



NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS

20
22
—

ANNUAL REPORT



Promoting Public Safety with Respect, Professionalism,
Dedication and Courage as One Team



NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS

FISCAL YEAR 2022 ANNUAL REPORT

Governor

Christopher T. Sununu

Commissioner

Helen E. Hanks

Assistant Commissioner

William T. Conway

Executive Councilors as of June 30, 2022

Joseph D. Kenney	_____	District 1
Cinde Warmington	_____	District 2
Janet Stevens	_____	District 3
Theodore L. Gatsas	_____	District 4
David K. Wheeler	_____	District 5

This Annual Report was produced by the Commissioner's Office at the New Hampshire Department of Corrections, pursuant to RSA 21-H:8, for the State Fiscal Year beginning July 1, 2021. This report is also available at www.nh.gov/nhdcc.

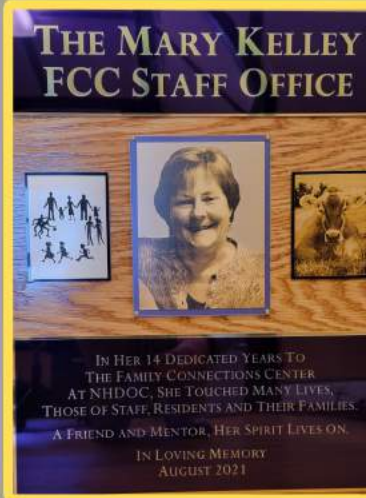


NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS

2022 Dedications

Mary Kelley

May 29, 1962 -
August 10, 2021



Mark Nerenburg

June 28, 1975 -
May 5, 2022



Mary Kelly, a long time NHDCC team member who was faithful and dedicated to her mission as a case manager in our Family Connections Center (FCC), passed on August 10, 2021. She will be greatly missed by all who had the pleasure of working with her.

Mary started her career with the Family Connections Center in the spring of 2007. Her task was to open a second FCC, which aimed to expand programming from the initial center at the Lakes Region Facility. Her friendliness, compassion and networking skills helped the FCC at NHSP-M grow from a closet across the Chapel into the large multi-room program that is now. Her creative talents helped programming in the prison and also outside the prison at various community events and presentations by creating colorful and informative displays.

The New Hampshire Department of Corrections suffered the unexpected loss of Corrections Officer Mark Nerenburg on May 5, 2022. CO Nerenburg was a 16-year veteran of the Department of Corrections, and honorably served in the Marine Corps from 1993 to 1997. He leaves behind three sons.

CO Nerenburg attended the 82nd Corrections Academy.

Most will remember CO Nerenburg as not only a co-worker but a good friend. He was a dedicated member of his team who was quiet when you first met him but a few meetings later you got to experience his witty humor and his practicality.



NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS

VISION

A fully staffed workforce where everyone is professionally developed, where every individual is engaged in progressive rehabilitation, in state-of-the-art facilities.

MISSION

Reduce recidivism by providing safe, humane supervision and evidence-based rehabilitation to enhance public safety in New Hampshire.

VALUES

Our values represent the core principles that help guide our daily behaviors and actions to achieve our vision and mission. The NH Department of Corrections is committed to fulfilling its mission by upholding the following values in order to achieve our common vision.

Dedication - We commit every day to doing difficult work, in a challenging environment, while maintaining professionalism and respect.

One Team - We achieve our best results while working together, and as part of cross-division efforts, in pursuit of our mission.

Courage - In the face of daily adversity, we demonstrate the physical and moral fortitude to use our authority appropriately and honestly.

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COMMISSIONER HELEN E. HANKS



As one department committed together, the NH Department of Corrections through SFY 2022 continued to make adjustments to a back to new “normal” as a result of the COVID-19 pandemic. The department spent from January of 2020 through the pandemic engaged relentlessly to successfully and safely operate our correctional facilities and field services operations while being mission aligned to rehabilitation and public safety. The staff fatigue from COVID-19 resulted in significant retirements through FY22 further exacerbating our departmental staffing vacancies. In the fiscal years prior (FY17 through FY20), the department averaged 15 security and 18 civilian retirements a year while during COVID-19 (FY21 & FY22), the department experienced an average of 34 security and 27 civilian staff retirements a year. The Department of Corrections employees’ profound resiliency has been remarkable given these staffing losses and shows the dedication they each have to the State and the vision of the NH Department of Corrections.

NH continues to be ranked by U.S. News as #1 in Crime and Corrections: [Rankings: Corrections Outcomes - Best States \(usnews.com\)](https://www.usnews.com/rankings/corrections-outcomes/best-states). The crime and corrections rankings evaluated states on two general measures: their rates of both violent and property crimes, and the incarceration rate, least juvenile incarceration, and equality in jailing.

The agency continues to focus on:

- Increasing recruitment and retention of all staff during a nationally and locally challenging labor market;
- Increasing employee participation in solutions to retention and recruitment;
- Advancing the communication and engagement with community and collaborative partners;
- Reducing recidivism through understanding our data and root causes, 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:

The department attended over 49 recruitment events across the State to attract new employees of all types. The department continued to offer a course in correctional law enforcement at the Berlin High School. Our teams rebranded our marketing materials including adding decals to our fleet vehicles and signage on our properties to advertise career opportunities within the department. Several adjustments to the correctional academies were granted by the Police Standards and Training Council to assist in employee development. The department participated in a national committee comprised of correctional professionals with a specific focus on recruitment and retention. Increased internal and external employee recognition activities occurred throughout the year to recognize longevity, service awards, and promotions. The department did hire 53 new officers and 45 civilian staff members during the height of a pandemic demonstrating our hardened commitment to improve our workforce within the agency.

Understanding recidivism continues to be a key driver to incarceration through parole violations. The recidivism rate for the report ending December 31, 2022 for all people who were released in CY2019 equaled: 1st year post release 29.35% returned; 2nd year post release 10.6% returned; and 3rd year post release 4.29% returned with an overall rate of return for those released in 2019 of 44.24%. The primary element resulting in a return to incarceration is conduct associated with substance misuse and/or recurring relapse associated with substance use disorders and criminal conduct while under parole supervision. The Department continued through SFY 2022 to receive grant (State Opioid Response) funding to augment existing state case management services by funding intensive re-entry coordination 12 months post release targeting people with substance use disorders through assertive case management.

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 department is advocating to replace the NH State Prison for Men due to its inefficient layout that prohibits gaining any staffing efficiency, it is a challenge for staff to work in and a challenge to provide services and housing for those incarcerated.

The NH Department of Corrections is comprised of dedicated professionals serving 24 hours a day and supported by family and friends to meet our public safety mission. A career in corrections offers a person the opportunity to serve our State and community, maintain safety and security, and play an integral role in changing people’s lives for the better. I am thankful for the courageous and dedicated staff of the NH Department of Corrections.



NH DEPARTMENT OF CORRECTIONS

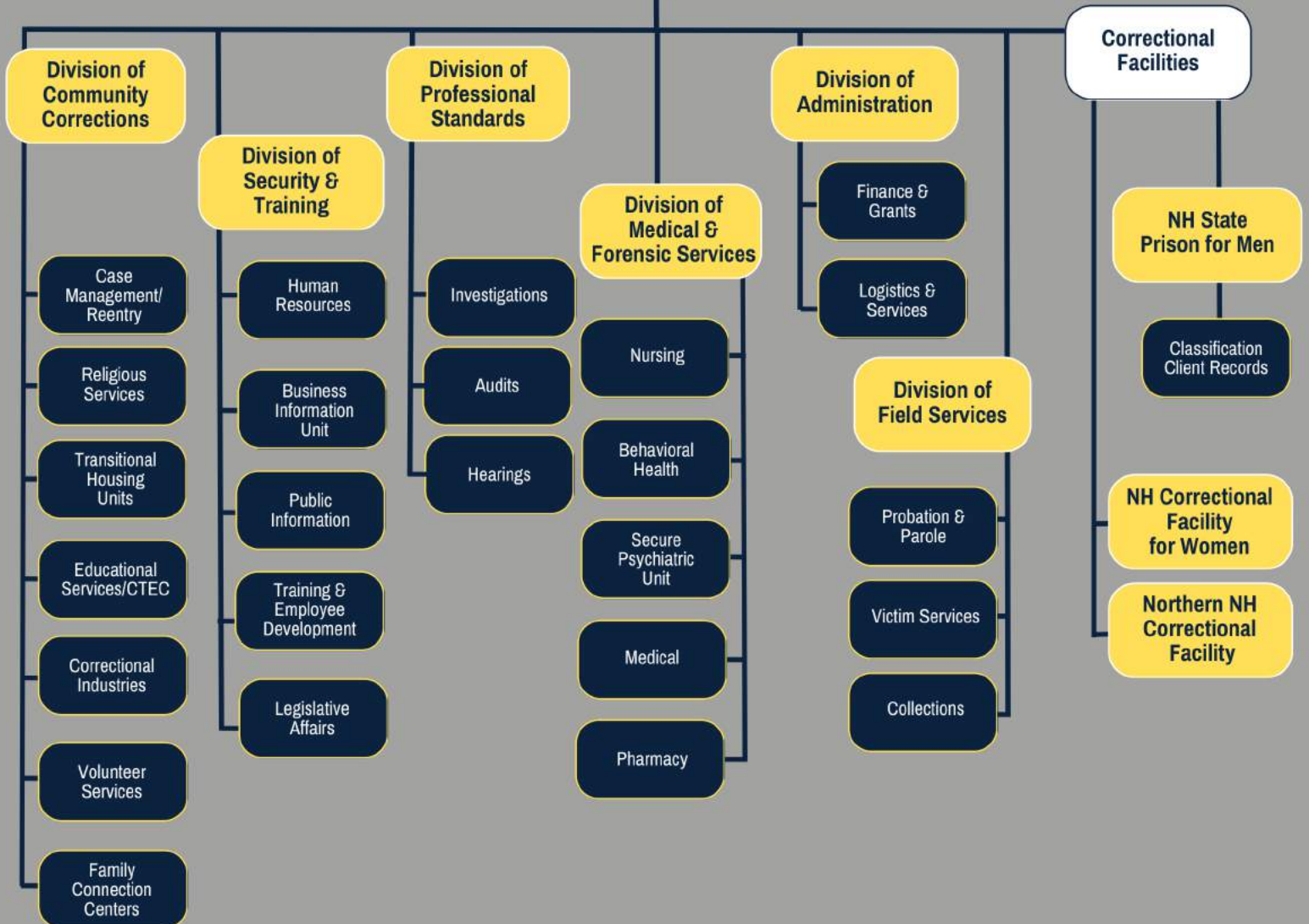
ORGANIZATIONAL CHART

Governor Christopher Sununu



Commissioner

Assistant Commissioner





EXECUTIVE LEVEL CHANGES

Jonathan K. Hanson - Director of Administration

On September 15, 2021, Jonathan K. Hanson was nominated for the Director of Administration. On October 28, 2021, he was sworn-in by Commissioner Hanks.

Mr. Hanson has a demonstrated depth and breadth of experience that situates him as an ideal candidate for this position. He received his Bachelors in Business Administration from the University of New Hampshire, Durham and furthered his education. He has been an active leader for more than 30 years with a professional career in high level administration roles and has directly managed private, municipal, state, and federal contracts throughout the New England area with extensive experience in building and road construction, computer systems, personnel administration, accounting, safety, security, purchasing, fleet management and surveillance systems. This 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 Director of Administration. As a current leader in our corrections organization, he has the ability to create a seamless transition with the current director's retirement. His experience managing teams and major capital projects across the organization enable him to continue the positive inertia of those projects to ensure physically sound infrastructure while maintaining strong fiscal responsibility to the department's budget.

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 are invaluable in the role of Director, as evidenced by his work during the COVID-19 pandemic coordinating the acquisition of personal protective equipment, responding to the changing demands within each facility and ensuring staff safety. He is well respected by the agency leadership, other state agency collaborators and private contractors.





EXECUTIVE LEVEL CHANGES

Paul D Raymond, Jr. - Director of Security and Training

On October 13, 2021, Paul D. Raymond, Jr. was nominated for the Director of Security and Training. On October 27, 2021, he was sworn-in by Commissioner Hanks.

Mr. Raymond has demonstrated his suitability for this role through his time with the State of NH. A recipient of a Bachelor of Arts in Management from Southern New Hampshire University, he is on track to receive a Master's in Public Administration from the same institution in 2022. Mr. Raymond has held a multitude of positions, of increasing responsibility, both in and out of government, culminating in his current position as Strategic Communications Administrator, New Hampshire Department of Safety.



Of particular note was Mr. Raymond's performance during the state's response to the COVID-19 pandemic. He initiated and led the Joint Information Center, charged with coordinating between the governor's office and the various state agencies engaged in pandemic mitigation, to ensure transparent, consistent messaging, timely responses to media queries, and the availability of information for governor and unified incident command decision-making. Mr. Raymond also put his expertise with technology to good use, coordinating the development of applications critical to the public's ability to access COVID testing and vaccination resources. In every instance, Mr. Raymond went far above and beyond the scope of his formal duties, working tirelessly to ensure an effective pandemic response for the citizens of New Hampshire.

Mr. Raymond will be responsible for leading key lines of effort in the Department of Corrections. His division directorship would encompass the bureaus of human resources, employee training and development, communications, and business information and technology. Mr. Raymond would lead several critical functional areas at the center of an effort to transform the department.

The department's greatest challenge is meeting staffing requirements in a highly competitive labor market, so we need to evolve our recruiting and on boarding processes. We also need to retain a higher percentage of our non-retirement, separating employees, which we equate with a need for improved employee and leader development. The department also needs to better establish its public image, and better educate the public about the field of corrections, which is our communications line of effort. Finally, the department needs to better leverage technology to reduce staffing requirements in our facilities, and to aid in data-based, operational decision-making.

Mr. Raymond has demonstrated, through his training, education and past performance, his strong potential to lead the department's efforts in each of the critical functions. Those with whom we have spoken, across multiple state agencies, consistently affirm Mr. Raymond's talents, integrity, and commitment in view of these qualities, he is a sensational choice to become a division director in the Department of Corrections.

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DATA ELEMENTS OF INTEREST**RESIDENT POPULATION DATA**

TOTAL POPULATION as of JUNE 30, 2022	TOTAL	PERCENTAGE
TOTAL NH <u>IN</u> FACILITY*	1,842	91%
ESCAPE STATUS	9	0%
TOTAL NH <u>OUT</u> OF FACILITY **	178	9%
TOTAL	2,029	100%

*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 MINIMUM SENTENCE as of JUNE 30, 2022	NUMBER	PERCENTAGE
LESS THAN 1 YEAR	57	3%
BETWEEN 1 AND 3 YEARS	772	38%
BETWEEN 3 AND 5 YEARS	220	11%
BETWEEN 5 AND 10 YEARS	596	29%
BETWEEN 10 AND 20 YEARS	100	5%
20 YEARS OR MORE	223	11%
UNKNOWN*	61	3%
TOTAL	2,029	100%

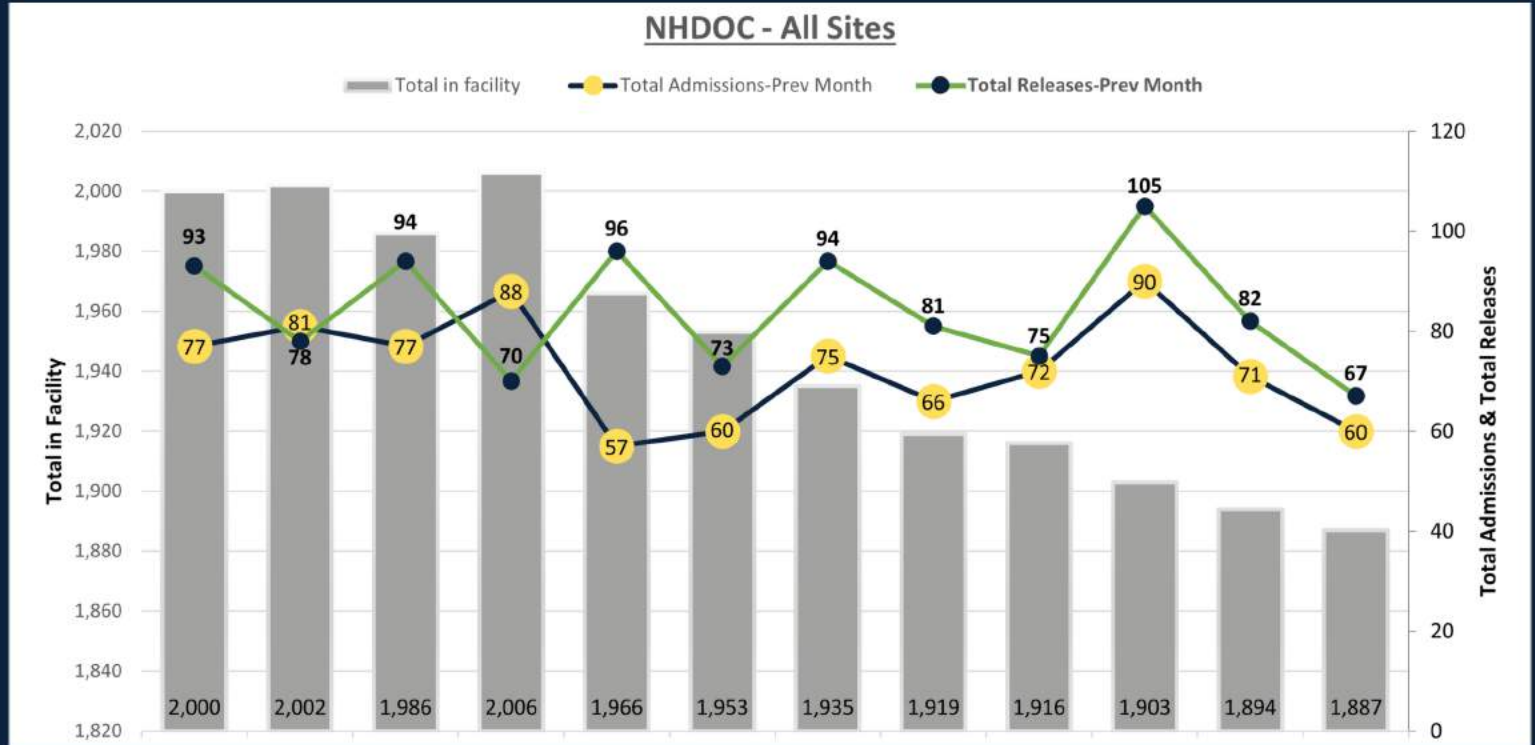
POPULATION BY MAXIMUM SENTENCE as of JUNE 30, 2022	NUMBER	PERCENTAGE
LESS THAN 1 YEAR	34	2%
BETWEEN 1 AND 3 YEARS	100	5%
BETWEEN 3 AND 5 YEARS	285	14%
BETWEEN 5 AND 10 YEARS	528	26%
BETWEEN 10 AND 20 YEARS	586	29%
20 YEARS OR MORE	435	21%
UNKNOWN*	61	3%
TOTAL	2,029	100%

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

Note: These totals do not calculate consecutive sentences because the start of those sentences cannot be predicted.

