

# New Hampshire Department of Corrections



Your help is appreciated!

**THANK YOU**

GRACIAS  
ARIGATO  
SHUKURIA  
BOLZIN  
MERCIE

YACHANYELAY  
TASHAKKUR ATU  
SUKSAMA  
EKHMET

BIYAN  
SHUKRIA

DANKS  
SCHEN  
TASHAKKUR ATU  
SUKSAMA  
EKHMET  
BIYAN  
SHUKRIA

GRACIAS  
ARIGATO  
SHUKURIA  
BOLZIN  
MERCIE



Thank you all for going above and beyond at **EVERY** facility, we will get through this together!



2021  
Annual Report

Integrity, Respect, Professionalism, Collaboration, Accountability

# New Hampshire Department of Corrections Fiscal Year 2021 Annual Report

**Governor**

**Christopher T. Sununu**

**Executive Councilors As of June 30, 2021**

**Joseph D. Kenney      District 1**

**Cinde Warmington      District 2**

**Janet Stevens      District 3**

**Theodore L. Gatsas      District 4**

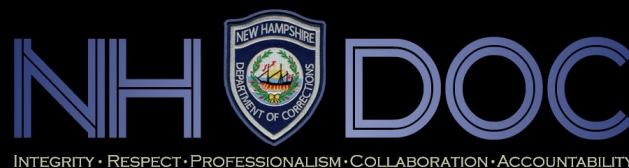
**David K. Wheeler      District 5**

**Commissioner**

**Helen E. Hanks**

**Assistant Commissioner**

**William T. Conway**



## Dedication

### Gina Alosa

The New Hampshire Department of Corrections suffered the unexpected loss of team member Gina Alosa November 1, 2020. Gina started her career with us in 1993, and she had been our benefits guru and part of our Human Resources team for 27 years! Her door was always open and her family and friends were the most important part of her life. Her smile, her kind heart and willingness to help anyone will be greatly missed by all who knew her.

The world was made a better place by her presence and we will continue her legacy by always being kind, genuine and loyal to others; never to judge and always to love. She will be forever in our hearts and memories. Until we meet again, "Sweet Dreams & Flying Machines."

Some information above provided by: [Gina Alosa Obituary \(2020\) - Pittsfield, NH - Concord Monitor \(legacy.com\)](#)



# Table of Contents

Commissioner's Report	5
A Year in Review	6
Data Elements of Interest	43
NH Correctional Facility for Women	57
Northern NH Correctional Facility	58
NH State Prison For Men	59
Division of Community Corrections	60
Division of Medical and Forensic Services	65
Division of Professional Standards	73
Division of Administration	75
Division of Security and Training	78
Division of Field Services	79
Victim Services	82
Business Information Unit	83
Human Resources Bureau	84
Legislation	85
Challenges and Goals	86
Mission Statement	87
Organizational Chart	88

# Commissioner's Report

The team of professionals working for the NH Department of Corrections through SFY 2021 engaged relentlessly to successfully and safely operate our correctional facilities and field services operations while being mission aligned to rehabilitation and public safety. COVID-19 continued to be a pressing issue to manage and maintain healthy and safe operations everywhere for the welfare of our staff, their families, and people under our custody and/or supervision. The Department of Corrections employees' profound resiliency was demonstrated in their adoption of ever shifting operations that became necessary as the vast and frequent guidance materials from departmental leadership was adjusted based on the Centers for Disease Control and Prevention and NH Public Health to fight the introduction and spread of COVID-19 at all sites.

NH continues to be ranked by U.S. News as #1 in Crime and Corrections: [overall-rankings-2021.pdf \(usnews.com\)](#) . The crime and corrections rankings evaluated states on two general measures: their rates of both violent and property crimes, and their management of prison systems.

The agency continues to focus on:

- Increasing recruitment and retention of all staff during a nationally challenging labor market;
- Increasing employee training and development;
- Advancing the communication and engagement with employee families;
- Reducing recidivism through delivering effective rehabilitative and treatment services and effective case management services; and
- Improving the physical plant infrastructure to ensure safe working environments for our staff and healthy environments for our residents.

Highlights of activities in these areas included:

Understanding recidivism continues to be a key driver to incarceration through parole violations. The primary element resulting in a return to incarceration are behaviors associated with substance misuse and/or recurring relapse associated with substance use disorders while under parole supervision. The Department continued through SFY 2021 to receive grant (State Opioid Response) funding to augment existing state case management services by adding intensive re-entry coordination 12 months post release targeting people with substance use disorders through assertive case management. This finding was interrupted due to COVID-19 but was demonstrating success in reducing recidivism.

Implementing a corrections specific employee wellness program during SFY 2021. The initial phasing of employee wellness has included targeted employee communications focusing on the 8 dimensions of wellness, adjusting our agency exit interview processes and acquiring through collaboration information to assist in deploying correctional specific peer support programs. We were provided grant funding from the Department of Health and Human Services for Crisis Intervention Training delivered to correctional staff. This work was facilitated by NAMI NH as our continued effort to increase employee development and staff response to clients with mental illness.

The Legislature has supported the agency through numerous capital budget approvals to update facility infrastructure and to continue to address facility deferred maintenance needs. Oldest areas of the facilities date back to 1878.

The NH Department of Correction is comprised of dedicated professionals serving 24 hours a day and supported by family and friends to meet our public safety mission.



**Commissioner  
Helen E. Hanks**

# NH Department of Corrections

## A Year in Review - SFY 2021

### Executive Level Changes



On April 21, 2021, **retired Brigadier General William Conway** was confirmed by the State of New Hampshire Executive Council as Assistant Commissioner of the New Hampshire Department of Corrections.

Mr. Conway has a demonstrated depth and breadth of experience that situates him as an ideal candidate for this position. He received his Bachelors in History from the University of Massachusetts, Amherst and furthered his education by receiving his Masters of Science in National Security Strategy from U.S. Army War College, Carlisle Pennsylvania. He has been an active leader for more than 30 years with a professional career in the U.S. Army, dedicated to training, leading and caring for large numbers of troops in diverse locations. His experience has included the management of large budgets and proper expenditure of those budgets within the framework they were provided. His diversity of experience managing the functions of operations, human resources, finance, information technology, logistics, legal and public information situates him to provide real-time support to the department as the Assistant Commissioner. Corrections is one of the State's largest employers of certified law enforcement, and Mr. Conway's dedication to creating and fostering a healthy workforce will lend itself to the department's continued work to support retention and recruitment of qualified individuals to reduce the overtime burden on existing staff and the financial burden to the State. His experience managing teams will aid in enhancing the quality of our outcomes as an organization, as we are an organization comprised of diverse disciplines.

His career demonstrates that he holds himself and others to a level of excellence which meets high professional standards. His skills in coordinating with stakeholders and other vested parties will be invaluable in the role of Assistant Commissioner, as evidenced by his work with the NH National Guard's COVID-19 task force, leading the planning and execution of effective campaigns in testing, alternate care site roll-out, personal protective equipment distribution, food distribution and vaccination, and call center staffing deployment. Now more than ever, this department needs the support of a leader like Mr. Conway to assist in the continued operational adjustments to create a new normal during and post this pandemic. Mr. Conway's adaptability will continue to assist in mapping our standard operational practices that align to national best correctional practices.

He officially began his career with us on Friday April 23, 2021.

# NH Department of Corrections

## A Year in Review - SFY 2021

### Retirements

We would like to take a moment to recognize the below list of New Hampshire Department of Corrections employees who retired this fiscal year. Your service to the State of New Hampshire and this Department is commendable. Each of you made a difference and left your mark on this department. Thank you for your service.

MACOMBER	NICHOLAS	Prison Shop Manager II	7/16/2020
MCDONALD	AARON	Supervisor III	7/31/2020
BINKES	VALERIE	PPO II	8/31/2020
LEMIEUX	RANDY	Chef II	8/31/2020
ZANI	BARRY	Clinical MH Counselor	8/31/2020
BRICKNER	ADAM	PPO III	12/30/2020
BRIGGS	DARIN	Corrections Officer	12/31/2020
CORMIER	DAVID	Corrections Sergeant	12/31/2020
ELLIS	JOSHUA	Corrections Corporal	12/31/2020
LEES	RICK	Electronic Technician III	12/31/2020
LOGAN	FRANK	Corrections Officer	12/31/2020
BEAUREGARD	RICHARD	Corrections Officer	1/28/2021
CORMIER JR	RONALD	Administrator III	1/28/2021
DESAUTELLE	LAURA	Corrections Corporal	1/28/2021
KAPPES	ANTHONY	Corrections Officer	1/28/2021
BELBEN	JANET	Prog. Specialist IV	2/25/2021
DOWNING	DENISE	RN	2/25/2021
DUBE	MICHAEL	Corrections Officer	2/25/2021
LANGEVIN	SCOTT	PPO III	2/25/2021
PUTNEY	GARY	Corrections Officer	2/25/2021

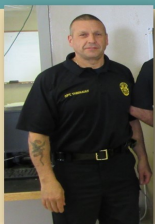


*Happy Retirement!*

*Thank you for your service!*



Major  
J. Fouts



Captain  
M. Theriault



Sergeant  
K. Denis

**As you go into this next phase of your life, may you enjoy the very best that life has to offer.**



# NH Department of Corrections

## A Year in Review - SFY 2021

### Retirements

LAMBERTSON	MICHELE	CC/CM	3/18/2021
BOSSERT	HANS	Chef II	3/31/2021
EATON	MICHAEL	Corrections Officer	3/31/2021
COTE	PAUL H	CC/CM	4/22/2021
CARIGNAN	DAVID	Building Maint. Super	4/30/2021
DENIS	KERI	Corrections Sergeant	4/30/2021
FOUTS	JON	Corrections Major	4/30/2021
KRAEMER	DONALD	Prison Shop Manager II	4/30/2021
LOVEN	JOHN	PPO II	4/30/2021
THERIAULT	MARC	Corrections Captain	4/30/2021
GARSIDE	STEVEN	TI College Professor	5/28/2021
MAILHOT	SHANE	Corrections Corporal	5/29/2021
SOCHA	LINDA	Administrator IV	6/9/2021
CORREIA	MICHAEL	Corrections Officer	6/17/2021
COFFEY	DANIEL	CC/CM	6/30/2021
COTE	PAUL D	Corrections Officer	6/30/2021
HICKMAN	LINDA	Teacher II	6/30/2021
JOHNSON	SCOTT	TI College Professor	6/30/2021




Please join the Division of Medical & Forensics in Congratulating Officer Frank Logan on his upcoming retirement and outstanding 21 years of service with the NHDOC!



Thank you Officer Logan for your constant dedication and willingness to go above and beyond for your fellow officers and everyone you have worked with.


Wishing you the very best in your future endeavors

**He will retire on December 31, 2020**

Our deepest gratitude from all of your SPU/RTU Team


Respectfully,

Director Paula Mattis & Captain Scott Marshall





Make the Rest of Your Life the Best of Your Life

Retirement  
NEXT EXIT



It is a bittersweet day in the maintenance department as we say farewell and happy retirement to Rick Lees. Rick has served over 20 years with the department managing the electronics shop. His efforts, mostly unseen by the majority of staff, have helped to make this facility and others safer and more secure. Rick is a true professional; he will be sorely missed.



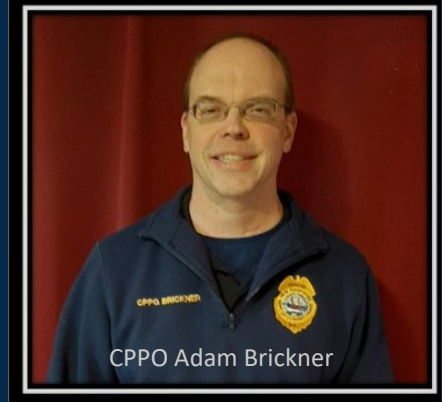
# NH Department of Corrections

## A Year in Review - SFY 2021

### Retirements



After more than 27 years of dedicated service to the State of New Hampshire and the Department of Corrections, Chief Probation/Parole Officer Scott Langevin retired from service effective 3/1/2021. CPPO Langevin began his career on October 1, 1993 as a Corrections Officer. In 1995, he was promoted to PPO at the Keene District Office where he later rose to the rank of CPPO. Scott was very well respected among not only his colleagues and the Keene community, but also those that he supervised. The knowledge and wisdom that he brought to the office every day is irreplaceable. Enjoy your retirement, Scott. You earned it.



Congratulations CPPO BRICKNER for your almost 30 years of service with the NHDOC. Your hard work and dedication have been appreciated. We hope you will enjoy more time with your family, being in your tree stand and playing the stock market! You will truly be missed!



Photo (L to R) Chief PPO Scott Langevin, Valerie Binckes, Director Robert Oxley



PPO Valerie Binckes is retiring after 20 years of service with the NH Dept. of Corrections. Valerie began her career on 8/25/2000 as a Corrections Officer at the Women's Prison in Goffstown. In addition to being a Corrections Officer, Valerie was a Training Sergeant at the Corrections Academy, and in 2010 she became a Probation/Parole Officer with Field Services. There really isn't much she hasn't done! Valerie you have been a valued member of this team and a tremendous asset to this department and the State of NH! Enjoy your retirement, you will be missed!



# NH Department of Corrections A Year in Review - SFY 2021

## Retirements



### Retirement Announcement

Officer Dube has finally reached the finish line after 20+ years of dedicated service! Your unique sense of humor and witty comments increasing morale will be missed. Good luck to you and your family. May your new endeavor be equally rewarding.

Retirement effective March 1, 2021.

Thank you,  
Warden Nikki Plante  
New Hampshire Correctional Facility for Women



Please join the NHSP-M in Congratulating **Sergeant Dave Cormier** and **Corporal Josh Ellis Sr.** on their upcoming retirements and outstanding careers!

The dedication and loyalty of both of you is something to be admired. Thank you for your many years of service to not only the NHDOC but the State of New Hampshire!

Wishing you both the very best in your next adventure! The Department will not be the same without either of you, you both will be missed!

Both will retire **December 31, 2020**

Thank you,  
Warden Michelle Edmark



Congratulations  
**Janet  
Belben**

It is time to follow your dreams long set aside and enjoy the rewards of work well done! Thank you for your service to the Department and the State of NH! Wishing you the best!



### Congratulations!

Officer **Richard Beauregard**



**Administrator Ron Cormier**

Thank you for your service, you will be missed!

# NH Department of Corrections

## A Year in Review - SFY 2021

### COVID-19

Through continued teamwork, timely and effective communication, and a solid plan adapted to each new finding and publication by the Centers for Disease Control and Prevention (CDC) for correctional facilities, although COVID-19 was a constant vigilant issue in our everyday operation, we continued to successfully manage it throughout the NHDOC.

As the information and guidelines received were ever-changing, our response was and continues to be a fluid one. A testament to our staff in all areas for their ability to adapt, overcome and implement the multiple operational changes all while maintaining a positive rehabilitative environment. Staff in all areas took this very seriously from the beginning and with their hard work perseverance and professionalism we were able to maintain order.

All staff played a major role in the daily response. The administration published frequent awareness information and operational adjustments aligned to NH Public Health recommendations as well as continued to acquire all necessary equipment and resources to maximize staff safety. Security staff controlled movements for ease of contact tracing and controlling the spread and managed quarantines and medial isolation procedures with the proper attention to detail necessary for success. Security staff provided all the necessary support (i.e., transportation, supervision, and special movements) to ensure seamless access to healthcare in support of the overall team. The Division of Medical and Forensic Services continued to be strong collaborators and were instrumental in the education and distribution of vaccines throughout the pandemic. The healthcare staff and communications team continually learned and created informational materials for all staff and residents. Teachers, Case Managers, Logistics, and all other disciplines filled in, in capacities outside of their primary duties without hesitation to keep our agency moving in the right direction. Our staff were ready and willing to help out wherever and whenever they were needed to assure our daily mission was met and order was maintained. Our correctional line staff were crucial in filling to cover resident job responsibilities in the kitchen and canteen areas that were normally filled by our resident population. It took our whole team to keep the mission moving forward and they rose to the occasion.

Our NNHCF furniture shop manufactured **hundreds** of disposable PPE gowns and facemasks for NHDOC Staff & Residents. They also manufactured **80** Plexiglass Barrier Desk Dividers saving the NHDOC over 50% off inflated retail product costs. Female residents sewed hundreds of fabric face coverings for use by all.

We are thankful for each of our staff and the family and friends that support them in this unique and fulfilling career of corrections.



# NH Department of Corrections A Year in Review - SFY 2021

## COVID-19

### NHDOC COVID-19: A Snapshot of Prevention Initiatives

April 2021

#### Operational Adjustments

Necessary transfers to NHDOC facilities are put in a transfer quarantine, offered testing and triaged by healthcare staff

Behavioral health, education and other services continue to be provided by using cohorting

Anyone entering the facilities continue to be screened, which includes a temperature check

Surgical masks must be worn by all staff in the facilities

Cohorting and social distancing measures are still in place

Residents with any COVID-19 symptoms incentivized to attend sick-call by suspending copays

Volunteer program currently at phase 2

Video visitation and non-contact visitation in place



#### Facility Management

Barriers remain in place to increase social distancing and one-way directional traffic

Sleeping configurations remain modified and when possible, residents remain spaced to create greater social distancing in the facilities

Staff assigned to necessary transports continue to don PPE

Guidelines continue to be updated to align with current CDC and NH Public Health recommendations

Cleaning and disinfecting regimen remains elevated

Quarantine areas are still prepared in each facility should the need arise

The vaccination of staff and residents is ongoing according to the state of NH vaccine plan

PLEASE FORWARD TO MEDICAL... RECEIVED FEB 19 2021 INMATE REQUEST SLIP

Submit this request to the Unit Supervisor, Security Lieutenant, or CC/CM. Your Unit Supervisor, Security Lieutenant, or CC/CM will help you resolve the issue or it will be forwarded to the appropriate person. Unit Supervisor, Security Lieutenant, or CC/CM will be forwarded to you. THURSDAY

TO: Unit Supervisor, Security Lieutenant, CC/CM DATE: 02/04/2021

FROM: [Redacted] ID #: [Redacted]

Last Name: [Redacted] First Name: [Redacted] Middle Initial: [Redacted]

CONCORD, NH SOUTH Facility: [Redacted] Housing Unit: [Redacted] Cell: [Redacted] Workshift: [Redacted]

INMATE REQUEST: GOODMORNING, I (WE) WISH TO EXPRESS OUR SINCERE GRATITUDE TO THE NURSES THAT CAME OVER TO SOUTH DIVISION #6 - GIVE THE RESIDENTS OUR FIRST COVID-19 RESISTANCE VACCINE INJECTIONS TODAY. I MUST SAY THIS IS THE FIRST TIME I'VE LONGER THE IDEAL I HAVE SEEN PROFESSIONALISM AT IT'S BEST. AGAIN I THANK THE NURSES OF TODAY/ AS CAPTAIN GARY BIRNEY "SOME TIMES CHANGE IS GOOD"

(If you need more space, use plain paper.) Inmate Signature



# NH Department of Corrections A Year in Review - SFY 2021

## COVID-19

### NHDOC COVID-19: A Snapshot of Prevention Initiatives

April 2021

#### Resident Communication

Healthy Bits and Bytes, an informational newsletter for residents focused on mental health, coping techniques, stress management and vaccine information continues to be distributed via the tablet system

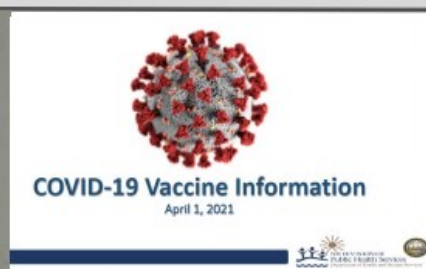
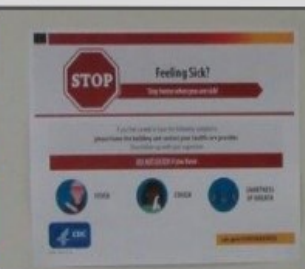
Attorney non-contact visitation and digital professional visits in place

Signage is printed and posted throughout facilities

Information continues to be distributed to residents' tablets for immediate communication

Collaborated with various stakeholders to provide information to residents on a variety of topics

Worked to distribute short, graphic and easy to digest information to the tablet system at the advise of the Resident Communication Committee (RCC)



#### Data & Communications

A COVID-19 specific microsite was created to deliver up to date data and information to the public on testing, positive cases, deaths and vaccine info. [Welcome | NH Department of Corrections](#)



COVID-19 policy audits are also conducted at random by our Professional Standards Division

We continue to provide information and data as requested to media as other outlets

NH Ranked number 2 in the country by the Marshall Project for fewest covid-19 cases in their prisons system.



NHDOC is ranked number 2 in fewest cases nationally.

Source: [A State-by-State Look at Coronavirus in Prisons | The Marshall Project](#)

STATE	TOTAL CASES ▼	PER 10,000 PRISONERS		
Vermont *			457	2,760
New Hampshire	49,324	2,866	457	1,878
California	49,221	4,184	168	786

[Welcome | NH Department of Corrections](#)

[A State-By-State Look at 15 Months of Coronavirus in Prisons | The Marshall Project](#)

# NH Department of Corrections

## A Year in Review - SFY 2021

### COVID-19

From the beginning, our goal was transparency with our staff, our residents and the public. Below is a snapshot from the NHDOC COVID-19 dashboard that was created for our public website. This dashboard was a place that media, stakeholders, family and friends could go to find answers to frequently asked questions specifically related to COVID-19. Since residents do not have access to the internet, this snapshot was posted to their resident tablets weekly.



#### NHDOC COVID-19 Residents Testing Information

Facility	# Residents COVID-19 Tests Administered ****	# Active Residents Positive *****	Total # Residents who have tested positive since March 2020	# COVID-19 Deaths
NHCF-W	169	0	26	0
NNHCF	371	0	134	1
NHSP-M	1158	0	258	2
TWC & THU's	48	0	23	0
SPU / RTU	260	0	19	0
Tests conducted at the request of community healthcare providers before a community healthcare appointment. *****	118	N/A	N/A	N/A
<b>Resident Total</b>	<b>2124</b>	<b>0</b>	<b>460</b>	<b>3</b>



Table data updated June 25, 2021 \*This data is as of 12:00pm

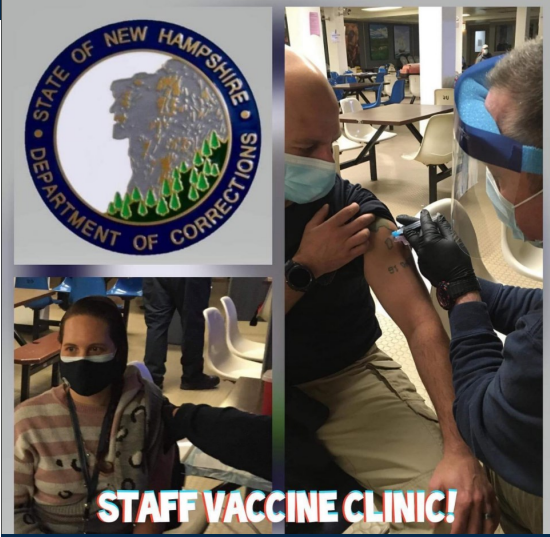
#### NHDOC COVID-19 Staff Testing Information

Worksite	Staff Positive - Total	Staff Positive - Active
NHCF-W	12	0
NNHCF	31	0
NHSP-M	82	0
TWC & THU's*	18	0
SPU & RTU	13	0
Field Services**	21	0
All other staff worksites***	9	0
<b>Staff Total</b>	<b>186</b>	<b>0</b>



No dogs were harmed in the taking of this photo... no we don't make our K-9's wear masks...

