011

<table>
<thead>
<tr>
<th>Maximum Sentence Length</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one year</td>
<td>14</td>
<td>1%</td>
</tr>
<tr>
<td>Between 1 and 3 years</td>
<td>266</td>
<td>10%</td>
</tr>
<tr>
<td>Between 4 and 5 years</td>
<td>454</td>
<td>17%</td>
</tr>
<tr>
<td>Between 6 and 10 years</td>
<td>797</td>
<td>30%</td>
</tr>
<tr>
<td>Between 11 and 20 years</td>
<td>646</td>
<td>23%</td>
</tr>
<tr>
<td>21 years and more</td>
<td>404</td>
<td>15%</td>
</tr>
<tr>
<td>Unknown*</td>
<td>103</td>
<td>4%</td>
</tr>
<tr>
<td>Total</td>
<td>2,644</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Unknowns* are inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.
NH Adult Parole Board SFY 2011

<table>
<thead>
<tr>
<th>Parole Hearings Conducted</th>
<th>1,138</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inmates Approved for Parole</td>
<td>949</td>
</tr>
<tr>
<td>Inmates Denied Parole</td>
<td>189</td>
</tr>
<tr>
<td>Inmates Released to Parole</td>
<td>816</td>
</tr>
<tr>
<td>Paroles Revoked</td>
<td>669</td>
</tr>
</tbody>
</table>

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

Inmate Population Data

Unlike the above chart, the data in this chart does not include New Hampshire inmates being held in other jurisdictions, but does include inmates from other jurisdictions.

In-state Offender Population on June 30, 2011

<table>
<thead>
<tr>
<th>Facility</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>NH State Prison - Men</td>
<td>1,418</td>
<td>1,448</td>
<td>1,516</td>
<td>1,363</td>
</tr>
<tr>
<td>Northern Correctional Facility</td>
<td>567</td>
<td>729</td>
<td>729</td>
<td>601</td>
</tr>
<tr>
<td>NH State Prison - Women</td>
<td>149</td>
<td>145</td>
<td>148</td>
<td>107</td>
</tr>
<tr>
<td>Lakes Region Facility</td>
<td>341</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Secured Facilities</td>
<td>2,475</td>
<td>2,372</td>
<td>2,393</td>
<td>2,071</td>
</tr>
</tbody>
</table>

SPU/RTU

<table>
<thead>
<tr>
<th>SPU/RTU</th>
<th>52</th>
<th>49</th>
<th>58</th>
<th>59</th>
</tr>
</thead>
</table>

Transitional Housing

<table>
<thead>
<tr>
<th>Transitional Housing</th>
<th>288</th>
<th>312</th>
<th>300</th>
<th>315</th>
</tr>
</thead>
</table>

Probation/Parole

<table>
<thead>
<tr>
<th>Probation/Parole</th>
<th>12,922</th>
<th>13,317</th>
<th>15,512</th>
<th>14,016</th>
</tr>
</thead>
</table>

Total Population at Year End

| Total Population at Year End | 15,737 | 16,050 | 18,263 | 16,461 |

Total NH Sentenced Inmate Population Decrease since Enactment of Justice Reinvestment Initiative

* This data includes NH inmates being held in other jurisdictions, but does not include inmates from other jurisdictions.

Average Offender Census by Facility

State Fiscal Year

- NH State Prison - Men
- Northern Correctional Facility
- NH State Prison - Women
- Lakes Region Facility
- Transitional Housing

* LRF closed at the end of SFY 2009

Parole Hearings Conducted

Inmates Approved for Parole

Inmates Denied Parole

Inmates Released to Parole

Paroles Revoked

Total Secured Facilities

SPU/RTU

Transitional Housing

Probation/Parole

Total Population at Year End
Recidivism means returning to prison after parole or release. Every year, the DOC conducts a study of recidivism to determine the number and percent of offenders who return to prison within three years of their release. For example, inmates released in SFY 2003 are tracked through SFY 2007. Studies conducted over the past five years indicate the recidivism rate has ranged from a low of 39.6% for offenders released in 2003, to a high of 50.3% for offenders released in 2005. The recidivism rate for offenders released in 2007 was 47%. The average recidivism rate for the five cohort years of 2003 to 2007 was 46%.

**Recidivism by Crime and Gender**

A study of recidivism among offenders released in SFY 2007 revealed that 47% returned to prison within three years of their release. This represents a 4.3% decline in recidivism from the previous cohort year (2006-2009). Recidivism rates vary by gender and crime type. While recidivism rates were the lowest for both male and female offenders convicted of violent crimes, and the highest for offenders convicted of crimes of public order, recidivism rates for females for both of these two crime categories were higher than that of their male counterparts. However, males convicted of property crimes and drug crimes experienced higher rates of recidivism than did their female counterparts. Recidivism rates for male offenders convicted of property, drug or public order crimes exceeded 50%. This was true only for those females convicted of crimes of public order.
Reasons for Return to Prison

In SFY 2011, the DOC conducted its first ever comprehensive study of the reasons offenders return to prison. This study found that of the 47% of offenders released in SFY 2007 who returned to prison, 20% returned on a new sentence, 26% returned for an arrest on new charges, 43% returned on technical violations and 11% were returned after absconding from supervision. Of the 26% of offenders returning on new charges, 48% of the new charges were either drug or alcohol related.