NH DEPARTMENT OF CORRECTIONS
DATA ELEMENTS OF INTEREST
 RESIDENT POPULATION DATA

Trending Admissions and Releases - FY2022



NHDOC - All Sites

NHDOC - All Sites	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	
Total in facility	2,000	2,002	1,986	2,006	1,966	1,953	1,935	1,919	1,916	1,903	1,894	1,887	Average: 1,947
Total Admissions-Prev Month	77	81	77	88	57	60	75	66	72	90	71	60	Sum: 874
Total Releases-Prev Month	93	78	94	70	96	73	94	81	75	105	82	67	Sum: 1,008

NHDOC - Breakdown Males/Females

NHDOC - Males Only	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	
Total in facility	1,883	1,863	1,850	1,866	1,828	1,817	1,806	1,791	1,792	1,777	1,770	1,766	Average: 1,816
Total Admissions-Prev Month	67	70	71	78	51	54	69	60	68	80	63	55	Sum: 786
Total Releases-Prev Month	86	69	85	64	88	65	81	74	67	97	71	59	Sum: 906

NHDOC - Females Only	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	
Total in facility	137	139	136	140	138	136	129	128	124	126	124	121	Average: 132
Total Admissions-Prev Month	10	11	6	10	6	6	6	6	4	10	8	5	Sum: 88
Total Releases-Prev Month	7	9	9	6	8	8	13	7	8	8	11	8	Sum: 102

DATA ELEMENTS OF INTEREST**RESIDENT POPULATION DATA**

POPULATION BY AGE JUNE 30, 2022	NUMBER	PERCENTAGE
UNDER 20	1	0%
20-29	332	16%
30-39	649	32%
40-49	425	21%
50-59	347	17%
60 AND OVER	275	14%
TOTAL	2,029	100%

POPULATION BY RACE as of JUNE 30, 2022	NUMBER	PERCENTAGE
WHITE	1,689	83%
BLACK OR AFRICAN AMERICAN	135	7%
NATIVE AMERICAN	8	0%
ASIAN	7	0%
HISPANIC	118	6%
OTHER/UNREPORTED	72	4%
TOTAL	2,029	100%

POPULATION BY CRIME TYPE as of JUNE 30, 2022	NUMBER	PERCENTAGE
CRIMES AGAINST PERSONS	1,293	64%
CRIMES AGAINST PROPERTY	291	14%
DRUGS/ALCOHOL	283	14%
OTHER*	101	5%
UNREPORTED**	61	3%
TOTAL	2,029	100%

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

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

DATA ELEMENTS OF INTEREST

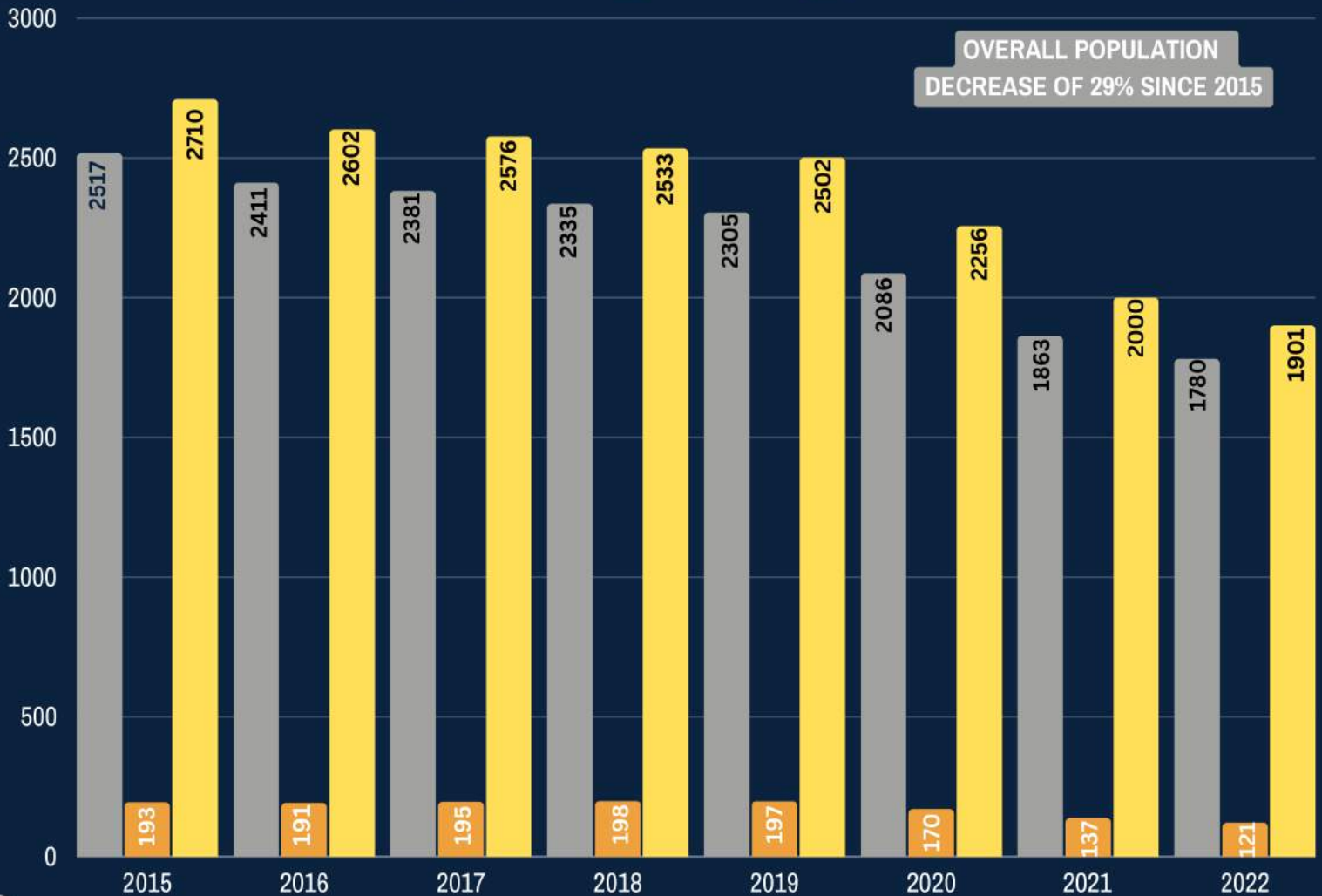
RESIDENT POPULATION DATA

TOTAL PHYSICAL POPULATION AS OF JUNE 30, 2022

YEAR	2015	2016	2017	2018	2019	2020	2021	2022	TOTAL
MALES	2517	2411	2381	2335	2305	2086	1863	1780	-29%
	+/-	-106	-30	-46	-30	-219	-223	-83	-737
FEMALES	193	191	195	198	197	170	137	121	-37%
	+/-	-2	+4	+3	-1	-27	-33	-16	-72
TOTAL	2710	2602	2576	2533	2502	2256	2000	1901	-29%
	+/-	-108	-26	-46	-31	-246	-256	-99	-809

PHYSICAL FACILITY POPULATION

■ MENS ■ WOMEN ■ TOTAL



DATA ELEMENTS OF INTEREST

GRANITE STATE HIGH SCHOOL AND CAREER & TECHNICAL EDUCATION CENTER (CTEC)

Semester	Number of General Education Courses Offered				General Education Course Completions			
	NHSP-M	NHCF-W	NCF	TOTAL	NHSP-M	NHCF-W	NCF	Total
July 2021- September 2021	20	6	8	34	77	9	43	129
October 2021-December 2021	16	9	11	36	51	37	35	123
January 2022-March 2022	17	7	9	33	69	28	34	131
April 2022-June 2022	16	9	8	33	50	42	22	114
TOTALS	69	31	36	136	247	116	134	497
AVERAGE	17.25	7.75	9	34	61.75	29	33.5	124.25

Semester	Number of Career and Technical Education Courses Offered				Career and Tech Education Course Completions			
	NHSP-M	NHCF-W	NCF	TOTAL	NHSP-M	NHCF-W	NCF	Total
July 2021- September 2021	18	15	7	40	126	110	91	327
October 2021-December 2021	25	17	6	48	189	93	96	378
January 2022-March 2022	20	14	5	39	153	74	95	322
April 2022-June 2022	22	18	6	46	135	77	91	303
TOTALS	85	64	24	173	603	354	373	1330
AVERAGE	21.25	16	6	43.25	150.75	88.5	93.25	332.5

Semester	Number of Career and Technical Education Courses Offered & General Education Classes Offered				Career and Tech Education Course & General Education Course Completions			
	NHSP-M	NHCF-W	NCF	TOTAL	NHSP-M	NHCF-W	NCF	Total
July 2021- September 2021	38	21	15	74	203	119	134	456
October 2021-December 2021	41	26	17	84	240	130	131	501
January 2022-March 2022	37	21	14	72	222	102	129	453
April 2022-June 2022	38	27	14	79	185	119	113	417
TOTALS	154	95	60	309	850	470	507	1827
AVERAGE	38.5	23.75	15	77.25	212.5	117.5	126.75	456.75

DATA ELEMENTS OF INTEREST

FIELD SERVICES CASELOAD SUMMARY AS OF JUNE 30, 2022

Field Services Caseload Summary as of June 30, 2022

District Offices	Total Officers Chief PPO/PPOS	Types of Supervision	Conditional Release- Bail	Conditional Release - Lifetime Supervision	Conditional Release - NGI	County Facility (HOC)*	Interstate Compact - IN	Administrative Home Confinement (AHC)	Parole	Probation	Fugitive	TOTAL
Berlin	3		1	0	1	10	11	0	41	70	5	139
Concord	11		0	0	5	7	27	0	278	279	36	632
Dover	7		2	0	1	11	67	2	141	217	19	160
Exeter	12		0	0	0	23	102	1	123	304	34	587
Haverhill	6		1	0	1	23	39	2	69	175	23	333
Keene	5		0	0	0	4	44	0	61	225	15	349
Laconia	4		0	0	1	17	13	0	69	165	19	284
Manchester	14		1	1	1	26	80	0	500	448	120	1,177
Nashua	6		0	0	1	2	58	1	113	206	30	411
Newport	4		0	0	0	28	28	3	60	202	23	344
Wolfeboro	3		0	0	0	7	16	0	32	83	22	160
TOTAL	75		5	1	11	158	485	9	1,487	2,374	346	4,876

*HOC - means a person being held pending a violation or a person who will be released from a HOC to probation.

PAROLE CASELOAD TOTALS BY FISCAL YEAR

■ Average Probation Caseload
 ■ Average Parole Caseload



DATA ELEMENTS OF INTEREST

FIELD SERVICES DATA AS OF JUNE 30, 2022

Monthly Facility Victim Notification Summary Report-ALL-

	Jul 1, 2021	Aug 1, 2021	Sep 1, 2021	Oct 1, 2021	Nov 1, 2021	Dec 1, 2021	Jan 1, 2021	Feb 1, 2021	Mar 1, 2021	Apr 1, 2021	May 1, 2021	Jun 1, 2021
DOC Responsible - Incarcerated	2,200	2,201	2,180	2,197	2,159	2,145	2,127	2,111	2,109	2,097	2,080	2,073
Total Clients with VN	721	720	721	722	710	709	707	708	708	707	709	714
Total Active VN	1,649	1,658	1,661	1,664	1,628	1,628	1,624	1,630	1,630	1,627	1,636	1,641
DOC Responsible - Parole	2,132	2,101	2,075	2,030	2,028	2,018	2,032	2,039	2,046	2,056	2,036	2,107
Total Clients with VN	426	417	408	399	391	393	392	391	391	396	397	396
Total Active VN	881	868	866	845	847	849	847	848	842	858	854	845
DOC Responsible - Probation	2,774	2,768	2,738	2,675	2,663	2,701	2,699	2,733	2,720	2,747	2,795	2,809
Total Clients with VN	58	57	54	57	54	53	54	54	56	59	61	62
Total Active VN	108	107	96	103	99	99	100	98	107	109	112	113
VN Started	25	47	45	24	37	40	23	39	36	33	28	26
VN Ended	21	42	44	37	74	36	26	27	28	8	20	27

FIELD SERVICES RECEIPTS AND DISBURSEMENTS: SFY 2022

Total Receipts	\$2,507,798.08
Disbursements Paid for Individual Restitution	\$1,758,877.09
Court Fines	\$180,986.72
DOC Field Services Collection Functions	\$242,907.88
DOC Field Services ICAOS Dues and Costs	\$18,679.78
Justice Victim Assistance	\$31,855.29
General Fund Annulments	\$80,300.00
General Fund Collection Fees	\$21,783.17
General Fund Supervision	\$224,392.90
Misc. Expenses*	(-126,187.64)*
Total Disbursements	\$2,433,595.19

*voided checks, bank fees, etc.

As of June 30, 2022

Collection Only Cases

12,778

NH DEPARTMENT OF CORRECTIONS

DATA ELEMENTS OF INTEREST

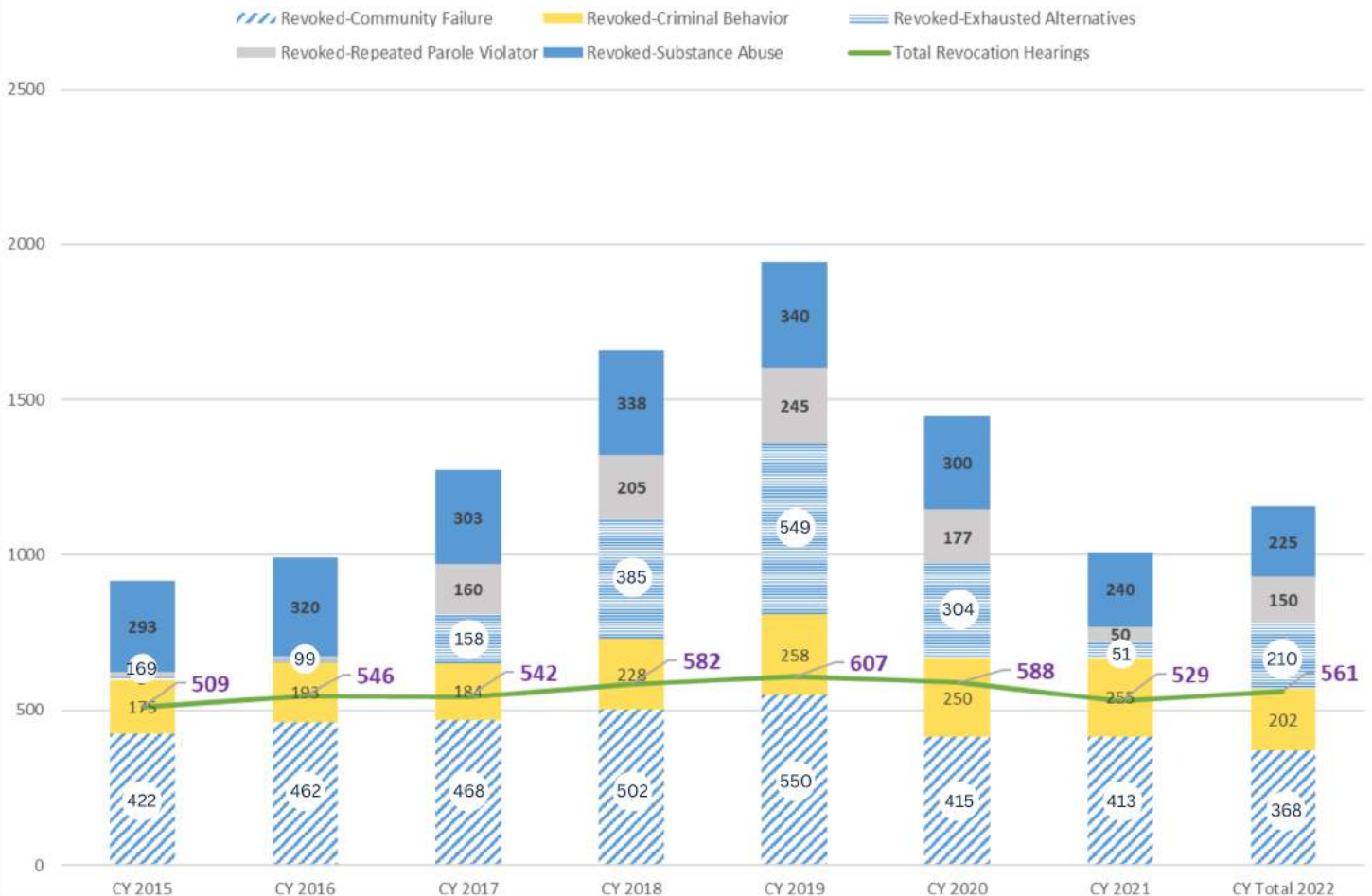
RECIDIVISM DATA COMPARISONS

Recidivism Trending

	Calendar Year	2011	2012	2013	2014	2015	2016	2017	2018	2019
Males		47.3%	44.9%	47.7%	45.7%	41.4%	42.8%	45.6%	48.7%	44.28%
Females		41.4%	37.3%	43.3%	40.0%	42.3%	43.3%	44.4%	41.9%	43.95%
All		46.7%	44.1%	47.1%	45.0%	41.5%	42.9%	45.5%	47.8%	44.24%

***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.

Data Trended by the NH Department of Corrections from -
Adult Parole Board - Parole Revocation Reason Outcomes CY2015 through CY2022



DATA ELEMENTS OF INTEREST

MEDICAL AND FORENSIC SERVICES DATA REVIEW

MEDICAL COST BREAKDOWN-ALL PATIENTS

AGE RANGES	TOTAL PATIENTS	FY 2022 COSTS	MEAN AVERAGE
19	0	\$0.00	\$0.00
20 THROUGH 29	110	\$164,689.29	\$1,497.18
30 THROUGH 39	271	\$372,455.58	\$1,374.37
40 THROUGH 49	222	\$516,370.34	\$2,325.99
50 THROUGH 59	213	\$683,953.12	\$3,211.05
60+	218	\$972,757.31	\$4,462.19
TOTAL RESIDENTS WITH MEDICAL COSTS	1034	\$2,710,225.64	\$2,621.11
MEDICAID PAID IP STAYS	121 Episodes of Care	\$1,737,641	
Total Cost of Care FY22		\$4,447,867.08	

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

Medication Group	Amount
General Medications	\$1,009,030
Hepatitis C	\$458,388
Mental Health Medications	\$289,735
Immunobiologic	\$194,598
HIV	\$153,660
Medication Assistant Treatment (MAT)	\$732,267.00 (grant funded)

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



***SFY 2022 Total Prescription Drug Cost**
(grant funded pharmaceuticals not included)

\$2,882,944

DATA ELEMENTS OF INTEREST

MEDICAL AND FORENSIC SERVICES DATA REVIEW

NHDOC: Secure Psychiatric Unit - Admissions/Discharges by NH RSA

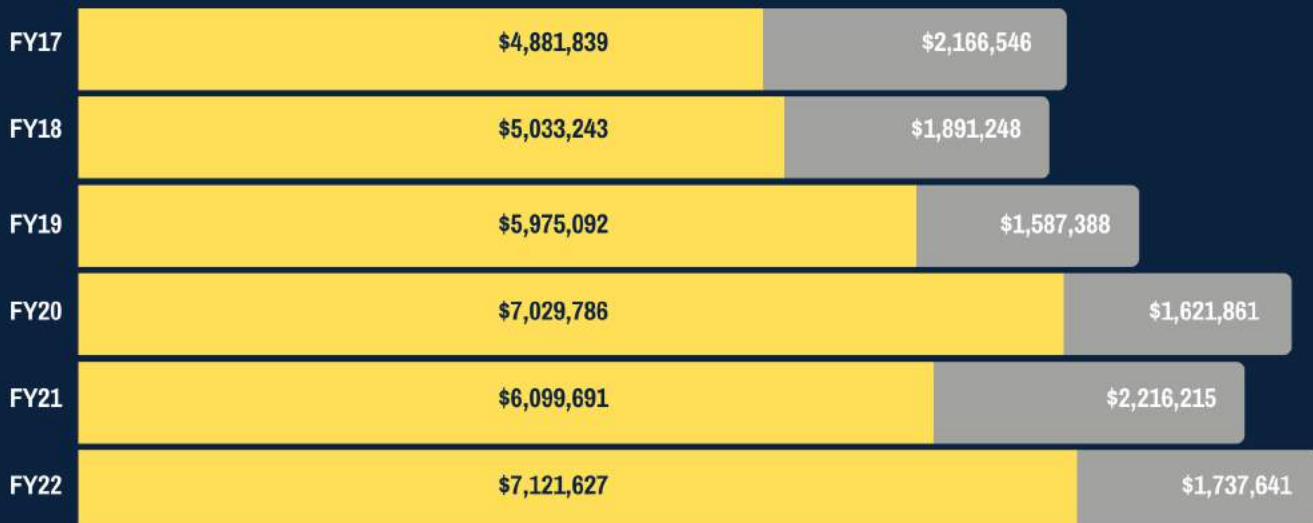
FY2022	622:45 NHH		623:1 DOC/HOC		651:9 NGRI		135-C CC		135-E SVP		171-B DD	
	A	D	A	D	A	D	A	D	A	D	A	D
1st	2	0	4	1	0	0	1	0	0	0	0	0
2nd	0	1	1	1	0	0	3	3	0	0	1	0
3rd	1	1	3	3	0	0	1	3	0	1	0	0
4th	4	3	0	0	0	0	2	2	0	1	0	0
TOTALS	7	5	8	5	0	0	7	8	0	2	1	0

Note: The highlighted RSA represents transfers of people from incarcerated settings (prison and county jails) into SPU.