# NH Department of Corrections A Year in Review - SFY 2021



## COVID-19

**NH Department of Corrections**  
February 24 · 🌐

Our 2nd dose COVID-19 vaccine clinic took place today for the Southern Region phase 1b eligible staff! Great job to all involved in making today run so smoothly! #NHDOCProud #YouAreAppreciated #VaccinateNH



**NH Department of Corrections**  
January 27 · 🌐

The staff vaccine clinics are well under way with fantastic participation! #NHDOCProud #vaccineday

69 3 Comments 2 Shares

Like Comment Share

Oldest ▾

**Top fan**  
Joyce A. Leeka  
Delighted y'all will be safe. I'm scheduled for mine next Tuesday! Light at the end of a very long and dark tunnel!

Like · Reply · 46w

Annie Soden  
Good to know the staff will be safer. Now, what about the inmates? When will inmates get vaccinations that they desperately need?

Like · Reply · 46w

**Author**  
NH Department of Corrections  
Corrections residents will receive their vaccine based on their cohort's phase, either by age or medical vulnerability. Once we receive the requested vaccine allotment from DHHS, we will then start administering the first dose. We expect to have those residents in phase 1b, who wish to accept the vaccine, inoculated at all sites within four weeks.  
<https://www.dhhs.nh.gov/.../covid19-vaccine-allocation...>

### Resident COVID-19 Vaccine Information by State of NH Phase NH Vaccine Plan 📄

Phase 1a	1st Dose	2nd Dose	Phase 1b	1st Dose	2nd Dose	1 Dose Vaccine
NNHCF	n/a	n/a	NNHCF	119	119	n/a
SPU	n/a	n/a	SPU	11	11	n/a
NHCF-W	n/a	n/a	NHCF-W	36	36	n/a
NHSP-M	n/a	n/a	NHSP-M	219	219	n/a
<b>TOTAL</b>	n/a	n/a	<b>TOTAL</b>	<b>385</b>	<b>385</b>	n/a
Phase 2a	1st Dose	2nd Dose	Phase 2b & 3	1st Dose	2nd Dose	1 Dose Vaccine
NNHCF	n/a	n/a	NNHCF	248	248	47
SPU	n/a	n/a	SPU	2	0	48
NHCF-W	n/a	n/a	NHCF-W	46	42	0
NHSP-M	n/a	n/a	NHSP-M	649	619	74
TWC/THU	n/a	n/a	TWC/THU	45	45	45
<b>TOTAL</b>	n/a	n/a	<b>TOTAL</b>	<b>990</b>	<b>954</b>	<b>214</b>

Table Data as of June 9, 2021

# NH Department of Corrections A Year in Review - SFY 2021

## COVID-19



December 30, 2020

### "Healthy Bits and Bytes"

Mental Health and Wellbeing during the COVID-19 Pandemic

We can usually control parts of our lives, but many things are not in our control (*"maintaining mental health"*, n.d.). During the COVID-19 pandemic, we cannot control the virus itself, but we can take steps to reduce our risk of getting sick. We do not have control over other people's actions, but there are things that we can do to protect ourselves. We cannot control how long this pandemic will last, but there are things that we can do to help maintain and improve our mental health and wellbeing.

**You can:**

- Take care of your body – exercise, make healthy food choices, drink water, and get enough rest.
- Be kind to yourself - encourage rather than criticize yourself. Treat yourself the way you would treat a friend in the same situation.
- Do something you enjoy – read, write, talk to other people, listen to music, play games.
- Be creative – write a poem or a short story, keep a journal of things to be grateful for.
- Connect with others – keep in touch with friends and family.
- Find meaning - humans like to feel needed. A lack of meaning can result in dissatisfaction in life, anxiety and low mood, and we might seek some purpose in unhealthy ways. Finding your meaning and purpose results in living a more fulfilled life.

To help you find **YOUR** meaning and purpose, ask yourself:

I can't control  
**ANYONE ELSE**

...But I can control  
**MYSELF**

- My Thoughts
- My Words
- My Choices
- My Actions
- My Reactions
- My Future

Maintaining Mental Health & Wellbeing in the Coronavirus Pandemic. (n.d.). <http://www.gat.ca/pandemic.htm>  
NH DOC Division of Medical and Forensic Services, Dec. 2020

November 16, 2020

Dear Residents,

The State's daily positive COVID-19 rate has been increasing steadily and in an abundance of caution we are making some facility operational adjustments as well as taking a proactive approach to reducing the risk to our resident population.

As a result of a few recent confirmed staff positive cases at the end of last week and through the weekend working in our southern facilities, we have been conferring with NH Public Health and have established this plan below:

On Tuesday November 17<sup>th</sup>, 2020, NH Public Health will be set up at the NH State Prison for Men to provide testing to a specific group of staff identified by leadership associated with the units and work schedules aligned to the staff positive cases from last week.

At this time, we have not found through contact tracing any prolonged exposure to residents through any staff that have tested positive.

We will continue reviewing the information gathered from testing and make operational decisions.

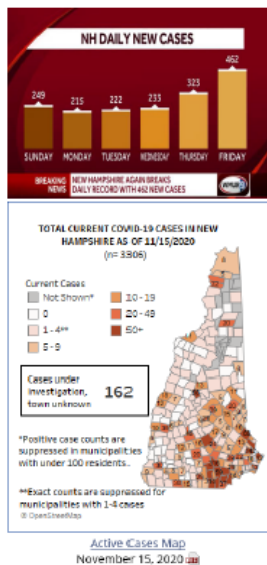
Please continue to remain vigilant, wear your masks properly, continue to practice good hand hygiene, proper cough etiquette and social distance as much as possible.

Please be mindful of your own health. If you experience symptoms associated with COVID-19 or any illness, report it to staff and/or seek medical attention so we can assist you.

It takes us all to stay healthy and focused. Your attention to this is appreciated.

Be Safe and Well.

Helen E. Hanko, MA  
New Hampshire Department of Corrections  
Commissioner





# NH Department of Corrections

## A Year in Review - SFY 2021

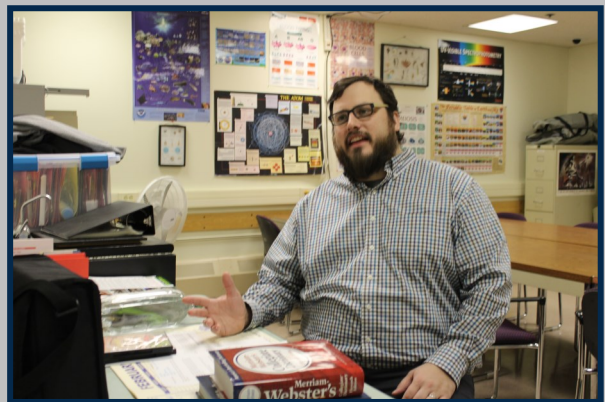
### Resident Development

#### Educational Opportunities

#### Granite State High School



**Corrections Special School District (CSSD)** is a unique entity that exists within the New Hampshire State Prison System. As a result of [RSA 194:60](#) in 2008, Corrections Special School District was formed through an Interagency Agreement between the New Hampshire Department of Education and the New Hampshire Department of Corrections. Corrections Special School District offers, both male and female residents, the ability to enhance their knowledge through educational and vocational programs creating an avenue of success toward acceptable social and economic behavior. Corrections Special School District is comprised of Granite State High School (GSHS) and the Career and Technical Education Center (CTEC), which exists at the New Hampshire State Prison for Men, Concord, the New Hampshire Correctional Facility for Women, Concord, and the Northern New Hampshire Correctional Facility, Berlin. The Corrections Special School District guidance department has continued to help men and women select education and career goals from the school district's offerings, as well as help them achieve those goals through attaining their high school diploma, high school equivalency, and other educational pathways.



Resident Artwork - Education Floor, NHSP-M

[Corrections Special School District Course Offering Booklet](#)

# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### Education Highlights

#### Universal Design for Learning (UDL)

NHDOC applied and was accepted to participate in NH UDL Innovation Network. NHDOC Teachers spent the past year working on bringing these new teaching techniques into the classroom at the NHDOC. Universal Design for Learning (UDL) is a teaching approach that works to accommodate the needs and abilities of all learners and eliminates unnecessary hurdles in the learning process. This means developing a flexible learning environment in which information is presented in multiple ways, students engage in learning in a variety of ways, and students are provided options when demonstrating their learning.

AFFECTIVE NETWORKS:  
THE **WHY** OF LEARNING



#### Engagement

For purposeful, motivated learners, stimulate interest and motivation for learning.

RECOGNITION NETWORKS:  
THE **WHAT** OF LEARNING



#### Representation

For resourceful, knowledgeable learners, present information and content in different ways.

STRATEGIC NETWORKS:  
THE **HOW** OF LEARNING



#### Action & Expression

For strategic, goal-directed learners, differentiate the ways that students can express what they know.

#### First Graduating Students from the NHC FW Cosmetology Program



Ms. Joe and recent graduates

Student Apprentices enrolled in the Cosmetology Program at the NHC FW and have successfully completed all theory and practical (1500 hours) requirements necessary and have qualified to apply for the State Board of Cosmetology Licensing Exam. Completed students will be registered with the State of NH Board of Cosmetology and testing agency DL Roope under the designated License number as graduates of the Granite State School of Cosmetology, New Hampshire Department of Corrections, Licensed Cosmetology School at NHC FW. Congratulations to

and to the continued success of the Granite State School of Cosmetology.

#### ServSafe Graduates

ServSafe is a food and beverage safety training and certificate program administered by the National Restaurant Association. The program is accredited by ANSI and the Conference for Food Protection. Sanitation certification is required by most restaurants as a basic credential for their management staff. Thanks to Mr. Cahill, 13 students have been certified through the National Restaurant Association within the past fiscal year.



# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### Education Highlights

##### START Certificates



The courses can be the first step toward a successful career in the ever-growing, even more challenging hospitality industry. START will introduce students to the lodging industry and help prepare them for a rewarding career. The START program curriculum is intended to provide students with an overview of the lodging industry, followed by an in-depth look at the most common line-level positions at most hotels. Upon completion of this program, the student is ready to perform the acquired skills on the job. (This course includes an internationally recognized line-level certification of the student's choice, once the work requirement has been met and completion of the exam through the American Hotel & Lodging Association). Mr. Johnson, Ms. Daynard, and Ms. Olson have been able to educate 42 students toward certification.

##### Massachusetts Institute of Technology (MIT)/Amherst College

Amherst College and MIT are offering our residents two free classes (inside-out classes mix between Amherst college/MIT students and our students), it is a great opportunity, with potential growth within our prison classrooms for the future. The two-free classes are described as follows:

Justice Political Science explored the meaning of justice and its realization in everyday life. Individuals' perceptions of justice and the significance of the concept in the relationship between citizens and government will be covered. Additional information presented will include how social movements attempt to seek justice and how this quest for justice defines their strategies and goals.

Non-Violence is a way of life that addresses the philosophical question of what a non-violent life entails. It investigates its ethical dimensions and challenges and considers whether we can derive a comprehensive moral theory from the principle of non-violence. In addition, it discusses the issues of lying, the duty to forgive, non-violent communication, the ethics of our relationship to anger, the possibility of loving enemies, and the ethics of punishment and rehabilitation. **Both courses included resident participation from both male and female residents residing in Community Corrections facilities as well as students at MIT and Amherst colleges.**

##### Transitional Work Center (TW) Education—Computer Numerical Control (CNC) Machining & Personal Finance Courses

Ms. Mosher has been providing math education to students from TWC involved in the CNC machining program. Ms. Mosher has helped students increase their math knowledge to become successful in the CNC program through NH Technical Institute. Ms. Olson will also be teaching a Personal Finance class at the TWC. This class will increase basic skills on establishing savings accounts, checking accounts, insurance, resumes, cover letters, investments and TWC budget forms.



# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### Education Highlights

##### Women in Business

Ms. Daynard has developed a class that she will be introducing to the NHCFW called Women in Business. Women in Business deals with everyday workplace situations. The course primarily focuses on theory, shows national and international research studies, and provides students with issues and case studies important to women in everyday workplace situations such as gender discrimination, employment discrimination law, career opportunities, equal pay, negotiating, hostile work environments, sexual harassment, work-life balance, policy and organizational practice, and women entrepreneurs.

#### Educational Opportunities

##### Career and Technical Education Center



The Career and Technical Education Center continued to offer eight 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. All interested students meet with the Guidance staff who guides them through identifying their occupational interests, assesses their readiness, and facilitates their program enrollment.

##### CTEC Certification Courses

Business Management & Administration  
Marketing, Sales & Service  
Information Technology Software & Media  
Hospitality & Tourism (S.T.A.R.T.)  
Automotive Technology Program  
Cosmetology  
Introduction to the Workforce Program  
Culinary Arts



Building Trades Program

Mr. Mitschmyer has been working hard to redesign the Building Trades Program. The students involved in the program have been very busy learning carpentry skills and specialty skills related to the construction field. Above is a picture of one of the projects the students have been involved in. The details of this project teach patience first with each thin piece of wood placed and secured slowly and surely.

# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### Federal and State Grants

#### The Granite State High School has been awarded several Federal and State grants

**Title I, Part D, Subpart 1, State Agency Neglected and Delinquent (N and D)** program provides formula grants to SEAs for supplementary education services to help provide education continuity for children and youths in state-run institutions for juveniles and in adult correctional institutions so that these youths can make successful transitions to school or employment once they are released. This grant is geared toward the under-21 population without a high school diploma.

**Workforce Innovation and Opportunity Act (WIOA)** is landmark legislation designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers. The Commercial Driver's License (CDL) program was established through this grant.



**The Commercial Driver's License (CDL) preparation course** prepares students for the Commercial Driver's Permit (CDP) written exam by using both hands-on and embedded instructional methods. Students are initially assessed in reading, language, and math. The course is designed to include instruction relevant to preparation for the commercial driver's license as well as skill-building in the various academic subject areas for each individual student. Topics include the operation of a commercial vehicle including safety, transporting cargo, air brakes, combination and tank vehicles, hazardous materials, and vehicle inspections. The class is blended with lab time on the CDL simulator,

independent reading, and career preparation through both in-class instruction and distance learning. Ms. Hickman and Ms. Thomas have educated 27 students through this exciting program during this fiscal period.

#### **The Carl D. Perkins Career and Technical Education**

**Act of 2006 (Perkins IV)** is a principal source of federal funding to states and discretionary grantees for the improvement of secondary and postsecondary career and technical education programs across the nation. The purpose of the Act is to develop more fully the academic, career, and technical skills of secondary and posts-secondary students who elect to enroll in career and technical education programs. The Perkins Grant allowed for the purchase of updated textbooks for numerous CTE classes and 14 new computers with current computer software.



# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### CORRECTIONAL INDUSTRIES

**NH Correctional Industries (NHCI)** currently operates ten service and manufacturing shops and a retail outlet, employing 22 full-time staff, 3 part-time staff, and approximately 240 resident workers across all facilities. These shops produce goods and provide services to state agencies, municipalities, non-profit organizations, and individuals throughout New Hampshire. NHCI shops at the NH State Prison for Men include license plates, signs and engraving, printing services, upholstery services, and furniture refinishing. In Berlin, the Northern NH Correctional Facility offers woodworking, upholstery services, and furniture refinishing. A forestry and horticulture program provides skills to minimum-security residents at the former prison farm in Concord. Residents at the NH Correctional Facility for Women can work in dye sublimation, Braille transcription, and in the Canteen Fulfillment Center learning warehousing and materials handling.

This is the first year that Correctional Industries transitioned under the Division of Community Corrections from the Division of Administration and has proven to be beneficial. This transition allowed increased collaboration with the Education Department including Career and Technical Education to improve resident programming. Unfortunately, the ongoing pandemic took a toll on Industries operations over the fall of 2020 and winter of 2021. Precautions within the facilities caused a drastic reduction in the Industries resident workforce which slowed program completion and operational productivity. It was also necessary to close the retail store for most of the year due to staffing challenges combined with COVID-19 restrictions. On a positive note, the state's rapid vaccine rollout allowed us to return to nearly full capacity in the program and full productivity in the shops as of June 2021. The retail store will be back and fully functional.

Correctional Industries is financially sustained through its own revolving fund. Given the challenges associated with the COVID-19 quarantines, it was speculated this financial sustainability would suffer. Financially, they were not as strong as they would have been due to COVID-19 but with the addition of canteen services, this allowed Industries to cover more than 100% of their expenses for the first time and turn a profit. **Overall revenue was down slightly from last year at just under \$2.1 million. Expenses were also considerably lower coming in under \$2 million. This resulted in a net profit for SFY 2021 of \$117,363.**

For SFY 2022, we will continue to plan the expansion of our Department of Labor Apprenticeship offerings across all facilities and to work within our new division to make all of our program offerings better. The NH Dept. of Corrections currently offers seven US Dept. of Labor Apprenticeship opportunities through Correctional Industries: Machine Engraver, Furniture Upholsterer, Furniture Refinisher, Offset-Press Operator I, Hydraulic Press Operator, Production Finisher, and Screen Printer. Plans are currently underway to add Materials Handler and Account Clerk apprenticeships.

# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### NH Correctional Industries (NHCI) Continued—Program Highlights

##### The Retail Outlet:

Located at 312 North State St. Concord NH provides a store front for residents to showcase and sell their projects, some appear as works of art and others unique ideas turned into usable products. This retail outlet provides the residents involved in woodworking, furniture refinishing and upholstery and hobby craft a full experience in business processes.



##### The Forestry Program:

Produced **37,938** bundles of Campfire wood, that were delivered to **10** NH State Parks.



##### The Plate shop:

Produced **577,318** plates, to include: passenger, motorcycle, trailer and specialty plates.



##### NNHCF – Furniture Shop:

Manufactured **hundreds** of disposable PPE gowns and facemasks for NHDOC Staff & Residents.

Manufactured **80** Plexiglass Barrier Desk Dividers saving the NHDOC over 50% off inflated retail product cost.

Despite shop outages for almost 3 months due to COVID-19 related directives to include the reduction of resident workday scheduling, **over \$45,000 in customer sales were generated.**



# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### Programming - Facility

In SFY 2021, the Division of Community Corrections faced and overcame challenges due to pandemic restrictions that limited the ability to facilitate in-person, group programming, as a result, an interactive journaling program was instituted in August 2020. This journaling program also provided the Division of Community Corrections and Programs with the ability to have ongoing programming if circumstances arose in which resident movement and group activities needed to be restricted. The journaling curriculum consisted of a cognitive thinking program and reentry skills planning. The program consists of 8 weeks, with the following topics:

- Exploring My Thinking
- Thinking Errors
- Thinking Errors Part II and Changing My Thinking
- Improving Self-Control
- Practicing Effective Communication
- Practicing Effective Communication Part II
- Building Healthy Relationships
- Building Healthy Relationships Part II

 The Change Companies®



#### Programming - Transitional Work Center (TWC)

In SFY 2021, the Transitional Work Center offered the following programs.

Bridge to Work Ready (National Career Readiness Certificate) **Started August 2020 with 10 residents completing the program.** Bridge to Workready is a program designed to meet the needs of job seekers and career builders by providing training in specific skills that employers are looking for in their current and future employees. The ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC®) is an assessment-based credential issued at four levels: Platinum, Gold, Silver, and Bronze. The NCRC measures and certifies the essential work skills needed for success in jobs across industries and occupations.

CNC Machining program – NHDOC and the Community College System of NH collaborated to provide a workforce training program onsite at NHTI for residents participating in Work Release at the North End house THU. Residents participated in Computer Numerical Control (CNC) machining boot camp for nine weeks in an effort to provide in-demand skills training for participants as they reenter the workforce.





# NH Department of Corrections

## A Year in Review - SFY 2021

### Resident Development

#### Programming - Transitional Housing Units (THU)

In late SFY 2020, NHDOC Implemented the **Moral Reconciliation Therapy-MRT® program** into the THU's. In SFY 2021, we have found this program to be an effective systematic, cognitive-behavioral approach that treats a wide range of issues including substance abuse, domestic violence, trauma, parenting, job skills, and other issues. The programs are implemented in groups utilizing workbooks directly targeting specific issues. Moral reasoning represents how a person makes decisions about what he or she should or should not do in a given situation.

## MRT PROGRAMS



Moral Reconciliation Therapy-MRT® is an effective systematic, cognitive-behavioral approach that treats a wide range of issues including substance abuse, domestic violence, trauma, parenting, job skills, and other issues. The programs are implemented in groups utilizing workbooks directly targeting specific issues. CCI is the sole source of MRT workbooks and MRT training. We provide consultation to numerous treatment agencies.

Areas That MRT Is Uniquely Able to Address



**New Hampshire Employment Security THU program** – The NHES re-entry group was held for three weeks, and met once weekly. Weekly seminar topics: what NHES can offer, Job search, job application and resume, and interviewing workshop. During seminars, groups discuss talking about their criminal records also. The workbook that they complete and can utilize is called "My Reemployment Plan: Finding Employment in Today's Job Market."

**CNC Operator Bootcamp** – NHDOC In partnership with NHTI Concord Community College developed a CNC pre-apprenticeship program for individuals incarcerated. The CNC Operator Bootcamp program provides the basic skills required for individuals seeking entry-level employment as a CNC machine operator in a manufacturing facility. Students in the program gain skills in blueprint reading, precision measurement, machining, and CNC machine operation. Individuals learn to operate manual milling machines, lathes, and grinders and produce parts within tolerances specified on blueprints. The training encompasses 144 hours of didactic and hands-on instruction over the course of 9 weeks. The course balances lectures on various manufacturing topics, in-class activities, hands-on lab-based projects and demonstrations, and independent reading/study. As needed, time is also dedicated to in-class assessment.

Source: <https://www.ccimrt.com/>

# NH Department of Corrections A Year in Review - SFY 2021

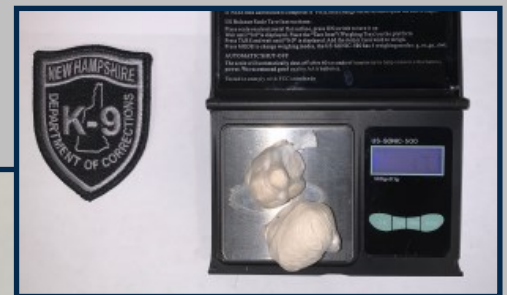
## Keeping Contraband Out of Our Facilities

### Investigations / K9 Teams

The Investigations Bureau, under the Division of Professional Standards, provides investigative services to all facilities where criminal conduct has occurred or is suspected. This includes, but is not limited to, assaults, the introduction of contraband, and escapes. The Investigations Bureau also deploys four K-9 teams to help prevent the introduction of contraband such as drugs and cell phones from entering the facilities through entry points such as the visiting room and the warehouse.



In SFY 2021, A total of 37  
RSA 622:24, Delivery of Articles  
cases were investigated.