Technical Violations

Of the 43 percent of offenders who returned to prison for one or more technical violations, approximately 60% were returned for failure to remain law abiding, including illegal drug use. Additional violations included repeated failures to report to their parole officer, associating with criminals, and changing residence without permission.

Illegal drug use was the second most frequently cited reason for prison returns on a technical violation, followed by repeated alcohol use and/or substance abuse treatment failure. Taken together, 84% of technical violations were either drug or alcohol related.

Types of New Charges and Convictions

A breakdown of the types of crimes for which offenders returned to prison reveals that 23% of the new charges and convictions were violent crimes, 18% were property crimes, 13% were drug crimes and 45% were for crimes of public order.

Among arrests and convictions for crimes of public order, 20% were for driving while intoxicated (DWT), 23% were for “habitual offender,” and 20% were for resisting arrest.
The Division of Medical and Forensic Services is comprised of several key areas which are defined in the following article. Staff are committed to the delivery of appropriate health and behavioral healthcare. The Division’s multiple disciplines work in tandem, triaging complicated cases as well as establishing more effective policies.

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

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

At the three prison sites, nursing staff in SFY 2011 completed approximately 13,136 inmate sick call encounters and 66,452 encounters for follow-up or monitoring appointments, and cared for 1,086 in-patient infirmary admissions.

Pharmaceutical Services
During SFY 2011, the Division’s pharmaceutical department processed 173,978 prescriptions to meet the healthcare needs of residents. A monthly meeting of the Pharmaceutics and Therapeutics Committee brings together the heads of the various health disciplines to review activities with specific medications, access prescribing practices, monitor compliance with formulary and make recommendations for changes in practice patterns by practitioners.

Dental Health
The Division’s Dental Office has successfully expanded its ability to provide appropriate services to the inmate population and includes hygienist services for men and woman. The appointment scheduler has provided a means to better establish an on-going review of the dental services rendered and to more accurately track offender access to dental services within the Department of Corrections.

Behavioral Health Services
Behavioral Health Services are provided to any inmate who suffers from a mental health condition and is seeking services or assistance. The Behavioral Health team has specific policies and procedures that direct and organize the delivery of

At the three prison sites, nursing staff completed approximately 13,136 inmate sick call encounters and 66,452 follow-up or monitoring appointments.
services and ensure quality and consistent care. Clinical and security training are mandated yearly to ensure that civilian staff are exposed to the most recent best practices and safety procedures.

The Division continues to meet the Holliday Court Compliance Plan by developing programs and processes to achieve these requirements. Full compliance has been achieved in several areas.

Vocational services are now being offered to assist in the development of skills that will help with future employment opportunities at the men’s facilities for mental health clients, with the goal to facilitate this at the women’s facility in the ensuing year. A mental health unit was recently developed at NCF to provide community living with daily support groups, and has been a huge success among residents.

Secure Psychiatric Unit (SPU)
The SPU serves individuals who are civilly committed via the Superior and Probate Courts in accordance with various civil commitment statutes and inmates who are in need of acute psychiatric care. Those who are civilly committed have been deemed by the courts as too dangerous for a less restrictive setting. The overall goals of treatment in the SPU are to provide psychiatric care that stabilizes the individual, and forensic assessment and treatment as appropriate. Both of these goals culminate in the individual reaching a point of readiness for transition to a less restrictive level of care.

The SPU offers a psychiatric hospital level of care within a secure setting. Approximately 30 hours per week of structured and unstructured therapeutic and diversional interventions are available for residents, contingent upon their functional capacity. Residents and their treatment team join in a collaborative effort to create a meaningful and individualized treatment plan upon the completion of discipline specific assessments. The SPU continues to provide quality psychiatric care through its team of highly dedicated psychiatric, clinical, nursing and secu-
The correctional staff within the SPU is specially trained in managing clients with mental illness through collaborative mental health training provided through NH Hospital.

The current configuration of SPU has 30 male beds, 10 female beds and 6 infirmary rooms, with renovation plans to expand underway. Due to limited bed space, the SPU has had to triage requests to waiting lists from county facilities or make one-for-one patient transfers with NH Hospital based on acuity.

**Residential Treatment Unit (RTU)**

The RTU, which opened in May of 2007, is currently comprised of 20 beds, and serves inmates who are functionally impaired due to mental illness, with the goal of reintegrating them into the general population of the prison. Construction to renovate the existing Secure Psychiatric Unit to create a 40 bed RTU began in May 2011, with an anticipated completion date in the spring of 2012. Completion of the unit will bring NHDOC yet another step closer to full compliance with court-ordered requirements.