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.

NHDOC Medicaid Paid Inpatient Stays & General Fund Paid Community Healthcare Costs (8234-101) Services to People Incarcerated

■ TOTAL INPATIENT STAYS PAID BY MEDICAID



DATA ELEMENTS OF INTEREST

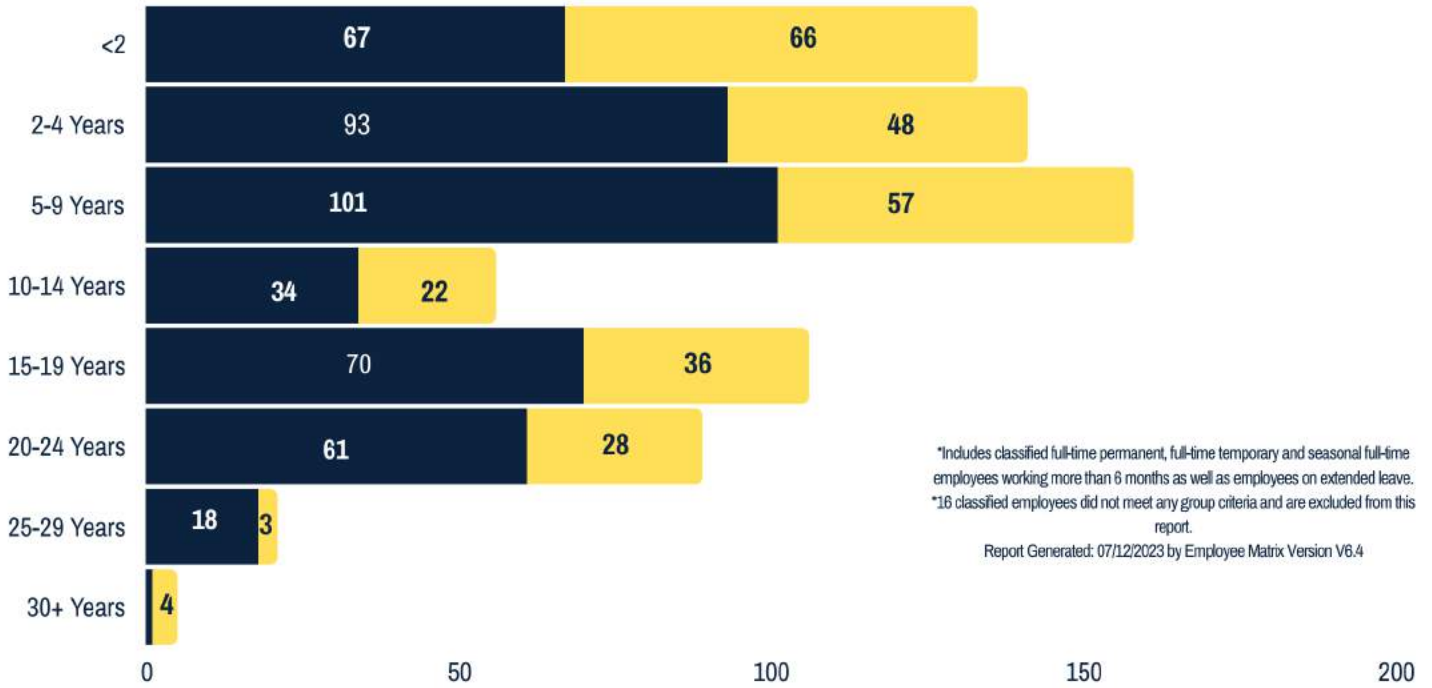
DEPARTMENTAL STAFFING SUMMARY AS OF JUNE 30, 2022

EMPLOYEE BY YEARS OF SERVICE

Total Number of Employees* = 709

Average Years of Service = 9.16

Male Female



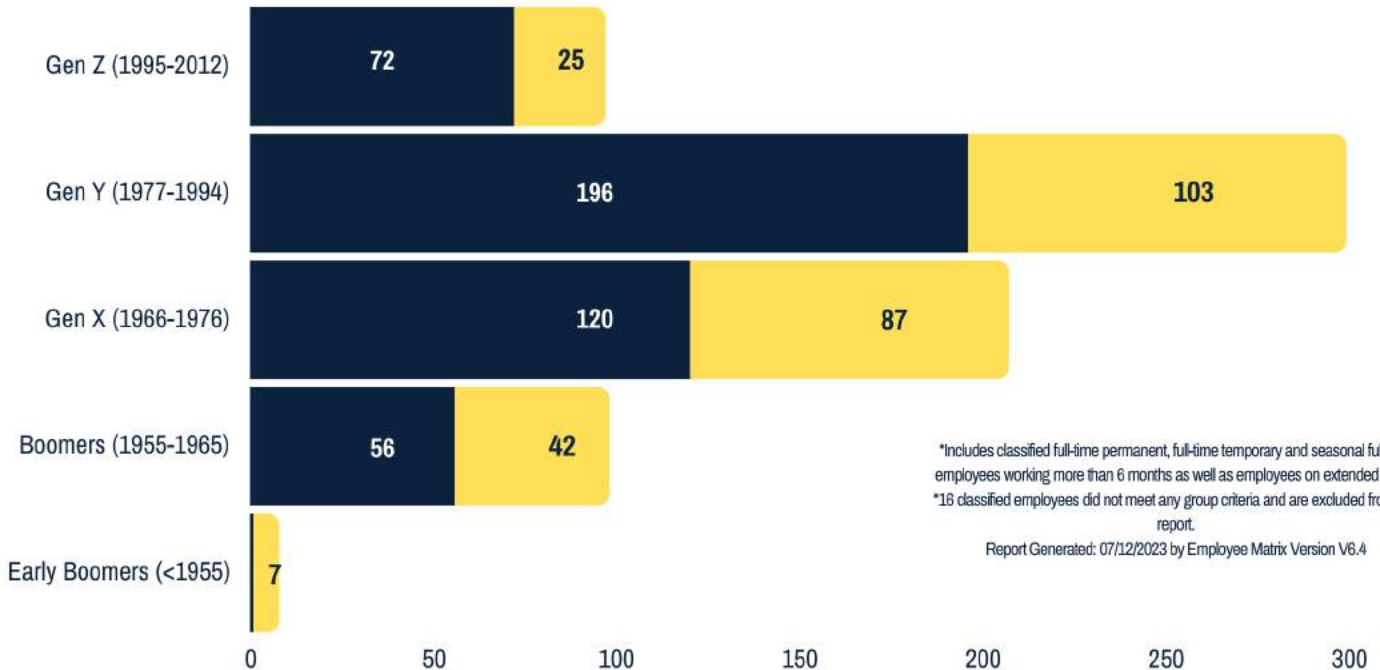
*Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.
 *16 classified employees did not meet any group criteria and are excluded from this report.

Report Generated: 07/12/2023 by Employee Matrix Version V6.4

EMPLOYEE BY GENERATION

Total Number of Employees* = 709

Male Female



*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.
 *16 classified employees did not meet any group criteria and are excluded from this report.

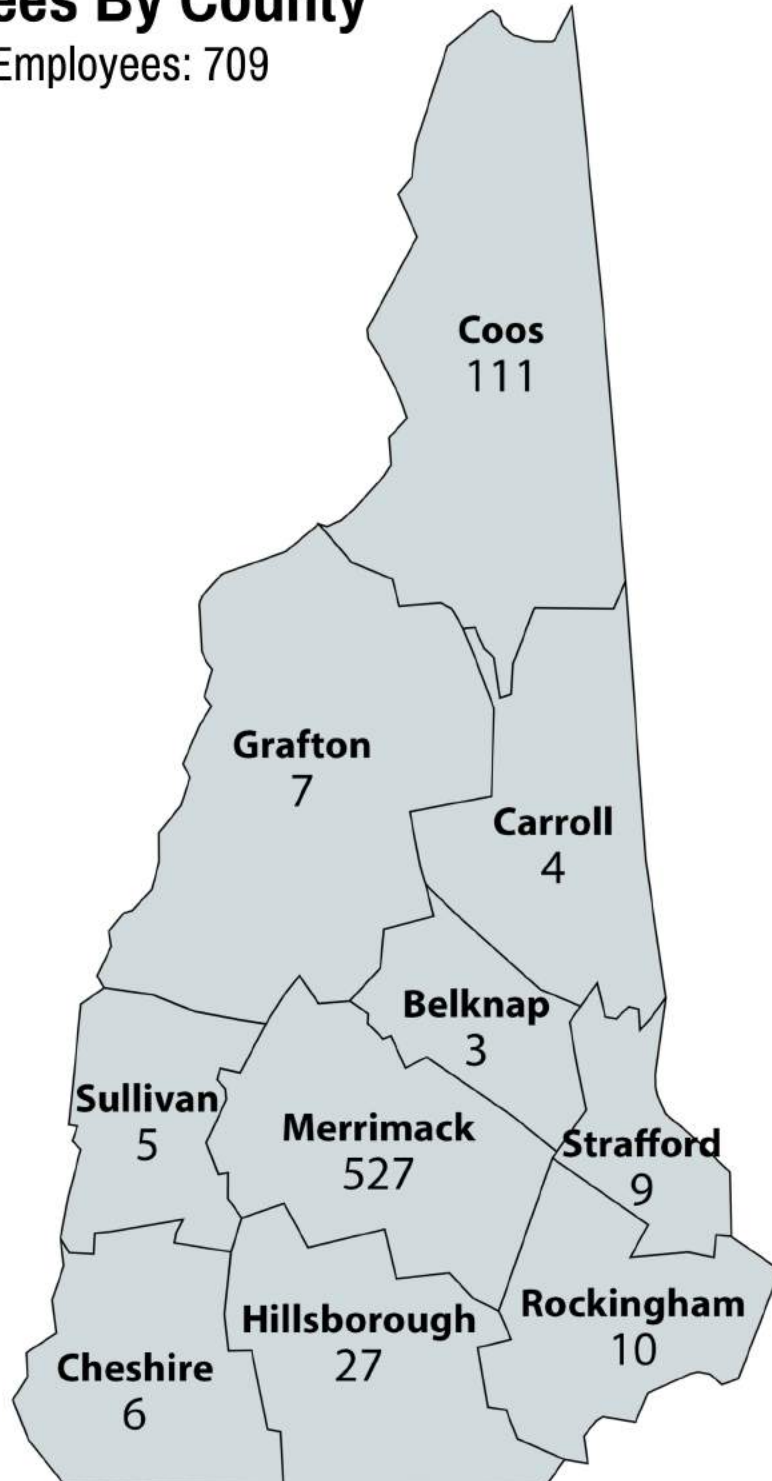
Report Generated: 07/12/2023 by Employee Matrix Version V6.4

DATA ELEMENTS OF INTEREST

DEPARTMENTAL STAFFING SUMMARY AS OF JUNE 30, 2022

Employees By County

Total Employees: 709



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.

16 classified employees did not meet any group criteria and are excluded from this report

NH DEPARTMENT OF CORRECTIONS
AGENCY WIDE INITIATIVES
RESTRICTIVE HOUSING

Restrictive Housing Operational Review

The Department spent a significant amount of time in FY2022 examining the U.S. Department of Justice Report and Recommendations Concerning the Use of Restrictive Housing (January 2016), the National Commission on Correctional Health Care (2018) Standards, Time-In-Cell 2019: A Snapshot of Restrictive Housing (The Liman Center at Yale Law School) and landmark legal actions in New Hampshire such as the Laaman Settlement Decree and the Holliday Court Order. These efforts were to understand the department's current practices in the use of restrictive housing settings and what are the best practices nationally, with a departmental focus to ensure we wrote and operationalized policy that reserved the use of restrictive housing settings to prevent harm to others as the primary protection to staff and other residents and as stop gap to investigate allegations of violence or significant misconduct in our correctional settings. Through several focus groups within our department: Division of Medical & Forensic Services, Division of Community Corrections and Prison Security leadership, we mapped through our own lessons learned and started to operationalize increased programming in our restrictive housing settings (i.e., Special Housing Unit and Close Custody Unit).

As a team, we made a collective decision to increase the programming and treatment options in these settings above what has been traditionally offered. New programming was selected and introduced in the Special Housing Unit and Close Custody Unit at NHSP-M. This programming was facilitated by the Case Management staff. The cognitive programming utilized was designed to bring about change by challenging the beliefs, thoughts and attitudes surrounding the behaviors that resulted in placement in restrictive housing. The Department of Corrections Division of Community Corrections worked with The Change Companies to identify materials available by that company to address the programming goals of the challenges faced by those most commonly transferred to these settings.

In the Special Housing Unit (SHU) (C-5 Population) three programs were facilitated to the population in that area. "Social Values", "Responsible Thinking" and "Violence Prevention". These multi week courses consisted of in class instruction and discussion as well as weekly assigned work each resident was responsible for as part of this programming. This programming began in SHU in July 2021.

Number of Residents who completed this programming:

Social Values - 25

Responsible Thinking - 22

Violence Prevention - 15



AGENCY WIDE INITIATIVES

RESTRICTIVE HOUSING

Restrictive Housing Operational Review cont.

Similar programming was also implemented in the Close Custody Unit (C-4) at NHSP-M in March 2022. This cognitive programming was also facilitated by Case Management staff and was aimed at addressing the behaviors that resulted in placement in that housing unit. Again, collaborating with The Change Companies we identified programming appropriate for the residents in this housing unit. The programs utilized in CCU were "Basic Cognitive Skills/Self Control", "The Con Game and Peer Relationships". Similar to the programming utilized in SHU, this programming consisted of multi-week classroom instruction and discussion with weekly assigned work the residents were responsible for to successfully complete this course.

Number of Residents who completed this programming:

The Con Game/ Peer Relationships - 4

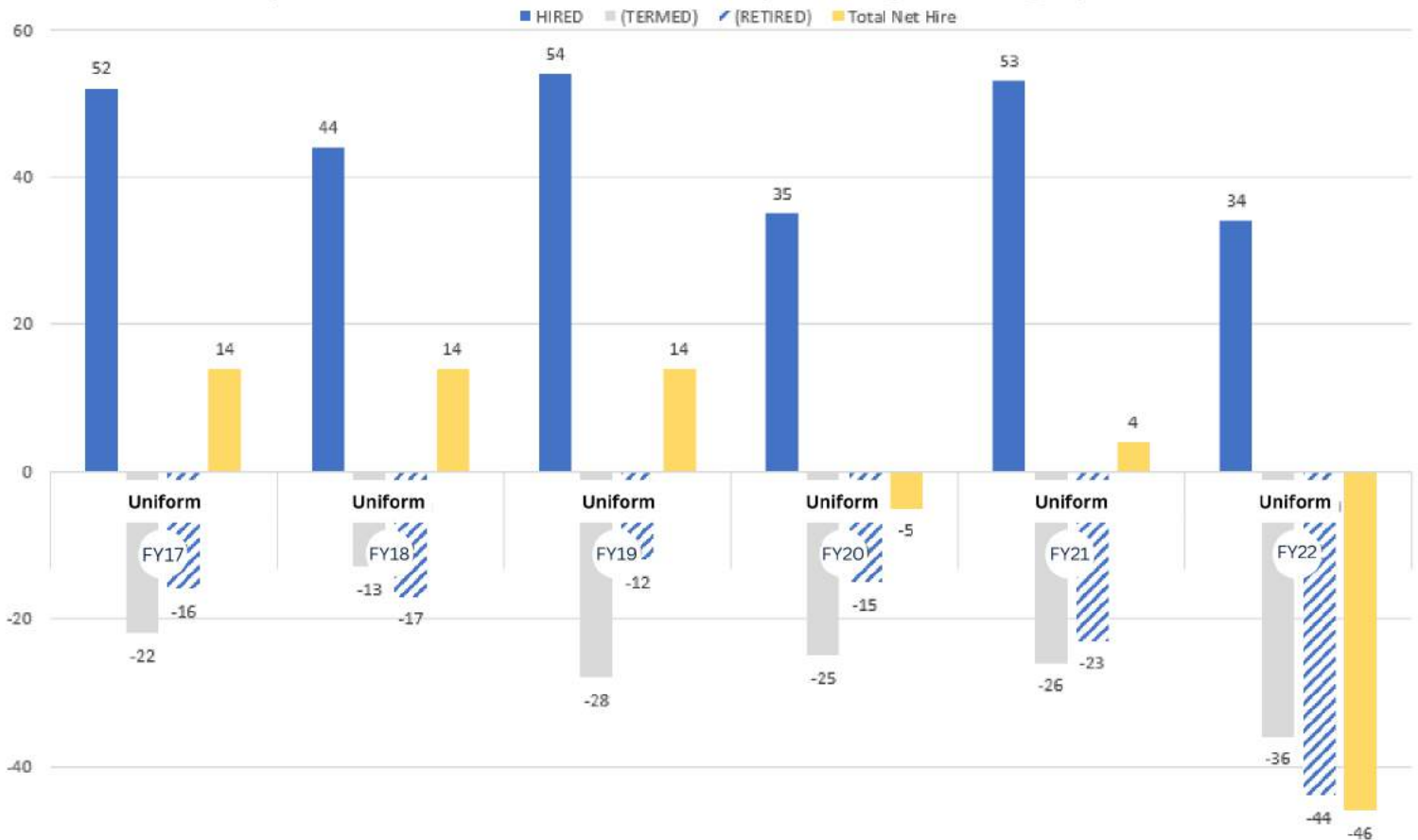
Basic Cognitive Skills/Self Control - 15

In addition to these programs, mental health services have continued with suitability review screenings that have been operationalized in early 2009/2010 but enhanced the depth of the review understanding the nationally researched adverse impact that restrictive housing settings can cause on persons housed within them for long periods of time. The screening reviews mental health history including but not limited to past and current diagnoses, psychiatric medications, history of and current feelings of suicidality and other relevant topics. Mental health clinicians post this review can and do make recommendations for alternative housing if they deem the location not appropriate for the person and the department follows those recommendations. Mental health clinicians see all their clients who have a treatment plan or are on medications every fourteen days when housed in the most restrictive of our housing units, our maximum custody settings at a minimum. Our nursing staff conduct a health service round seven days a week. It is outlined in our policy, person's with severe and persistent mental illness should not be placed in restrictive housing, unless the person presents such an immediate and serious danger that there is no reasonable alternative or that a qualified mental health professional determines that the placement is not contraindicated, the person is not a suicide risk, the persons diagnosed condition will not be adversely impacted by the placement, or the person does not have active psychotic symptoms to outline a few of the areas of vetting. This is examined also at the time of the suitability review before being placed in a room assignment within the unit. Mental health clinicians provide clinician groups which offer time for socialization, anger management, taking positive steps, and overcoming life's problems. Our department's Granite State High School teachers also offer courses while people are housed in restrictive settings. Anyone sent to the unit is engaged in road mapping which involves their case manager, a clinician, a member of security and any other relevant party like their teacher to review what caused the transfer to a restrictive housing setting and what goals should be established for them to achieve to move to a lower restrictive status including the new leveling system designed to motivate engagement in change for the betterment of the person. The department's policy 389.00 Restrictive Housing provides significant details on the correctional operational advancement made through this update. To ensure consistent operation of these changes and application of policy, the department dedicated a full-time program coordinator to monitoring and working with all the correctional professionals involved at all sites. In examining the impacts the policy changes have had on classifications of people into restrictive housing, using a 2019 pre-COVID-19 baseline, NH State Prison for Men averaged 56 C-5 (Maximum) classified persons over a 12-month period. In Calendar year 2022, this number reduced to 21 people which is almost a 55% reduction in this classification status at our largest facility. We will continue to monitor this policy change year to year and monitor national trending and operational recommendations.