# NH Department of Corrections

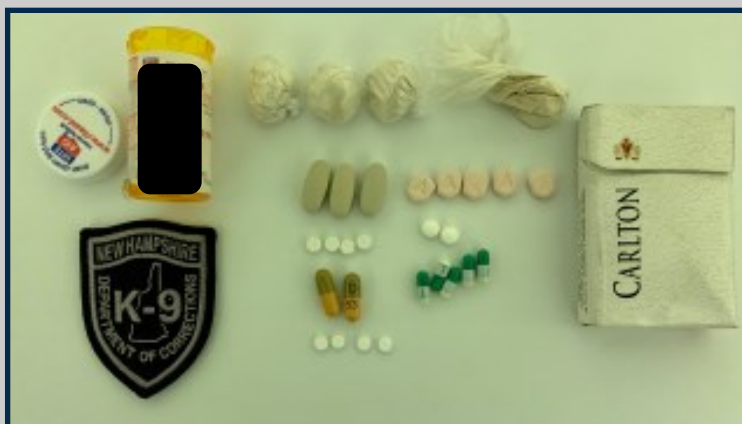
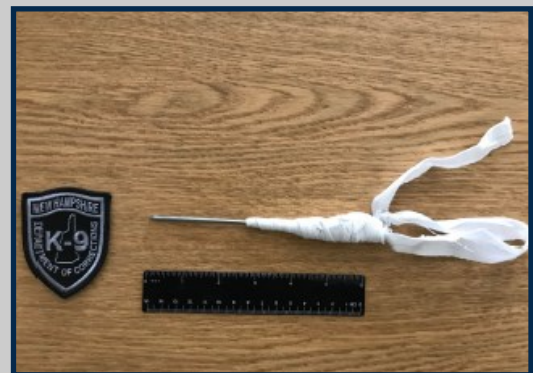
## A Year in Review - SFY 2021

### Keeping Contraband Out of Our Facilities

#### Investigations / K-9 Teams

During SFY 2021, the Investigations and K-9 teams were instrumental in removing a multitude of illicit substances and other contraband from various NHDOC facilities as well as Field Services home visits.

Suboxone (strips)	197.75
Fentanyl (grams)	72.96
Cocaine (grams)	4.68
Methamphetamine (grams)	47.25
Marijuana (grams)	219.24
Cell Phones	3
Gabapentin (pills)	400
Shanks	3
Syringes	6
Subutex	12
K-2 (ml)	55
K-2 (pages)	67
Firearms	2
Methadone (pills)	29
Acid (grams)	4



# NH Department of Corrections

## A Year in Review - SFY 2021

### Recruitment and Retention

#### Marketing Campaign

The NHDOC continues to forge ahead with recruiting through our aggressive marketing campaign contract with **m5 Marketing Communications**, expired **June 30, 2021**. The campaign was implemented to recruit qualified candidates for our corrections officer vacancies. The campaign has been instrumental in rebranding the New Hampshire Department of Corrections as a career of choice in the law enforcement field, and is credited for leading an abundance of candidates to our recruiting door.

From July 1, 2020 – June 30, 2021, **35** corrections officer recruits were successfully hired.



**A CAREER THAT MAKES A DIFFERENCE:  
FOR YOU. FOR EVERYONE.**

[GET MORE INFO](#)

**NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS**

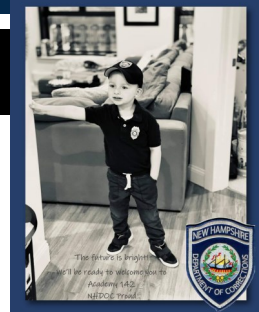
# NH Department of Corrections

## A Year in Review - SFY 2021

### Recruitment and Retention

#### Sharing What We Really Do

The Department continued to work hard at sharing with the public what a career in corrections is really like as well as the important work we do. That was done in a variety of ways from sharing videos and stories on social media and attending virtual career fairs.



#### Additional Recruitment Efforts

NHDOC representatives were present at **41 job fairs and public events** throughout the year. These are opportunities for those interested in corrections careers to learn about the different fields and divisions that make up the Department.

Want to be in the know?

Follow us!



**A STABLE CAREER ON A STRONG TEAM.**

GET MORE INFO

**NEW HAMPSHIRE**  
DEPARTMENT OF CORRECTIONS

**A CAREER THAT MAKES A DIFFERENCE: FOR YOU. FOR EVERYONE.**

GET MORE INFO

**NEW HAMPSHIRE**  
DEPARTMENT OF CORRECTIONS

**A CAREER WITH OPTIONS IS A CAREER WITH A FUTURE.**

GET MORE INFO

**NEW HAMPSHIRE**  
DEPARTMENT OF CORRECTIONS



**NHES** New Hampshire Employment Security  
www.nhes.nh.gov  
"We're working to keep New Hampshire working"

**NH DOC**  
INTEGRITY - RESPECT - PROFESSIONALISM - COLLABORATION - ACCOUNTABILITY

Wednesday, June 30, 2021 | 11:30am – 1pm

The NH Department of Corrections is holding a *virtual Career Fair* and job information session!

Multiple DOC representatives, from different divisions within the Department of Corrections, will be available to discuss employment opportunities as well as answer questions about different career paths within the Department.

**Come see what we're all about, it's not what you see on TV!**

**Register here! <https://virtualjobfairs.nh.gov>**

NH Department of Corrections  
May 18 · 🌐

From teachers to nurses, counsellors to chefs, there are lots of opportunities to make your talents count when you choose a career in Corrections. Take a look at what's available: <https://nhdocjobs.com/careers-in-corrections/opportunities/>

NH Department of Corrections  
June 17 · 🌐

Does your recipe for a rewarding career include opportunity, good pay, and benefits? Do you have experience in large quantity cookery? Then apply to join our Department of Corrections team as a Chef today: <https://nhdocjobs.com/apply/>

<http://nhdocjobs.com/>

# NH Department of Corrections A Year in Review - SFY 2021

## Awards and Recognition

With more than 700 full-time staff, the NHDOC is proud of the accomplishments of its employees dedicated to the mission of the Department and the continued advancement of corrections as a motivating agent for change. Throughout the year, security and civilian staff are recognized for the extraordinary work they do. Their professionalism, quick-thinking and attention to detail has saved lives on many occasions.



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF CORRECTIONS  
OFFICE OF THE COMMISSIONER  
P.O. BOX 1806  
CONCORD, NH 03302-1806  
603-271-5603 FAX: 888-908-6609  
TDD Access: 1-800-735-2964  
www.nh.gov/hdoc

Helen E. Hanks  
Commissioner  
William Conway  
Assistant Commissioner



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Helen E. Hanks  
Commissioner  
William Conway  
Assistant Commissioner

December 8<sup>th</sup>, 2021

Probation & Parole Officer Tyler H Amnot  
New Hampshire Department of Corrections  
Division of Field Services – N. Haverhill D.O.  
3785 Dartmouth College Hwy, Box 1  
North Haverhill, NH 03774

Re: **Team Commendation Award**

Dear PPO Amnot,

This letter of commendation serves to recognize your performance in the line of duty to successfully resolve a serious incident.

On March 11<sup>th</sup>, 2021, you and PPO Wyatt accompanied Chief PPO Holland to conduct a rehabilitative inspection and warrantless arrest of a probationer. During the arrest, the probationer, who was under the influence of stimulants, attempted to flee and a struggle ensued. During the struggle, the probationer acquired a NH DOC taser and PPO Wyatt brought her duty weapon to the low ready. At that point you communicated to PPO Wyatt that there was no cartridge in the taser and through effective communication a potentially tragic and lethal outcome was avoided. The probationer was later taken into custody and the taser was recovered.

I thank you for your exceptional effort in the line of duty, even though your own personal safety was put at risk. Your effective communication and decisive actions prevented the escalation of this incident from developing into something potentially lethal.

Sincerely,

Helen E. Hanks  
Commissioner

cc: Director Oxley  
Personnel File

December 8<sup>th</sup>, 2021

Probation & Parole Officer Kelsey E. Wyatt  
New Hampshire Department of Corrections  
Division of Field Services – N. Haverhill D.O.  
3785 Dartmouth College Hwy, Box 1  
North Haverhill, NH 03774

Re: **Team Commendation Award**

Dear PPO Wyatt,

This letter of commendation serves to recognize your performance in the line of duty to successfully resolve a serious incident.

On March 11<sup>th</sup>, 2021, you and PPO Amnot accompanied Chief PPO Holland to conduct a rehabilitative inspection and warrantless arrest of a probationer. During the arrest, the probationer, who was under the influence of stimulants, attempted to flee and a struggle ensued. During the struggle, the probationer acquired a NH DOC taser to which you responded by bringing your duty side arm to the low ready. At that point PPO Amnot communicated that there was no cartridge in the taser and through effective communication a potentially tragic and lethal outcome was avoided. The probationer was later taken into custody and the taser was recovered.

I thank you for your exceptional effort in the line of duty, even though your own personal safety was put at risk. Your effective communication and decisive actions prevented the escalation of this incident from developing into something potentially lethal.

Sincerely,

Helen E. Hanks  
Commissioner

cc: Director Oxley  
Personnel File



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Helen E. Hanks  
Commissioner

March 18, 2021

Investigator Jason Darrah  
Internal Affairs  
Investigator II, K-9 Unit  
Department of Corrections  
105 Pleasant Street  
Concord, NH 03301

RE: **Letter of Commendation-accident on 2-9-21.**

Dear Investigator Darrah:

I became aware of an incident that took place on February 9, 2021 in Chichester, NH on Main Street. The incident happened during a morning storm and involved a furniture truck that crashed into a telephone pole, downing the electrical wires across the street and said truck.

A thankful citizen witness wrote about your quick actions that prevented other accidents and potential injuries. You were able to help the driver and passenger of the furniture truck by giving them first aid attention, as well as helping them get out of the truck as the wires were hanging from the snapped pole. You also stopped oncoming traffic down the sharp corner, preventing additional accidents and injuries. You were noted as calm as you made calls for an ambulance and to the electric company requesting them to turn off the power in the immediate area. Finally, you helped reassure the driver and passenger of the truck and kept them calm and focused on the fact that everyone was okay.

I am impressed with how you handled this situation with ease and professionalism. Your trained approach and solid skills are remarkable. Thankfully no one was seriously injured during this incident. I have no doubt that your performance in this situation is typical of the confident professionalism with which you approach all aspects of your work every day. For this it is my great pleasure to present you with this Letter of Commendation and to congratulate you for a job well done.

Sincerely,

Helen E. Hanks  
Commissioner

Cc: File

March 16, 2021

Captain Andrew Newcomb  
North End House  
P.O. Box 14  
Concord, NH 03301

RE: **Team Commendation Award.**

Dear Captain Newcomb:

On May 5, 2020, a resident at Shea Farm-Transitional Housing Unit experienced a medical emergency (seizure) on the front walkway of the facility. The resident was injured during a fall on the steps and suffered multiple wounds to the head and face area. Upon witnessing the medical emergency, you provided stabilizing care to the resident while waiting for emergency responders.

Your immediate action when providing stabilizing care of the resident experiencing the medical emergency, as well as working collaboratively with the team on the scene during the incident, was a display of your complete capability and attention to duty when handling the situation.

I thank you and commend you for your outstanding commitment to the Department and for your extraordinary efforts.

Sincerely,

Helen E. Hanks  
Commissioner

Cc: Director Nick Duffy  
File

# NH Department of Corrections A Year in Review - SFY 2021

## Awards and Recognition

We were proud to be chosen to be the lead honor guard for the 2021 Law Enforcement Memorial Virtual Ceremony held Friday, May 14, 2021. The event was live streamed on YouTube. As an agency, we are proud to have over 400 law enforcement members. Their daily job risk and its resounding impact on their friends and families deserves this recognition.



NH Department of Corrections

Published by Hootsuite · May 23, 2021 ·

A job well done to our Honor Guard. A beautiful representation of our Department at the 2021 Law Enforcement Memorial.  
#NHDOCProud



## 2021 Law Enforcement Memorial



# NH Department of Corrections

## A Year in Review - SFY 2021

### Awards and Recognition

Since 1984, the first full week of May has been recognized as National Correctional Officers Week. Recognizing the vital roles each of our employees play, regardless of their title, in the success of our Department, we choose to recognize it as Corrections Professionals Week with various awards and activities at each facility.

#### President Reagan on May 5th 1984—Proclaimed

Correctional officers have the difficult and often dangerous assignment of ensuring the custody, safety, and well-being of the over 600,000 inmates in our Nation's prisons and jails. Their position is essential to the day-to-day operations of these institutions; without them, it would be impossible to achieve the foremost institutional goals of security and control.

Historically, correctional officers have been viewed as "guards," occupying isolated and misunderstood positions in prisons and jails. In recent years, the duties of these officers have become increasingly complex and demanding. They are called upon to simultaneously fill, custodial, supervisory, and counseling roles. The professionalism, dedication, and courage exhibited by these officers throughout the performance of these demanding and often conflicting roles deserve our utmost respect. The important work of correctional officers often does not receive the recognition from the public it deserves. It is appropriate that we honor the many contributions and accomplishments of these men and women who are a vital component of the field of corrections.

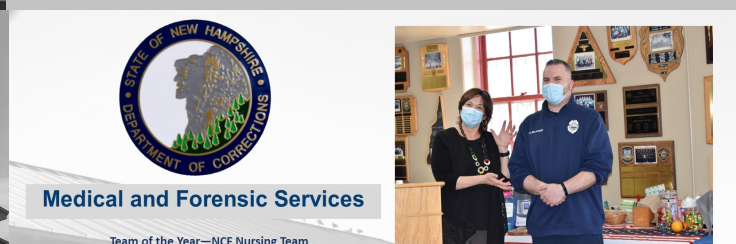
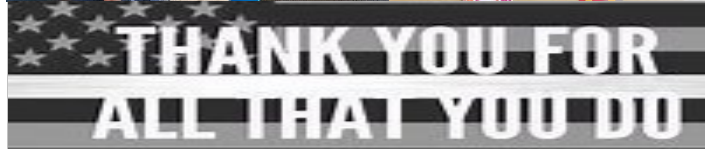
In recognition of the contributions of correctional officers to our Nation, the Congress, by Senate Joint Resolution 132, has designated the week beginning May 6, 1984, as "National Correctional Officers Week," and authorized and requested the President to issue an appropriate proclamation.





# NH Department of Corrections A Year in Review - SFY 2021

## Awards and Recognition



# NH Department of Corrections A Year in Review - SFY 2021

## Awards and Recognition



**NO IMAGE AVAILABLE**

1st Shift Officer of the Year  
Officer M. Morin

Northern New Hampshire  
Correctional Facility



Civilian of the Year  
Kerry Rainville



2nd Shift Officer of the Year  
Officer R. Duchesne



3rd Shift Officer of the Year  
Officer J. Laughton



Team of the Year  
Medical



















It's Corrections Professionals Week

THANK YOU to our  
AMAZING team members,  
you are APPRECIATED!







2 GUYZ FRIES

It's not FRIES unless  
it's from 2GUYZ

# NH Department of Corrections A Year in Review - SFY 2021

## Awards and Recognition

A huge thank you and appreciation to our Field Services during this year's National Pretrial, Probation and Parole Week 2021 July 18<sup>th</sup> through the 24<sup>th</sup>

As we focus during this week to draw attention to the unique area of Pretrial, Probation and Parole Supervision and Services this year, we reflect on the unique challenges and the continued successes of our team members in Field Services over the past year.

Community Supervision is an essential part of our New Hampshire justice system.

Supervision practices changed rapidly as our team members needed to adapt to meet the supervision challenges as a result of the global COVID-19 public health crisis. They came together to continue to focus on community safety while maintaining their roles as mentors, law enforcement, collaborators and supportive members of the overall corrections team.

Probation/Parole Officers are on the front line of every effort to reduce recidivism, collaborate with community partners with a focus on wellness and preventing future crime.

We recognize their dedication, integrity and hard work in support of continued public safety and restorative justice.

Our Field Services team members have persevered with us in rising to the challenges of 2020 and 2021 in their continued dedication to the mission and support of the agency as a whole.

I am proud of the work performed by our Field Services team. Please join me in congratulating them and recognizing them this week for National Pretrial, Probation and Parole Supervision Week 2021.

Respectfully, Commissioner Hanks



The Department annually recognizes the daily efforts of our Field Services team through the celebration of National Pretrial Probation Parole Supervision Week. This year it was celebrated July 18th through July 24th.

### Great Work PPO Catovic!

7/10/2021  
Irena,  
I know I haven't seen you or had a check-in since early 2020, but I still wanted to thank you & say goodbye.  
You are a great probation officer. NO push over by any means, but fair & understanding as well as educated on addiction, when I slipped up around the time we first met you gave me the support I needed and helped me stay accountable & that's exactly what I needed.  
Nowadays people in law enforcement often are over looked & not given the appreciation that they deserve. Thank you for being part of my journey & I respectfully hope our paths never cross again (under these circumstances.)  
Keep being a kick ass role model to young women & being exactly who you are & helping people overcome obstacles during some of the darkest chapters in their life. You've helped me more than you could imagine in the short time I've known you. Thanks again & sorry for the sloppy penmanship.  
Name Redacted



# NH Department of Corrections

## A Year in Review - SFY 2021

### Awards and Recognition

#### Longevity Recognition

Name	Years	Name	Years	Name	Years
AUBUT, CRAIG A.	10	SIROIS, HOLLY A.	15	KIZIS, ELIZABETH G.	20
BIONDI, DAVID	10	ST CYR, KEVIN R.	15	LAMBERTSON, MICHELE L.	20
CARROLL, JEAN E.	10	STONE, CECILIA A.	15	LECOMPTE, DEBRA A.	20
CLAYMAN, NANCY L.	10	SWIRKO, FRANCIS M.	15	LEES, RICHARD A.	20
CROTEAU, NATHAN E.	10	TAYLOR, HEATHER L.	15	LEMIEUX, RANDY W.	20
FORSBERG-HILL, CHERYL M.	10	VOCELL, EDWARD G.	15	L'HEUREUX, PETER E.	20
FREDETTE, ELLA M.	10	WHITNEY, JASON E.	15	LOUNSBURY, CHRISTOPHER D.	20
KIPP HUT, NICOLE D.	10	WYATT, JASON	15	MACKINNON, ERIC C.	20
PARENTEAU JR, DAVID	10	AZZARA, JAMES A.	20	MARION III, ALBERT	20
PHILLIPS, SHERRI L.	10	BACHOFER, JOSEPH M.	20	MARTIN, ROBERT R.	20
SIMON, ABBEY S.	10	BELANGER, AARON M.	20	MURPHY, NANCY E.	20
STILLMAN, JENNY L.	10	BERGERON, HERVE R.	20	OVERHOFF, TIMOTHY J.	20
TOTTEN, JEREMIAH J.	10	BINCKES, VALERIE C.	20	PAZ, CHARLES T.	20
VIOLA, TONI J.	10	BRIGGS, DARIN E.	20	PELLETIER, JOEY L.	20
WARD, CHRISTOPHER S.	10	BRIGGS, DAVID V.	20	PLANTE, NICOLE M.	20
BURKE, GARY W.	15	CAMPBELL, BERNADETTE M.	20	PUTNEY, GARY W.	20
CATOVIC, IRENA	15	CHANCEY, NELLIE W.	20	RICHARDSON, BRET T.	20
COTE, PAUL D.	15	CLEMONS, JOHN P.	20	ROBINSON, ROY R.	20
DALY, JAMES P.	15	CONOVER, RYAN H.	20	ROONEY, ROBERT F.	20
DENSMORE, BENJAMIN K.	15	CROTEAU, JASON M.	20	SAUERHEBER, BRUCE T.	20
DUBE, TREVOR S.	15	DESMARAIS, DIANA D.	20	SOCHA, LINDA	20
DUFFY III, WILLIAM F.	15	DIONNE, JEFFREY R.	20	STONE, ERIC R.	20
FORCIER, KEITH A.	15	DIONNE, WANDA M.	20	TOWERS, SCOTT M.	20
GORDON, KIMBERLY S.	15	DRURY, DENISE Y.	20	VILLENEUVE, TIMOTHY R.	20
GRIFFIN, KEITH	15	DUBE, MICHAEL D.	20	WATSON, DENIS P.	20
HORAN, DEBORAH E.	15	EATON, MICHAEL J.	20	WELCH, JAMES A.	20
LARAMIE, HEIDI M.	15	ELLIS, JOSHUA J.	20	WILCOX, AUDREY B.	20
LEBLANC, SCOTT J.	15	FORTIER, PAUL E.	20	YORK, DIANE D.	20
LEPAGE, SYLVIA	15	GAGNON, MARK R.	20	ZWALD, DAVID J.	20
LESLIE, RANDY	15	GOYETTE, MICHAEL R.	20	DUFFEN, MICHAEL P.	25
LETOURNEAU, STEVEN J.	15	GUINEN, HEIDI M.	20	GRZANNA, RUDIGER J.	25
LOVER, CHRISTOPHER L.	15	HAIR, WALTER C.	20	PARENT, ROBERT K.	25
MCCAULEY, KORY L.	15	HANNIGAN, LINDA J.	20	ROBINSON, DEBORAH A.	25
MEEKS, JAN E.	15	HONEMAN, DAVID W.	20	STEELE, DEBORAH J.	25
MURRAY, ROBERTSON L.	15	INMAN, RANDY A.	20	TOTH, KRISTINA A.	25
NERENBURG, MARK	15	KAPPES, ANTHONY C.	20	FOUTS, JON H.	30
PRESCOTT, CLAUDIA D.	15	KIMBALL, PAGE H.	20	ROY, RODNEY A.	30

# NH Department of Corrections A Year in Review - SFY 2021

## Philanthropy

Throughout the year, our residents usually participate in multiple philanthropic events to give back to the community. COVID-19 has made this extremely difficult. Despite the challenge, residents at NHC FW were able to put their heads together to find a way to continue to give back.

The residents at New Hampshire Correctional Facility for Women have been hard at work crocheting for a cause. About twenty-five residents have made over 260 items to be donated to charity. These items are all hand made and range from baby blankets, booties, hats, scarves and bags to carry them in!

“I love doing stuff like this as most people think all people in prison are monsters, I want to remind them that most of us have kind hearts and just made a mistake.”

- NHC-FW Resident



NHC-FW Resident, Samantha Grenier



NHC-FW Resident, Nicole Kasinskas



NHC-FW Resident, Sarah Ward

# NH Department of Corrections

## A Year in Review - SFY 2021

### Residents Helping our Communities

Our residents participate in the Transitional Work Center program to reintroduce them into the community through supervised work opportunities. We have expanded the community work crews to include a NNHCF work crew as well as a Shea Farm THU work crew. Corrections Sergeant Johnson and his team of certified corrections officers are now able to provide supervised work crews all over NH. They have helped at schools, churches, and fire stations and assisted at a variety of non-profit organizations throughout the state.

The residents learn valuable skills while participating in this program that they will use when they return to their community. As a result of their professionalism and their ability to complete large tasks, the program now has a waiting list of community partners looking to utilize this service. The officers who oversee these crews' professionalism and outstanding work ethic reflect great credit upon themselves, the Unit, and the Department of Corrections as a whole. The residents involved in this work crew have a large sense of pride and a feeling of giving back to their community.



Photos by Staff Sgt. Charles Johnston, NHNG  
deputy state PAO.