The RTU offers inmates approximately 30 hours per week of structured and unstructured therapeutic and diversional interventions. After professional evaluation, the inmate and his treatment team develop a specific, individualized treatment plan. The psychiatric, clinical, nursing and security disciplines continue to strive toward best practices models and to provide evidence-based treatment modalities.

It should be noted that not all inmates discharged from RTU return to General Population; a number of inmates have achieved parole while in RTU.

**Not Guilty By Reason of Insanity Civil Commitments**

The Department monitors 32 civil committals, committed as Not Guilty by Reason of Insanity (NGRI), and maintains on-going enforcement of their court orders, per RSA 651:11-a. The DOC Medical/Forensics team includes a dedicated NGRI Clinical Coordinator. Meetings with different mental health organizations are scheduled regularly, depending on the level of care the client has obtained. Inpatient level of care and outpatient mental health services are coordinated to ensure compliance with court orders; clinical files for symptomology related to illness and risky behaviors are reviewed for the safety of the client and the community.

The Department continues to utilize the ongoing MOU with Health and Human Services to seek Medicaid reimbursement for appropriate inpatient hospitalizations so that these stays do not have to be paid for through general fund dollars.
Other Divisional Functions and Services

Part of the Division’s function, according to RSA 651-A:10, is to identify potential inmates appropriate for medical parole. This statute is in place in order to place inmates/civil committees in the most appropriate healthcare setting while being fiscally responsive to tax dollars. In SFY 2011, the Division reviewed and presented several cases before the Parole Board. Most of the cases involve requests for placement in a nursing home level of care due to the level of physical incapacitation. In addition to the request for medical parole, the Department continues to utilize the ongoing Memorandum of Understanding with Health and Human Services to seek Medicaid reimbursement for appropriate inpatient hospitalizations so that these stays do not have to be paid for through general fund dollars.

The Department of Corrections also continues to notify the appropriate counties when an offender who meets the criteria of “sexually violent predator” (according to RSA 135-E) reaches their minimum notice requirement prior to release from total confinement. As a result of this legislation, the SPU has two male civil committees, who have appropriate individualized treatment.

Allied health professionals provide direct care to all NHDOC correctional sites in addition to providing oversight to their discipline-specific area. Their involvement with amending departmental policy and insight into legislative initiatives is integral to proper functioning and accountability to best practice and national standards. Allied health staff play important roles in the Pain Management Clinic, management of eating disorders, community-based referrals, and in residents’ physical fitness and appropriate social coping skills.

The Division’s dietician works in collaboration with the food services department in conducting reviews of menus and nutritional guidelines as part of an ongoing quality improvement process at all sites. Dietary and rehabilitation services respond to clinical referrals from nursing, practitioners and all other disciplines to provide a clinical synopsis of the cases and additional input into the plan of care.

Recreational therapy, specific to the Secure Psychiatric and Residential Treatment Units, provides structured and unstructured diversional activities targeted to special requirements.

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

Entering SFY 2012, the Division’s focus will be on offender re-entry into the community. The biggest challenge will be working within state budget limitations, while continuing to extend our involvement with other community partners.
Victim Services/ PREA

Peter Michaud, Administrator

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

At the close of SFY 2011, victims/survivors of crimes committed by 2,237 current inmates, parolees and probationers were registered for notification of offender status changes and other direct services. New requests for victim notification were received from 399 households, an 11% increase over 2010. Citizens in 1,884 households were served through 6,628 contacts documented by Victim Services staff.

The Department continued its partnership with the NH AmeriCorps Victim Assistance Program, with an AmeriCorps Advocate working alongside NHDOC Victim Services staff serving crime victims statewide. Many people seek advocacy during the offender’s reduced custody, re-entry and parole process. The Victim Services Bureau documented 2,975 contacts specifically related to support and information as inmates are transitioning from prison to parole. Victim safety planning and intimidation/harassment concerns are a priority whether offenders are sentenced to probation or prison followed by parole. Victim Services staff documented responses to 131 individuals with specific safety concerns. Five survivors of violent crime initiated requests for Victim-Offender Dialogue, seeking a constructive conversation with their offender facilitated by trained NHDOC staff and community partners.

PREA

The Prison Rape Elimination Act (PREA) requires correctional agencies to improve prevention, detection and responses to sexual abuse of incarcerated people. In SFY 2011, an extensive revision of NHDOC’s PREA Policy and Procedure Directive was approved which addresses Professional Standards, Forensic and Medical Services, Classification, Security, Training, Victim Services (Continued)

Victims of Crime Served in SFY 2011

- Sexual Assault, 33%
- Domestic Violence, 7%
- Other Violent, 46%
- Non-Violent, 14%

(Continued)
and Field Services. Significant purchases of surveillance monitoring and digital recording equipment were made to further improve investigative capacity in cases of delayed reports of sexual assault.

The Department’s interdisciplinary Sexual Assault Resource Team (SART) initiated plans for implementing a sexual abuse case review protocol. Former sexual assault victims began participating in a statewide survey co-sponsored by the NH Office of the Attorney General and the University of New Hampshire.