NH DEPARTMENT OF CORRECTIONS
AGENCY WIDE INITIATIVES
 RECRUITMENT AND RETENTION
 LEAD BY DIVISION OF SECURITY & TRAINING

The Department continues to advance internal systems with a focus on retention without losing traction on recruitment – we have identified key areas of opportunities to improve. These areas include our onboarding process, offboarding process, employee recognition, staff training, and enhancement as well as internal communication efforts.

NH Department of Corrections Security Staffing Trending by Fiscal Year



		HIRED	TERMED	RETIRED	Total Net Hire
FY17	Uniform	52	-22	-16	14
FY17	Civilian	28	-22	-16	-10
FY18	Uniform	44	-13	-17	14
FY18	Civilian	46	-18	-26	2
FY19	Uniform	54	-28	-12	14
FY19	Civilian	56	-27	-12	17
FY20	Uniform	35	-25	-15	-5
FY20	Civilian	53	-24	-19	10
FY21	Uniform	53	-26	-23	4
FY21	Civilian	45	-35	-33	-23
FY22	Uniform	34	-36	-44	-46
FY22	Civilian	66	-49	-21	-4

NH DEPARTMENT OF CORRECTIONS AGENCY WIDE INITIATIVES

RECRUITMENT AND RETENTION LEAD BY DIVISION OF SECURITY & TRAINING

Recruitment Initiatives - Job Fairs and Speaking Engagements

2/9/2021	Nashua Community College
4/15/2021	NHES Virtual Career Fair
5/25/2021	CJ Class Speakers Dover H.S
6/4/2021	Dover H.S. Career Center
6/30/2021	Virtual Career Fair with NHES
9/28/2021	Coe-Brown H.S. Career Fair
9/28/2021	Seacoast Virtual Career Fair
10/6/2021	SNHU Virtual Career Fair
10/19/2021	NHES Virtual Career Fair
10/22/2021	Plymouth State University
10/26/2021	Plymouth State University CJ Program
11/10/2021	Winnisquam Regional H.S.
11/16/2021	Concord C.J. Advisory Group
11/17/2021	Kingswood Regional H.S.
12/14/2021	Dover H.S.
12/14/2021	Memorial H.S.
1/19/2022	Profile H.S.
1/21/2022	WMRHS
1/31/2022	Lancaster Rotary Meeting
2/1/2022	NHES Virtual Career Fair
2/3/2022	NHES Virtual Career Fair
2/8/2022	NHES Virtual Career Fair
2/9/2022	Portsmouth Army National Guard
2/15/2022	SNHU Psych and Justice Studies
2/18/2022	Rotary Meeting
2/22/2022	Nashua Community College
3/1/2022	UNH Justice Studies
3/1/2022	Nashua Community College
3/1/2022	NHES Virtual Career Fair
3/3/2022	NHES Virtual Career Fair
3/16/2022	Littleton H.S. Lunch Table
3/19/2022	Army National Guard
3/23/2022	North Country B-Ball Tournament
3/24/2022	Berlin H.S. CJ Class Talk
3/29/2022	Gorham Job Fair
3/31/2022	Plymouth State University
4/5/2022	Capital & Southern VJF NHES
4/7/2022	Lakes Region VJF NHES & NEC CJ Fair

4/8/2022	Colebrook Career Fair
4/12/2022	Berlin H.S. Lunch Table
4/12/2022	Seacoast VJF Table
4/13/2022	Groveton High School
4/21/2022	Great Woods & White Mtn VJF NHES
5/4/2022	Bow H.S. Career Fair
5/7/2022	PSTC State Law Enforcement Career Event



NH DEPARTMENT OF CORRECTIONS
AGENCY WIDE INITIATIVES
RECRUITMENT AND RETENTION
LEAD BY DIVISION OF SECURITY & TRAINING

Social Media

Social media is a big part of our recruitment effort. Career opportunities as well as educational materials, including pictures and videos, are posted frequently and across platforms. Our goal is to educate the public on the reality of working in the corrections field, which in turn helps dispel some of the negative perceptions and fear often created by popular culture, such as in the movie “The Shawshank Redemption” and the TV program “Locked Up.”



Introduction to Corrections Program

This is a course, approved by the Berlin School Board, which focuses on Correctional Law Enforcement in NH and will be offered as a credit course at Berlin High School. The inaugural class was offered for the fall 2021 semester with 5 participants. This class is one 90-minute block per week for 9 weeks. The second class offered doubled in size. Warden Riendeau oversees the class along with one of the teachers at the high school. It is set up to have a speaker assigned to a specific class or portion of the class with expertise in that topic, such as K9, forensic services, program delivery, and probation & parole. We are excited about the opportunities for recruitment and for staff to be able to engage with the students, which will both drive positive outcomes. The initial class feedback has been very positive. We are working on coordinating with other local schools as well to see if this can be offered.

Rebranding

All marketing materials were updated, and media assets created to include career-relevant videos and photos to be used in ads and on social media. This also includes brochures and career boards. We created recruiting decals for our vehicle fleet and large signs to hang from our Concord Facility and Berlin Facility as well as yard signs for around the Berlin area.

Tours

Tours are offered and given on a case-by-case basis; we work closely with area schools that focus on Criminal Justice such as Berlin High School, HUOT CJ program and CRTC CJ program.

AGENCY WIDE INITIATIVES

RECRUITMENT AND RETENTION LEAD BY DIVISION OF SECURITY & TRAINING

Adjustments to Academy Curriculum and Certifications

Working with numerous members of our team, we received support to engage in several new activities from the Police Standards and Training Council. These initiatives include:

- Correctional Line Personnel (Group II Civilian Staff) will now attend 4 ½ weeks of the academy as part of their law enforcement required curriculum certification, this initiative started in January 2022.
- Correctional Line Personnel (Group II Civilian Staff) can at the recommendation of their supervisor attain through successful completion of the full Corrections Academy dual certification and work overtime posts as a corrections officer.
- We received approval to initiate a part-time corrections officer certification program. Captain Towers and the training team are working through the implementation of this part-time corrections officer academy with the first Part Time Academy anticipated for Spring 2022. Administration has advertised this new opportunity with numerous partners (i.e. colleges, job fairs, employment security). Human Resources has increased the number of part-time officer positions to accommodate this new opportunity. These will be duty post limited part-time officers (not like our retired team members coming back and working posts). These positions are currently open for recruitment.
- The Full-Time Corrections Officer Academy will be 8 weeks as we requested to complete the Police Standards and Training Firearms Certification post the academy and prior to assigning any officers to armed posts. The training team will be working on separating the two and making advances in our firearms training curriculum aligned to the state law enforcement certification standards but also providing more orientation and training exposure.
- The ability to evaluate and grant approval for prior Law Enforcement experience and training that aligns with the current NH correctional certification requirements, therefore, making the time of hire to NH certification much shorter.
- We continue to offer retirees part-time hours post-retirement

Employee Recognition

We have been working hard to better recognize our staff, both internally and externally. Staff now have the opportunity to recognize their peers on the Department Intranet through “Shout Outs” as we branded them. This has been very popular. Longevity, service awards, promotions, and retirements are also posted internally and externally, if the employee approves. We are focused on continuing to standardize and improve these events and to make them part of our culture.



Employee Wellness Area

Employee wellness areas have been established and/or renovated at each facility to include a gym and break area. All facilities are complete except for NHSP-Men. This break area plan has recently received approval from the Fire Marshall and construction is currently underway.

Two new employee enhancement positions were created and filled to focus specifically on employee health and overall wellness. The goal is to reduce overtime, increase overall employee wellness, and improve employee morale while retaining staff. Our bigger goal is to provide a working environment that promotes willingness from our current staff to suggest the NHDOC as a viable career choice for family and friends.

Wellness staff have provided feedback and continue to work on streamlining and personalizing our onboarding process. Our current policy versus practice is antiquated and unfriendly. Our goal is to make our onboarding process more efficient and welcoming which in turn will help with not losing people to a long process as well as create investment from the very beginning of employment which will aid in retention. They have worked to map out other areas to work on to aid in retention including advancing our Field Training Officer program, our new employee orientation as well as our exit interview process to collect valuable data from exiting employees.

NH DEPARTMENT OF CORRECTIONS
AGENCY WIDE INITIATIVES
RECRUITMENT AND RETENTION
LEAD BY DIVISION OF SECURITY & TRAINING

Current Initiatives:

NHDOC is continually engaged in Workforce Development with numerous activities: Wellness staff continues to engage staff with the goal of improving organizational culture by sending out information to staff on all 8 areas of health and wellness, we continue to work on leadership development, strategic planning, and collaborating with employment partners.

We have partnered with "Donate Life" much like the NH Division of Motor Vehicles does. We run educational information on the organ donation process on TV's that they provide. These TV's will be placed in employee areas in an effort to enhance communication efforts and provide another place to display information besides the traditional e-mail and written forms.

In Process Initiatives:

Employee/Supervisor Enhancement Training, the final stages of a Peer-to-Peer Program in coordination with NH State Police and Forge VFR, to assist in developing trauma and other serious incident support teams within the department. Additionally, the department has also developed a plan to increase employee family engagement opportunities as well as created a comfort dog program. A policy has been created and approved, we are now in the process of developing a handler application and approval process which needs to be done prior to the selection and training of a comfort dog team.

[Promoting Wellness and Resiliency in Correctional Staff | National Institute of Corrections \(nicic.gov\)](#)

[Role of a US-Norway Exchange in Placing Health and Well-Being at the Center of US Prison Reform \(2020\) | National Institute of Corrections \(nicic.gov\)](#)

Internship Program

We are slowly regaining the momentum we had established before COVID-19 with our internship program. We have agreements in place with all NH Colleges, except Southern NH University, with whom we are working on a mutually agreed upon affiliation agreement.

All employers nationally are struggling with unmet labor shortages including law enforcement agencies and our department is not immune. ([Workforce Issues in Corrections | National Institute of Justice \(ojp.gov\)](#)). Recruiting and retention continue to be a priority for the Department, though, the fact we were able to recruit 53 new officers and 45 civilian staff members during the height of a pandemic demonstrates our continued investment and continued work to draw people to the corrections field.

Please find some additional resources below.



[NH Department of Corrections | Facebook](#)



[NHDOC \(@nhdepartmentofcorrections\) • Instagram photos and videos](#)



<https://www.linkedin.com/company/nh-department-of-corrections>



[NHDOC \(@NHDOC\) / Twitter](#)

FOLLOW



NH STATE PRISON - MEN

NH State Prison for Men (NHSP-M)

281 North State Street, Concord, NH 03301

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

Original structure built in 1878.

Large scale renovations in the 1980's.

Operational Capacity: 1,408

Population (June 30, 2022): 1,000

Down 69 from 1,069 (June 30, 2021)

Warden: Michelle Edmark



The New Hampshire State Prison for Men 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 NH State Prison for Men is a multi-security level male-only facility with the capacity of 1,408.

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

Employees of the Quarter



Medal of Honor Wall



Promotion Ceremony



NORTHERN NH CORRECTIONAL FACILITY

Northern NH Correctional Facility (NNHCF)

138 East Milan Rd, Berlin, NH 03570

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

Year Opened: 2000

Operational Capacity: 635

Population (June 30, 2022): 536

Up 12 from 524 (June 30, 2021)

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 houses general population male residents. Their mission is to provide a safe and secure environment that will challenge individuals to develop their potential through personal growth, promote meaningful learning opportunities that nurture responsible decision making, recognize and support development of emotional maturity and advance personal responsibility. Honor individual strengths, respect and embrace the commitment to disciplined teamwork is essential to safe and efficient prison management.

Promotion
Ceremony



Investigations



Promotion
Ceremony



NH CORRECTIONAL FACILITY FOR WOMEN

NH Correctional Facility for Women (NHCFW)

42 Perimeter Road, Concord, NH 03301

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

Opened: April 17, 2018

Operational Capacity: 224

Population (June 30, 2022): 103

Up 17 from 120 (June 30, 2021)

Warden: Nicole Plante



The NH Correctional Facility for Women and is located in Concord is the newest State Prison, opening in 2018. It is built to house up to 224 individuals and to offer an array of programming and treatment opportunities to help residents better prepare for transitioning to the community. It includes a full-service health services unit, a large educational area, expanded Correctional Industries space, and a Family Connections Center. There are three diverse program units. The Wellness Unit is a mental health driven program located in the main facility. The Focus Program is a substance use residential treatment program and the newly established Progressive Pathways Program which is situated on the north and south wings of the unit. NHCFW uses state of the art technology to maintain a safe and efficient security operation.

The Wellness Unit is managed by licensed behavioral health clinicians. Concentrating on the resident's mental stability and overall wellbeing while managing to reside in a community setting. The Wellness program is located inside the main building.

Previously minimum security residents resided in a standalone structure located in the facilities courtyard known as the C2 housing unit. Overtime the use of the building was converted into program housing to maximize the efficiency of the space and develop additional residential treatment communities. The Programs Unit now houses the 32-bed Focus Program on the south side and the newly developed 32-bed Progressive Pathways program on the north side.

The Focus program is a substance use residential treatment program. The six-month program aims at addressing and reducing substance use addiction. The program is facilitated by Licensed Alcohol and Drug Counselors.

NH CORRECTIONAL FACILITY FOR WOMEN

Progressive Pathways

In September 2021, Warden Nikki Plante, Captain Athena Panas, Lieutenant Ryan Hyde and Officer Kellie Griffin began creating the Progressive Pathways Program. This program allows participants to examine and take accountability for their past, present, and future actions. Participants also share their stories to juveniles in the community diversion programs to try to assist our state's youth by diverting them from futures that might result in adult incarceration. They identify and understand their individual challenges in a healthy way and build a balanced foundation prior to re-integration.

The Progressive Pathways voluntary program was established in collaboration with the program called the *If Project*. A non-profit organization co-founded by Kim Bogucki in Seattle Washington. The premise of the program focuses on writing workshops with a distinct question, *"If someone could have said or done something to change the path that led you to prison, what would it have been?"*



"To provide pathways in preparation for community reentry through self-reflection and growth"
-Pathways Mission Statement



In May 2022, facilitators and resident mentors participated in the *If Project* train the trainer workshop. Staff and residents began molding weekly workshops for the NHCWF that include co-dependency, healthy relationships, and boundaries. The jointed approach has proven successful in 'humanizing' the staff in the eyes of the residents and providing effective topics.

Allowing participants to express and take accountability for their past, present, and future actions. Identify, understand, and accept their individual challenges in a healthy way. Discovering how previous trauma has influenced their path in life. Teaching them how to overcome the past, handle stigma of incarceration and build a balanced foundation prior to re-integration. Affording residents, the opportunity to experience confidence, self-worth, and courage as they embark on their journey of acceptance and forgiveness. Understanding they are not alone when battling their inner struggles.

NH CORRECTIONAL FACILITY FOR WOMEN

In June 2022, WCAX TV in Burlington, Vermont interviewed Progressive Pathways staff and residents. Quoting “Hope for a better life is the goal of a new program at New Hampshire Women’s Prison.” Directing their attention to the opportunities through the resident’s eyes.

[Program aims to inspire hope at NH women’s prison \(wcax.com\)](https://www.wcax.com)

In October 2021, a twelve week **Choose Love** program (founder, Scarlett Lewis) began enrolling sixteen residents. This program is the first of its kind to be introduced into a correctional facility. The program uses the formula of courage + gratitude + forgiveness + compassion in action to teaching residents how to thoughtfully respond to situations with kindness and empathy. Choose Love continues to be offered in twelve-week segments.

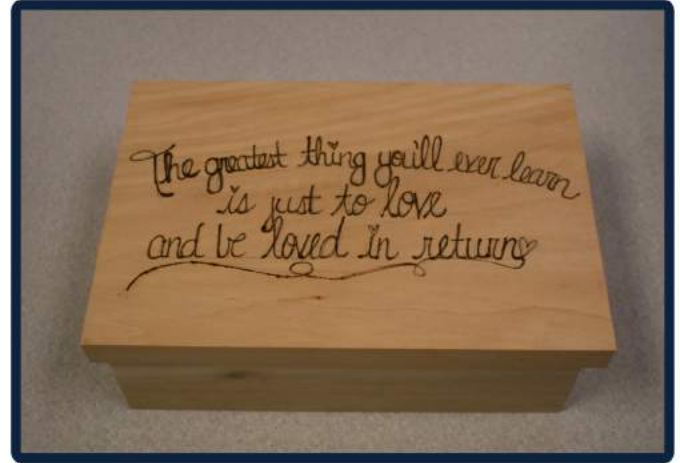


NHCFW strives to develop ways to give back to the local communities. Residents crafted donations for people and animals in need. Over 175 items were donated to Families in Transition, located in Manchester, NH. Included were various hygiene items, winter accessories (hat, scarfs, mittens), clothing and small electronics. The Pope Memorial SPCA of Concord graciously accepted approximately 100 animal blankets.



NH CORRECTIONAL FACILITY FOR WOMEN

The NHCWF began offering twelve-week woodworking classes to provide residents the opportunity to learn hands-on skills. Residents can showcase their creativity by personalizing boxes, foot stools, etc. Weekly classes continue to generate interest from residents seeking to achieve skill proficiency. The work is done in collaboration with NH Furniture Masters.



NHCWF staff members take great pride in their work and consistently assume additional responsibilities. Empowering employees to participate in innovative projects, like programming, helps establish guidelines and allows for constructive feedback to implement positive changes.

Even during challenging periods, the NHCWF staff exhibit remarkable teamwork and dedication. Management often facilitates individual and team challenges, which boosts morale and engenders healthy dialogue. Offering staff a brief respite from their daily tasks to foster positive interactions with their colleagues is another way we encourage positive energy in the workplace.