**Sgt. Johnson, NHDOC, presented two newly crafted shadow boxes on Aug. 4 at Joint Force Headquarters in Concord N.H. to Adjutant Gen. David Mikolaities. The wooden boxes are being used to display military medals and awards and were made possible through the N.H. Department of Corrections Transitional Work Center Program. Our program aids non-profit organizations in various capacities such as woodworking. It also teaches them skills while giving them a feeling of positivity and self-worth by giving them the opportunity to contribute back to society.**



# NH Department of Corrections A Year in Review - SFY 2021

## Residents Helping our Communities



I would like to thank the NH Department of Correction's Transitional Work Center male and female crews that were led by Sgt. Johnson and Officer Denis with their clean up effort alongside the State owned railroad track in Concord and also at the NHFG boat ramp.

Chuck Corliss P.E.  
Bureau of Rail and Transit  
New Hampshire Department of Transportation



The Fish and Game Department echoes NHDOT's thanks and praise of the excellent clean-up effort that the DOC crew completed. This NHFG boat ramp is a popular launch for boating on the Merrimack River. The result shows a high level of attention to detail which we greatly appreciate.

Garret Graaskamp, P.G.  
Statewide Public Boat Access Program  
NH Fish and Game Department



# NH Department of Corrections

## A Year in Review - SFY 2021


### Residents Helping our Communities

Sgt. Johnson,

I would like to thank you and your crew for all of your help completing the tasks that we might not have had the manpower to do. The work you all have done is TOP quality!

The grounds of Shaker Regional School district have never looked so good! You have a group of good workers who were very respectful to myself and my staff and it is very much appreciated.

~D. Marden

 **NH Department of Corrections**  
Published by Hootsuite ·  
October 13, 2020 ·

Getting these never gets old! Sgt. Johnson and his crew do great work! #teachingskills #givingback #twc #nhdocproud

Edit

36

2 Comments


Like

Comment

Share

Oldest ▼

 **Bill Wrenn**  
Great job!!! Such a positive image you continue to promote to the community by your wonderful work.  
Like Reply Hide 1y

 **Bill Clary**  
Thanks for making the dugouts look so nice  
Like Reply Hide 1y



### Town of Pittsfield Police Department

59 Main Street  
Pittsfield, NH 03263


Sgt. Dana Johnson  
Div. of Community Corrections  
Road Crew Supervisor  
281 N. State Street  
Concord, NH 03301

Dear Sgt. Johnson,

I wanted to take a moment to recognize you and your inmate work crew for helping us spruce up the exterior of our police department building and grounds. We never would have been able to accomplish the task you and your crew completed in such a timely fashion. The scraping, painting, cleaning, trimming, and landscaping that your crew was able to do was impressive. I have already received many compliments on the new look of our facility and the pride the town has in seeing these improvements. You and your crew were so helpful with ideas and easy to work with that it made this project fun for me and my staff.

As a small town with budget restraints and a man-power shortage, it is quite a blessing to have assistance from a work crew like yours. On behalf of the Pittsfield Board of Selectmen, the members of the Pittsfield Police Department, and the good citizens of Pittsfield I thank you and your crew for all of your hard work on this project. I look forward to working with you again in the future.

Sincerely,  
  
Joseph M. Collins  
Chief of Police

Dear Sgt. Johnson,

On behalf of the City of Concord and the Concord Fire Department, I would like to take an opportunity to thank you and your crew for all the outstanding work completed by your team on the Concord Fire Department Headquarters Complex.

As you know, our facility was in significant need of exterior and interior painting, a project that far exceeded our current resources. I am truly impressed by the exceptional quality of work and the professionalism of your team members throughout this project. I have no doubt your first-rate crew lands your program as a preferred vendor to work with.

I hope this letter finds you and your team well, thank you for your continued contribution to our project, it is much appreciated!



# NH Department of Corrections A Year in Review - SFY 2021

## Residents Helping our Communities



We can't thank Sgt. Johnson and his work crew enough for their outstanding work at our Police Department in Pittsfield. Sgt. Johnson and his work crew installed new floors and painted all the walls and trim creating a fresh look for our historical building. The remodeling of our fitness room, booking room and conference room makes it feel like we are in a new building. They went above and beyond in creating a storage unit for all of our officers gear. We are very grateful.

Chief Joseph Collins  
Pittsfield Police Department



# NH Department of Corrections

## A Year in Review - SFY 2021

### Capital Improvements

The NHDOC's logistics team, in collaboration with security staff and contractors, facilitated the process for numerous capital projects in SFY 2021. Maintaining critical infrastructure at our facilities continues to be a priority for our department to ensure a safe working environment for our staff and those living in our facilities.



#### SFY 2020-2021 Approved Capital Budget Requests

- Perimeter Security and Fence Detection Systems **\$1,600,000.**
- Kitchen Renovation **\$4,320,000.**
- Replace Electrical Services **\$265,000.**
- Generator Replacement—two Generators **\$300,000.**
- Rebuild/Replace Access Road, Berlin **\$721,000.**
- Door Replacements **\$198,000.**

Total state appropriation **\$7,404,000**

#### SFY 2022-2023 Approved Capital Budget Requests

- NHSP-M Roof Replacements, Various Roofs **\$1,800,000**
- NNHCF Roof Replacement, Main Building Roof **\$1,000,000**
- NHCFW Women's Construction Trades Building **\$350,000**
- NHSP-M Boiler Replacements, 3 Boilers **\$2,150,000**
- NNHCF-M Door Controller Upgrade **\$970,000**
- NHSP-M Heating And Cooling Coil Replacements - North And South Wings **\$125,000**
- NNHCF Perimeter Security And Fence Detection Systems **\$1,520,000**
- NHSP-M Rebuild Sewer Line And Grinder, **\$670,000**
- NHSP-M Replace Steam Lines And Traps, **\$2,500,000**
- NHSP-M Roof Replacement - Hancock And Industries Buildings **2,000,000**
- NHSP-M Door Replacement **\$200,000**
- NHSP-M Door and Ceiling Replace/Repairs CCU **\$300,000**
- NHSP-M Air Handler And Ductwork Replacement - Medium Custody North & South Housing Units **\$1,950,000.00** (added to American Rescue Plan Request)

Total: **\$15,535,000.00**

For the safety of our staff and residents, many of these projects have been put on hold if it requires outside entities to come into our facilities due to the COVID-19 pandemic.

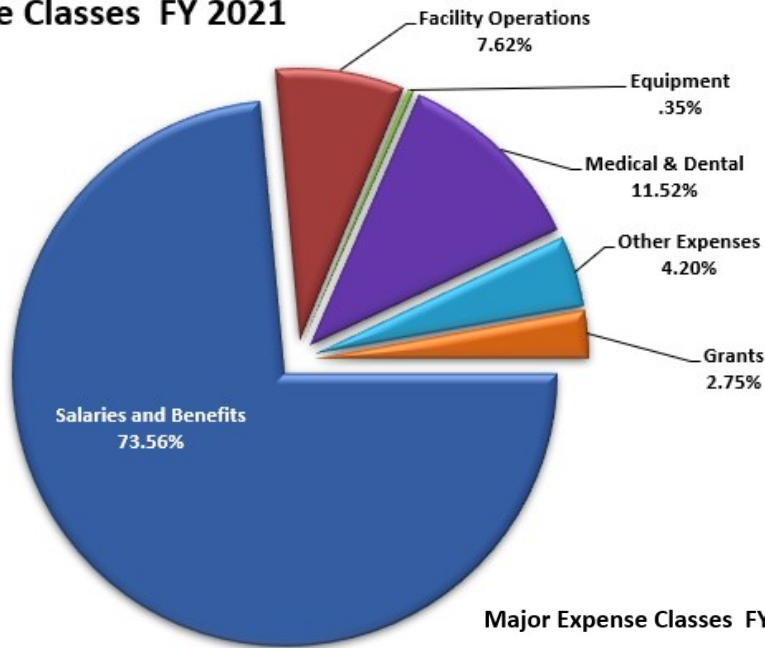
# NH Department of Corrections

## Data Elements of Interest - SFY 2021

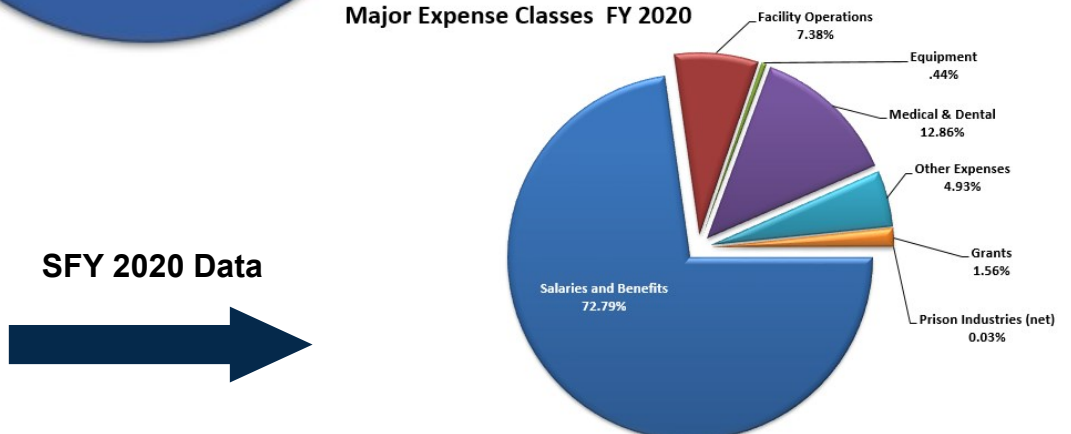
### Budget Expenditures

Expense Category	SFY 2021 by Major Expense Classes	
	Actual	% of Total Expenditures
Salaries and Benefits	\$98,679,326	73.56%
Facility Operations	\$10,217,862	7.62%
Equipment	\$469,844	0.35%
Medical & Dental	\$15,457,249	11.52%
Other Expenses	\$5,634,541	4.20%
Grants	\$3,694,285	2.75%
Prison Industries (net)	-	0.00%
<b>Totals</b>	<b>\$134,153,108</b>	<b>100.00%</b>

**Major Expense Classes FY 2021**



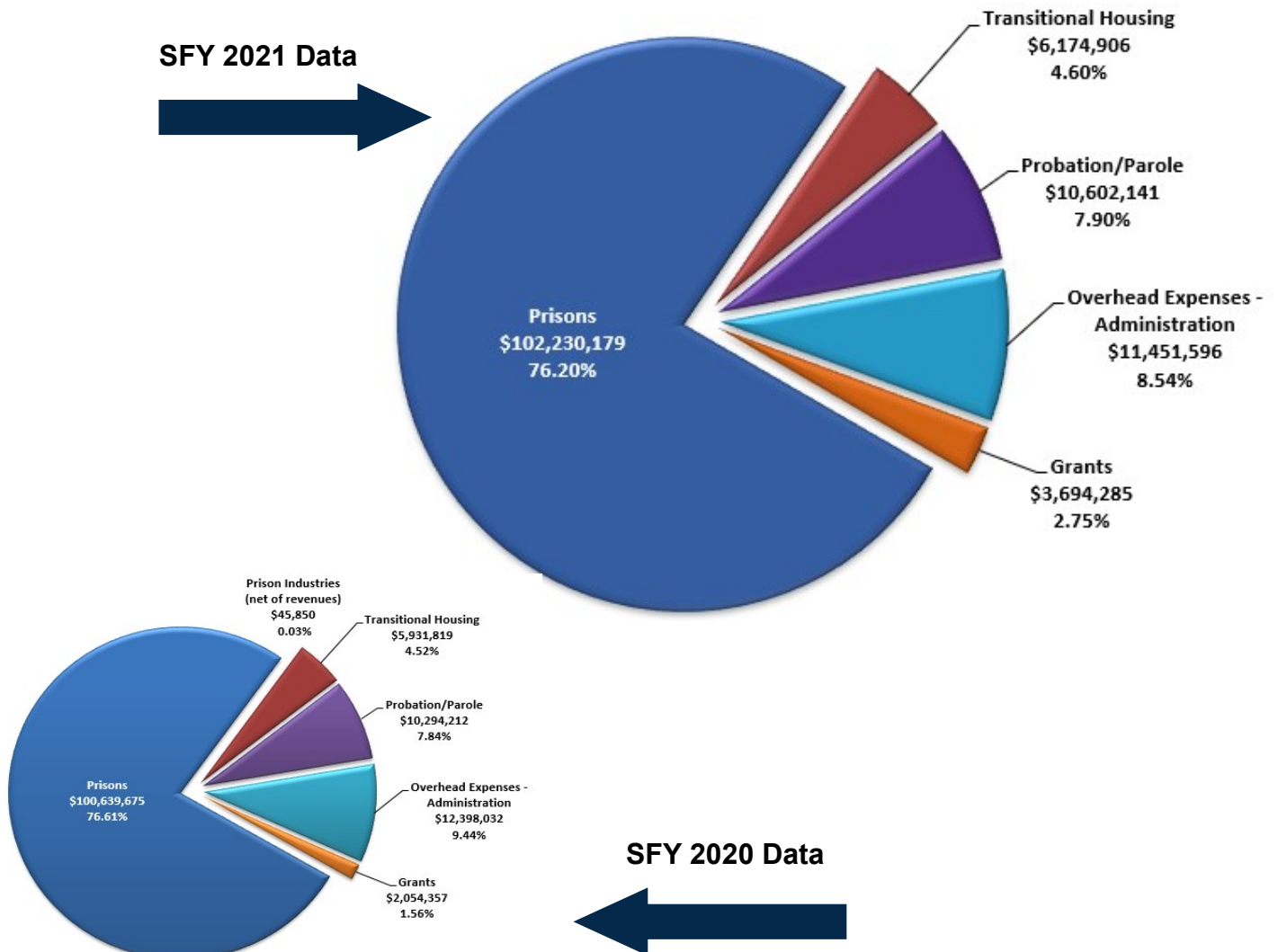
**Major Expense Classes FY 2020**



# NH Department of Corrections Data Elements of Interest - SFY 2021

## Functional Budget Summary

Functional Area	SFY 2021 Actual	
	Amount	% of Total Expenditures
Prisons	\$102,230,179	76.20%
Prison Industries (net of revenues)	-	0.00%
Transitional Housing	\$6,174,906	4.60%
Probation/Parole	\$10,602,141	7.90%
Overhead Expenses - Administration	\$11,451,596	8.54%
Grants	\$3,694,285	2.75%
<b>Total</b>	<b>\$134,153,108</b>	<b>100.00%</b>

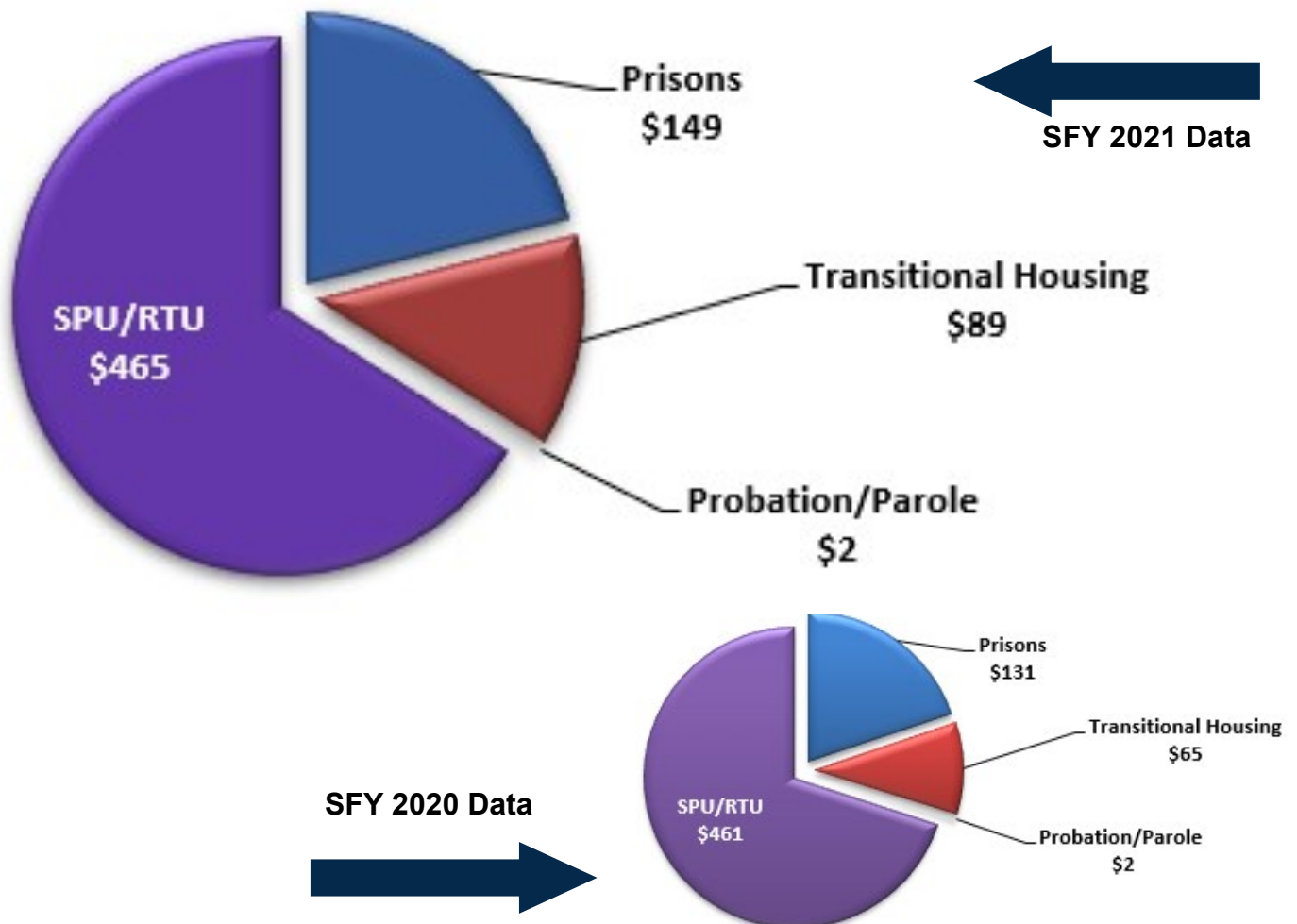


# NH Department of Corrections

## Data Elements of Interest - SFY 2021

### SFY 2021 Cost Per Day by Location

Expense Category	Prisons	Transitional Housing	Probation/Parole	SPU/RTU
Total Expenses	\$101,792,421	\$6,751,203	\$11,591,627	\$9,978,788
Average Number of Residents	1,872	208	19,203	59
Annual Cost Divided by Average Number of Residents	\$54,386	\$32,445	\$603	\$169,611
Average Daily Cost	\$149	\$89	\$2	\$465



# NH Department of Corrections

## Data Elements of Interest - SFY 2021

### Population Data

Total Population – June 30, 2021	Total	Percentage
Total NH in Facility*	1937	91%
Escape Status	7	0%
Total NH Out of Facility**	193	9%
<b>Total</b>	<b>2,137</b>	<b>100%</b>

\*Total NH in Facility represents the total number of NH sentenced residents, residents housed for other jurisdictions or residents of SPU who are on involuntary committal.

\*\*Total NH Out of Facility represents the total number of NH sentenced residents serving time in other jurisdictions.

Population by Maximum Sentence – June 30, 2021	Number	Percentage
Less than 1 year	27	1%
Between 1 and 3 years	122	6%
Between 3 and 5 years	319	15%
Between 5 and 10 years	584	27%
Between 10 and 20 years	600	28%
20 Years and more	433	20%
Unknown*	52	3%
<b>Total</b>	<b>2,137</b>	<b>100%</b>

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

Admissions – SFY 2021	Males	Females	Total	Percentage
New Admission	23	1	24	31%
Parole Violator	37	4	41	53%
Probation Violator	4	5	9	12%
AHC Returns	0	0	0	0%
Escape/Returned	1	0	1	1%
Other Jurisdictions	2	0	2	3%
<b>Total</b>	<b>67</b>	<b>10</b>	<b>77</b>	<b>100%</b>

Releases – SFY 2021	Males	Females	Total	Percentage
Maxed Out	15	0	15	16%
Paroled	68	7	75	81%
Released to Probation	0	0	0	0%
Released to AHC	1	0	1	1%
Released/Escape Status	1	0	0	1%
To Other Jurisdiction	1	0	1	1%
<b>Total</b>	<b>86</b>	<b>7</b>	<b>93</b>	<b>100%</b>

Footnote: The total of 2,426 represent the total number of residents serving time in a NHDOC facility and in other jurisdictions.

# NH Department of Corrections

## Data Elements of Interest - SFY 2021

### Population Data

Population by Age – June 30, 2021	Number	Percentage
17-21	18	1%
22-25	135	6%
26-30	286	13%
31-40	665	31%
41-50	449	21%
51-60	338	16%
Over 60	246	12%
<b>Total</b>	<b>2,137</b>	<b>100%</b>

Population by Race – June 30, 2021	Number	Percentage
White	1806	84%
Black or African American	157	7%
Native American	9	0%
Asian	6	0%
Other/Unreported	159	9%
<b>Total</b>	<b>2,137</b>	<b>100%</b>

Population by Crime Type – June 30, 2021	Number	Percentage
Crimes Against Persons	1312	61%
Crimes Against Property	337	16%
Drugs/Alcohol	327	16%
Other*	109	5%
Unreported**	52	2%
<b>Total</b>	<b>2,137</b>	<b>100%</b>

\* 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 Minimum Sentence – June 30, 2021	Number	Percentage
Less than 1 year	60	3%
Between 1 and 3 years	864	41%
Between 3 and 5 years	242	11%
Between 5 and 10 years	600	28%
Between 10 and 20 years	97	5%
20 years and more	222	10%
Unknown*	52	2%
<b>Total</b>	<b>2,137</b>	<b>100%</b>

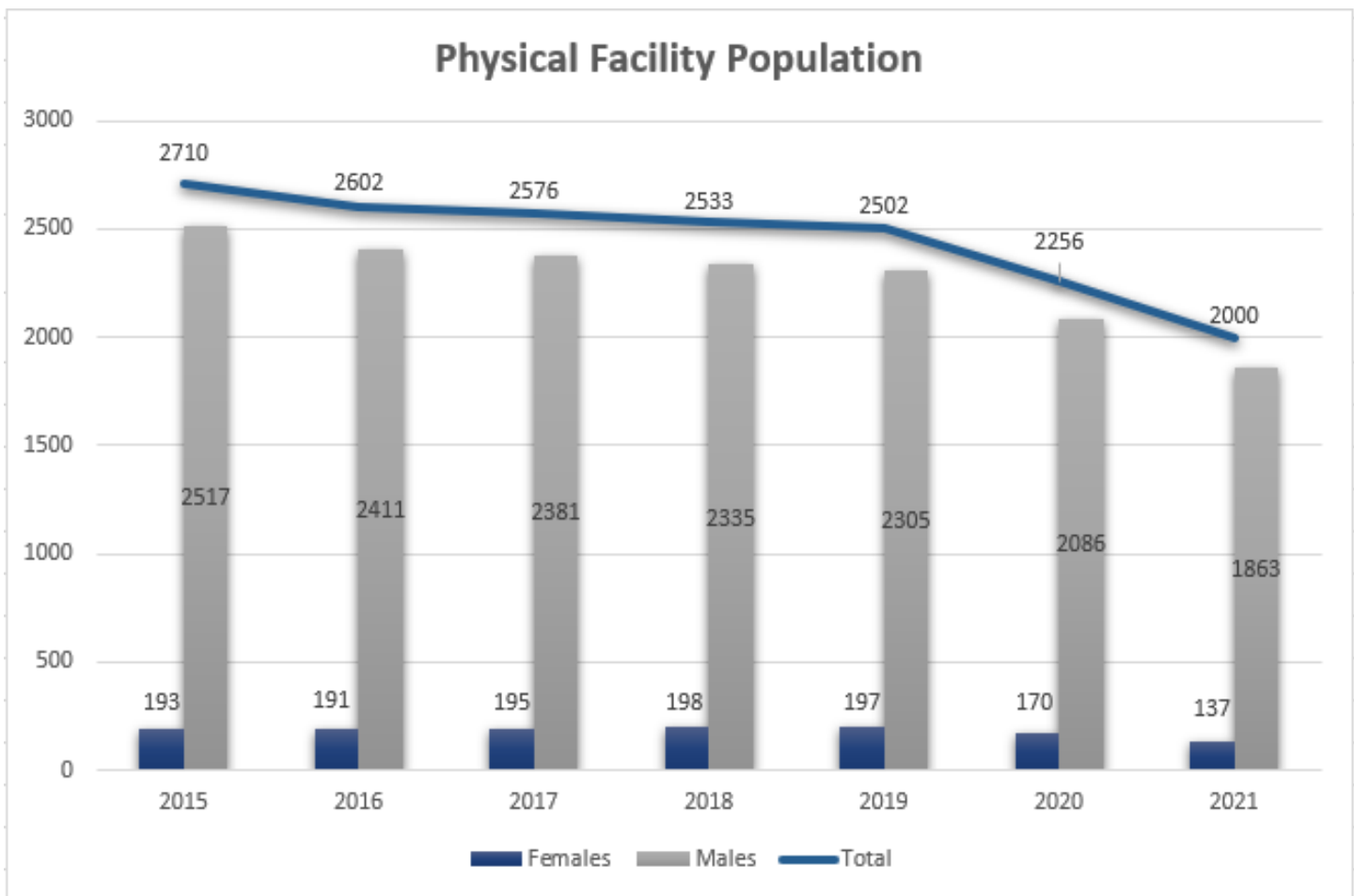
\* Unknowns are inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.