The PREA Victim Advocate teamed with investigators during interviews with inmates reporting sexual victimization. Victim Services staff provided information and emotional support to 32 inmates with sexual abuse concerns. Partnership continued with the NH Coalition Against Domestic and Sexual Violence to improve access to confidential sexual assault support services. The NH Task Force on Women and Recovery provided education and empowerment groups for 35 women at the NH State Prison for Women and Shea Farm Transitional Housing. PREA staff facilitated workshops for 56 inmates at NCF and NHSP/M’s Residential Treatment Unit to improve prevention and reporting of sexual abuse. To enhance annual in-service PREA e-learning for all staff, additional training classes with corrections officers were scheduled, with 181 participating to date. Similar training was provided for medical and mental health staff and contractors.

Each of these strategies, and many related activities, continue moving NHDOC forward in reinforcing a climate and culture that encourages and supports prevention, detection, reporting, investigation and prosecution of prison sexual assault.
GraniteCor, New Hampshire’s prison industry, creates revenue-generating work environments that provide inmates with the work experience, job skills and the confident attitude they will need in order to obtain and hold jobs once released. National studies have shown that inmate workers have a lower rate of recidivism than comparable non-workers.

SFY 2011 saw significant preparation for GraniteCor to operate as a sustainable business model. This business model will enable Industries to create, deliver and capture value in a way that can be maintained, delivering commercial success while continuing to be aware of the environment.

GraniteCor started the approval process to add various green products, including green janitorial chemicals, green mattresses made from recycled plastic milk jugs and denim, and remanufactured and fully warranted ink/toner cartridges.

During this fiscal year, several staff retirements led to leaner operations. The Plate and Sign Shops were combined and several other staff saw work redistributed among them.

Dialogues are ongoing about GraniteCor partnering with private investors to develop a hybrid hydroponics and aquaculture industry. This would leverage venture capital, open new markets, and enhance prison industries’ strengths.

The position of a dedicated sales person and the creation of e-commerce presence for Prison Industries was put into motion this year, which would significantly increase communication and visibility. Several hearings were held on legislation that when passed will make it easier for GraniteCor to conduct business and for customers to do business with GraniteCor.

The SFY 2009 budget limited raw material spending to 62% of a normal year and the 2010/11 biennial equipment budget was limited to $4,000. However, a very supportive equipment budget for SFY 2012 will allow Prison Industries to replace some of its equipment that has aged far past its ability to be reliable and to buy equipment that will greatly expand revenues.

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

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

(Continued)
mattresses. Two sewing machines were included in the budget for purchase next year to increase production in the NCF and NHSP/M shops.

**Plates and Signs**

GraniteCor produces all state road signage measuring less than 48 inches in width as well as all license plates used in New Hampshire. The Sign and Plate Shop works closely with the Department of Transportation and the Department of Safety, as well as towns, cities, counties, and schools to produce products they count on to be delivered on time. A sign screen machine was included in the budget for purchase next year that replaces a machine that was old and worn.
out with parts no longer available. Forty percent of this shop’s business passes through this machine. A 36 inch printer/cutter was also included in the budget for purchase next year that will give this shop a new capability to print full color decals for cars, displays, posters, banners, signs and crafts.

Print Services
Inmates are trained and employed in a wide variety of jobs found in the print industry ranging from bookkeeping, shipping, typesetting, production, graphics, binding, prep work and equipment maintenance. The Print Shop prints all state vehicle registration decals and temporary license plates, and has professional graphic design and photo enhancement capability. It produces many printed documents, including annual reports, forms, cards, letterhead, envelopes and flyers. A hot-stamp Decal Machine was included in the budget for purchase next year that will allow GraniteCor to print larger format decals like boat registration stickers and will eliminate the problem of non-repairable parts for the old machine.

Farm
The Farm grows vegetables for inmate meals, cuts and bails hay sold to local horse and cow owners, cuts, splits, and delivers kindling to state park campgrounds, and operates a greenhouse. A tractor was approved in the budget for purchase next year that will greatly improve the Farm’s ability to prepare fields and harvest crops.

Administration and Fiscal Operations
This year a new inmate-built centralized information system replaced the many shop-based stand-alone systems that were criticized in a 2006 audit. Work orders, shipping orders, inventory, attendance and job costing are now processed by this new system that provides sophisticated audit trails. Prison Industry financial staff are well integrated into shop operations to process purchases, send out invoices, collect receivables, pay payables, process credits and produce the occasional reports as needed. Bar Code readers were approved in next year’s budget and will be used to track shipping, sales and inventory.
During SFY 2011, the Financial Services Unit of the Division of Administration was heavily involved in the development process of the 2012 – 2013 biennial budget. During this year long process, the Division and Commissioner continued to advocate for the Department as the State faced prolonged budget deficits as a result of difficult financial times nationwide.

Throughout a series of budget hearings, the Division worked with wardens and division directors to craft a responsible budget and, with our legislators, to limit the negative impact on the Department. The final budget for the 2012 – 2013 biennium will test the financial and staffing limits of the Department. The Financial Services staff did a great job in managing not only the day to day financial operations (contracts, grants, inmate accounts, invoice processing, etc.) but also worked beyond reasonable expectations in assisting in the budget input process.