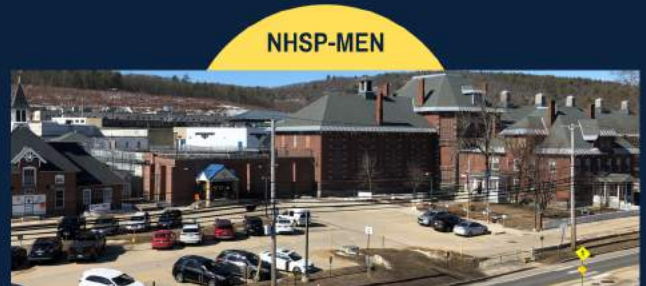
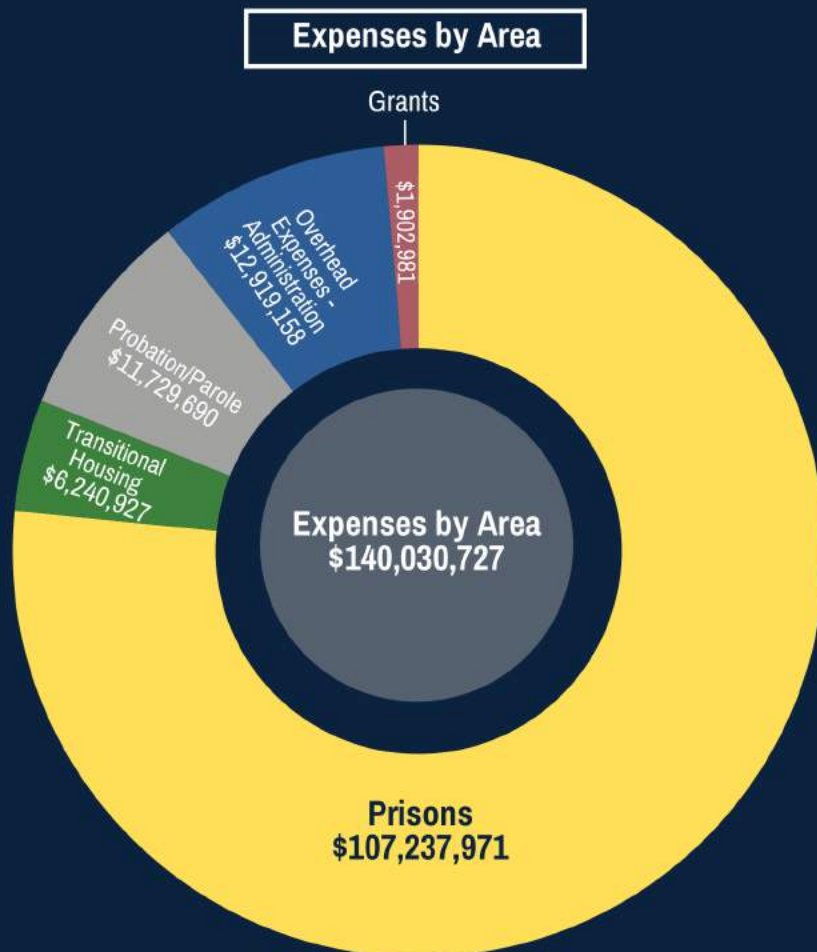


DIVISION OF ADMINISTRATION

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 resident 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.



DIVISION OF ADMINISTRATION -FINANCIAL SERVICES-

Accounting - Financial Services staff processed over 17,000 invoices for payment, over 1,000 credit card transactions, and over 400 purchase requisitions. Resident accounts issued over 3,000 checks.

Contracts & Grants - To adhere to the State of New Hampshire's Revised Statutes Annotated (RSA's), Administrative Rules and Departmental policies and procedures for competitive bidding of services, the NH Department of Corrections Contract Unit provides administrative and technical direction to the various Divisions of the Department for the procurement of contracted services. Such assistance provides contract management support for the pre-contract phase through a Request for Proposal (RFP) solicitation process, contract execution phase and post-award phase or contract compliance. Contracted services are procured to assist the Divisions with their day-to-day operations to provide uniformed services to support residential care, facility and operational management and residential programs.

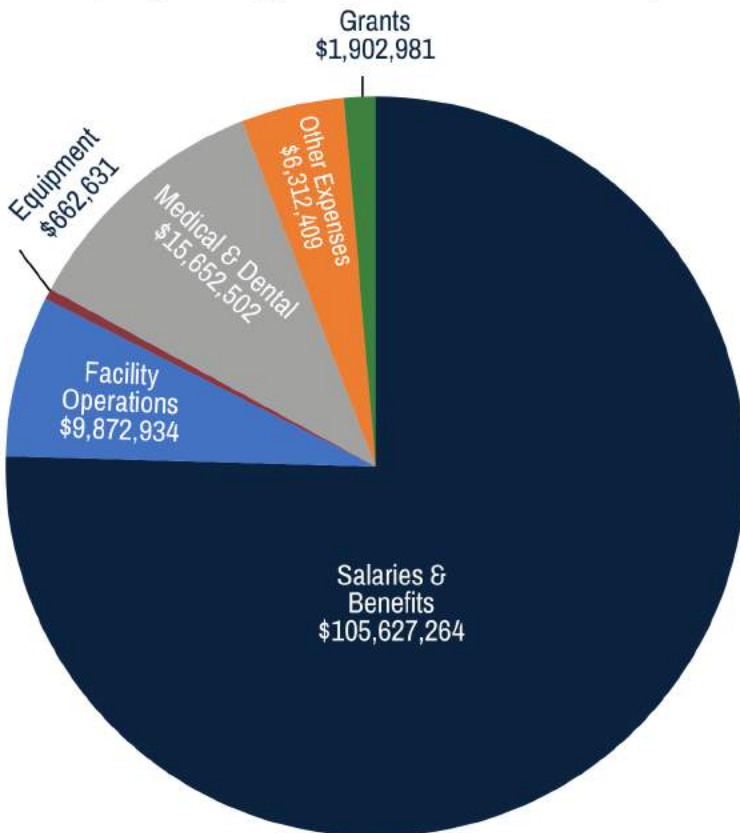
In Fiscal Year 2022, the department issued eight (8) RFP's, procured two (2) leases for Probation and Parole Office Space for the Division of Field Services, and procured thirty (30) service contracts.

Of the thirty (30) contracts, nineteen (19) supported programmatic services for consultation services, offender services, equipment, maintenance, and software services.

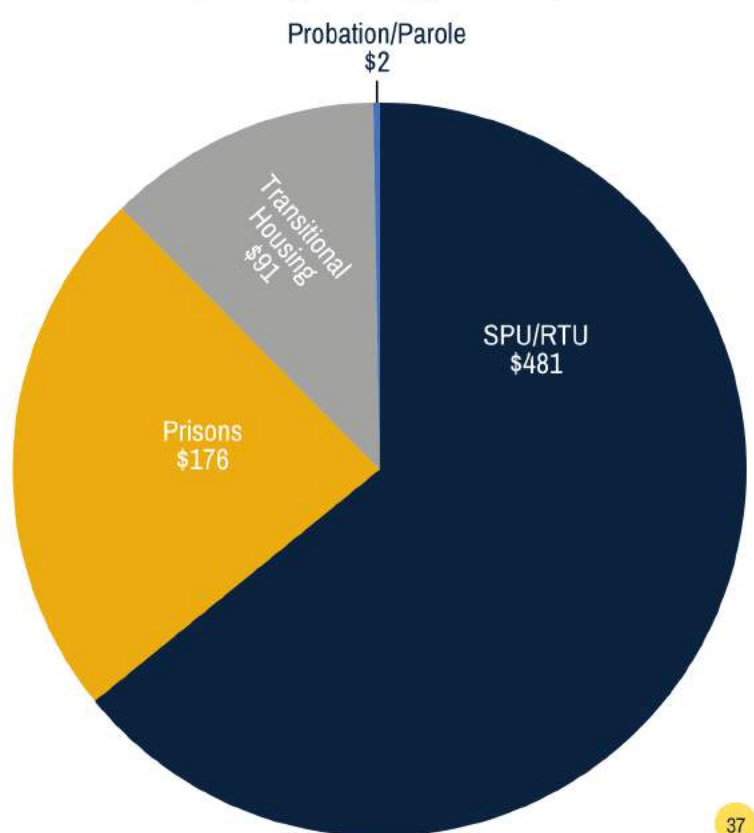
Additional support was provided by NH Department of Military affairs & Veteran Services through Memo of Understanding in support of DOC to fill staffing vacancies at the state prison system for men in Concord, NH because of rising COVID-19 cases. These activations occur when ordered by the Governor pursuant to RSA 110-B:6.

The remaining service contracts supported the Medical & Forensic and Field Services divisions of the NHDOC. These contracts provided a variety of medical based services, PREA training, media advertising, and temporary staffing.

Major Expense Classes FY 22



Cost per day FY 22



DIVISION OF ADMINISTRATION -FINANCIAL SERVICES-

Current Capital Budget Projects

NH Correctional Facility for Women

- NHCFW Women's Construction Trades Building \$350,000

Northern Correctional Facility (NCF)

- Roof Replacement, Main Building Roof \$1,000,000
- Door Controller Upgrade \$970,000
- Perimeter Security and Fence Detection Systems \$1,520,000.
- Access Road Repairs at NCF - \$721,000 - Completed

Rehabilitative Services

- Transitional Work Center bathroom upgrade \$500,000.00
- Security Camera installations \$90,000.00 - Completed (THU funding)

NH State Prison - Men's

- Exterior Door Repair Project #2 - \$299,000.00 - Complete
- Medium Custody bathroom project \$650,000 - Complete
- Body Alarms/Man Down Project - \$2,000,000.00 - Complete
- Camera Installation Project - \$625,000 - Complete
- Kitchen Renovation Project - \$4,320,000
- Replace Electrical Services - \$265,000
- Generator Replacement - \$300,000 - Complete
- Perimeter Security and Fence Detection Systems - \$1,600,000
- Roof Replacements, Various Roofs \$1,800,000
- Boiler Replacements, 3 Boilers \$2,150,000
- Heating and Cooling Coil Replacements - North and South Wings \$125,000
- Rebuild Sewer Line and Grinder, \$670,000
- Replace Steam Lines and Traps, \$2,500,000
- Roof Replacement - Hancock and Industries Buildings 2,000,000
- Door Replacements #3 \$200,000
- Door and Ceiling Replace/Repairs CCU \$300,000
- Air Handler and Ductwork Replacement - Medium Custody North & South Housing Units \$1,950,000.00 (ARPA funding)

NHSPM
Kitchen



NHSPM
Boiler



Perimeter Road
NCF



NHSPM Wiring



NHSPM
Bathroom Project

DIVISION OF ADMINISTRATION

-FINANCIAL SERVICES-

Infrastructure Challenges

NH State Prison - Men's

- The NH State Prison for Men in Concord (1878) has innumerable physical plant problems including but not limited to underground utility culpabilities, structural and mechanical fatigue to buildings and components. This ranges from overuse of doors and locks both mechanical and electrical to sewer and water lines that are now over 145 years old. There are design features that are antiquated and create an environment that does not bode well for both staffing and residents. This became even more evident during the COVID-19 pandemic where air quality was questionable and the close contact between residents and staff was hard to avoid. There are many areas of concern including current Reception and Diagnostics area built in 1940 as a kit style building that is barely operational which serves as the main entry for new and returning residents along with being part of the secure perimeter wall with 100 feet of N State Street.
- The electrical transformers and associated stand by generators along with buried electrical lines have become compromised due to their age. We are in the process of replacing some electrical lines now, but many are direct buried lines poured in concrete under walls and buildings. There have been numerous power outages that were attributed to their age and condition, two of which required the entire facility to run on generator power for over 2 days. Much more will need to be repaired over the next 5-10 years to prevent a major electrical issue and the cost of these repairs is extreme.
- Concrete supports under elevated walkways are spalling and they need to be repaired or replaced. The dual use design of the walkway as both a roof and walkway for staff and residents to enter housing areas and dining halls makes this a most critical repair. Water is leaking through these walkways into the areas below including the kitchen, laundry, and critical mechanical areas. Since these concrete supports are very large and designed like a two-lane highway bridge support, it will be very costly to repair. Added to the challenge of this repair is the ductwork and related utilities that are affixed underneath the concrete support.
- Parking lots, perimeter roads and walkways all need to re-paved and/or regraded. Damage from winter storms have necessitated the agency to make temporary repairs using any materials we have on hand. Added to this challenge is utility structures within the paved areas that all need to be replaced as they are now filled with water.
- Concrete short block veneer, capstones and anchors have pulled away from solid poured concrete walls creating concerning areas along some walkways and next to buildings. Brick veneer and foundation blocks in the oldest sections of the facility need to be repointed.
- The two main sally ports and most all the main entry traps are fatigued and need to be rebuilt. This year, we started a project to replace exterior doors, but the cost is extensive and interfere with the daily foot traffic and security posts. The main sally ports have light gauge roll up gates and are not designed to prevent major breaches, this has necessitated enhancements to the fences along sally ports to intensify security. There is over 1500 feet of perimeter fence that is now leaning in, and we have added makeshift tiebacks that need to be checked and tightened.
- A perimeter security project began this fiscal year but due to cost overruns during the bidding process, we will only be able to complete about 20% of what we need to fix or upgrade the perimeter security. Perimeter security areas include fences, barriers, cameras and electronic equipment that can tell when someone is attempting to climb a fence. One old steel wall dating back to 1878 needs to be replaced as the concrete and steel are now broken-down.
- NHDOC has begun to deliberate on building a new men's facility, replacing the old NH State Prison for Men. The existing facility has enumerable deficiencies that impact staff, residents and programs and will cost millions of dollars to rebuild in place. If we go the direction of rebuilding the old structures, there would still be many parts of an aged facility that will not allow the agency to advance programs that could reduce recidivism. It is not practical to invest millions of dollars into an old facility where the benefits of a new modern facility outweigh any savings from renovating versus building a completely new facility. The difference in long term costs of upgrading current facility versus building a new one will be staggering.

Northern Correctional Facility (NCF)

- The Berlin facility, built in 2000, is now entering the time frame when sizable preventative maintenance work needs to be completed. Roofs, drainage, parking lots and access points are being addressed now, the next phase will be to replace security systems, locks, and door control systems.

NH Correctional Facility for Women

- This facility opened in April of 2018. At this point in time, there are no infrastructure concerns.

DIVISION OF ADMINISTRATION -FINANCIAL SERVICES-

Infrastructure Challenges

Shea Farm - Concord, NH

Needs new energy efficient boilers and water heaters, plumbing issues throughout, all windows need replacement, insulation and clay board need replacement, several sections of the roof need new underlayment (plywood), kitchen needs work to floors and walls for sanitation, siding needs replacement or repair for the entire building. The control room needs updated security components like commercial grade doors and window, counter tops, etc.

Calument House - Manchester, NH

Needs new energy efficient boilers and water heaters, replace all interior doors, the control room needs updated security components like commercial grade doors and window, counter tops, etc. Bathrooms need complete renovation in basement areas.

North End House - Concord, NH

Needs new energy efficient boilers and water heaters plumbing issues throughout the building. The control room needs updated security components like commercial grade doors and window, counter tops, etc. Needs new roof, all brick needs to be repointed.

Transitional Work Center - Concord, NH

In need of a complete major renovation to the building, from the slab to the roof. All siding should be replaced, all windows, doors, kitchen/dining hall areas need complete renovation.

Concord District Office - Concord, NH

In need of a complete major renovation to the building, from the foundation being repointed to the roof and chimneys. All windows and siding should be replaced, all doors, common and office areas need complete renovation.

The Farm - Concord, NH

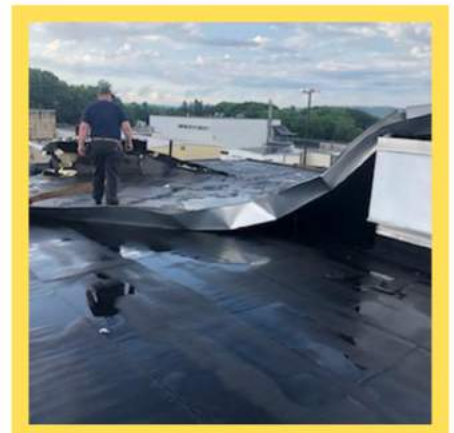
Needs new energy efficient boilers and water heaters, roof replacements, sewer line and bathroom renovations, new roofs, new doors, complete renovations of the open sheds, salt shed, sand sheds, etc.



NHSP - Men
Kitchen



TWC



NHSPM Roof

DIVISION OF ADMINISTRATION -LOGISTICAL SERVICES-

Maintenance

The NHDOC's three prisons, three transitional housing units, Transitional Work Center and farm buildings are maintained by a staff of 22 skilled tradespeople with backgrounds in plumbing, electrical, HVAC, boilers, carpentry, locksmithing, electronics and general maintenance. The maintenance staff works both inside and outside the facilities, in all weather conditions, and in a variety of challenging environments. They coordinate the work of contracted services, oversee resident maintenance workers, assist with the oversight of capital projects, and respond to emergencies 24/7, in addition to performing their regular daily maintenance tasks. In SFY 2021-2022, they completed over 3800 work orders, a tremendous feat requiring tireless dedication.

Warehouse

A staff of nine manages and supports two Corrections warehouses, including the central warehouse in Concord and a satellite warehouse in Berlin. The warehouse staff are responsible for receiving, inventorying, managing, and distributing food, clothing, equipment, parts, supplies, PPE, materials, and many other items for Corrections. In addition, they oversee up to 16 resident warehouse workers, manage hazardous materials inventories, and are gatekeepers in preventing prohibited items from entering the facilities. They work in an extremely fast-paced environment and ensure that both residents and employees receive the commodities they need daily.

Food Services

The 19 Chefs and Supervisors of Food Services are responsible for overseeing up to 200 resident kitchen workers involved in the preparation, delivery and serving of over 5,700 meals daily, including nearly a dozen different types of special diets. In addition, the Food Services Supervisors handle all food ordering, ensuring that nutritional needs are met with the guidance of the Department's registered dietician.

Laundry

Three dedicated laundry managers ensure that clothing, towels, and bedding for over 1700 residents are received, washed, sanitized, dried, and delivered back to the housing units, Health Services Center, and other areas by resident laundry workers.

Fleet

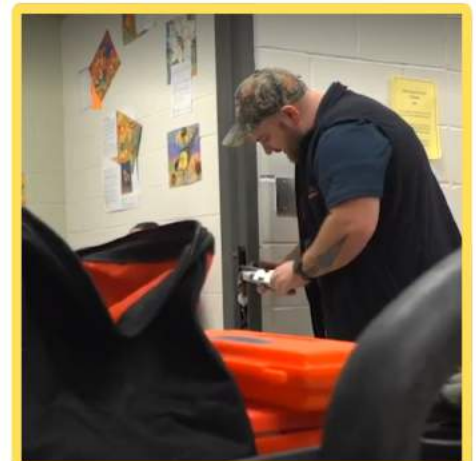
Near the end of SFY 2022, Logistical Services assumed management of the NHDOC fleet and began the process of transitioning 74 vehicles to a managed-maintenance program. The goal of the program is to ensure the proper maintenance and repair of fleet vehicles while lowering overall fleet costs.



Fleet



Food Services



Maintenance

DIVISION OF FIELD SERVICES



The Division of Field Services provides supervision to individuals placed on probation, parole, and administrative home confinement. Field Services also conducts pre-sentencing investigations, annulments and is responsible for the collection of fines, fees, and restitution. There are 11 District Offices located throughout the state which are aligned with the NH Judicial Branch Superior Courts. These offices are run by probation parole officers and support staff. Each office is supervised by a chief probation parole officer.

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. A resident may be permitted to an early release from a NH Prison should they agree to and 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 home confinement. They are supervised by Field Services and their location is checked through electronic monitoring and home visits.

Pre-Sentencing Investigations requested by the court and **annulments** requested by an individual are also conducted by Field Services. 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 the 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.