Footnote: The total of 2,650 represent the total number of residents serving time in a NHDOC facility and in other jurisdictions.

# NH Department of Corrections

## Data Elements of Interest - SFY 2021

### Population Data



Total Physical Population as of June 30, 2021								
Year	2015	2016	2017	2018	2019	2020	2021	TOTAL
<b>Males</b>	2517	2411	2381	2335	2305	2086	1863	<b>-26%</b>
	+/-	<b>-106</b>	<b>-30</b>	<b>-46</b>	<b>-30</b>	<b>-219</b>	<b>-223</b>	<b>-654</b>
<b>Females</b>	193	191	195	198	197	170	137	<b>-29%</b>
	+/-	<b>-2</b>	<b>+4</b>	<b>+3</b>	<b>-1</b>	<b>-27</b>	<b>-33</b>	<b>-56</b>
<b>Total</b>	2710	2602	2576	2533	2502	2256	2000	<b>-26%</b>
	+/-	<b>-108</b>	<b>-26</b>	<b>-46</b>	<b>-31</b>	<b>-246</b>	<b>-256</b>	<b>-710</b>

**OVERALL POPULATION DECREASE OF 26% since 2015**



# NH Department of Corrections

## Data Elements of Interest - SFY 2021

### Granite State High School and Career and Technical Education Center (CTEC)

SFY2021	Definition	NHSPM	NHCFW	NHNCF	Total
Intakes	Meeting with CC/CM to determine level/interest of education and interest in CTEC/Industry Programs.	144	25	26	195
TABE Testing	Test of Adult Basic Education	22	15	8	45
HiSet completions	High School Equivalency Diploma	6	0	0	6
HSD	High School Diploma	15	2	1	18

CTEC Clusters Certificates	NHSPM	NHCFW	NHNCF
Automotive Mechanics Program	57	N/A	N/A
Building Trades Program	11	N/A	N/A
Business Education Program	527	0	19
Computer Education Program	69	2	0
Culinary Arts Program	5	0	N/A
Intro. to the Workforce Program	20	0	0
<b>Total Certificates</b>	<b>86</b>	<b>2</b>	<b>19</b>

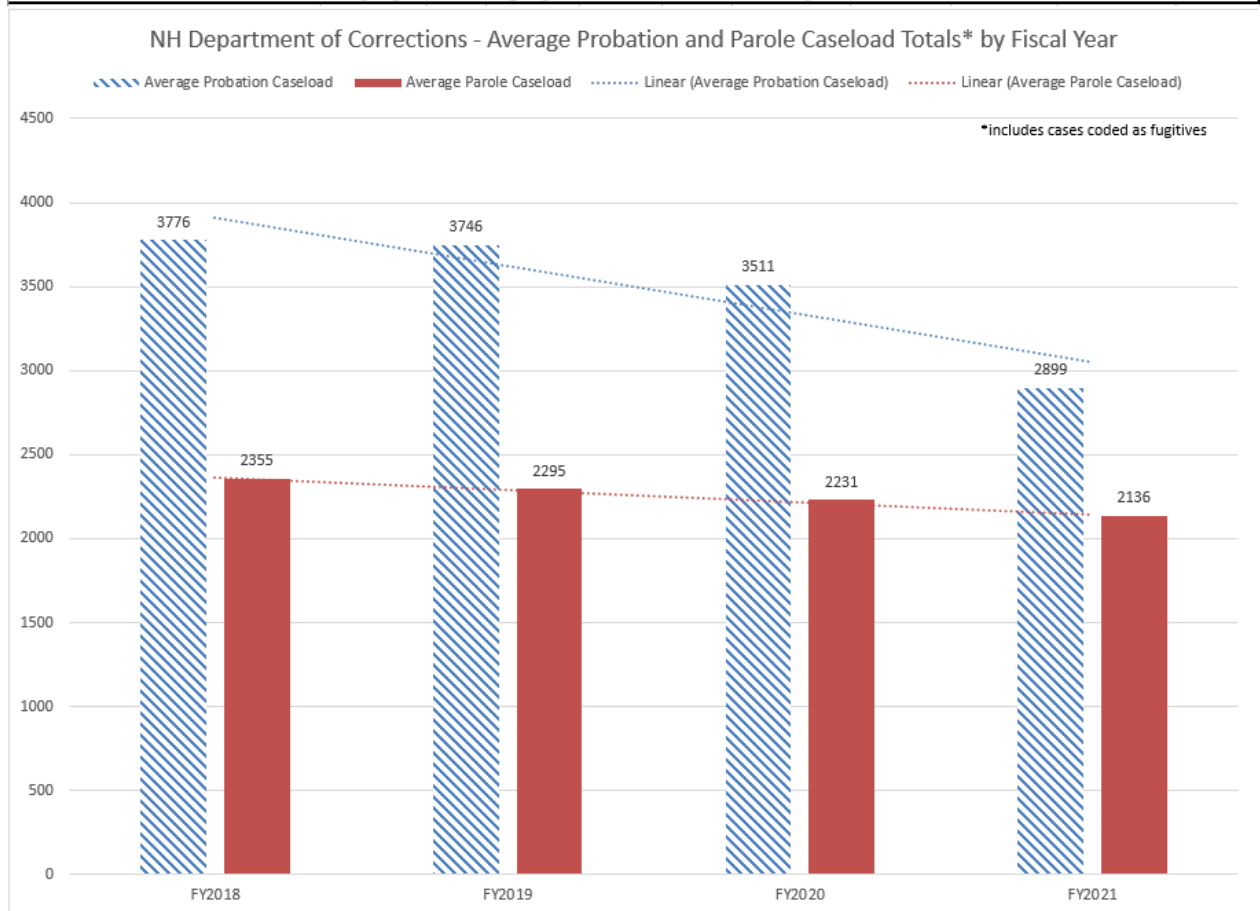
CSSD Class Enrollment	NHSPM	NHCFW	NNHCF
Automotive Mechanics Program	57	N/A	N/A
Building Trades Program	11	N/A	N/A
Business Computer Education Program	527	85	379
Culinary Arts Program	69	98	N/A
Intro. to the Workforce Program	117	55	46
Advanced Degree			
College Courses			
<b>Total Class Enrollment</b>	<b>781</b>	<b>238</b>	<b>425</b>

# NH Department of Corrections Data Elements of Interest - SFY 2021

## Field Services Caseload Summary as of June 30, 2021

SFY2021 Field Services Caseload Summary as of June 30, 2021										
District Office (DO)	Total Officers Chief PPO/PPOs	Types of Supervision								Total
		Conditional Release - Bail	Conditional Release - Lifetime Supervision	Conditional Release - NGI	County Facility (HOC)*	Interstate Compact In	Parole	Probation		
Berlin District Office	3			2	7	12	44	76		141
Claremont District Office	4				17	21	55	161		254
Concord District Office	11			6		30	314	305		655
Dover District Office	7			1	6	58	169	232		466
Exeter District Office	11				15	85	160	360		620
Haverhill District Office	6	1		1	15	36	88	234		375
Keene District Office	5	1			17	30	84	243		375
Laconia District Office	4			2	15	16	79	166		278
Manchester District Office	14	1	1	1	26	96	526	439		1090
Nashua District Office	6	2		1		53	121	220		397
Wolfeboro District Office	3				4	24	35	76		139
<b>Total</b>	<b>74</b>		<b>5</b>	<b>1</b>	<b>14</b>	<b>122</b>	<b>461</b>	<b>1675</b>	<b>2512</b>	

\*HOC - means a person being held pending a violation or a person who will be released from a HOC to probation  
 217 Active Cases pending action (i.e. case closure, new assignment, pending action for court outcome and assignment)  
 Administrative Home Confinement - 17 people were being supervised as of June 30, 2021 by Field Services



# NH Department of Corrections

## Data Elements of Interest - SFY 2021

NH DOC Monthly Facility Victim Notification (VN) Summary Report- All -												
	Jul 1 2020	Aug 1 2020	Sep 1 2020	Oct 1 2020	Nov 1 2020	Dec 1 2020	Jan 1 2021	Feb 1 2021	Mar 1 2021	Apr 1 2021	May 1 2021	Jun 1 2021
<b>DOC Responsible - Sentenced</b>	2,493	2,466	2,446	2,434	2,415	2,378	2,352	2,323	2,281	2,253	2,230	2,215
Total Clients with VN	844	835	823	814	808	798	787	786	779	776	771	768
Total Active VN	1,930	1,901	1,882	1,854	1,835	1,793	1,771	1,788	1,781	1,776	1,766	1,756
<b>DOC Responsible - Parole</b>	2,240	2,231	2,211	2,174	2,143	2,141	2,131	2,116	2,142	2,141	2,150	2,128
Total Clients with VN	466	456	450	441	438	437	437	433	429	427	426	426
Total Active VN	938	921	902	892	891	904	907	892	876	873	872	877
<b>DOC Responsible - Probation</b>	3,307	3,234	3,180	3,149	3,096	3,031	3,015	2,929	2,877	2,861	2,785	2,770
Total Clients with VN	61	59	59	54	55	56	58	56	56	55	56	58
Total Active VN	112	109	110	102	94	93	100	98	106	100	102	104
<b>VN Started</b>	21	25	7	24	35	21	28	31	23	28	39	28
<b>VN Ended</b>	61	61	44	62	64	48	40	36	36	35	41	32

### Field Services Data Summary: Restitution/ Collections Review

As of June 30, 2021	
<b>Collection Only Cases</b>	11,649

Field Services Receipts and Disbursements: SFY 2021	
Total Receipts	2,565,361.10
Disbursements Paid for Individual Restitution	1,857,926.96
Courts Fines	206,645.71
DOC Field Services Collection Functions	251,755.40
DOC Field Services ICAOS Dues and Costs	18,200.00
Justice Victim Assistance	33,047.81
General Fund Annulments	92,200.00
General Fund Collection Fees	20,687.05
General Fund Supervision	247,206.75
Misc. Expenses*	(-141,971.85)
<b>Total Disbursements</b>	<b>2,585,697.83</b>
<i>*voided checks, bank fees, etc.</i>	

# NH Department of Corrections

## Data Elements of Interest - SFY 2021

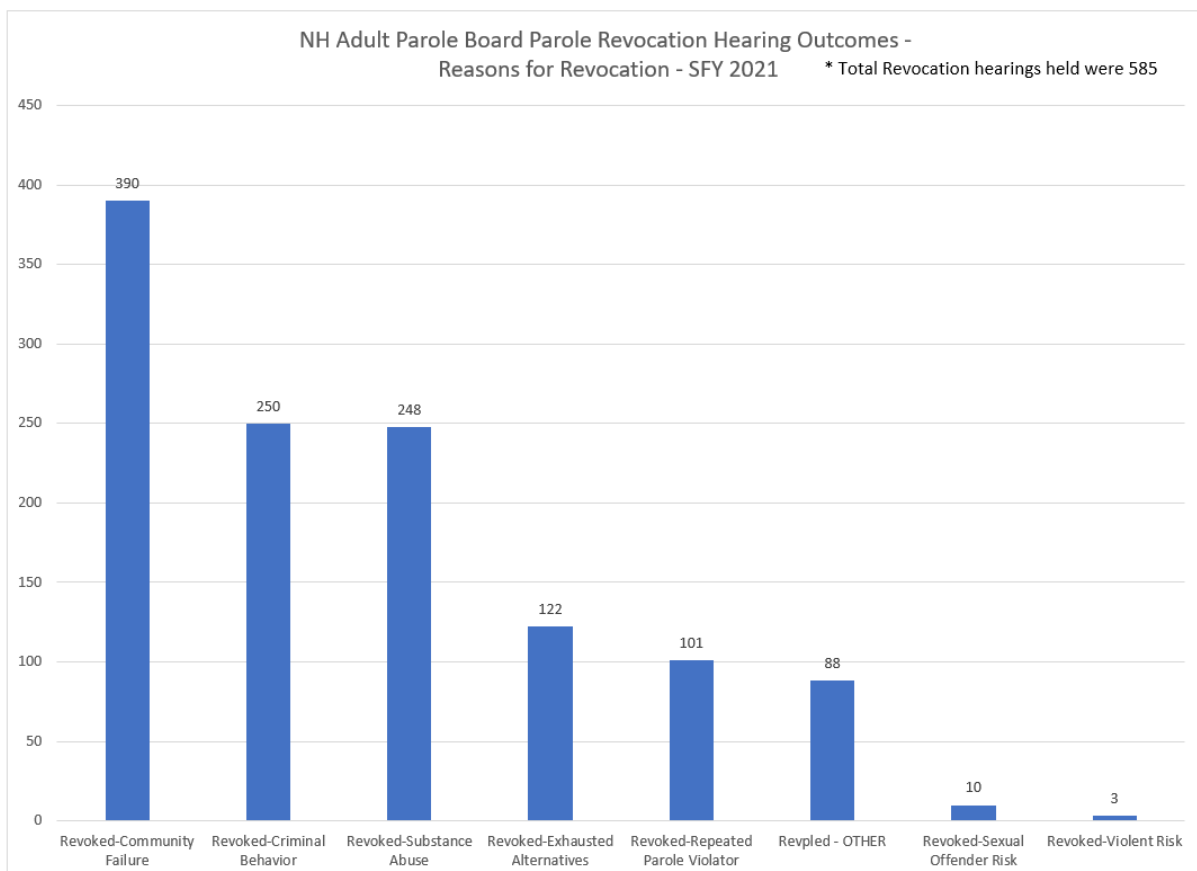
### Recidivism Data Comparisons

Recidivism Trending	Calendar Year	2011	2012	2013	2014	2015	2016	2017	2018
Males		47.3%	44.9%	47.7%	45.7%	41.4%	42.8%	45.6%	48.7%
Females		41.4%	37.3%	43.3%	40.0%	42.3%	43.3%	44.4%	41.9%
All		46.7%	44.1%	47.1%	45.0%	41.5%	42.9%	45.5%	47.8%

\*\*\*The Department follows the Association of State Correctional Administrators Performance-Based Measure System Counting Rules in how to measure recidivism. Recidivism rates are interpreted by the New Hampshire Department of Corrections (NHDOC) as being when an individual, after being released from a NHDOC facility or oversight, returns to a NHDOC facility within thirty-six months of their initial release date. Cohorts are grouped by calendar year.

In review of our women’s recidivism rate, we deployed an assertive case management and re-entry program that followed women 12 months post release with substance use disorder using State Opioid Response grant dollars to create a connected resource to services and appointments much like a health care navigator. We eventually were able to receive funding to include men, but that deployment was much later than the work with women. This is one of the unique differences that may explain the reduction in recidivism for women. The Department will continue to evaluate the new data set.

### Recidivism Study - Report Generated 5/5/2021



# NH Department of Corrections Data Elements of Interest - SFY 2021

## Medical and Forensic Services Data Review

FY 2021			
NH Department of Corrections FY21 Medical Cost Breakdown All Inmates			
Age Ranges	Total Patients	FY 2021 Costs	Mean Ave
19	1	\$ 106.13	\$ 106.13
20 through 29	134	\$ 190,325.84	\$ 1,420.34
30 through 39	286	\$ 347,141.50	\$ 1,213.78
40 through 49	229	\$ 398,844.81	\$ 1,741.68
50 through 59	222	\$ 675,083.30	\$ 3,040.92
60+	202	\$ 739,998.20	\$ 3,663.36
<b>Total Inmates with Medical costs</b>	<b>1074</b>	<b>\$ 2,351,499.78</b>	<b>\$ 2,189.48</b>
Medicaid Paid IP Stays	93 Episodes of Care	\$ 2,007,007	
	<b>Total Cost of Care FY21:</b>	<b>\$ 4,358,506.59</b>	

*Note: These costs represent costs incurred EXCLUDING the static costs of NHDOC medical staff and on-site resources.  
Examples: Hospital stays, outpatient procedures, etc..*

### Top Highest Pharmaceutical Costs of SFY 2021

*Note: This summary does not represent all pharmaceutical costs, just the top drivers of cost.*



Medication Group	Amount
General Medications	\$1,224,570
Hepatitis C	\$834,741
Psychotropic Medications	\$345,119
Immunobiologic	\$231,796
HIV	\$279,732
MAT	\$1,101,891 (grant funded)

<b>*SFY 2021 Total Prescription Drug Cost</b>	<b>\$3,434,017</b>
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*\*Not including grant funded pharmaceuticals.*

### NH Department of Corrections: Secure Psychiatric Unit Admissions/Discharges by NH RSA

FY2021	622:45		623:1		651:9		135-C		135-E		171-B	
	NHH		DOC/HOC		NGRI		CC		SVP		DD	
	A	D	A	D	A	D	A	D	A	D	A	D
<b>1st</b>	2	2	3	4	1	1	3	2	0	0	0	0
<b>2nd</b>	1	0	3	1	0	0	0	0	0	0	0	0
<b>3rd</b>	1	0	2	3	1	1	0	2	1	0	0	0
<b>4th</b>	0	1	2	1	1	0	1	3	0	0	0	0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>10</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

*The highlighted RSA represents transfers of people from incarcerated settings (Prison and County Jails) into SPU.*