The Concord maintenance staff faces daily the challenges of maintaining the structures at the NH State Prison for Men dating back to the 1800s. The work orders received by the 11 Concord maintenance staff number approximately 350 each month. They, as well as the Berlin and Goffstown maintenance staff, do a great job keeping the facilities operational.

During SFY 2011, several projects were started, continued or completed, including roof replacement, wall and beam repairs, electrical upgrades and electronic security upgrades. By using our own maintenance staff on some of these projects, the agency has saved many State dollars. However, with fewer people on staff, the projects often extend from one fiscal year to the next as staff members are taken.
off these ongoing projects to handle the more pressing daily emergencies as they arise.

**Grants**

The DOC benefitted from several grants this fiscal year, both directly and indirectly. NHDOC received U.S. Department of Justice's Second Chance Reentry Initiative sub-grants, channeled through the NHDOJ, in the amount of $101,353 total. These sub-grants were used for several direct services offered to parolees in Merrimack County: psychiatric medication management, job placement support, recovery/re-entry coaching, substance use assessments and treatment, and family counseling. This sub-grant project period began in May 2010 and will continue through March 2012.

The Department continues to utilize the $1,000,000 PREA grant which was awarded in 2006 and will be ending on December 31, 2011. These funds have improved the Department's capacity to prevent, detect and respond to sexual abuse in all correctional facilities.

In SFY 2011, the Department received two Carl Perkins sub-grants from NH Department of Education (NHDOE), one in the amount of $9,588 for the Men's Prison in Concord and one in the amount of $16,198 for the Women's Prison in Goffstown. These two grant project periods extended from July 1, 2010 through August 17, 2011. The Department also received the Adult Basic Education sub-grant from NHDOE in the amount of $23,002. This grant project period extended from July 1, 2010 through June 30, 2011. In addition, the Department was awarded a Title 1 grant of $61,769 in SFY 2011.

The Department received a total of $148,194 in Victims of Crime Act (VOCA) sub-grants from NHDOJ in SFY 2011, as well as a $4,706 American Recovery and Reinvestment Act (ARRA) sub-grant, also through NHDOJ.

The DOC annually receives a State Criminal Alien Assistance Program (SCAAP) Award from the U.S. Department of Justice to reimburse the Department for the costs associated with the housing of illegal aliens. This year’s SCAAP Award was for $160,619.

(Continued)
The FBI awarded the DOC a Safe Streets Task Force (SSTF) grant in the amount of $16,903 with a project period of October 1, 2010, through September 30, 2011. The Department continues to utilize the original subgrant from the Manchester Police Department for the Child Sexual Predator Program in the amount of $32,650 to be completed in 2011.

The Family Connection Center (FCC) was the recipient of services provided by funds from the following grants in SFY 2011. The NH Children’s Trust awarded a two-year grant to Child and Family Services of NH for $7,692; $5,128 was received in November 2009, and $2,564 was issued in the fall of 2010. This money is to eliminate barriers that prohibit the wives and partners of the incarcerated fathers from attending the “PREP on the Outside” relationship class that FCC facilitates around the state.

In October 2010, Child and Family Services (CFS) of NH received the fifth and final year of funding in a five-year Healthy Marriage and Responsible Fatherhood grant from the U.S. Department of Health and Human Services. This annual amount of $316,854 helps provide services and four full-time CFS employees who work for the FCC. In December 2010, the Linden Foundation awarded UNH Family Studies Department $15,000 to pay for a part-time FCC staff person to facilitate video visits between children and their fathers who are incarcerated in Berlin.
The Department of Corrections’ Division of Professional Standards is responsible for department-wide criminal and administrative investigations, as well as the administrative internal auditing function, which ensures that departmental practices comply with policy expectations. The Division also includes the Polygraph Unit and the Hearings Bureau.

The Polygraph Unit is responsible for conducting polygraph examinations related to the supervision and treatment of sex offenders, the pre-employment recruitment of uniformed staff, and criminal and administrative investigations. Community safety is the number one priority. The sex offender polygraph testing program assists Probation/Parole Officers and sexual offender treatment providers by identifying low level behaviors which, if left unchecked, could lead to high level risk behaviors and possibly re-offense. In SFY 2011, the Polygraph Unit conducted a total of 334 examinations.

The Hearings Bureau provides a due process system for hearing inmate grievances and claims, and ensures proper due process protection and adherence to disciplinary procedures for the inmate population. In SFY 2011, the Hearings Bureau adjudicated 1,670 cases and ordered restitution in the amount of $63,890.96.

The Investigations Bureau is responsible for the department-wide investigation of serious incidents and allegations of criminal and/or administrative wrongdoing by inmates, staff, and members of the public, as well as assistance to other law enforcement agencies. Investigations staff also worked closely with the New Hampshire State Police Major Crimes Unit on major crimes committed within the prison system. During SFY 2011, the Investigations staff conducted 894 investigations. In addition, Investigations staff received 38 indictments as a result of 18 criminal investigations presented to the Grand Jury.