DIVISION OF FIELD SERVICES

PROBATION AND PAROLE

COVID-19 continued to impact the way the division monitored those under community Supervision. Our Field Services team was provided with all the appropriate personal protective equipment needed, including masks, partitions, and hand sanitizer. In addition, the movement and flow of select office spaces was redesigned, and adjustments were made to the way the team supervises individuals in the community, including the increased use of technology for contact. The division was able to minimize risk and ensure safety in the community during this time by following the department's frequently updated COVID-19 guidelines.

Field Services Staffing/Fleet Advancements

The department continued the transition of its fleet by procuring SUV law enforcement vehicles as its primary vehicles moving forward, enhancing, and bolstering safety in our field work and transporting duties. These vehicles are fully equipped and ready for service upon delivery to the District Offices. The Commissioner, through the support of the Legislature and Governor & Executive Council, was able to increase the Division's fleet by 4 vehicles during this fiscal year. The additional vehicles have provided Probation Parole Officers with increased opportunities to monitor people under community supervision and given them the right resource for when they have to engage in a parole or probation violation to ensure the safe transport of individuals.

FY2017

Chief PPO/PPOs by District Office	TOTAL OFFICERS/CHIEFS	VEHICLES
BERLIN	3	1
CONCORD	9	2
DOVER	7	2
EXETER	10	3
N. HAVERHILL	5	2
KEENE	4	1
LACONIA	4	1
MANCHESTER	13	3
CLAREMONT	4	1
NASHUA	6	2
WOLFEBORO	3	1
TOTAL	68	19

FY2022

Chief PPO/PPOs by District Office	TOTAL OFFICERS/CHIEFS	VEHICLES
BERLIN	3	1
CONCORD	11	3
DOVER	7	2
EXETER	12	2
N. HAVERHILL	6	2
KEENE	5	2
LACONIA	4	2
MANCHESTER	14	3
CLAREMONT	4	1
NASHUA	6	2
WOLFEBORO	3	2
TOTAL	75	22

DIVISION OF FIELD SERVICES

Field Services Staffing/Improved Ratios

Through the support of the Commissioner, the division added 3 new Probation Parole Officers this fiscal year, reducing caseload ratios to specifically meet the caseload management standards for Drug Court cases throughout the state. When the State of NH implemented statewide drug courts, the department was not provided with additional Probation Parole Officers to implement this initiative. The national standard for caseloads for PPOs and drug courts is 1 to 30, but no higher than 1 to 50. This is an area the department will continue to monitor to ensure our PPOs have manageable caseloads to meet our mission of managing community supervision safely and effectively. Since 2017, the division has realized an increase in the workforce by 7 Probation Parole Officer positions.

FY2017

Chief PPO/PPOs by District Office	Total Caseload	PPO: Supervisee Ratios
BERLIN	184	1:61
CONCORD	851	1:95
DOVER	676	1:97
EXETER	1169	1:117
N. HAVERHILL	337	1:87
KEENE	427	1:106
LACONIA	300	1:75
MANCHESTER	1430	1:110
CLAREMONT	342	1:86
NASHUA	513	1:86
WOLFEBORO	167	1:56
TOTAL	6396	1:94

FY2022

Chief PPO/PPOs by District Office	Total Caseload	PPO: Supervisee Ratios
BERLIN	121	1:40
CONCORD	577	1:53
DOVER	398	1:57
EXETER	525	1:44
N. HAVERHILL	281	1:47
KEENE	321	1:64
LACONIA	242	1:60
MANCHESTER	1042	1:74
CLAREMONT	281	1:70
NASHUA	382	1:63
WOLFEBORO	132	1:44
TOTAL	4302	1:57

Claremont District Office Move

The department supported the move of the Claremont District Office to a new space located in Newport, NH. This space better meets the needs and mission of the Department of Corrections, Division of Field Services by its proximity to the courthouse and accessibility to the clients served in the area.

DIVISION OF FIELD SERVICES

Conducted Energy Weapon (CEW-Tasers)

The division was funded to pilot a leasing program to obtain and outfit the entire division with Conducted Energy Weapons (CEW-Tasers). Every officer is not assigned an individual taser, while previously, our District Offices had a few shared tasers assigned to them. This decision increased the tools used by the team providing greater safety and commitment to both our officers and the communities we serve.

TASER 7 Basic Nomenclature



Mounted Handgun Lights

The department allocated funding to obtain and add weapon mounted lights to all handguns carried by Probation Parole Officers. This marks a huge step forward in our firearms program, as it follows national best practices for law enforcement and increases the safety and security of our officers conducting their fieldwork in the community.



COLLECTIONS

A unique area of the division is the collections unit, whose statutory responsibilities are primarily outlined in NH RSA 615:63 – Restitution. This unit collects fees, fines, and restitution for the courts, victims and survivors of crime, and for obligations incurred during incarceration such as destruction of state property. To increase our ability to collect monies owed to survivors and victims of crime, the department expanded its collections unit by adding 3 additional part-time staff members.

DIVISION OF FIELD SERVICES

Partnership and/or Supporting Roles

Both Chief Probation Parole Officers and Probation Parole Officers supported the prison staffing shortage by volunteering to fill the role of corrections officers for all three available shifts at each correctional facility, and the department's transitional housing units. This team effort helps reduce the impact of correctional facility vacancies on fellow team members by creating relief and reducing the number of overtime shifts filled by facility staff.

ONE TEAM • DEDICATION • COURAGE

The Division of Field Services partnered with the Department of Health and Human Services, joining in the State Of New Hampshire's Homeless Initiative to provide better resources and support for homeless individuals in the community, which often involves people on Probation and/or Parole.



The Bureau of Homeless Services assists with connecting individuals, youth, and families who are currently homeless or are at risk of becoming homeless with housing support and services.

The Department is partnering with Veterans Affairs in their re-entry program to help provide our veterans within the New Hampshire Department of Corrections system with more resources and support when they re-enter the community. This includes counseling for mental health, substance abuse, and other disorders, employment, housing, and medical benefits. This is a great collaboration especially for our division of field services team because they will have more rehabilitative tools for supervisees who are re-entering veterans.



DIVISION OF MEDICAL & FORENSIC SERVICES

The Division of Medical and Forensic Services is the entity charged with providing constitutionally appropriate health care (medical, dental, and psychiatric) 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, to promote a positive patient experience, and to reduce the per capita cost of care.

Our health care delivery system is designed to meet the needs of the residents, who are in our system, for both chronic and acute conditions. This is achieved by the availability of outpatient services, residential services, and infirmary level inpatient care for both medical and psychiatric services. Hospital level of care for medical needs is accomplished through partnerships with various community hospitals. The Secure Psychiatric Unit provides hospital level of care for acute psychiatric issues.

Medical services offered include individual appointments for chronic and acute conditions, sick call, and infirmary level of care for intensive observation that does not require hospitalization. Dental services include preventive interventions, remediation of acute conditions, and provision of dental appliances. Psychiatric services offered are outpatient services for mental health conditions, substance use disorder, and sexual offenses. In addition, there are specialized housing units for those conditions and the Department has the Secure Psychiatric Unit to manage an inpatient level of acute psychiatric distress.

Patient education is integral to helping keep residents healthy. To that end, Division employees offer individual education and we utilize electronic mailings to provide education on a wide variety of healthcare topics.

Highlights

- New pharmacy technology, the Parata Mini, was installed for filling medication vials. This increases patient safety and pharmacy efficiency.
- A Request for Proposal process for healthcare services resulted in the selection of a new vendor, Wexford Health Services, Incorporated.
- We entered into an agreement with the National Commission on Correctional Healthcare (NCCHC) to consult with the Department on accreditation of the Secure Psychiatric Unit.
- Deputy Director Guinen and Secure Psychiatric Unit/Residential Treatment Unit Administrator Micaela Beaune presented at a state county attorney's meeting on SPU services.
- Our medication assisted treatment (MAT) program increased the number of participants by 263% as a result of implementing a MAT Coordinator and using different methods of administration.



DIVISION OF MEDICAL & FORENSIC SERVICES

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 treatment engagement that will lead to long-term wellness change. These services include psychiatric treatment, sexual offender treatment, and treatment for mental health disorders including a specific focus on 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 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 skills building activities.

Another level of care in the DOC system allows 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.

Specialized treatment services include sexual offender treatment services and substance use disorder services. Both services are offered to residents based on an individual assessment of their clinical needs. Residential treatment and outpatient services are offered for those needing sexual offender treatment. Substance use disorder services are offered through our residential Focus units, individual sessions, aftercare, relapse prevention and medication assisted treatment. No matter where a resident is housed, the appropriate level of service will be offered during their incarceration.

Every individual admitted to a DOC facility is seen by a behavioral health clinician. If services are needed, they are offered appropriate services. If services are not needed, or declined by the resident, they are educated on how to access services if needed in the future.

This year we are proud to report that we developed a relationship with the Trans Empowerment Project and have held quarterly meetings to collaborate on how to best provide services to this population. As a result, a prison support service that provides mentorship, pen pals and re-entry support was developed.



DIVISION OF MEDICAL & FORENSIC SERVICES

Behavioral Health Services cont.



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 an inpatient setting. Those served 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, 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 staff worked with the department's MAT Coordinator to develop more robust substance use disorder services for the patients receiving treatment there.

The SPU has a 66-bed capacity, with a current configuration of 50 male beds, 10 female beds, and six infirmary rooms. During SFY 2022, there were 23 admissions to SPU and 20 discharges.

Residential Treatment Unit (RTU)

The RTU offers a level of intervention designed for male residents who have a behavioral health condition and are struggling in a prison setting. Residents may request to be admitted to this unit and are 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. In SFY 2022, there were 168 admissions to the RTU and 17 discharges, with an average length of stay of 361 days.

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.

DIVISION OF MEDICAL & FORENSIC SERVICES

Wellness Units, NCF, NHCWF and NHSPM

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 towards achievement of personal goals while emphasizing the power that is derived from a positive group 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 use of violence. We are proud to note that the Wellness Unit at NCF celebrated its 10th anniversary this year! We are also proud to note that the NHSPM opened their first Wellness Unit this year!

Outpatient Mental 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 offender histories and trauma-related issues. This skilled team of clinicians completed 4,305 appointments with residents in FY 22.

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 22, 65 men completed the intensive SOT program based in Concord. The number of women who completed the intensive SOT program was four.



DIVISION OF MEDICAL & FORENSIC SERVICES

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 dependent on the persons clinically assessed needs. 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 NCF and for women at NHCFW. Goals of the Focus Unit are to help individuals learn pro-social skills and develop coping strategies for managing substance use disorders. Participants are assisted with follow up services after completion of the Focus Unit program. During this fiscal year, 219 residents graduated from Focus—175 men and 44 women. We are proud to report that we opened a second Focus unit at NCF and hired two new Licensed Alcohol and Drug Counselors (LADCS). This allowed us to expand our beds from 68 to 134 for male residents, while having 32 beds for women residents.

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. There were 298 residents served in the MAT program.



Not Guilty by Reason of Insanity Civil Commitments

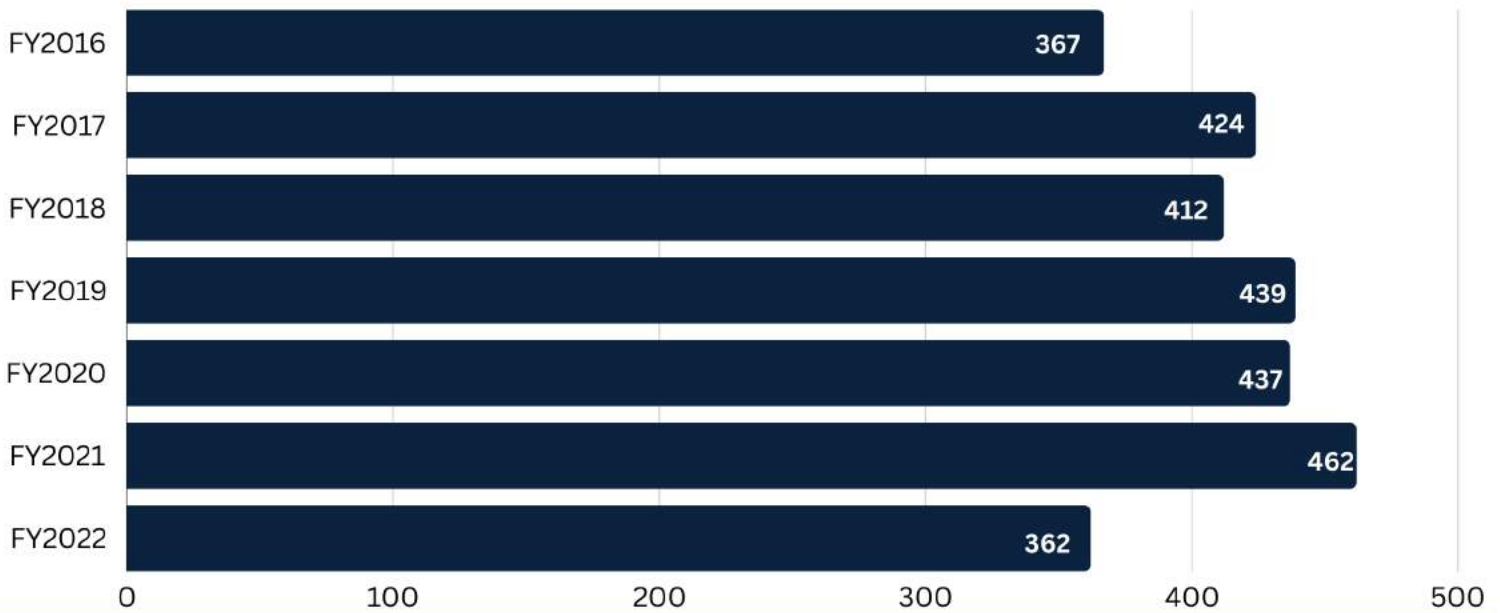
The Department of Corrections monitors 36 individuals who are adjudicated as Not Guilty by Reason of Insanity (NGRI) and provides on-going monitoring and reinforcement of individualized treatment plans per RSA 651:11-a. The Division of Medical and Forensic Services has a dedicated NGRI Clinical Coordinator 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.

DIVISION OF MEDICAL & FORENSIC SERVICES

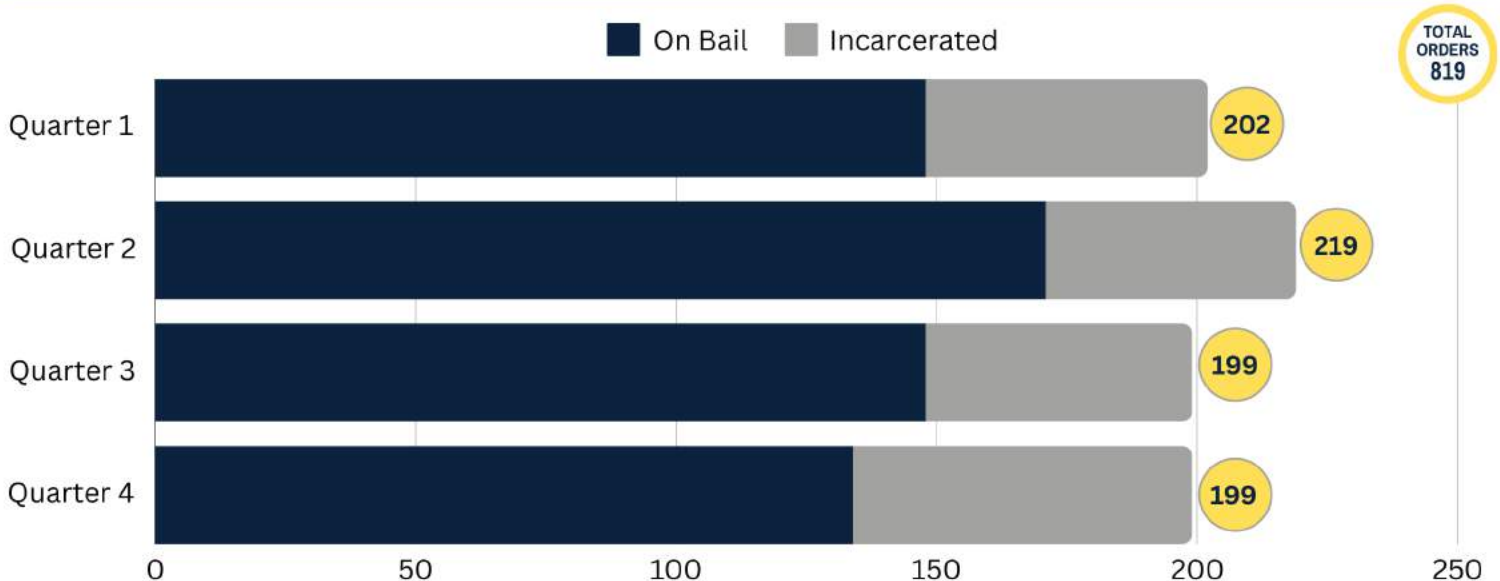
Office of the Forensic Examiner

The Office of the Forensic Examiner (OFE) conducts court ordered psychological evaluations when there are concerns about a criminal defendant's competency to stand trial 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. In SFY22, the forensic examiners completed 362 competency evaluations.

NHDOC Office of the Forensic Examiners
Completed Evaluations by Fiscal Year



NHDOC Office of the Forensic Examiners
Number of Orders FY 2022



DIVISION OF MEDICAL & FORENSIC SERVICES



Medical 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 that specialty care.

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 SFY22, our medical staff completed 29,885 appointments for services such as routine physical exams, sick call, physical therapy, and specialty visits.



Dental Services

Dental services are provided on site at three locations: NCF, NHCWF, and NHSPM. 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 22, there were over 3,385 dental contacts for examinations, hygiene, prosthetics, extractions, and operative interventions.

NH DOC Monthly Facility Appointments Summary Report- All -

	Jul 1 2021	Aug 1 2021	Sep 1 2021	Oct 1 2021	Nov 1 2021	Dec 1 2021	Jan 1 2022	Feb 1 2022	Mar 1 2022	Apr 1 2022	May 1 2022	Jun 1 2022	Jul 1 2022	Aug 1 2021-Jul 1	Appointment Category Totals	Distinct Clients by Category*												
	# of Appointments	# of Clients	# of Appointments	# of Clients	# of Appointments	# of Clients	# of Appointments	# of Clients	# of Appointments	# of Clients	# of Appointments	# of Clients	# of Appointments	# of Clients														
EMR-Dental																												
Dental-Exam Annual	101	100	70	69	88	88	119	117	83	82	72	71	59	59	74	73	73	73	88	88	111	108	94	94	47	47	978	956
Dental-Exam Intake	70	66	48	48	79	79	53	51	44	41	39	38	61	59	66	64	41	39	71	71	89	89	49	49	32	31	672	648
Dental-Premed	2	2	1	1	0	0	3	3	2	2	3	3	2	2	0	0	3	3	3	3	1	1	5	5	2	2	25	14
Dental-Prosthetic	20	19	31	28	14	13	39	30	23	19	29	25	22	17	18	17	32	30	26	22	25	22	25	22	27	20	311	104
Dental-Hygiene	71	71	63	62	99	97	70	69	93	91	81	81	81	81	41	36	51	51	51	49	19	17	72	72	44	44	765	723
Dental-Surgery	0	0	1	1	3	3	0	0	2	2	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	9	9
Dental-Endodontic	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Dental-Extraction	59	55	52	50	47	46	39	38	57	53	40	40	35	33	74	72	31	30	52	50	49	48	72	68	77	69	625	441
Dental-Restorative	66	61	69	67	31	31	92	90	63	61	42	41	35	32	52	49	48	46	45	45	49	46	53	46	93	81	672	436
Dental-X Ray	116	110	95	92	173	166	121	113	102	100	101	99	101	99	105	102	85	79	120	114	95	93	60	59	22	22	1,180	1,017
Dental-Sick Call	72	64	50	43	51	44	59	53	51	47	54	46	44	38	47	44	48	44	69	62	50	43	60	53	38	34	621	429
Total Appointments	577	480	585	595	521	462	440	479	412	525	488	490	382															

DIVISION OF MEDICAL & FORENSIC SERVICES

Medical Services cont.