# NH Department of Corrections

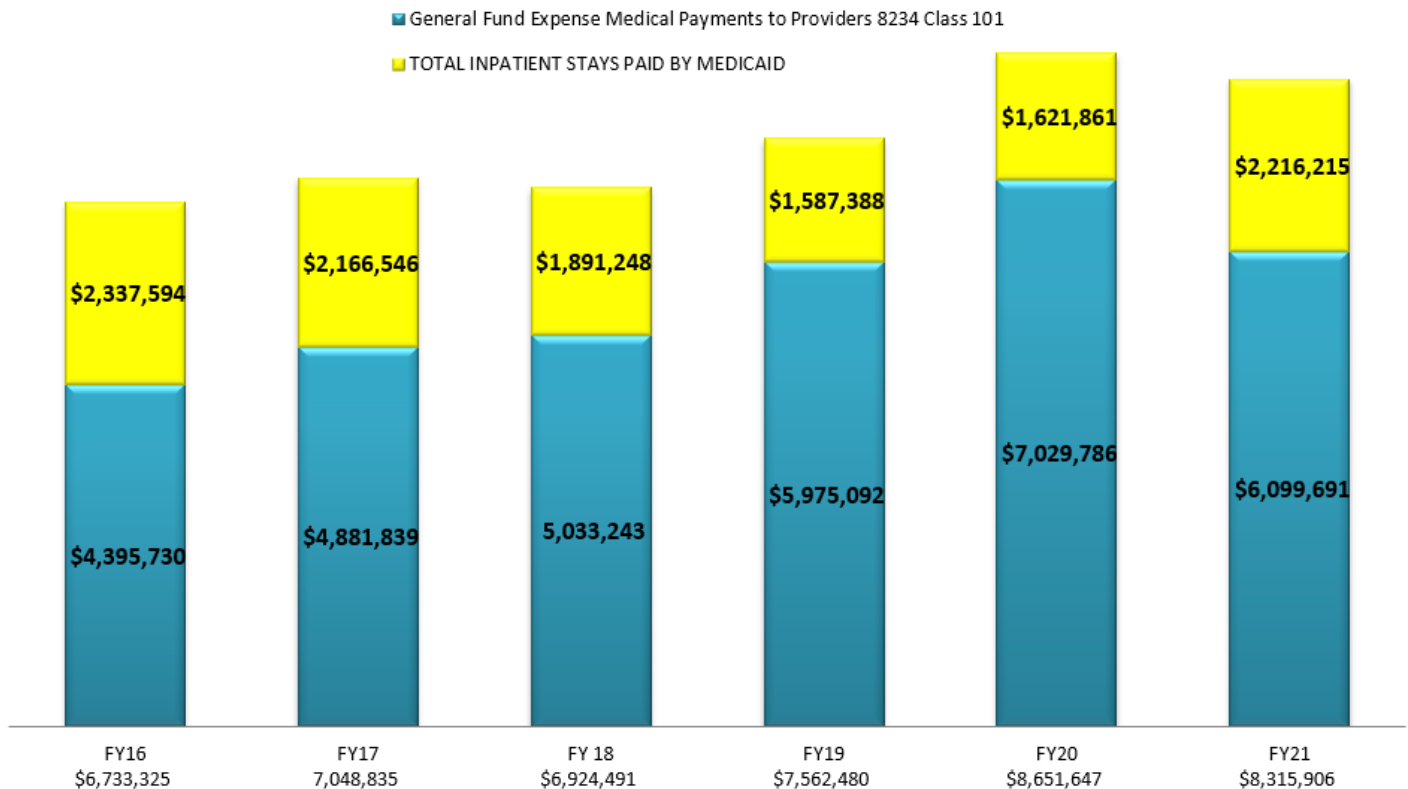
## Data Elements of Interest - SFY 2021

### Medical and Forensic Services Data Review

#### Cost Monitoring

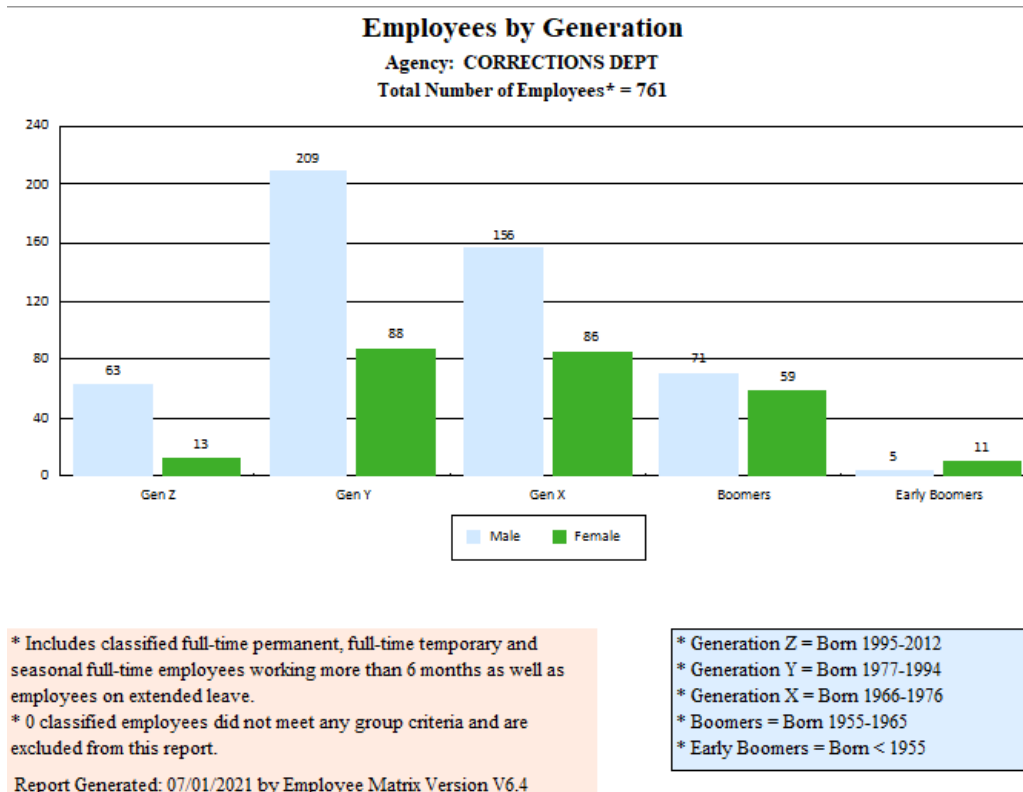
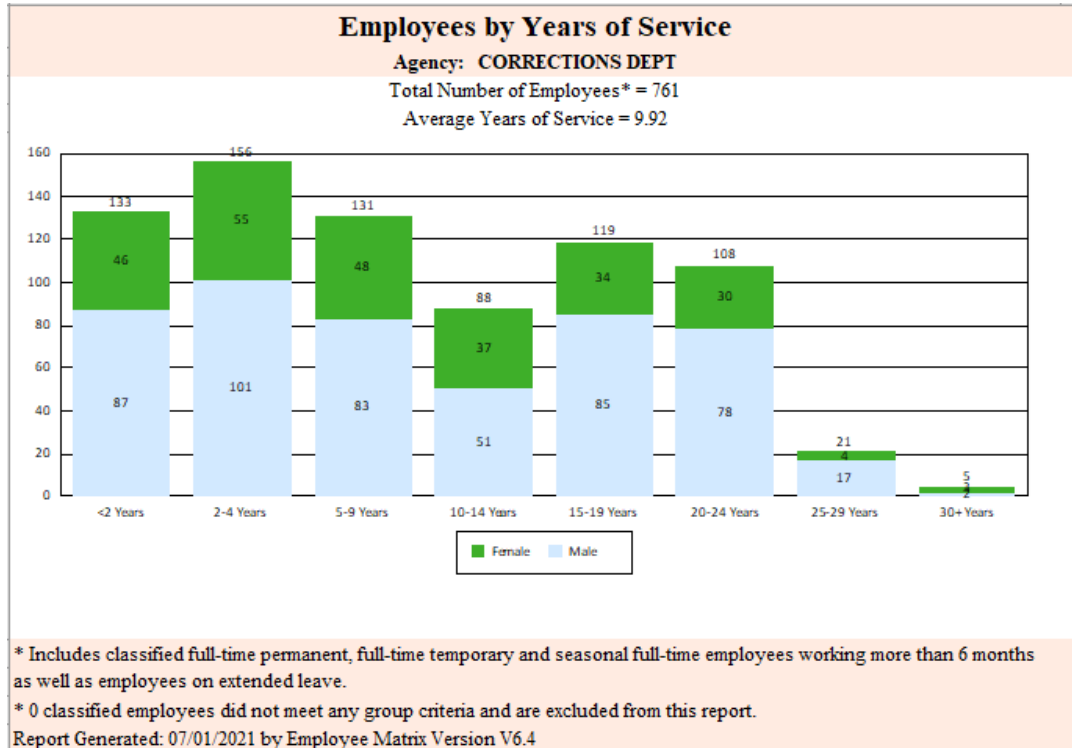
The Division of Medical and Forensic Services regularly monitors healthcare expenditures through a multitude of processes. This includes a review of pharmaceutical usage at a monthly Pharmacy and Therapeutics Committee, review of monthly financial statements, utilization and review of external consults, and quarterly review of quality indicators. We seek grant opportunities to defray costs, such as a grant that subsidized pharmaceuticals for MAT, and we have been approved for the federal 340B program to defray costs for very expensive treatments for hepatitis C (HCV) and Human Immunodeficiency Virus (HIV). Finally, the chart below exemplifies hospital inpatient stays that were deferred to the Medicaid program for payment.

**NH DOC Medicaid Paid Inpatient Stays & General Fund Paid Community Healthcare Costs (8234 -101) for services to People Incarcerated**



# NH Department of Corrections Data Elements of Interest - SFY 2021

## Departmental Staffing Summary as of June 30, 2021



# NH Department of Corrections Data Elements of Interest - SFY 2021

Departmental Staffing Summary as of June 30, 2021

## Employees by County

Agency: 04600, CORRECTIONS DEPT

Total Number of Employees\* = 761



\* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.  
\* 0 classified employees did not meet any group criteria and are excluded from this report.

Report Generated: 07/01/2021 by Employee Matrix Version V6.4



# NH Department of Corrections Facility & Division Overviews

## **New Hampshire Correctional Facility for Women (NHCFW).....Concord, NH**

Minimum (C2) to Maximum (C5) security level facility

Opened: April 17, 2018

Capacity: 224

Population: (June 30, 2021) 120

**Down 34 from 154 (June 30, 2020)**

Warden: Nicole Plante



In SFY 2021, the New Hampshire Correctional facility for Women welcomed the promotion of Major Jenn Russ as the new Chief of Security. Major Russ has over 21 years of experience with the Department of Corrections. NHCFW celebrated the retirement of Officer Briggs, Officer Dube, and Officer Kappes, with two of the three officers returning to extend their careers in a part-time capacity.

Resident housing units range from minimum to maximum custody levels. The Secure Management Unit is a combination of maximum custody residents, close custody residents, and newly received residents. Medium custody residents can be housed in the C3 Unit or Wellness Unit. The Wellness Unit focuses on a community atmosphere while engaging in mental health treatment. A six-month Co-occurring program was recently implemented in the Wellness Unit to provide mental health and substance use treatment. Minimum custody residents are housed on the north side of the C2 Unit. The south side of the C2 unit is now the location of the Focus Residential Treatment Program.

In August 2020, the NHCFW opened the Granite State School of Cosmetology. Giving residents the opportunity to become a licensed apprentice. Upon completing 1500 hours of theory and practical, residents are eligible to apply for their state Board of Cosmetology Licensing Exam. NHCFW hosted its first cosmetology licensing exams in December 2021.

Throughout the year, NHCFW increased the availability to exercise equipment to promote residents' health and well-being. A stationary bike was added to the dayroom in the maximum custody unit. General population residents were provided yoga mats and exercise pamphlets to encourage mental and physical fitness.

# NH Department of Corrections Facility & Division Overviews

## **Northern New Hampshire Correctional Facility (NNHCF).....Berlin, NH**

Minimum (C2) to Close Custody(C4) security level facility

Opened: 2000

Capacity: 635

Population (June 30, 2021) : 524 males

**Down 38 from 562 (June 30, 2020)**

Warden: Corey Riendeau



The Northern New Hampshire Correctional Facility in Berlin, NH was built in 2000 and can accommodate 635 male residents. NNHCF is a single-building, multi-security (C2—C4) level prison.

It was a challenging year and we focused on navigating COVID-19 protocols and operational practices over other general correctional advancements. Despite the pandemic, we accomplished some great things. Some highlights from SFY 2021 include continued staff recognition for longevity and acknowledging a staff member of the month, finalizing the Corrections high school program (referred to in previous annual reports as the SCORE program) offered to students within the Berlin High school. Our goal in this collaboration with the high schools is to be able to offer it to students in the fall semester. The curriculum collaboration was extremely challenging to get up and running with the ever-changing COVID-19 protocols and experiences of both the high school and the department. We are very excited to see it succeed and be able to offer it to other area schools across the State. With a focus on staff wellness and retention, we completed advancements in our staff fitness area and updated some fitness equipment that has been used heavily during COVID-19 when other gyms were not accessible. Due to the dangers and stress associated with working in a correctional facility, we created a staff lounge area designed to have a look and feel like you are not in a correctional facility so staff have a safe place to decompress after an adverse event. Due to staffing deficits, a new need arose to establish a second overnight suite. This was created in A building for staff working overtime so they do not have to travel after working extended hours. Advanced operational needs occurred and two Captain positions were established: A housing Captain and an Administration Captain. A second housing Lieutenant position was also created to support the second shift, this provides solid leadership 7 days a week on multiple shifts. In order to continue to demonstrate support for our staff and a retention initiative, we established an overtime fuel cabinet that supplies quick and easy food items for staff working overtime shifts. The Wellness Mental Health Program for residents celebrated its 10-year anniversary and we started the planning and development for a second Focus Unit (substance use disorder modified therapeutic community).

# NH Department of Corrections

## Facility & Division Overviews

### **New Hampshire State Prison for Men (NHSP-M).....Concord, NH**

Medium (C3) to Maximum (C5) security level facility

Original structure build in 1878.

Large scale renovations in the 1980's.

Operational Capacity: 1408

Population (June 30, 2021): 1069

**Down 156 from 1225 (June 30, 2020)**

Warden: Michelle Edmark



The New Hampshire State Prison for Men (NHSP-M) is the state's oldest prison facility. The original state prison was built in 1812. A new facility was constructed in 1878. Following extensive renovations and new construction in the 1980s, this facility remains in use today. The NHSP-M is a multi-security level, male-only facility with an operational capacity of 1,408.

The majority of individuals housed at the NHSP-M are in one of the three general population housing units. The NHSP-M also includes two separate housing units for higher custody level individuals in our care and custody and the Reception and Diagnostic (R & D) area which houses those newly sentenced, probation or parole violators, and those in short-term protective custody review status.

Throughout SFY 2021 and extending into SFY 2022, a series of Capital Budget improvement projects have been underway to make necessary repairs and updates to different parts of this aged facility. These include the repair and replacement of two elevators, bathroom updates to two of the general population units, the replacement of a facility-wide “man down / body alarm” system, upgrades to the internal video surveillance system, and repair and replacement of several security doors. Design and specification have started on a new central kitchen.

Like all state agencies, correctional facilities across the country, and the world, the NH State Prison was compelled to manage the many challenges associated with the COVID -19 virus. This required creative approaches to staffing, housing management, the development and management of extensive cleaning/sanitation protocols, detailed procedures for human safety, and overall general operations. For a period from late December 2020 until late February 2021, the agency had to develop a program in which NH National Guard members were trained and utilized to augment staffing in several posts that had limited contact with Residents. Despite the challenges of this period, the NH State Prison and NH Department of Corrections were able to develop effective COVID-19 vaccination programs that served both residents and staff.

# NH Department of Corrections

## Facility & Division Overviews

The **Division of Community Corrections** provides education, training, skills, spirituality, and personal development opportunities, which encourage positive work habits, promote pro-social behaviors and prepare residents for re-entry to the community. The Division of Community Corrections encompasses the oversight of three transitional housing units (THUs): Shea Farm, Calumet, and North End, a transitional work center, case management in all departmental facilities, and two parole offices and Correctional industries. The Division of Community Corrections also oversees the management of the State Targeted Response (STR) Grant, the Granite State High School, Career and Technology Center, religious services, the Family Connections Center (FCC), volunteer services, and the internship program.

**Director: Nick Duffy**

**Deputy Director: Laurie Foster**

### Transitional Work Center (TWC) and Transitional Housing Units (THUs)

The Transitional Work Center (TWC) and Transitional Housing Units (THU) assist residents in the last two years of their incarceration in preparation for re-entry to their communities. At TWC, residents are reintroduced into the community through supervised educational training (building trades), work opportunities, and job-shadowing. At the THUs, residents are working in the communities to further prepare them for daily life after prison.

### Transitional Facility Population

(227 as of June 30, 2021)  
**Down 34 from 261**  
(June 30, 2020)

<b>Calumet (C1)</b>	<b>58</b>
<b>North End House (C1)</b>	<b>38</b>
<b>Shea Farm (C1 &amp; C2)</b>	<b>16</b>
<b>Transitional Work Center (C2)</b>	<b>115</b>
<b>Total</b>	<b>227</b>



North End Transitional Housing Unit (C1)



Transitional Work Center (C2)



Calumet Transitional Housing Unit (C1)



Shea Farm Transitional Housing Unit (C1 & C2)

# NH Department of Corrections

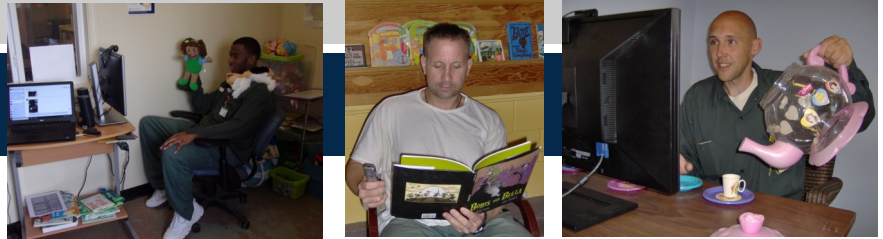
## Facility & Division Overviews

### Family Connections Center (FCC)

For over twenty years, the mission of the FCC has been to strengthen the connection between parents who are incarcerated and their families while facilitating ties to their communities through education and support.

The FCC, under the Division of Community Corrections, is a family resource center located in all three NH State Prisons and Minimum-security units including Shea Farm Transitional Housing Unit for women. The Family Connections Center has provided family support services and parenting education in the NHDOC since 1998. The FCC has expanded from providing support inside the prisons to also partnering with community agencies to provide education and support for families affected by incarceration.

Photos: Residents participate in family video visitation and books on tape.



### FCC Highlights

- In October 2020, FCC in partnership with Waypoint was awarded the federal Second Chance grant to collaborate with all of the NH County Jails and Family Resource Centers to provide support to families affected by parental incarceration. This grant project, titled Family Ties Inside Out, was able to support 4 additional part-time positions and instituted new family reentry programming to the FCC within all facilities. Also included in the new family reentry programming is family counseling and family reentry planning, facilitated by graduate students enrolled at the University of New Hampshire - Marriage and Family Therapy Center, and community-based therapists.
- FCC participated in community outreach via video chats and meetings. FCC cohosted six presentations of a documentary about children of incarcerated parents (Tre Maison Dasan—[www.tremaisonlasan.com](http://www.tremaisonlasan.com)) followed by a panel discussion by adult children of incarcerated parents, FCC staff, and other professionals in the field. FCC presented to CASA staff on 11/10/20, Foster family alliance on 1/25/21, the Nashua Rotary, a long-time donor of children's books on 2/23/21, and was interviewed on the radio about the FTIO grant and new services for families in NH and DCYF staff during the summer and fall of 2020. FCC worked with the NH Department of Education to create the first-ever online tool kit for teachers working with children affected by incarceration.
- Additional funding was received through grants and donations:
  - In July 2020, Waypoint NH, a partner of FCC, received \$9,000 from NH DHHS to provide parenting support staff services at the NH Correctional Facility for Women in Concord through the FCC.
  - In December 2020, the Linden Foundation again awarded UNH Family Studies Department \$25,000 to pay three part-time FCC staff to facilitate internet video visits between children and their parents who are incarcerated in the NH Department of Corrections. Use of the funds was extended to 6/30/21 to supplement programming during the pandemic. These funds were also used to pay for 6 FCC staff members to attend the 3<sup>rd</sup> Children of Incarcerated Parents National Conference.
  - In January 2020, FCC received \$5,095.14 in donations of books for both residents and their children as well as a new 360-degree camera for volunteers to teach remotely to FCC participants.

# NH Department of Corrections

## Facility & Division Overviews

### FCC Highlights - Continued

- Seven FCC staff members were trained in a new Healthy Relationships Program, currently facilitated in the centers. Nine staff received training on a new video visit coaching tool created by Plymouth State University and three staff attended the week-long NH DCYF conference.
- During this time, the unprecedented pandemic caused in person groups to cease, thus some of the services that the FCC provides at the 3 prisons, the Transitional Work Center and Shea Farm halfway house for women were greatly diminished compared to prior years. This fiscal year provided the following participation numbers:
  - 573 residents who have 1,213 children participated in some type of FCC programming.
  - 1,858 video visits took place between children and their 87 incarcerated parents. 512 of these visits were between children and their mothers.
  - 152 parents attended support groups 1,525 times. 28 of these parents were mothers.
  - 90 participants attended seminars 141 times.
  - 29 parents recorded 59 audiobooks for their children which were sent home with 177 new books. 12 of these parents were mothers.
  - 29 parents completed the 18-hour FCC Parenting Class, 6 of these parents were mothers.
  - 21 parents enrolled in the FCC Parenting Class, 4 were mothers.
  - The 10-hour Healthy Relationships class was completed by 13 residents.
  - 6 parents started and finished the new Refresher 4 Reentry parenting class.
  - 4 parents completed the NH court-ordered First Appearance session, 1 was a mother.
  - 368 parents attended the FCC Orientation group, either in person or through the mail. 36 residents were transferred out of the facility before they could attend.

One of the film showings of **Tre Maison Dasan** followed by a panel to discuss the effect of incarceration on children and families at Smitty's Cinema in Tilton, NH

Picture includes: Commissioner Hanks, FCC Staff, Panelist with experience using our Family Connections Center Program



"I feel like you were telling my life. The film was perfect... It's a must-see for everyone in prison, especially those who have children"

The Impact on Children of Incarcerated Parents — San Quentin News

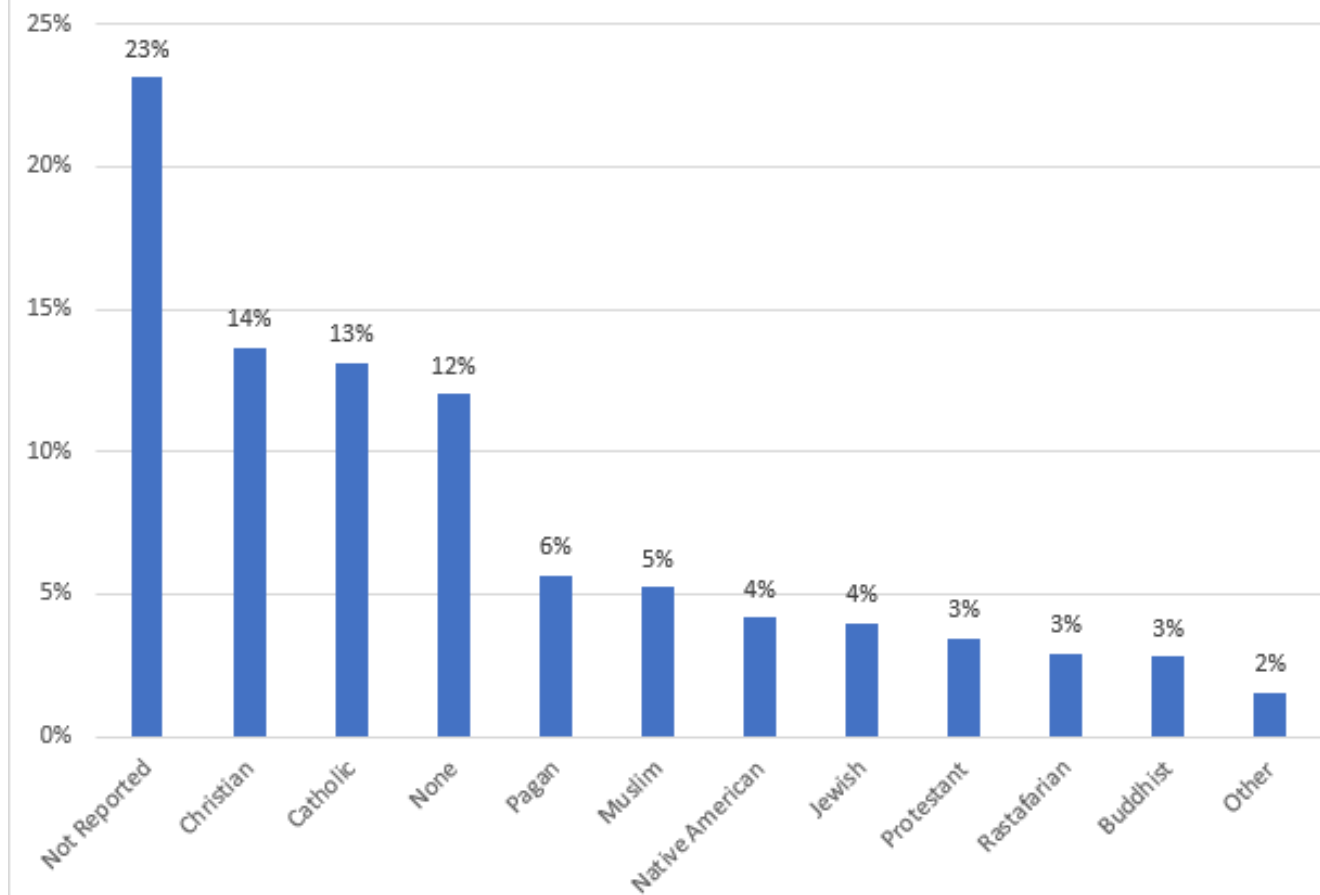
# NH Department of Corrections Facility & Division Overviews

## Religious Services

The NHDOC recognizes the importance of spiritual connectedness for all of our residents and works to accommodate all religious/spiritual entities. The Department employs three full-time chaplains and one part time chaplain. A chapel and spiritual services are offered in each of our correctional facilities. The chaplains provide spiritual guidance to help residents express personal faith and participate in meaningful worship. Many spiritual leaders volunteer their time to provide religious services in the prisons.



NH Department of Corrections Resident Religions  
Reported SFY21 by Percentage



\* Representing less than 1% of reported religions include Asatru-Odinist, Christian Science, Atheist, Baptist, Jehovah's Witness, Wiccan, Seventh Day, Agnostic, Mahasilimara, Eastern Orthodox, Sant Mat, Nation of Islam, Taoist, Episcopalian and Mormon.

# NH Department of Corrections

## Facility & Division Overviews

### Volunteer Services

The NH Department of Corrections encourages positive community involvement with our residents and at the end of SFY 2020, there were approximately **350 community volunteers**. Volunteers are a critical component in the Department's efforts to maintain institutional safety and security by providing services to the individual during their incarceration. Some services volunteers provide, include but are not limited to, faith-based support, educational programs, diversion skill development and/or legal service programs. We offer volunteers required training to help prepare them for the uniqueness of volunteering in a correctional setting.