In SFY 2011, the Hearings Bureau adjudicated 1,670 cases and ordered restitution in the amount of $63,890.
Over the past year the Department experienced difficulty related to the vehicle replacement plan, with no vehicle purchases approved in the budget. The Department has had to adjust and re-evaluate fleet vehicle use and locations.

The Division of Security and Training oversaw several important new projects in SFY 2011. The Inmate Manual, a resource made available to all new inmates when they arrive at R&D, was updated to better reflect current practices within the facilities.

A Digital Music Player program was implemented for the inmate population. NHDOC is allowing inmates to replace their out-dated cassette players by purchasing a digital media player. The new digital media player has no moving parts (e.g., motor) and has imbedded programming to prevent theft or unauthorized use. In the past, moving parts could be removed from cassette players and used in the making of tattoo paraphernalia. The digital media player will also eventually provide the inmates with email capabilities which will decrease the amount of postal mail handled by staff, decrease the introduction of contraband sent in via the current mail system, and also permit inmates to download self-help programs.

Training staff were successful in updating the remaining 30% of the corrections academy curriculum. Budget limitations and force reductions reduced the number of academies facilitated for this fiscal year and 16 staff graduated from the one non-uniform academy. Typically, uniform staff attend a nine-week academy program, while non-uniform staff attend from one to four weeks of the academy.

As required by the Police Standards and Training Council, uniform staff completed their annual recertification in physical fitness and firearms. Training staff facilitated several practice range sessions to prepare staff for their annual recertification requirement.

Budget conditions made growth opportunities difficult, but the Division continued offering the Leadership Training Program, with another 40 supervisors from the uniform and non-uniform staff completing this training.

Over the past year the Department experienced difficulty related to the vehicle replacement plan, with no vehicle purchases approved in the budget. Consequently the Department has had to adjust the vehicle replacement plan and re-evaluate fleet vehicle use and locations.

The Department continued participation on the Governor’s Advisory Council for Emergency Preparedness and Security continues.
Human Resources is a service bureau to employees and managers of the New Hampshire Department of Corrections and is a liaison to a variety of other State agencies. The Bureau administers the personnel and payroll functions of the Department. Other major functions include recruitment, selection, retention, promotion, worker’s compensation claims processing, Family Medical Leave Act tracking, benefits administration, labor relations, employee wellness and the monitoring of the Department’s compliance with State and federal employment laws.

During SFY 2011, the Bureau of Human Resources focused on working with managers to reclassify positions. Sixty-one positions were reclassified, supporting the Department’s efforts to reorganize to meet operational demands while meeting budgetary constraints. Although recruitment activity was sporadic throughout SFY 2011, the Department of Corrections hired 24 full-time employees and 15 part-time employees and was able to recall a Corrections Sergeant who was laid off in 2009.

Projects completed this year included compliance with a new federal “Mandatory Insurer Reporting Law” Section 111 of Public Law 110-773. Concerted efforts were taken to work with all employees to ensure they updated information on dependents’ Social Security numbers who were covered by the State’s

(Continued)
health insurance plan. Also, toward the end of the fiscal year, steps were taken to help facilitate enrollment of our employees into the State’s new Administrative Services Online Pay Statements (ASOPS) to help reduce the use and cost of paper advice copies. The Bureau was also involved with year-end budget activity to help ensure any employee transactions that occurred at the end of June were processed prior to July 1, 2011, to minimize the impact to the new SFY 2012 budget.

The HR Bureau continues to be involved in maintaining effective working relationships between labor and management. Throughout the year, HR continued to be involved in Labor Management Committee (LMC) meetings and issues with representatives of six different chapters/locals from two labor unions. The Bureau also worked closely with the Attorney General’s office on employee and union litigation matters throughout the year. In addition, the Bureau continues to provide support associated with employee staff development and training as needed.