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 570 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 NHCWF. 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.

During the pandemic, they have been key in tracking COVID-19 statistics and updating staff on the various and changing COVID-19 protocols published by the department to ensure smooth and safe appointment completion.



DIVISION OF MEDICAL & FORENSIC SERVICES

Pharmaceutical Services

Under the leadership of a Chief Pharmacist, our team of pharmacists and pharmacy technicians ensures that 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 the NHDOC expended \$2,882,944 for pharmaceutical costs in SFY 22, which was \$591,073 less than in FY 21. In addition, \$477,691 of grant money was used to purchase drugs specifically to be used for Medication Assisted Treatment (MAT). The NHDOC continues to be part of the federal 340B drug pricing program. This is a program that allows qualifying providers to purchase outpatient drugs from manufacturers at discounted prices.



DIVISION OF SECURITY AND TRAINING

The Division of Security and Training consists of Human Resources, Business Information Unit, Public Information, Training and Employee Development and Legislative Affairs. 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 Division provides quality services to its employees and the public by maintaining compliance with established personnel policies and guidelines of the State of New Hampshire and Federal Government Employment Laws.

Training Bureau

The Training Division is responsible for supporting the security and safety in all facilities and ensuring the consistency of the operations within departmental policies. This is accomplished through academy training, new hire orientation, annual training, and overseeing the department's special teams such as the Honor Guard.

In SFY 2022, the training bureau held 3 corrections academies, 117, 118 and 119. Of those three classes graduated 30 Correctional Officers; all 30 officers obtained certification in firearms. The Pre-Service 5-day training sessions, which includes a 3-day orientation and a 2-day bridge academy which addresses personal protection training for non-security staff was attended by 73 new correctional staff employees. The training bureau also held over 470 in-person trainings and 11 online training classes including but not limited to; firearms and defensive tactics, decision making and problem solving, diversity on the job, effective communication, incident command for corrections (basic and advanced), leadership and influence, multigenerational training, perimeter security systems, processing and responding to requests slips and grievances, the government, court, and corrections. They also held an internal instructor development class where 25 employees became certified as CPR/AED instructors and 31 employees were certified in CPR.



DIVISION OF SECURITY AND TRAINING

Police Standards and Training Academy

The eight-week academy for new officers provides them with the tools and resources needed to work in a correctional environment. All graduates received a variety of training including ethics, stress management, communications, contraband introduction, mental health, Cardiopulmonary Resuscitation (CPR), scenarios, and constitutional law. The recruit officers received approximately 40 hours of physical fitness training, training in defensive tactics, certification in baton and pepper spray, and corrections specific laws. Following graduation, the recruit officers will attend 2 weeks of post-academy firearms training prior to returning to their facilities.

Academy 117



Academy 118



Academy 119



DIVISION OF SECURITY AND TRAINING

Business Information Unit

The Business Information Unit (BIU) was established to increase the focus on using technology to accomplish a wide range of objectives. The unit 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.

The BIU and DoIT staff 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 2022:

- Proposed and received approval for CORIS v8 ARPA project
- Completed network reconfiguration for new Tasers for Field Services
- Remediated DOC Intranet pages to work with Microsoft Edge
- Implemented self-service help tool
- Proposed and received approval for NHSPM campus rewire project
- Completed Body Camera RFP
- Rebuilt unit and hired to fill vacancies, transitioned BIU from development to project management focus

DOC Self Support		
Select Category		
<input type="radio"/>	Application	DOC In-House and Vendor applications like OMNI, CORIS
<input type="radio"/>	Computer	Desktop or Laptop Computer, Microsoft products, Folders,
<input type="radio"/>	Devices & Peripherals	Phones, Printers, Scanners, Keyboard, Mouse, Headsets,
<input type="radio"/>	Network Services	Browser, Internet, Intranet, Phone, VPN



DIVISION OF PROFESSIONAL STANDARDS

The Division of Professional Standards conducts internal affairs, criminal, and administrative investigations, and policy compliance audits relating to all aspects of operations and programs of the Department, including complaints and grievances. The Division coordinates, drafts, and recommends policies and rules designed to promote efficiencies, economies, and effective administration in the Department. The Professional Standards Division also administers the resident disciplinary process to assist in maintaining order and safety within the Department's facilities and oversees compliance with the Prison Rape Elimination Act (PREA).

The Division's **Hearings Bureau** processes property claims with damages under \$500 and conducts adjudicatory hearings to resolve administrative disciplinary matters involving residents. Our division's hearing officers continued to hold administrative hearings, mostly remotely, throughout the pandemic. Administrative disciplinary hearings and claims hearings have generally returned to in-person hearings. During SFY 2022, the Hearings Bureau processed a total of 4,498 disciplinary tickets. Of the 4498 tickets processed a total of 882 tickets were resolved at hearing; 263 of the tickets resulted in hearings for major disciplinary offenses. August 2021 saw the highest number of disciplinary infractions with a total of 467 disciplinary tickets written.



DIVISION OF PROFESSIONAL STANDARDS

The Division of Professional Standards is responsible for the **Investigations Bureau** which consists of a Southern Office housed at the NHSP-M in Concord and a Northern Office housed at the Northern New Hampshire Correctional Facility in Berlin. The Department's K-9 Unit is also housed at the NHSP-M. The Investigations Bureau had 14 investigators and 4 K-9s during SFY 2022. The Bureau provides investigative services to all facilities where criminal conduct has occurred or is suspected. Investigations included but were not limited to assaults, introduction of contraband, escapes, and internal affairs.

The Investigations Bureau conducted the following criminal cases in SFY 2022:

RSA 159:3 - Convicted Felons	1 case
RSA 318-B:2 - Acts Prohibited	6 cases
RSA 622:24 - Delivery of Articles	4 cases
RSA 629:3 - Conspiracy	1 case
RSA 631:4 - Criminal Threatening	1 case
RSA 642:6 - Escape	3 cases
RSA 642:9 - Assaults by Prisoners	14 cases

Contraband



A total of 36 cases were submitted for indictments. In addition to criminal investigations, the Bureau investigated 85 Prison Rape Elimination Act allegations and 39 citizen complaints. The Bureau's K-9 operations included 695 searches carried out by 4 K-9s and their handlers. The Investigations Bureau conducted 20 administrative investigations and 206 agency assists providing information and dedicating time to other agencies. Additionally, the Investigations Bureau performed 795 assists providing intelligence or other information to internal NHDOC partners. Four Internal Affairs Investigators received team commendation awards during the fiscal year in recognition of their efforts to prevent potential security threat group violence and creating identifiable positive changes within the DOC.

K9: Oakley



K9: Ryker



K9: Dutch



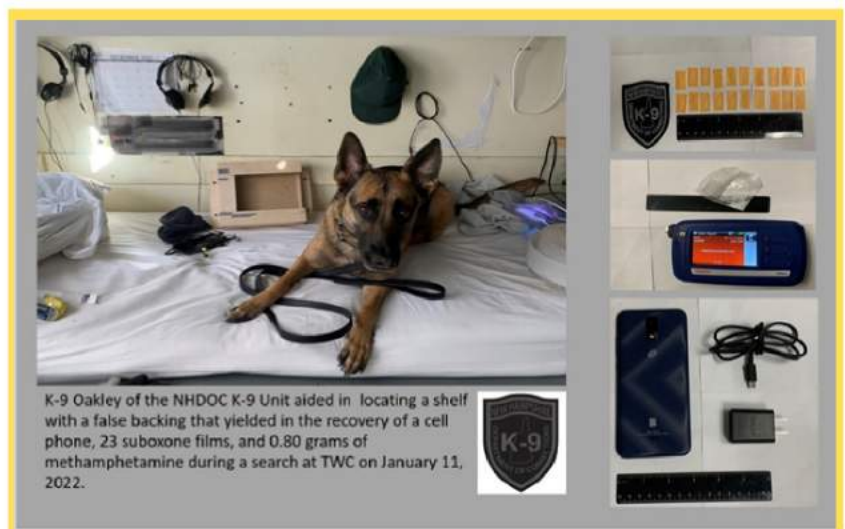
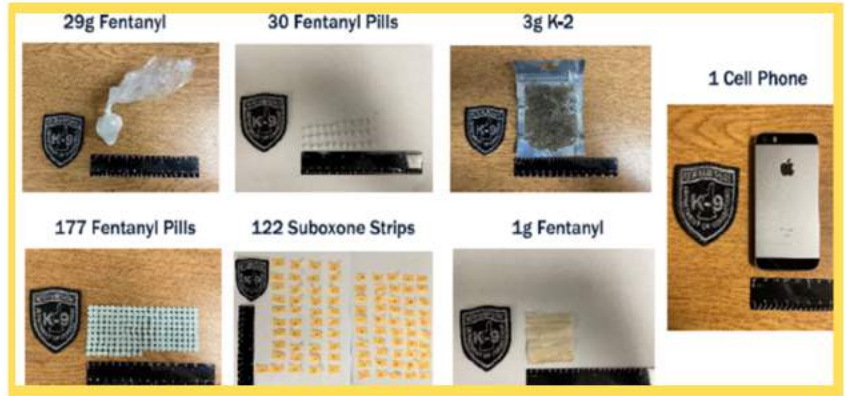
K9: Bonny



DIVISION OF PROFESSIONAL STANDARDS

FY2022

Investigations Opened 2022	
Accident	1
Administrative	4
Administrative/PREA	9
Agency Assist	103
Attempted Suicide	2
Citizen Complaint	18
Civil Litigation	2
Criminal - 159:3 Convicted Felons	1
Criminal-318-B:2 Acts Prohibited	11
Criminal-622:24 Delivery of Articles	14
Criminal-629:1 Attempt	0
Criminal-629:3 Conspiracy	2
Criminal-630 Homicide	0
Criminal-631:1 First Degree Assault	0
Criminal-631:4 Criminal Threatening	1
Criminal-642:6 Escape	6
Criminal-642:9 Assaults by Prisoners	20
Criminal-644:3-C Unlawful Interference with Fire Alarm Apparatus.	1
Criminal-Other	4
Escape	4
Escape Assist	0
Intelligence	22
K9 investigations	12
K9 Search	354
K9 training	10
Other	48
PREA	40
Unit Assist	419
TOTAL	1,108



DIVISION OF PROFESSIONAL STANDARDS

The Division's **Audit Bureau** conducted a number of policy compliance audits throughout SFY 2022 including field training program operations, dental tools, medical waste, kitchen tools, canteen operations, extra duty hours, resident work assignments, and use of force report writing.

PREA - Prison Rape Elimination Act

The NHDOC is audited each year by a certified PREA auditor to ensure compliance with federal PREA standards that went into effect on August 20, 2012. Each facility is audited on a three-year cycle. The NHDOC has successfully passed each audit since audits began in 2014.

A collaborative effort between PREA coordinators and various agency divisions, we have developed professional videos specifically for NHDOC. These videos aim to educate NHDOC staff, contractors, volunteers, residents, and the public on the Prison Rape Elimination Act and the Department's zero-tolerance policy towards all forms of sexual abuse and harassment.

National PREA Resource Center - <https://www.prearesourcecenter.org/about/prison-rape-elimination-act>

"While incarcerated I was sexually assaulted. I didn't know what to do or who to turn to. I haven't always told the truth, so when something really happened, I wasn't sure that anyone would believe me. I was afraid to go to sleep at night and afraid that if I told staff what happened, I would further be isolated."



To report sexual abuse or sexual harassment,

Call 1-888-646-6842

Visit nh.gov/nhd/doc/divisions/victim

Email preareporting@doc.nh.gov

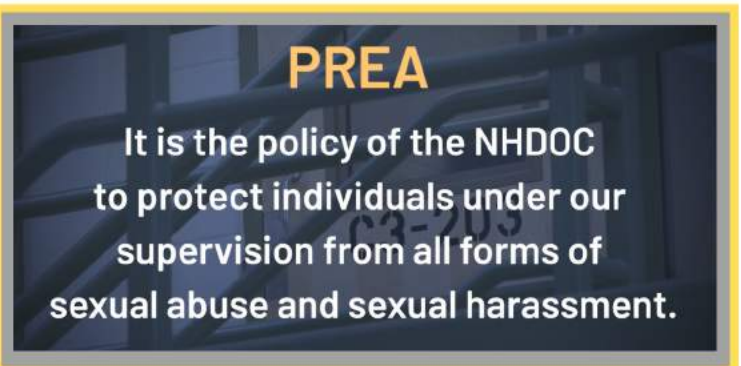
"One day while meeting with medical I found the opportunity and the courage to come forward about the sexual assault. At that point, I finally felt safe, listened to, and heard."

I then worked with the Investigator and the PREA Advocate to provide more information and evidence around the assault."



"This process was not easy, but I took a chance and trusted the staff throughout the investigation. I wasn't alone with my secret. Once the investigation was over, I met with the PREA Advocate, who explained everything to me."

Even though I'll never be able to forget what happened to me, I do not regret telling someone."



PREA

It is the policy of the NHDOC to protect individuals under our supervision from all forms of sexual abuse and sexual harassment.

DIVISION OF COMMUNITY CORRECTIONS

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, and transitional work center (TWC). The Division also oversees case management in all departmental facilities, 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.

Staff Changes and/or Awards

- It was with great sadness that the Family Connections Center announced the passing of long-time FCC staff member Mary Kelley in August 2021 after a brave battle with cancer. A memorial plaque was made and there will be a small dedication ceremony at a later time in the FCC.
- Kristina Toth, who established the Family Connections Center in 1998 at the Lakes Region Facility through a partnership with UNH Cooperative Extension and UNH Family Studies Department retired in May 2022.
 - Position is in the hiring process.
- One Administrator and four full-time State DOC positions: 1 at each NCF and Women's and two at NHSPM.
- Through Waypoint NH as fiscal agent and various funding sources, FCC also has 1 full-time (at NCF) and seven part-time contracted positions.

Chaplain Brown
Angel Tree
Award

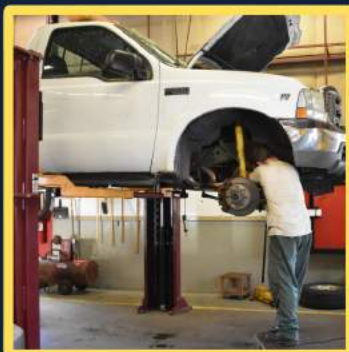
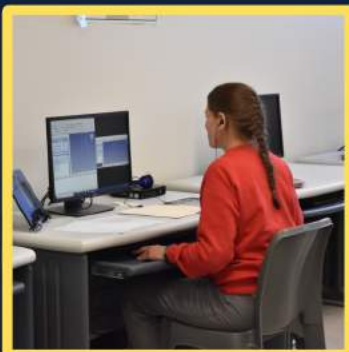


Kristina Toth
Retirement



Special Events & Presentations

- September 2021 FCC staff presented at the NH School Administrators Association and provided two books on parental incarceration for children and youth for each school in NH.
- Presentation to the Youth Development course at Plymouth State University.



DIVISION OF COMMUNITY CORRECTIONS

Educational Services/Career and Technical Education

Corrections Special School District (CSSD) is a unique entity, which exists within the New Hampshire State Prison System. As a result of RSA 194:60, 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 offenders, the ability to enhance their knowledge through educational and vocational programs creating an avenue of success towards 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 State Prison 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 to achieve those goals.

	DEFINITION	NHSPM	NHCFW	NNHCF	TOTAL
INTAKES TO EDUCATION	Meeting with CC/CM to determine level/interest of education and interest in CTEC/Industry Programs.	169	28	38	235
TABE TESTING	Test of adult basic education	26	3	2	31
HISET COMPLETIONS	High school equivalency certificate	13	1	0	14
HSD	High school diploma	10	2	4	16

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.

Granite State High School held their yearly graduation during the month of June covering graduating classes from 2019-2022 due to COVID-19. Granite State High School graduated 25 students from the New Hampshire State Prison for Men, 13 students from the Northern New Hampshire Correctional Facility and 7 students from the New Hampshire Correctional Facility for Women, totaling 45 graduates.



DIVISION OF COMMUNITY CORRECTIONS

Education - Federal Grants

The Granite State High School has been awarded and manages several Federal and State grants, such as:

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 22 population without a high school diploma.

Workforce Innovation and Opportunity Act (WIOA) is landmark legislation that is 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 and the Auto Inspection Theory class was established through this grant which issued \$43,072.97 of funding from the State/Federal Department of Adult Education.

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 which involved 32 students.

Automotive State Inspection Theory is designed to teach the State of New Hampshire Inspection criteria and measurement tool usage. Class will cover topics such as: signs and certification, obtaining inspections stickers, wheels and tires, instrumentation, electrical systems, lights and lighting, headlamp aim, fuel system, emissions requirements, vehicle body or chassis, agricultural vehicles and replicas, 14 students were involved in the program.

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 postsecondary students who elect to enroll in career and technical education programs.

CDL simulator



Automotive



DIVISION OF COMMUNITY CORRECTIONS

Education - New Classes

Social Science of Well-Being, January 2022

Dubbed “The Happiness Class,” this new elective social studies course is modeled after those being taught in universities across the nation. In the course the students learn about the following topics:

- Historical views on happiness
- Scientific study of happiness
- Analysis of data
- Effects of well-being on the brain, body and society
- Hedonic vs Eudaimonic happiness



English for Speakers of other Languages (ESOL), January 2022

The revival of our ESOL program is intended to widen the educational opportunities for an underserved population in our facilities. This highly individualized program begins with a set of baseline intake tests in listening, speaking, writing, and reading to match programming to the student’s needs, and track student progress. The focus of the program is on life and work readiness in the English-speaking environment, beginning with vocabulary and phrases necessary for successful functioning in prison.

Skills for Success, June 2022

Our exciting Skills for Success Program is based on the latest research on self-esteem development. The information in each unit is pivotal to the development of self-respect and self-efficacy, the two main characteristics of people with high self-esteem. The Skills for Success Program consists of the following units:

- | | | |
|-----------------------|-------------------|-------------------------|
| • Communication | • Goal Setting | • Relationship Dynamics |
| • Conflict Resolution | • Managing Stress | • Self-Esteem |
| • Decision Making | • Motivation | • Self-Awareness |

Strategic Thinking through Chess, January 2022

Through a grant funded NHDOE initiative, staff from NHDOC received chess training certification through the Granite Gambit program. From this opportunity, the Strategic Thinking Through Chess course was created. It is an interdisciplinary study of the game of chess that combines the classic, skills-based approach to the game while adding novel interdisciplinary components as well. Of course, a primary focus is game instruction which includes tactics, theory, terminology, famous players, chess notation etc. Added to this endeavor are the myriad connections chess makes to other academic arenas and to culture at large. Areas of exploration include:

- It’s geo-political ramifications through modern history
- Mathematical properties as well as statistical implications
- Chess and the principles of the scientific method
- The cultural implications of chess in its formation and current usage
- Critical thinking skills
- Chess in literature and film
- The evolution of the game itself



DIVISION OF COMMUNITY CORRECTIONS

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.