**In SFY 2021, our volunteer program was unfortunately put on hold due to COVID-19. We look forward to when we are able to accept volunteers back into our facilities once again.**



Some volunteer programs were able to be offered electronically and via video through the tablet system and the dedicated prison television channel.

### Internship Program

Our internship program offers a unique learning experience to students who attend multiple colleges and universities. Our Internship program awards students the opportunity to experience and learn hands on within our Department in their degree field. The vast career options the Department of Corrections offers allows students from many degree fields an opportunity to see how the Department of Corrections functions as a whole as well as learn how collaboration is required to accomplish our mission.



**In SFY 2021, Internships were unfortunately on hold due to COVID-19. We look forward to when we are able to accept students into our program once again.**

**Interns assist in the following fields**

**Nursing**

**Correctional Officers**

**Probation/Parole Officers**

**Mental Health - Case Managers**



# NH Department of Corrections

## Facility & Division Overviews

The **Division of Medical and Forensic Services** is the entity charged with providing constitutionally appropriate health care (medical, dental, and behavioral health) to those in the care and custody of the New Hampshire Department of Corrections. In collaboration with community partners, our approach to health care is to improve the overall health of the population we serve, promote a positive patient experience, and reduce the per capita cost of care.

Our health care delivery system is designed to meet the needs of those incarcerated in our facilities, for both chronic and acute conditions. This is achieved by the availability of outpatient-style services, residential services, and infirmary-level inpatient care for both medical and psychiatric services. The hospital level of care for medical needs is accomplished through partnerships with various community hospitals. The Secure Psychiatric Unit provides safe and secure levels of care for acute psychiatric issues per NH Statutes.

Medical services offered include individual appointments for chronic and acute conditions, sick call, and infirmary-level of care for the intensive observation that does not require hospitalization. Dental services include preventive interventions, remediation of acute conditions, and provision of dental appliances. Behavioral health services offered are outpatient services for mental health conditions, substance use disorder, and treatment to address deviant sexual behaviors. In addition, there are specialized housing units designed as modified therapeutic communities to address co-occurring disorders, substance use disorders, and other mental health disorders (e.g., Wellness, Focus, Intensive Sexual Offender Program, and Residential Treatment Unit).

Patient education is integral to helping keep residents healthy and informed about their conditions. To that end, Division employees offer individual education, and we utilize electronic mailings to provide education on a wide variety of healthcare topics delivered through the resident tablet technology.

**Director: Paula Mattis**

**Deputy Director of Medical: Bernadette Campbell**

**Deputy Director of Forensic Services: Heidi Guinen**

### Highlights

- Improved pharmacy automation by installation of medication packet verification technology.
- Instituted a nursing preceptor program for newly hired nurses.
- Implemented a COVID-19 vaccine program for residents.
- Developed behavioral health programming using videos and paper packets to continue psychosocial education for residents, in the place of in-person group sessions, during quarantine and the need for social distancing due to the pandemic.
- Expanded the number of pharmaceutical agents available for Medication Assisted Treatment (MAT) to include Sublocade and the enhanced use of Vivitrol earlier in a resident's stay versus only at the time of release.

# NH Department of Corrections

## Facility & Division Overviews

### Behavioral Health Services

The Division of Medical and Forensic Services is committed to serving those in our care with a wide range of services designed to enhance wellness, learn new skills, and encourage behavioral change. These individualized services include psychiatric treatment, sexual offender treatment, and treatment for substance use disorders. Emergency behavioral health services are available and delivered via a crisis intervention model resulting in a short-term crisis management plan.

The Division has implemented a community behavioral health model adapted to a correctional setting to assist residents in the management of behavioral health issues. The range of services offered are designed to address both acute and chronic needs. Acute needs are managed on both an inpatient and outpatient basis. Exacerbation of a chronic behavioral health issue or onset of suicidal feelings can be managed by emergency assessment visits from our clinicians or with an inpatient admission to the Secure Psychiatric Unit (SPU). Ongoing needs are addressed through medication management, individual therapy, group therapy, and skill-building activities.

NH DOC Monthly Facility Behavioral Health Clinical Appointments Summary Report		
	Aug 1 2020-Jul 1 2021 Totals	
	Appointment Category Totals	Distinct Clients by Category*
<b>EMR-Mental Health</b>		
Behavioral Health-Psychiatric	8,781	1,475
Behavioral Health-Clinician	6,625	1,301
Behavioral Health-Addiction Services	601	417
Behavioral Health-Interview	1,945	1,066
Behavioral Health-Sex Offender Treatment	191	134
Behavioral Health-Sick Call	1,921	796

Other levels of care in the NHDOC system provide for admission to one of our behavioral health residential units: The Residential Treatment Unit for men located in Concord; the Wellness Block for men located in Berlin; and the Wellness Block for women located in Concord. The Wellness Units continue to show that a combination of clinical services based on a commitment to change will show positive results. These units are designed to support residents toward the achievement of personal goals while emphasizing the power that is derived from a positive group and milieu experience. Promoting a sense of community is the philosophy driving these units in order to prepare participants to be part of a positive community culture while in prison as well as for preparation for life after prison. Participants in these units identify the value of good communication skills as problem-solving techniques versus the use of violence. Participants in the wellness units also have to participate in at least one of the following committees: Steering, Welcome, Activities, Health and Safety, Art, Peer Support, and Changing Social Norms. Participation in these units is voluntary.

### Percent of NH Department of Corrections Residents Receiving Psychiatric Treatment:

NH Department of Corrections: Residents Prescribed Psychiatric Medications by Gender			
As of July 1st 2020			
Biological Gender	% on Psychiatric Medications	Count	Total Population
Males	29%	611	2086
Females	66%	113	170
Total		724	2256

# NH Department of Corrections

## Facility & Division Overviews

### Secure Psychiatric Unit (SPU)

The SPU serves multiple populations at the most intensive and secure inpatient treatment facility in the state behavioral health service delivery system. The SPU is designated to serve those having acute psychiatric needs that must be served in a secure inpatient setting. Those served based on State statutes are residents from state and county correctional facilities, patients committed through the NH judicial system (in accordance with civil commitment statutes) due to mental illness and dangerousness, not guilty by reason of insanity, and those rare individuals committed under the state's sexually violent predator law, and individuals who are developmentally disabled requiring intervention for extreme dangerousness.

There are 20-30 hours per week of structured therapeutic and occupational interventions available for patients and residents; individuals' treatment schedules are contingent upon individualized treatment planning. The SPU continues to provide quality psychiatric care via its team of highly dedicated psychiatric, clinical, nursing, education, and security staff who continually strive to improve the level of care provided. The security staff are certified correctional officers who participate in additional specialized training in managing clients with mental illness through collaborative behavioral health training provided by behavioral health clinicians.

**The SPU has a 66-bed capacity, with a current configuration of 50 male beds, 10 female beds, and six infirmary rooms. During SFY 2021, there were 22 admissions to SPU and 21 discharges.**

### Residential Treatment Unit (RTU)

#### Patient Testimonial -

" I often look back and experience feelings of gratitude for the RTU program and the positive changes I was able to make in my life as a result of being in that program. Just wanted to say thanks for all the help you have given me over these years of treatment."

Resident Count	Total June 30, 2021
SPU	38
RTU	22
<b>TOTALS</b>	<b>60</b>

The RTU offers a level of intervention designed for male residents who have a behavioral health condition and are struggling in a general prison setting. Residents may request to be admitted to this unit and are also referred to the RTU by behavioral health staff. Often, those who no longer need the intensive services of SPU may be admitted to the RTU as a transitional step down with the goal of returning to a prison housing unit.

The RTU offers residents approximately 30 hours per week of structured therapeutic, recreational, and diversional interventions. After an interdisciplinary evaluation, the treatment team, in conjunction with the resident, develops a specific, individualized treatment plan using evidence-based treatments and behavioral health best practices.

**In SFY 2021, there were 38 admissions to the RTU and 32 discharges.**

# NH Department of Corrections Facility & Division Overviews

## Outpatient Behavioral Health Services



At the point of entrance into our system, behavioral health clinicians conduct a screening to identify those with ongoing behavioral health issues and those who have a need for behavioral health services. Behavioral health clinicians collaborate with security and other healthcare staff to identify and intervene quickly if risky or concerning behaviors are observed. Behavioral Health Services meet the needs of individuals with a wide range of diagnoses as well as distinct populations including those with gender dysphoria, sexual resident histories and trauma-related issues.

## Sexual Offender Treatment (SOT) Services

Utilizing a risk-need-responsivity model that was developed on evidence-based practices, SOT services emphasize skill development designed to promote safety and self-management. All individuals are assessed to determine level of care needs. Individuals referred and/or identified through the classification process are provided a full psychosexual assessment. The primary modality is an intensive model, located in Concord, which incorporates SOT protocols into a therapeutic milieu. If a less intensive level of care is needed based on the assessment, or if individuals are unable to reside in the residential unit, a plan of treatment will be devised to meet their needs.

The capacity for the intensive program is 80 with an additional 24 beds for program graduates to stay and serve as mentors.

**During SFY 2021, 90 men were served in the intensive SOT program based in Concord. Four women were also provided intensive SOT services.**

	Jul 1 2021
Current Sex Offense-Male	558
Current Sex Offense-Female	8
<b>Total Current Sex Offenders</b>	<b>566</b>
Total Current NON-Sex Offenders	1,571
<b>Total NH Sentenced Offenders</b>	<b>2,137</b>

NH Department of Corrections - Behavioral Health Groups (SFY2021)		
Group Name	Count of Resident Participants	Total Group Notes
Addictive Behavior	61	327
Aftercare	63	264
Aftercare II	43	206
Aftercare III	37	123
Anger Management	35	478
Anxiety and Depression	6	75
AODIT æ" CCU	6	24
Art Group	26	284
Attention Deficit Hyperactivity Disorder	26	295
Cognitive Behavioral Therapy	14	151
Communication Skills	13	152
Co-Occurring Disorders	24	351
Coping Mindfully	24	316
Coping Skills	11	32
Coping Skills II	8	39
Core Group	17	211
Core Group II	14	226
Core Group III	6	63
Core Group IV	39	988
Criminal and Addictive Thinking	32	377
Current Events	10	101
Cycle	12	200
Cycle 1	15	252
Cycle 2	8	86
Cycle 3	5	45
Cycle 4	51	972
DBT II	16	162
DBT Skills Group	4	15
Dealing with Feelings	10	46
Depression Group	20	231
Drop-In Group	58	903
Emotion Regulation	10	44
Focus Concord	74	2414
Focus NCF	73	815
Focus NCF 2	69	2338
Focus NCF 3	66	2079
Grief Support	1	3
Gym Group	17	81
Health and Fitness	11	75
Healthy Relationships	2	34
Here and Now	25	169
House of Healing	10	159
Illness Management and Recovery	25	266
Intensive Substance Abuse Group æ" Women	75	4264
Journey of Awareness	10	177
Leisure and Recovery	43	437
Leisure Education	17	128
Leisure Skills Development	18	112
Life After Release	4	66
Life Skills	18	171
Living Skills	49	520
Medication Education	10	102
Mental Illness Awareness	45	566
Mind Boosters	18	195
Moving On	16	96
Orientation - SOT	60	158
Post-Traumatic Stress Disorder	15	150
Preparing for Change	62	563
Pro Social Skills	14	57
Problem Solving	109	1236
Readiness	59	796
REBT	22	237
Relapse Prevention	78	771
Relapse prevention æ" Substance Abuse	3	8
Relaxation and Stress Reduction	24	166
Seeking Safety	1	9
Self Esteem	22	226
Self-Discovery	29	214
Shame Resiliency Group	8	106
Social Skills	29	238
Socialization	21	204
Solution Focus A	5	155
Solution Focus B	8	240
Solution Focus C	7	87
Solution Focus D	6	70
Solution Focus E	7	99
Solution Focus F	10	207
Stress Management	38	473
Taking Positive Steps	13	188
Transition	81	467
Walk Group	9	28
Women's Adjustment and Support	16	215
WRAP	26	208
Yoga and Mindfulness	14	161
<b>Grand Total</b>	<b>2216</b>	<b>31043</b>

# NH Department of Corrections Facility & Division Overviews

## Substance Use Disorder (SUD) Services

The DOC is committed to providing quality intervention services to assist residents in managing addiction issues. Different levels of care are offered starting with, if needed, detoxification on a medical unit. Intensive interventions are offered at each facility as well as a less intensive curriculum. Relapse prevention and aftercare services are also offered via support groups for those who have completed treatment.

The Focus Unit, which is a residential unit that provides substance use disorder treatment services with an emphasis on rehabilitation and wellness, is available to men at NNHCF and for women at NHCWF.

Goals of the Focus Unit are to help individuals re-learn behaviors and develop coping skills/wellness strategies for managing substance use disorders. Participants are assisted with follow up services after completion of the Focus Unit program.

Due to the COVID-19 pandemic, we have been offering SUD groups through Breaking Free and through paper workbooks. These modalities allowed for ongoing treatment while ensuring social distancing and reducing the spread of COVID-19 in our facilities. (Breaking Free is an online program using evidence-based interventions designed to treat root causes of addiction through use of interactive content that offers targeted psychosocial strategies.)

Medication Assisted Treatment (MAT) services remain a vital component of our SUD treatment services. This service is for those with opioid addiction. The NHDOC now offers a wide range of pharmaceutical agents to help those with an opioid use disorder (OUD). This service is available to residents at all facilities who complete the screening process and demonstrate a readiness for change.

**Despite pandemic restrictions, 354 alcohol and drug assessments were completed and 271 residents participated in SUD treatment. There were 194 residents in the MAT program.**



Great work being done in the FOCUS Program!

### Focus Unit

The Focus program is delivered similar to a residential intensive treatment intervention program treating substance use disorders using a whole person approach but in a designated housing unit. The curriculum used is the Co-occurring Disorders Program (CDP) Dartmouth Medical School and is offset with other modalities that are evidence-based including but not limited to; Motivational Interviewing, Motivational Enhancement Therapy, Cognitive Behavioral Therapy, Stages of Change, (Gender Specific resources such as Woman in Recovery or Helping Men Recover) and Modified Dialectical Behavior Therapy.

Residents are required to participate in peer driven community committees supervised by staff (i.e. motivation, activities, community), clinical groups led by LADCs, provider appointments and as appropriate medication assisted treatment.

# NH Department of Corrections

## Facility & Division Overviews

### Not Guilty by Reason of Insanity Civil Commitments

The Department of Corrections monitors **37** individuals who are adjudicated but civilly committed as Not Guilty by Reason of Insanity (NGRI) and provides ongoing monitoring and reinforcement of individualized treatment plans per RSA 651:11-a. The Division of Medical and Forensic Services has a dedicated NGRI Clinical Coordinator who meets regularly with individuals and different behavioral health organizations to ensure ongoing treatment needs are met. The Division coordinates inpatient level of care and outpatient behavioral health services to ensure compliance with court orders and that treatment needs are being met for these individuals. The Division utilizes trained forensic psychologists in assessing risk for future violence in these cases to evaluate preparedness for changes in level of care as deemed necessary.

### Office of the Forensic Examiner

The Office of the Forensic Examiner (OFE) has a group of dedicated licensed psychologists who conduct court ordered psychological evaluations when there are concerns about a criminal defendant's competency to stand trial (ability to participate in the court proceedings and understand the legal procedures) or when the defendant has pled Not Guilty by Reason of Insanity. The forensic examiners conduct in-person evaluations with the defendants, write forensic reports for the judge, and often testify about their findings. There has been a steady increase in requests for evaluations.

**In SFY 2021, the forensic examiners completed 462 competency evaluations.**

NH Department of Corrections  
Office of the Forensic Examiners  
Completed Evaluations by Fiscal Year



# NH Department of Corrections

## Facility & Division Overviews

### Medical and Nursing Services

Medical providers (physicians and advance practice registered nurses) and nurses offer a continuum of services to meet the health care needs of residents at our prison facilities. Those new to our system are offered a comprehensive assessment to identify and treat acute and/or chronic needs. When medically necessary, referrals are made to community hospitals, services, and specialists to meet the unique needs of the individuals we serve.

Inpatient care is available in our infirmaries and is a place for those who do not need hospital level of care but require more immediate medical oversight for conditions than is available on an outpatient basis. Hospice care is also available and is supported by resident workers who are specially trained to work with those needing end of life supports.

Outpatient care is offered in our health services centers. Residents are treated, provided follow up appointments, receive medications and triaged for emergencies by nurses and providers. Providers and nurses also provide sick call daily at our prison facilities to ensure that medical needs are being met.

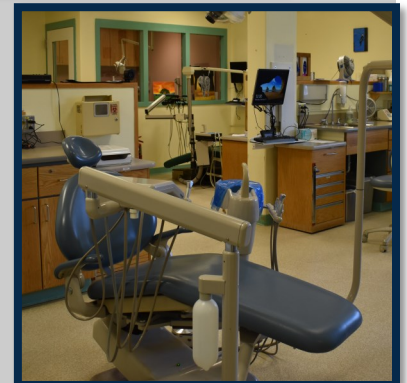
**For SFY 2021, our medical staff completed 27,869 appointments for services such as routine physical exams, sick call, physical therapy, and specialty visits for an average of 1,127 residents seeking services a month.**



### Dental Services

Dental services are provided on site at three locations: NNHCF, NHCWF, and NHSP-M by a team of dedicated dental professionals. Organizing clinics so that both basic dental hygiene and dental procedures occur in a timely fashion is an important aspect of the health care program provided to residents.

**In SFY 2021, there was a total of 5,953 dental contacts for examinations, hygiene, prosthetics, extractions, and operative interventions.**



# NH Department of Corrections Facility & Division Overviews

## Pharmaceutical Services

Under the leadership of a Chief Pharmacist, our team of pharmacists and pharmacy technicians ensures medication is packaged and available to be administered to those in our care. The Chief Pharmacist chairs a monthly Pharmaceuticals and Therapeutics Committee comprised of the heads of our healthcare disciplines serves as a cost-containment body as well as monitoring prescribing practices and trends, reviewing our formulary as well as overseeing the safety and security of medications.

**While pharmaceutical costs continue to rise nationally, the NHDOC expended 30% less than in SFY 2020 for a total of \$3,474,017 for pharmaceutical costs in SFY 2021.** In addition, \$1,101,891 of grant money was used to purchase drugs specifically to be used for Medication Assisted Treatment (MAT). The NHDOC applied for, and was approved for, the federal 340B drug pricing program. This is a program that allows qualifying providers to purchase outpatient drugs from manufacturers at discounted prices.

NH Department of Corrections SFY2021 - All Residents with Prescriptions	
Pharmaceutical Grouping	Total Dispensed
Analgesic & Anesthetics	13004
Anti-Infective Agents	3442
Antineoplastic Agents	575
Biologicals	3
Cardiovascular Agents	40305
Central Nervous System Drugs	76314
Endocrine/Metabolic Drugs	8836
Gastrointestinal Agents	19687
Genitourinary Products	3544
Hematological Agents	8108
Misc. products	8966
Neuromuscular Drugs	24714
Nutritional Products	9206
Respiratory Agents	8309
Topical Products	6148
<b>Total</b>	<b>231161</b>

## Allied Health Professionals



The Division's Allied Health professionals are a critical part of our healthcare system. Consisting of a nutritionist, physical therapist, and recreational therapists, this group provides services that ensure the diverse needs of those in our care are met.

The Division's nutritionist works in collaboration with food services in conducting reviews of menus and ensuring nutritional guidelines are met as part of an on-going quality improvement process at all sites. An annual nutrition analysis is conducted every year to ensure that basic nutritional needs are being met. Our nutritionist collaborates with nursing and medical staff to prioritize areas for patient education and individual consulting.

During this fiscal year, the nutritionist provided 806 points of individual contact to residents. The nutritionist was instrumental in identifying those who were at high risk for adverse outcomes from COVID-19 and needed special eating accommodations to better protect them.

Physical therapy services are provided at all sites by a licensed physical therapist. Focusing on treatment and improving the physical functioning of those served, our physical therapist provides direct care and coordinates services provided by external orthopedic specialists.

Recreational therapy is specific to the Secure Psychiatric Unit, Residential Treatment Unit, and the NHCFW. By providing structured activities and individual skills-building, recreational therapists encourage improved self-management through better use of leisure time, development of coping skills and learning effective communication techniques.

Supporting all services throughout the Division is our Medical Records unit. This group ensures that patient health information is secure, organized, and available to support treatment, respond to requests for patient information, and provide data on various aspects of service utilization.





# NH Department of Corrections Facility & Division Overviews

The **Division of Professional Standards** conducts internal affairs, criminal and administrative investigations and audits relating to all aspects of operations and programs of the department, including complaints and grievances. The Division, likewise, coordinates, drafts and recommends policies and rules designed to promote efficiencies, economies, and effectiveness in the administration of the department. Finally, the division handles the resident disciplinary process, which maintains order and safety in the Department's facilities.

The Division of Professional Standards has had a busy SFY 2021. Even with the COVID-19 Pandemic that has impacted the way the NHDOC, state agencies and the court system have operated during the fiscal year, the Division's employees have not let the change of normal operations effect their work ethic or tenacity in getting the job completed.

All arms of the bureau continued to function even amid a pandemic.

The Division maintains a **Hearings Bureau** whose responsibility is to process property claims under \$500 as well as provide fair adjudication of administrative disciplinary matters involving residents. The Hearings Bureau conducted disciplinary hearings at all the NHDOC facilities.

The Hearings Bureau processed a total of **4885** disciplinary tickets in SFY 2021. Of those tickets processed **248** major disciplinary hearings were held among the various facilities. September 2020 saw the highest number of disciplinary infractions with a total of **519** violations written, **440** of those violations were plead out and **79** hearings held.

The disciplinary hearings process follows [Administrative Rule COR 311.01.](#) \*

Director: Lynmarie Cusack, Esq.



# NH Department of Corrections

## Facility & Division Overviews

The **Division of Professional Standards** is also responsible for the **Investigation Bureau** which consists of two separate sections, one unit runs out of the NHSP-M in Concord and the other out of the NNHCF in Berlin, with a total 13 investigators assigned to the bureau. This bureau provides investigative services to all facilities where criminal conduct has occurred or is suspected, including but not limited to investigations into assaults, introduction of contraband, and escapes. The Investigations Bureau also uses four K-9 teams in their work to help prevent the introduction of contraband into the facilities. The Bureau also performs internal affairs investigations when necessary.

During SFY 2021 the Bureau conducted the following criminal cases:

- RSA 159:3 Convicted Felons (Weapons Possession), 1 case**
- RSA 318-B:2 Acts Prohibited (Possession of Drugs), 16 cases**
- RSA 622:24, Delivery of Articles, 37 cases**
- RSA 642:6, Escape, 6 cases**
- RSA 642:9, Assaults by Prisoners, 35 cases**

As a result of the criminal investigations, the Bureau was integral in bringing forward **34** criminal indictments during the fiscal year.

It also investigated **61** Prison Rape Elimination Act (PREA) allegations and **37** citizen complaints of various types. The Bureau also conducts K-9 operations and conducted **453** searches with 4 dogs and their handlers. In addition to **21** administrative investigations, the Bureau conducted **191** agency assists where it provided information or time to third party state entities; and **650** unit assists where the investigators provide intelligence or other information to other NHDOC internal partners.