<table>
<thead>
<tr>
<th></th>
<th>SFY 01</th>
<th>SFY 02</th>
<th>SFY 03</th>
<th>SFY 04</th>
<th>SFY 05</th>
<th>SFY 06</th>
<th>SFY 07</th>
<th>SFY 08</th>
<th>SFY 09</th>
<th>SFY 10</th>
<th>SFY 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executives</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>11</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Managers/Administrators</td>
<td>66</td>
<td>66</td>
<td>67</td>
<td>62</td>
<td>68</td>
<td>68</td>
<td>68</td>
<td>71</td>
<td>69</td>
<td>57</td>
<td>38</td>
</tr>
<tr>
<td>Correction Officers</td>
<td>644</td>
<td>644</td>
<td>628</td>
<td>626</td>
<td>625</td>
<td>605</td>
<td>596</td>
<td>590</td>
<td>531</td>
<td>493</td>
<td></td>
</tr>
<tr>
<td>Probation/Parole Officers</td>
<td>76</td>
<td>76</td>
<td>74</td>
<td>72</td>
<td>71</td>
<td>71</td>
<td>72</td>
<td>71</td>
<td>71</td>
<td>70</td>
<td>70</td>
</tr>
<tr>
<td>Medical Personnel</td>
<td>55</td>
<td>55</td>
<td>61</td>
<td>60</td>
<td>57</td>
<td>57</td>
<td>73</td>
<td>67</td>
<td>72</td>
<td>70</td>
<td>66</td>
</tr>
<tr>
<td>Teachers/Instructors</td>
<td>34</td>
<td>35</td>
<td>36</td>
<td>32</td>
<td>30</td>
<td>30</td>
<td>28</td>
<td>29</td>
<td>28</td>
<td>29</td>
<td>28</td>
</tr>
<tr>
<td>Shop Supervisors/Tradesmen</td>
<td>79</td>
<td>79</td>
<td>77</td>
<td>79</td>
<td>74</td>
<td>75</td>
<td>70</td>
<td>70</td>
<td>72</td>
<td>63</td>
<td>60</td>
</tr>
<tr>
<td>Recreational Personnel</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Clerical/Administrative</td>
<td>127</td>
<td>131</td>
<td>120</td>
<td>122</td>
<td>115</td>
<td>117</td>
<td>106</td>
<td>102</td>
<td>104</td>
<td>111</td>
<td>108</td>
</tr>
<tr>
<td>Case Counselor/Case Manager</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>51</td>
<td>46</td>
<td>46</td>
<td>40</td>
<td>38</td>
<td>39</td>
<td>39</td>
<td>45</td>
</tr>
<tr>
<td>Psychological/Social Workers</td>
<td>72</td>
<td>66</td>
<td>72</td>
<td>20</td>
<td>19</td>
<td>18</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>24</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>SFY 01</th>
<th>SFY 02</th>
<th>SFY 03</th>
<th>SFY 04</th>
<th>SFY 05</th>
<th>SFY 06</th>
<th>SFY 07</th>
<th>SFY 08</th>
<th>SFY 09</th>
<th>SFY 10</th>
<th>SFY 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTALS</td>
<td>1163</td>
<td>1163</td>
<td>1161</td>
<td>1136</td>
<td>1116</td>
<td>1117</td>
<td>1103</td>
<td>1087</td>
<td>1089</td>
<td>1014</td>
<td>947</td>
</tr>
</tbody>
</table>
Information Technology
Linda Socha, DoIT Manager for NHDOC

The mission of the Department of Information Technology (DoIT) at the New Hampshire Department of Corrections is to assist DOC with all aspects of information technology. This includes network support along with software and hardware acquisition and maintenance. In addition, DoIT provides customer support services, application development and desktop support.

Beginning in SFY 2010, DOC’s growing demand for processing information and acquisition of new IT business solutions, required a focus on the DOC server architecture and network integrity. Phase One of the initiative required an inventory of devices on the network, along with analysis and recommendations for improving DOC’s IT infrastructures.

Phase Two, which began in January 2011, included upgrading and relocating the servers located at the Men’s Prison in Concord in order to improve the stability and management of the server infrastructure. Data line changes along with upgrades to critical network devices in Concord and Berlin were implemented, enhancing IT performance in the Northern NH Correctional Facility. Phase Two also included an upgrade and expansion of the video conferencing system used for public hearings, allowing for the addition of video conferences for attorney-inmate sessions, mental health consultations and remote management meetings.

Phase Three, which began in late SFY 2011, includes a redesign of the DOC network. The objective of this initiative is to provide greater efficiency, security and stability of the DOC network, while allowing segregated networks required for video conferencing and development of an inmate services network. More importantly, the network improvements assist DOC with preparation of a statewide initiative to Voice Over Internet Protocol (VOIP), scheduled to begin in late 2011. The VOIP initiative, managed by the Department of Safety’s Division of Emergency Services and Communication, will provide cost savings for data and telecommunications.

Improving communications and increasing efficiency are always the primary goals of IT at DOC. In SFY 2011, DoIT worked with DOC key business units for the purpose of implementing a new DOC Intranet. The Department’s Intranet provides access to more than 150 reports and resources critical to DOC operations, including inmate count sheets, job rosters, medical information and program/case reports. In addition to the Intranet, DoIT responded to requirements related to the Justice Reinvestment Initiative legislation, and completed 190 Application Software Development project requests and over 1,400 Helpdesk tickets for hardware and desktop support.
The Department’s Bureau of Quality Improvement, Compliance and Research has continued to build on a foundation of performance improvement systems and activities that assure compliance with court orders and settlement agreements. This is accomplished through the development of key indicators, systematic monitoring, and evaluation and enhancement of innovative interventions. Progress toward attaining and sustaining compliance with all health, mental health and most educational and vocational programming has resulted in virtually all quality improvement functions being turned over to DOC for internal monitoring, with ultimate full compliance in all areas in the not too distant future.