The third arm of the Division is it's **audit team**, The Audit team conducted various audits during the year, including kitchen operations, payroll, and canteen operations. The payroll audit resulted in referral to the Attorney General's office for possible prosecution of an employee who manipulated overtime reporting.



# NH Department of Corrections

## Facility & Division Overviews

The **Division of Administration** is comprised of Financial Services and Logistical Services. RSA 21:H:4 further defines the Division's role as "responsible to provide for: (1) Accounting, purchasing, and budget control. (2) Property, contracts, and grant management (3) Assistance to the commissioner with short and long range department-wide planning activities."

Financial Services staff are responsible for accounts receivable, accounts payable, purchasing, budgeting, and financial analysis for the Department as well as maintaining the inmate banking system. Also included is responsibility for the request for proposal (RFP) process and management of contracts and grants administered by the Department. Logistical Services staff are embedded in the three prison facilities and is responsible for all maintenance, food service, laundry, and warehouse functions of the prisons, the transitional work center and three transitional housing units.

**Director: Robin Maddaus**

**Deputy Director: Lisa Stone**

**Financial Services** - The entire Financial Services staff should be commended for the smooth operations during this fiscal year, in spite of a pandemic. Staff was on-site throughout the year. All staff adapted to the COVID-19 guidelines and both personal and business needs, through intermittent work from home schedules. Staff was willing and successfully transitioned to working, either from home or in office, with little notice. A special trip to pick up PPE at vendor sites to expedite delivery to the DOC facilities was not uncommon. Financial Services staff volunteered to go behind the walls to train in Canteen functions, in case residents or staff were unable to work due to the pandemic. Financial Services staff also volunteered to be a part of the COVID-19 Vaccination Super-Site events held at the NH Motor Speedway. Everyone rose to the challenge without complaint to successfully navigate this pandemic. This spirit continues as we enter SFY 2022.

**Accounting Staff** - Accounting staff met the challenge brought on by the COVID-19 pandemic by ensuring orders for necessary supplies were placed and items were delivered to keep staff and residents safe. In SFY 2021, Financial Services staff processed over 16,000 invoices for payment, over 1,000 credit card transactions, and over 300 purchase requisitions. Staff also kept track of eligible COVID-19 expenses for applications for CARES Act and FEMA funding, to make sure the Department was able to maximize the reimbursement of expended General Fund dollars with Federal dollars.

**Contracts and Grants** - The Contracts and Grants staff coordinated and communicated with departmental staff, other state agencies, as well as outside vendors. Five request for proposals (RFPs) were issued, four leases for Probation and Parole office space for the Division of Field Services were procured, and 17 service contracts were secured. In addition, 12 grants were administered during the fiscal year. It takes special knowledge and skills to accomplish these processes and the team should be proud of the work they do.

**Resident Accounts** -

**Resident accounts processed over 10,000 deposits to resident's accounts, issued over 13,000 checks and 900 debit cards in SFY 2021.**

# NH Department of Corrections

## Facility & Division Overviews

### Logistical Services

The Logistics staff consisting of 60 line staff positions, did a phenomenal job with the change in scope of daily routines due to the pandemic, with immediate and quick response to so many requests, whether setting up new units, increasing cell-feeds for the safety of residents or the increase of laundry services. All this was done with fewer resident workers as quarantines were put in place to protect exposure to COVID-19 behind the walls. As in previous years, the Logistical Services staff continued to reach out to help each other, even in areas outside their daily responsibilities due to persistent job vacancies and the need for coverage during emergency repairs. We could not get the job done without this teamwork. The work has changed but hasn't slowed down as we enter SFY 2022.

### Maintenance

Logistical Services maintenance staff continued to keep the facilities mechanically operational as they faced the daily challenges of the pandemic. Our highly trained and licensed maintenance staff are not only responsible for the service and repairs of buildings, plants, utilities, and equipment, but also coordinate the services of contracted employees. In SFY 2021, Maintenance staff set up antechambers to be used to isolate potential COVID-19 positive residents from staff and other residents. They over-hauled the multipurpose room at the NHSP-M in Concord and converted it into a COVID-19 testing and medical distribution area. While managing unique requests due to the pandemic, they also found the time to do everything from changing light bulbs to the more challenging projects listed below:

1. Re-tube and completely refurbish a 350 HP CB Boiler and related all water lines in the Concord Boiler House
2. Re-piped the steam lines in the Concord laundry
3. Installed 9 filtered water bubblers at the NHSP/M
4. Assisted the City of Concord in locating and marking old property lines
5. Installed a new boiler in the back house at the Calumet Transitional Housing Unit
6. Installed a new "nurse call system" in NHSP/M HSC
7. Built and opened up the new Outside Mailroom at NHSP-M
8. Installed new video monitoring equipment at the Transitional Housing Units
9. Installed new timeclocks throughout the Department
10. Installed multiple Body Scanners at NNHCF, NHSP-M, NHCFW

# NH Department of Corrections

## Facility & Division Overviews

### Warehouse

The NHDOC operates two warehouses, a central warehouse in Concord and a secondary warehouse in Berlin. These warehouses handle the delivery of all ordered food items and materials, and then coordinate weekly deliveries to all individual areas inside the facilities. In addition, the warehouses manage resident clothing orders, staff uniform orders, hazardous material inventories, and tool accountability. In SFY 2021, the warehouse staff coordinated the removal of the old and the distribution of new mattresses to all NHDOC facilities, in all over 2,200 beds. The warehouse staff also managed and distributed an unprecedented amount of cleaning products and personal protection equipment, vetted all deliveries and isolated new deliveries and packages according to CDC guidelines for COVID-19.

### Food Services

Our food services staff oversee the preparation and delivery of over 6,500 meals each day. Each meal is nutritionally balanced and approved by the Department's dietician. The NHDOC's kitchens are also the Department's largest employer of resident workers; with over 200 positions available. Workers learn many skills while employed in the kitchen; they learn how to bake, prep, cook, and serve meals with efficiency and also how to disinfect and clean surfaces and equipment. During SFY 2021, due to COVID-19 precautions, many resident workers were unable to work in the kitchen stretching the food services staff in preparation of meals for both the dining hall and individual cell feeds. The day's plans were upended many times by either a change in the number of resident workers available or the need for additional cell feeds. Daily uncertainty became the norm for many months.

### Laundry

The laundry staff handles the monumental task of cleaning and drying all resident clothing and bedding several times each week. Assisted by a resident work crew, the laundry is picked up from each housing area in rolling carts and delivered clean and dry the following day. The Laundry staff was also not immune from the changes in operations due to the pandemic. It was necessary to process many more loads of laundry and the number of resident workers was never a certainty.

**NHCFW Kitchen**



**NHCFW Dining Hall**



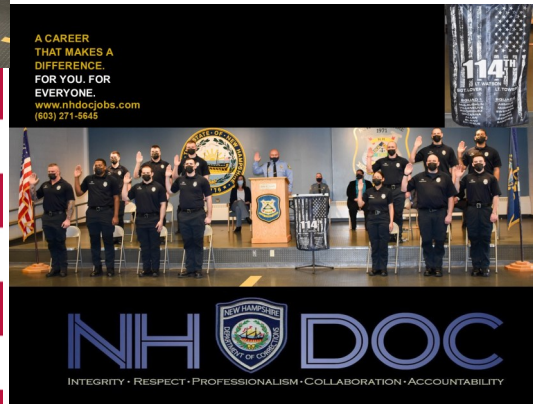
# NH Department of Corrections Facility & Division Overviews

The **Division of Security and Training** consists of the training bureau and the bureau of classification and client records. The Division's responsibilities include supporting the security and safety of the operations in all facilities and ensuring the consistency of the operations within departmental policies. This is accomplished through the classifications system, adjustments in training both at the academies and during annual training, and oversight of the Department's special teams.

The Division is also responsible for the Department's fleet of vehicles, emergency management program, and Honor Guard.

**Director: Chris Kench**

In SFY 2021, the training bureau held **3** corrections academies graduating **42** Correctional Officers, **90** firearms range days, **6** Standard CPR/AED/First-Aid classes with **107** obtaining certification. **5** Healthcare Provider CPR classes with **27** obtaining certification and **3** Non-Uniform Pre-Service 5-day training sessions attended by **65** new employees.



# NH Department of Corrections

## Facility & Division Overviews

The **Division of Field Services** provides supervision to individuals placed on probation, parole, administrative home confinement as well as conducts pre-sentencing investigations, annulments and is responsible for the collection of fines, fees and restitution.

Supervised probation is when an individual has been convicted of a misdemeanor or felony and is released by the Courts into the community instead of serving time in prison. Field Services is responsible for supervising and assisting with rehabilitating these individuals.

Supervised parole works in conjunction with the Adult Parole Board who may permit the early release of a prisoner from the New Hampshire State Prison System and agrees to abide by certain conditions. These individuals are also supervised by Field Services and continued efforts are made to rehabilitate these individuals and assist with the transition from prison to the community.

Administrative home confinement (AHC) is another form of release from the NH State prison system. When offenders are approved for AHC, they are released to be confined to their homes with certain parameters. They are supervised by Field Services and their location is checked through electronic monitoring and home visits.

Pre-sentencing Investigations and annulments are also conducted by Field Services. These investigations are requested by a Court for pre-sentencing investigation and by an individual for annulments. They include a thorough evaluation of the offender's criminal charge, a thorough review of the circumstances including interviews with affected parties, and a recommendation to the sentencing judge.

When a Court orders fines, fees, or restitution to a victim, Field Services is responsible for these collections. Case technicians work alongside Probation Parole Officers to ensure these monies are collected and distributed.

There are 11 District Offices located throughout the State and they are aligned with the Superior Courts. These offices are run by a professional staff consisting of probation parole officers and support staff and each office is supervised by a Chief probation parole officer.

**Director : Robert Oxley**

**Deputy Director : David Cady**



# NH Department of Corrections

## Facility & Division Overviews

### The **Division of Field Services** Highlights from around the state:

The COVID-19 pandemic presented extraordinary professional and personal challenges to Field Services while having a significant impact on normal operations. The entire division met this challenge with extraordinary efforts and continued to keep our citizens safe while continuing to assist residents with re-entry into the community.

In our Berlin Office, information was obtained regarding a probationer who made numerous threats towards law enforcement and was amassing guns and body armor as well as distributing narcotics. While working with local, state, and federal authorities a plan was developed to arrest the subject. The probationer was subsequently arrested in possession of a firearm and wearing body armor, potentially saving the life of an unsuspecting police officer.

The Nashua office added two additional staff members to their team. A PPO was brought on as a second drug court officer to assist with the large number of drug court cases in Hillsborough County-South. A new Case Technician was also taken in to assist with collections. They had many cases in SFY 2021 with multiple staff members involved to include, locating drugs/paraphernalia, firearms, knives, counter-surveillance items, hides, etc. Many of these cases have gone for federal indictment and are currently pending. The staff has collaborated with multiple agencies including Nashua PD, Merrimack PD, and FBI/DEA to thwart drug trafficking and potential threats to the safety of persons and assisted in investigations of child pornography. On several occasions, they have been the first responders on the scene to address unconscious persons until local authorities and EMS could arrive on the scene. As well as assisting with lifesaving efforts on persons during home inspections with Narcan/CPR. Nashua has gone above and beyond expectations to ensure Hillsborough South is one of the leading examples of quality programs for drug court participants to succeed and progress with their individual lives.

Haverhill has seen several PPOs transfer to other offices throughout the year and brought on two new officers. Staff were involved in many incidents in SFY 2021 including one which nearly resulted in the use of deadly force on an individual who was resisting arrest (while under influence of methamphetamine). During the confrontation that ensued, the offender was able to acquire a Taser and attempted to use it on the officers and a civilian bystander. Several officers drew their weapons as it appeared that all other options had been exhausted and the offender was trying to fire the Taser. One PPO had removed the cartridge during the encounter and was able to notify all present that the offender did not have a cartridge in the Taser. The professionalism and quick actions by everyone involved prevented a potentially deadly outcome. A second significant event occurred at the Haverhill district office when one of the staff members suddenly stopped talking and was apparently choking. Two of the PPOs immediately rendered aid which resulted in the obstruction being dislodged.



# NH Department of Corrections

## Facility & Division Overviews

### The Division of Field Services Highlights from around the state:

Our Claremont office was relocated to a new office space in Newport. Several PPOs participated in the State Police Mobile Enforcement Team (MET) events in Sullivan County on at least three occasions in the last year. These large-scale drug enforcement operations involved the local Drug Task Force, State Police Narcotics Unit, State Police MET teams, and local police departments. Their participation in these events often lasted to the early hours and shows their high level of dedication to their work which positively reflects on the entire Division and the Department as a whole.

In Laconia, PPOs were involved in an operation where a parolee had large amounts of drugs in their vehicle. The officers were able to conduct this investigation safely and calmly and additional charges were brought against the subject. On another occasion, two guns were found in the residence of a probationer's home. PPOs took control of the weapons safely and arrested the offender without incident. Officers have had multiple drug arrests over this past year. They found a felon with a weapon who was also on probation for stolen firearms. This case was turned over to the Laconia PD and Federal authorities for prosecution. The Laconia office was involved in several fugitive arrests in SFY 2021.

Exeter has seen some change this past year with a new Chief PPO coming on board after the incumbent transferred out. Two PPOs were also added to the ranks after transfers. Exeter is one of the only counties to not only have a drug court but also a veteran's court to deal with our veterans who are faced with challenges within the legal system.

These are just some small examples of the heroic work that the Probation Parole Officers accomplish every day. They put themselves in harm's way on a daily basis to protect the public.

The final members of Field Services that need to be acknowledged are the professional staff members who work within the district offices and headquarters. They have been and always will be the back-bone of the Division. These team members are often on the front line of initial contact with probationers and parolees, as well as daily interaction with citizens and victims. Their important role is always performed with dedication and professionalism.



# NH Department of Corrections

## Facility & Division Overviews

The **Victim Services Unit (VSU)** is devoted to supporting crime victims, survivors, witnesses and their families through the post-conviction process of the New Hampshire criminal justice system. As a unit, our goals are to minimize further trauma to crime victims and their families through enhanced advocacy and responsiveness by department staff, support and encourage victim involvement in the post-conviction phase of the New Hampshire criminal justice system, and integrate victim-sensitive principles and practices within the NHDOC families and district.

Together, the Victim Services team supports the community victim populations, as well as residents who have been victimized while in the custody of the NHDOC.

**Administrator: Nicole Kipphut**



The most common types of services provided are notification of individual case status, criminal justice support, advocacy and accompaniment to Parole Board hearings. Staff regularly work with victims, survivors and their families to educate them on the post-conviction criminal justice process. Staff communicates by email, texts, phone calls, face-to-face and Zoom meetings in order to prepare victims and support them through the NH Adult Parole Board hearings and work to ensure that they understand the process, their rights, and are prepared to provide a victim impact statement, if they choose to exercise that right. Furthermore, staff help victims with safety planning and concerns as the resident begins their reintegration process into the community, starting with minimum custody and moving onto parole.

**During SFY 21, the Victim Services Unit staff served 3,441 victims and survivors of crime. Of those individuals, 159 were new requests for Victim Notification.**

In addition to victim advocacy, the Victim Services Unit (VSU) has two restorative justice programs:

- **Victim-Offender Dialogue (VOD):** The VSU has three VOD facilitators who facilitate victim-initiated VODs in crimes of the severely violated. Since July 1, 2020, the VSU received 8 referrals for VOD and currently have 19 open cases at various stages of the process. During the fiscal year, the VOD facilitators spent many hours providing trainings on the two restorative justice programs to the County Attorney Victim Witness Advocates, prosecutors, police department advocates, community Sex Offender Therapists, and the Coalition Against Domestic and Sexual Violence.
- **Accountability Letter Bank (ALB).** The VSU received 6 inquiries from residents regarding writing a letter to their victim through the Accountability Letter Bank. Many residents continue to work with staff to better understand what it means to be fully accountable and how to put that knowledge and understanding into an apology letter to be offered to the victim of their crime.

# NH Department of Corrections

## Facility & Division Overviews

**The Bureau of Business Information and Technology** was established to increase the focus on using technology to accomplish a wide range of objectives. The Bureau is a joint effort with the Department of Information Technology (DoIT) to facilitate a smooth transition between the business side and project management, reporting, application support, data analysis, and prioritization of projects through the technical side with network support, server operations, desktop support, and application development.

### Administrator: Linda Socha

The BIU and DoIT staff have had a number of successes over the last fiscal year, working on infrastructure and system improvements to ensure future services and increased capacity. Here are some of the major improvements our team accomplished in SFY 2021:

**Server Virtualization** – we redeployed all of our production, test and UAT servers to a new virtual server cluster. Virtualization is a way to maximize modern computing hardware by hosting previously separate physical servers virtually on a single more powerful server. Since resources are used by different servers at different times, this allows us far greater capacity at lower cost, easier maintenance and simpler upgrades in order to help ensure performance across all services and applications.

**Support Manual** – last year the entire BIU support documentation for all applications and services was redone by staff in order to ensure a better standardized approach to support and maintain of all of our systems. This also allows us to more easily train new staff and we are currently going through the process of hiring to increase availability.

**MS Edge Rewrite** – Internet Explorer is an end-of-life web browser and continued to cause problems with a variety of web applications and websites that are used at DOC. During the last year all intranet pages and internal applications were rebuilt to work with MS Edge so that we could migrate off of IE to a modern browsing experience. This closes several security concerns and ensures better performance and a more refined experience for all of our users.

**Report Back-End Rewrite** – Reports are the lifeblood of many divisions here and maintaining and updating all of them individually can be difficult and time consuming. Last year, we rewrote our back-end structure for generating, hosting and maintaining reports from our data warehouse. This makes it far simpler to maintain and create new resources moving forward.

**District Office Network Upgrades** – Network hardware was replaced at all District Offices in the state due to aging equipment. The district offices are now up to the state standard.

**ORB** – this year saw the deployment and adoption of our new permissions system which has greatly streamlined and reduced paperwork within the department. We've heard the feedback and will be continuing to iterate and streamline this application even further as time allows during the next year.

We look forward to improving support and access to technology resources within the Department over the next fiscal year!

# NH Department of Corrections

## Facility & Division Overviews

The **Bureau of Human Resources** is responsible for the personnel and payroll functions of the Department in compliance with state and federal law. Other major functions of the Bureau include: recruitment, selection, retention, promotion, worker's compensation claims processing, Family Medical Leave Act, benefits administration, labor relations and employee wellness.

### Administrator: Ella Fredette

In SFY 2021, The Bureau of Human Resources (HR) was certainly challenged during the fiscal year due to the on-going demands of the COVID-19 pandemic and focusing continued assistance to all employees while maintaining the normal workflow throughout the Bureau. In addition to the challenges of the pandemic, the Department of Corrections continued work with the State's scheduling software project to be the pilot agency to go live with the NH First-Workforce Management System (WFM).

WFM System development continued, planning and regular meetings occurred throughout the fiscal year to prepare to go live with the new time management program by the end of 2020. The implementation was delayed after testing due to varying nuances of the system and the various collective bargaining agreements within the department. Training occurred throughout the agency and we successfully went live at the end of March 2021. We continue to monitor, evaluate and collaborate on the operation of (WFM) to improve training and overall functioning of the automated system within the department. As with any new system, the more we use it, the more we will perfect the time management processing for the end result of proper compensation and time management auditing.

The regular Human Resources workflow remained a priority in each area of the Bureau to ensure the needs of the employees were met and continued onboarding to maintain critical staffing levels. We regularly review all processes for improvements to make employment resources more effective and efficient throughout the agency. Our HR team changed and the new faces in place quickly found their expertise in their new roles, even with the constant impacts created by the on-going pandemic and WFM implementation.

Our bureau's number one goal is to fill our vacancies with qualified professionals and retain those already on our team.

		HIRED	TERMED*	RETIRED	Total Net Hire
<b>Fiscal Year Total Hires</b>	Uniform	53	-26	-23	4
	Civilian	45	-35	-33	-23

\*Termed signifies employees who are no longer with the Department because of reasons other than retirement.

# NH Department of Corrections

## Facility & Division Overviews

### Legislation

The Department maintained an active presence before House and Senate committees, offering testimony and information or simply monitoring the discussion. The Commissioner identified appropriate leadership staff to testify on bills that were of a great interest to our agency.

### Significant legislation NHDOC tracked:

<a href="#">HB456 text</a>	Relative to the disclosure of information from vital records.
<a href="#">HB576 text</a>	Relative to victims compensation fund eligibility.
<a href="#">HB598</a>	An ACT relative to the portion of a minimum sentence to be served to be eligible for parole.
<a href="#">HB91 text</a>	Relative to death benefits of first responders who die from suicide.
<a href="#">SB142 text</a>	Relative to the commission to study post-traumatic stress disorders in first responders.
<a href="#">SB153 text</a>	Relative to group II accidental disability allowances for a police officer or firefighter disabled as a result of a violent injury.
<a href="#">SB156 text</a>	Relative to management of the secure psychiatric unit facility at New Hampshire Hospital.
<a href="#">SB34 text</a>	Relative to the definition of a controlled drug analog and prohibiting the sale or possession of synthetic urine and urine additives.
<a href="#">SB96 text</a>	Requiring implicit bias training for judges; establishing a body worn camera fund and making an appropriation therefor; relative to race and ethnicity data on driver's licenses, and relative to juvenile delinquency.
	(2nd New Title) Relative to establishing a body-worn and in-car camera fund and making an appropriation therefor; amending juvenile delinquency proceedings and transfers to superior court; and establishing committees to study the role and scope of authority of school resource officers and the collection of race and ethnicity data on state identification cards.

# NH Department of Corrections

## Facility & Division Overviews

### Challenges and Goals



SUCCESS

#### Challenges

SFY 2021 has presented us with new challenges as well as challenges we continue to face.

Staffing in all areas continues to be a challenge both in the recruitment of qualified staff as well as the retention of current staff.

Aging infrastructure on the NHSP-M campus continues to present us with challenges.

COVID-19 has presented us with many challenges throughout this fiscal year.

Despite the challenges we face, we are committed to advancing NH Correctional services to the betterment of the State of NH.

#### Goals

Our goals for SFY 2022 include continuing to successfully and safely navigating through the COVID-19 pandemic.

**Our number 1 goal is to - Fill our security vacancies and reducing the overtime burden on our staff and improve employee morale.**

Enhancing our presence at local high schools, colleges and community events to help aid in recruitment.

Continuing the advancement of policies and procedures to align to correctional best practices.

A full review of physical plant infrastructure to ensure safe working environments for our staff and safe living environments for our residents.

Explore implementation of on-site healthcare screening protocols and increase use of telehealth to reduce transports from the prisons.

Implement peer support trainings at all facilities to increase staff retention and the focus on staff wellness.

## **NHDOC Mission Statement**

Our mission is to provide a safe, secure, and humane correctional system through effective supervision and appropriate treatment of offenders, and a continuum of services that promote successful re-entry into society for the safety of our citizens and in support of crime victims.

## **Core Values Statement**

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

### ***Integrity***

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

### ***Respect***

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

### ***Professionalism***

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

### ***Collaboration***

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

### ***Accountability***

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

## **Victim Recognition Statement**

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

## **Vision Statement**

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

**New Hampshire Department of Corrections  
as of June 30, 2021**