The efforts of leadership and staff in the Commissioner’s Office, the Division of Medical and Forensic Services, Bureau of Programs, NHSP/M and Mental Health Management (MHM) have contributed substantially to this significant achievement. While compliance has been achieved and sustained, ongoing weekly, monthly and quarterly meetings between New Hampshire Legal Assistance and various DOC components will pro-actively keep channels of communication open, resulting in a partnership to achieve mutually desirable goals.

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

The average, overall recidivism rate for the past five cohort years is 46%. However, recidivism rates vary by age, gender, crime type and other demographic variables. Reasons for return to prison also vary. Among recidivists from the 2007 cohort, 21% returned on a new sentence, 26% returned after being arrested on new charges, 11% returned after having absconded from supervision and 42% were returned to prison for violating the conditions of their probation or parole. (See pages 19 and 20 for additional detail.)

In addition to conducting annual studies of recidivism, the Office of Research conducts studies on issues internal to the Department on an ad hoc basis, and is responsible for reviewing and approving requests submitted by outside researchers, and state and federal agencies to conduct research on offenders and staff.
Impact of the  
2011 Legislative Session

Jeffrey Lyons, Public Information Officer

The 2011 legislative session came to a close with the passage of House Bill 1 and House Bill 2, which are also known as the state budget and the trailer bill. HB 1 allocates the Department $102 million in SFY 2012 and $102.3 million in SFY 2013. HB 2 is a 138 page document that includes various provisions about how to implement the budget by defining changes in statute or enacting new amendments.

The HB 2 amendment which most directly affects the Department establishes a committee to study privatization of DOC prisons and/or certain services. This committee would be composed of members of the House and Senate and would submit its final report during SFY 2012.

During SFY 2011, there was a shift in the focus of the legislature regarding parole reform and the Justice Reinvestment Initiative (JRI). At the start of the fiscal year the Department began implementing policies that used the research-based findings of the JRI as set forth by passage of Senate Bill 500 in the spring of 2010. For the first half of SFY 2011, offenders received sanctions of up to ninety days for technical parole violations, and inmates who would otherwise max out their sentences without supervision were placed on mandatory parole during the final nine months of their sentence. With the election of the new House and Senate, three bills were introduced to revise these procedures.

SB 52 and HB 524 were introduced to remove violent and sexual offenders from the nine-month supervision program and to give the New Hampshire Adult Parole Board wider discretion on sanctions imposed for these offenders due to technical parole violations. A third bill, HB 552, would have required a study committee be created to repeal all of the changes enacted in 2010. This bill was voted down in the committee and then in the full house.

SB 52 and HB 524 passed their respective chambers and went through numerous revisions. In the end, the House would not concur to the amendments offered to HB 524 and a Committee of Conference was established on SB 52, which became the final vessel by which to implement the changes. It was scheduled to go into effect in Fiscal Year 2012.

Related to this, the House and Senate passed SB 180, which established a study

Continued
HB 635, which would implement a new business model for GraniteCor, DOC’s Correctional Industries, was retained by Committee.

LEGISLATION

Continued

committee to look at the availability of community supervision programs for offenders released on parole.

In November 2010, a legislative study committee that had been established to review the parole board and its policies submitted a report but was unable to make any conclusive recommendations. The House and Senate passed HB 535 to study this matter further.

State Representative Warren Groen (R-Rochester) sponsored HB 635, which would implement a new business model for DOC’s Correctional Industries, GraniteCor. It was retained by the House Executive Departments and Administration Committee. Before the end of SFY 2011, the subcommittee held another meeting but the final draft of the legislation was still pending at the end of the fiscal year.

In other business, the House defeated HB 304, which would have required that all inmates between the ages of 17 and 25 obtain their diploma or GED before being approved for parole.

There will be some changes in the way records are maintained for criminal annulments. The Division of Field Services will still be responsible for conducting investigations and making recommendations on annulment petitions. But under HB 82, it is no longer a crime to unknowingly acknowledge that someone’s past criminal record has been annulled.
Organizational Chart

New Hampshire Department of Corrections
as of June 30, 2011
On behalf of the entire Department, we would like to recognize and honor all of our employees who have served our country through military duty over the years. The staff members listed on the next page (identified with their NH DOC position titles) are those who have been called away from the work site for military deployment during 2010 and 2011. Many of these staff members (as well as others not named here) have been deployed multiple times. For defending our country, democracy and human rights throughout the world, we extend our sincerest appreciation and gratitude to all of you.
CO John Armstrong
CO Darin Briggs
CO David Burris
Cpl. Randall Carver
Cpl. Todd Connor
Sgt. David Cormier
CO Dennis Fitton
PPO II Mark Gagnon
CO Paul Hyson
CO Michael Kiluk
CO Jayco Laughton
CO Scott LeBlanc
CO Kory McCauley
CO Richard Morgan
CO Kyle O’Dowd
CO David Pelky
Cpl. Jacob Poole
PPO II Tricia Thompson
CO Brandon Westgate
CO Randall Whiting
New Hampshire
Department of Corrections
P.O. Box 1806
Concord, NH 03302
(603) 271-5602