Awards

March 2022 (When the award was announced) Chaplain Caroline Brown (NHCF-W) and Chaplain Bill Pelletier (NHSP-M) were recognized by the Prison Fellowship Angel Tree program for their dedication to this program which connects incarcerated parents and their children during the holidays to provide gifts for the children. Chaplain Brown earned the “Renewal Award” for submitting the highest increase in total applications. Chaplain Bill was awarded the “Children’s Champion Award” for having the highest increase in total applications.



Religion Counts for Population on 6/30/2022

Religion	Count	Percentage
Agnostic	6	0.32%
Asatru - Odinist	34	1.79%
Atheist	22	1.18%
Baptist	22	1.18%
Buddhist	55	2.89%
Catholic	255	13.41%
Christian	255	13.41%
Christian Science	23	1.21%
Eastern Orthodox	3	0.18%
Episcopalian	2	0.11%
Ethiopian Orthodox Tewahedo	1	0.05%
Jehovah's Witness	11	0.58%
Jewish	80	4.21%
Mahasilimara	10	0.53%
Mormon	2	0.11%
Muslin	100	5.26%
Nation of Islam	2	0.11%
Native American	96	5.05%
None	218	11.47%
Other	28	1.47%
Pagan	120	6.31%
Protestant	63	3.31%
Rastafarian	56	2.95%
Sant Mat	4	0.21%
Satanist	1	0.05%
Seventh Day	11	0.58%
Taoist	3	0.18%
Unknown	406	21.36%
Wiccan	12	0.63%
Location Total	1901	

DIVISION OF COMMUNITY CORRECTIONS

Volunteer Services

The NH Department of Corrections encourages positive community involvement with our residents and at the end of SFY 2022, there were approximately **300 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 volunteers' services include but are not limited to, faith-based support, educational programs, diversion skill development and/or legal service programs. We offer volunteers the required training they may need to help prepare them for the uniqueness of working in a correctional setting.



Family Connections Center

For over twenty years, the mission of the Family Connections Center (FCC) has been to strengthen the connection between parents who are incarcerated and their families, while also 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.

The Second Chance Act Grant's (SCA) Family Ties Inside Out (FTIO) Project, FCC has established a better system to gather data on how many residents are parents of minor children and also to provide them with information on what services and supports FCC may be able to offer them, their child, and caregivers. Upon intake into the DOC, residents who report having a minor child are referred to the FCC and added to the FCC Orientation List. Each Center hosts an Orientation monthly and provides an overview of the program to those in attendance and sign up anyone who is interested in programming or in need of family related case management assistance.



New Services and/or Programs

- New Services and/or programs:
 - Funding for 23 participants at NCF and two staff to be trained in Transcendental Meditation was provided by Coaches Collective International (CCI). Additionally, two residents engaged in Life Coaching also donated by CCI.

DIVISION OF COMMUNITY CORRECTIONS

Family Connections Center cont.

Grant and Donation Funded Programs and Services

- UNH funded the NHDOC with over \$30,000 from the Preschool Development Grant to purchase new items for the children's play areas. Purchasing is in process with implementation expected by January 2023.
- SCA Grant October 2020 – September 2023 (\$200,000/year)
 - Stipends provided to family resource centers to accept referrals for resident's families.
 - Stipends provided to family resource centers for facilitating support groups for caregivers and the children of incarcerated parents.
 - Stipends provided to the University of New Hampshire's Marriage and Family Therapy Program and Antioch New England's Counseling Program to accept referrals for Family Ties Therapy participants from NH DOC and all county jails.
 - Two doctorate level consultants – one for research reporting and another to provide clinical supervision and input of Family Ties Counseling and other related programming.
 - Hired four part-time positions.
 - 1 Program Coordinator
 - Family Support Specialist at each facility
 - Funds for staff training
 - Funds for various supplies to support maintaining the connection between incarcerated parent and child.
- Awarded Linden Foundation (\$25,000/year)
 - 1 part-time staff at NHSMP
 - Funds for various supplies to support maintaining the connection between incarcerated parent and child.
- DHHS Community Collaboration Funds July 2021 – June 2023 (\$100,000/year)
 - Pays for 1 full-time Family Support Specialist position at NCF.
 - Staff training
 - Educational supplies and resources
 - Two books were purchased, one for younger children and one for older children, discussing having a parent incarcerated. The goal is to distribute these books to each school, family resource center, and other relevant organization in the State of NH
 - Purchased the updated Healthy Relationships curriculum, staff attended training on the materials, and one staff attended the Train the Trainer
- DCYF Community, Family, & Program Support (\$9,000/year)
 - 1 part-time staff at Shea Farm
 - Misc. supplies to support family engagement.



DIVISION OF COMMUNITY CORRECTIONS

Transitional Housing Units

The Transitional Housing Units (THU) offer a structured, four-phase program designed to prepare residents for their eventual reintegration into the community, as outlined in RSA 651:25. Throughout the program, residents progressively earn increased privileges and responsibilities by adhering to guidelines, rules, and actively participating in employment, education, treatment, and other programming.

However, residents that have disciplinary issues, safety concerns, legal violations, or non-participation in required programs can lead to a reduction in phase level or potential removal from the program. With guidance and support from THU staff, residents are expected to secure gainful employment, engage in programs recommended by the NHDOC and the Parole Board, participate in in-house reentry initiatives, manage finances wisely, develop a well-structured parole plan, and continually enhance skills crucial for successful reentry into society.

Transitional Facility Population

(216 as of June 30, 2022)
Down 11 from 227
(June 30, 2020)

Calumet (C1)	57
North End House (C1)	36
Shea Farm (C1 & C2)	17
Transitional Work Center (C2)	106
TOTAL	216

Transitional Work
Center (C2)



Calumet
(C1)



Shea Farm
(C1 & C2)



North End House
(C1)



Transitional Work Center Vocational Training Crews (Work Crews)

The Transitional Work Center (TWC) provides vocational training opportunities which plays a pivotal role in helping individuals bridge the gap between incarceration and sustainable employment. TWC provides valuable skill development opportunities for individuals who face barriers to traditional job markets. TWC provides Vocational Training Crews for NHDOC operations and other state agencies and non-profit organizations.

Through a structured hands-on training, participants gain essential job skills, boosting their confidence and employability. This training not only equips them with practical knowledge but also instills a sense of purpose and responsibility, ultimately fostering successful transitions into the workforce and promoting positive societal reintegration and empowering individuals to lead productive lives.

DIVISION OF COMMUNITY CORRECTIONS

Work Crews cont.

From July 1st, 2021, to June 30th, 2023, the Transitional Work Center Vocational Training Crews provided over 25,103 community service hours to state agencies and non-profit organizations.





I would like to take this opportunity to personally thank Sgt. Johnson and his crew for the outstanding work they have done in conjunction with the NH Fire Academy and specifically the Fire Investigation program. Sgt. Johnson's crew built four burn pods (small apartments) inside of two 40 foot shipping containers in order for us to burn them. This is all done in order for the Fire Investigator students to go into each of the burn pods, conduct their investigations, and testify to their findings for their capstone exercise requirement in order to graduate from the program and earn their Fire Investigator certification.

In addition to their hard work, Sgt. Johnson and his crew were professional and courteous to our staff, our students, and the outside agencies that showed up to observe our burning of the pods. We would not have been able to accomplish our goals in the timely manner that we did without the assistance of Sgt. Johnson and his crew. Thank you again for your support of the NH Fire Academy, the Fire Investigator course and the Fire Investigator students.

Greg Brown, NRP, IC
Captain
NH DOS, Division of Fire Standards, Training & EMS



WORK CREWS	HOURS
Crew B - DOT District 3	3989.5
Crew C - DOT District 5	788
Crew E - BFAM	8185.5
Crew DOT Striping	1578
State Surplus	1392
TWC Johnson	6249
Crew - Shea Farm	2244.5
Crew - Epsom	677
TOTALS:	25103.5 HOURS

Town of Boscawen

116 North Main Street, Boscawen, NH 03303 | Telephone: 603.755.9188 | Fax: 603.783.9184

September 3, 2021

On behalf of the Town of Boscawen, I would like to thank Dana Johnson, Road Crew Supervisor, and his crew of volunteer workers from the Division of Community Corrections, for the outstanding work that they performed on the Boscawen Police Station.



His crew spent many hours removing over 10 yards of turf, dirt, rocks and tree roots. They laid down weed barrier and raked in 10 yards of crushed stone, creating a beautiful and maintenance free front yard for the Police Station.

Dana and the crew worked several days power washing the building, removing paint, scraping and patching. They then put a coat of primer followed by 2 coats of finish paint. All this work was done at no charge to the Town of Boscawen.

This program, developed by the State of New Hampshire Dept. of Corrections to help inmates ease back into societal acceptance, has been an invaluable tool for the Town of Boscawen to complete projects that would otherwise be cost prohibitive.

The Selectboard and Police Chief of Boscawen are grateful for the work that was performed by the crew.

Sincerely,
Alan H. Hardy
Alan H. Hardy, Town Administrator
Town of Boscawen
Cc: Gary Moore, Facilities Director

October 12, 2023
Commissioner Helen Hanlon
New Hampshire Department of Corrections
200 Pleasant Street
PO Box 2000
Concord NH 03303-2000

Dear Commissioner Hanlon:

To cultivate a relationship with the Department of Corrections, in order to continue helping these gentlemen in their rehabilitation journey, there are my requests and compliments on to Officer Johnson and the members of the road crew. Additionally please forward this correspondence to those you see fit to do so.

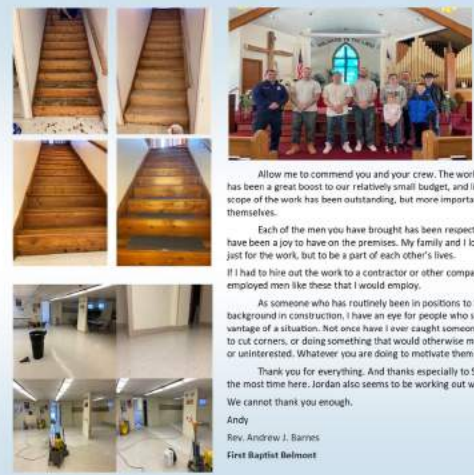

Respectfully,
John Niles, President
Hampden Area Chamber of Commerce
47 Wescott Road
Hampden, NH 03842

The Annual Hampden Beach Seaside Festival is an event that takes place every year that traditionally caps off the summer season, with a celebration of music, events and food from our communities. The event The Annual Hampden Beach Seaside Festival is an event that takes place every year that traditionally caps off the summer season, with a celebration of music, events and food from our communities. It is a massive undertaking in the sense, resulting in over 100,000 people over the course of 3 days. It is a massive undertaking in the sense, resulting in over 100,000 people over the course of 3 days. It is a massive undertaking in the sense, resulting in over 100,000 people over the course of 3 days.

Each year, we prepare for our annual after-action report regarding what went right and what went wrong with this year's event, and like the 2022, I find myself continuing to put the members of the Community Corrections Road Crew near the top of my "what went right" list. These gentlemen arrived at the work site eager to help, actively seeking instructions, and displayed their individual talents and staff with the utmost respect. The tasks assigned to them varied between labor intensive work such as loading many heavy materials, to assisting our electrical technicians in hanging electrical lighting and components in the hotel area. The responsibility of the crew made it easy for me to assign a supervisor to assign tasks to them, knowing if something was requested, it would be followed up. I had the pleasure of interacting with them on multiple occasions and the crew was sociable, willing and respectful at all times. Supervisor Dana Johnson was polite, treated his Community Corrections crew with respect and forbids, and it was apparent that he had their request at heart.

I am very pleased to have had the opportunity to utilize this asset from the Department of Corrections and assist these gentlemen in reacclimating to regular work life and society. I hope that in the coming years the Hampden Area Chamber of Commerce and the Hampden Beach Seaside Festival will continue



Allow me to commend you and your crew. The work they have done around the church has been a great boost to our relatively small budget, and limited workforce. The quality and scope of the work has been outstanding, but more importantly, the work ethic of the crew themselves.

Each of the men you have brought has been respectful, motivated, and friendly. They have been a joy to have on the premises. My family and I look forward to having them here, not just for the work, but to be a part of each other's lives.

If I had to hire out the work to a contractor or other company, it would be the organization that employed men like these that I would employ.

As someone who has routinely been in positions to hire and fire employees, and with a background in construction, I have an eye for people who simply want to goof off or take advantage of a situation. Not once have I ever caught someone taking an extended break, trying to cut corners, or doing something that would otherwise make me think they were unqualified or uninterested. Whatever you are doing to motivate them is working, and they are responding.

Thank you for everything. And thanks especially to Sean, Ryan, and Seth who have spent the most time here. Jordan also seems to be working out well.

We cannot thank you enough.
Andy
Rev. Andrew J. Barnes
First Baptist Belmont

DIVISION OF COMMUNITY CORRECTIONS

Case Management/Reentry

Corrections Counselors/Case Managers (CC/CM's) in the Division of Community Corrections play a vital role in the support and success of incarcerated individuals' rehabilitation. Case Management in The New Hampshire Department of Corrections is a systematic and comprehensive approach to addressing the complex needs of incarcerated individuals. It encompasses a structured process of assessment, planning, coordination, monitoring, and evaluation to support residents in their rehabilitation, reintegration into society, and overall well-being.

Every person in our custody has a designated CC/CM who serve as the primary contact for incarcerated individuals, throughout the entirety of their sentence, from intake until release, with reentry as the primary goal. CC/CM's complete several essential tasks to include intake and reentry assessments, re-entry planning, referrals to programs/services (internal and external), reviewing open cases/warrants and/or detainers, assisting residents with obtaining vital records (Birth Certificates, NH Non-Drivers ID's, Social Security Cards), facilitating Administrative Home Confinement (AHC) applications and 2/3rds sentence modification process, assisting with Earned Time Credit applications, enrolling residents in Medicaid services, conducting and facilitating unit re-classification evaluations, release planning, parole preparation and planning and facilitating re-entry based group and individual programming.

Case management is an effective and essential practice in promoting rehabilitation, reducing recidivism, and fostering a safer and more supportive atmosphere within correctional facilities. It is a dynamic and evolving process that recognizes the potential for positive change in even the most challenging circumstances.



DIVISION OF COMMUNITY CORRECTIONS

Choose Love at NHCWF

NHDOC joined the Choose Love New Hampshire Movement in October 2021 as a result of funds awarded from the NH DHHS Community Collaborations to Strengthen and Collaborate Families program. With Choose Love Founder Scarlett Lewis, Choose Love NH Director Shannon Desilets and Amanda Bastoni, Ed.D, a Research Scientist at CAST, Inc., the department created social and emotional-based programming to pilot at NH Correctional Facility for Women and Shea Farm Transitional Housing Unit.

Sixteen residents participated in the 12-week pilot program, which taught them how to thoughtfully respond to any situation with kindness by using the Choose Love Formula (Courage + Gratitude + Forgiveness + Compassion-in-Action). The program teaches ways to handle adversity, have courageous conversations, and respond with love. It also promotes self-empowerment, resilience, connection, and optimism. This pilot program is leading the nation for the incarcerated population. It serves as a model for other correctional institutions across the United States. The department will be expanding this program to all other sites.

The goal of the program is to utilize the Choose Love philosophy in all program offerings at the NH Department of Corrections to include Education, Case Management, Religious Services, Family Connection Centers, and Transitional Housing. Choose Love also provides an additional opportunity for the connection of incarcerated parents and their children as many public schools throughout the State of NH have adopted Choose Love into their daily curriculum.



"Surprise Visit" from Scarlett Lewis at NHCWF for participants enrolled in the Choose Love Pilot Program.



DIVISION OF COMMUNITY CORRECTIONS

Correctional Industries

NH Correctional Industries (NHCI) is an integral part of corrections and similar models of correctional industries exist in many states and countries around the world. NHCI is a component of an overall strategy to keep the public and facility safe while providing residents with confidence, job skills, training, and life skills to assist them with obtaining gainful employment upon their return to the community. Research has shown that residents who participate in correctional industries programs have a reduced chance of recidivism and a higher chance of success.

NHCI currently has ten service and manufacturing shops, a retail store, and a farm where residents are trained in horticulture and forestry programs. NHCI shops at NH State Prison for Men in Concord include a plate shop, sign shop, print shop and upholstery and refinishing shop. At the Northern NH Correctional Facility in Berlin, shops include a woodshop for furniture crafting, upholstery and furniture refinishing shops. At the NH Correctional Facility for Women in Concord, there is a Canteen Fulfillment Center where residents learn warehousing, distribution and materials handling and a Sublimation Print Shop. These shops employ 22 full time staff, 3 part time staff and approximately 240 resident workers across all facilities.

At the Farm, minimum security residents participate in a forestry program where they learn how to process firewood from start to finish. They learn how to use tools and operate equipment in the production of firewood. In the Horticulture Program, residents learn how to grow, nourish, and harvest vegetables, herbs, annuals, and perennials for an annual spring plant sale. They learn greenhouse operations, irrigation systems, how to fertilize properly and growing cycles. In the fall, residents produce mums for our fall sale.

Retail Store

The NHCI Retail Store is located at 312 N. State Street in Concord, NH. The entire inventory of the retail store is items produced by residents of the NH Department of Corrections in the Concord and Berlin woodshops and through the Hobby craft Program. The showroom has beautiful, handcrafted quality pieces of furniture like desks, sofas, dining room tables, bookcases, chairs, coffee tables, end tables and other miscellaneous pieces of furniture. The store also has cribbage boards, cutting boards, wooden bowls, jewelry boxes, jewelry, leather products, cornhole sets, Adirondack chairs, picnic tables, birdhouses and many other one of kind handcrafted products.

Forestry Program

The Correctional Industries Forestry Program processed 209 cords of wood, by cutting, splitting, kiln drying, packaging and then delivered approximately 31,000 bundles of campfire wood to three NH State Parks.



DIVISION OF COMMUNITY CORRECTIONS

Horticulture Program (Partnership with UNH)

In the greenhouse, residents grew annuals, perennials, herbs, and vegetables. These were sold during the Months of May and June during the annual spring plant sale.

Plate Shop

In 2022, the Plate Shop employed 9 residents and 1 civilian staff. The shop produced 497,781 plates for the NH Department of Safety – consisting of passenger, motorcycle, trailer, and specialty plates.

Print Shop

In 2022, the Print Shop employed 30 residents and 3 civilian staff. The shop had gross sales over \$580,000 and completed over 1,000 print jobs. The shop also produced over 500,000 temporary plates and over 2.2 million decals for the NH Department of Safety.

Sign Shop

In 2022, the Sign and Engraving shop employed 25 residents and 2 civilian staff. The sign shop had gross sales of over \$311,000 and the engraving shop had gross sales over \$35,000. The sign shop completed 40,027 orders and the engraving shop completed 2,897 orders.

Canteen Services

In 2022, the Canteen at the women's facility processed approximately 80,000 orders for all NH Department of Correction Facilities. The canteen employed an average of 20 residents daily and 3 civilian staff. The total revenue for 2022 was over \$684,000.

NNHCF - Woodshop

In 2022 the Berlin Woodshop served 47 customers, producing 836 quality wood products. The total sales were approximately \$123,000. This shop employed 29 residents and 1 civilian staff and produced items such as bookcases and desks for local schools and libraries, product shelving for the NH State Liquor Commission, duck houses for the NH Department of Fish and Game and many other quality custom pieces for new and repeat customers and businesses throughout the State of NH. Items were also produced for sale at the Retail Showroom in Concord.

NHSP-M - Furniture Shop

In 2022, the Concord furniture and upholstery shop completed 113 customer projects and had revenue over \$44,000. This shop employed 20 residents and 1 civilian staff. The services provided in this shop were reupholstering, refinishing and restoration of furniture and caning projects.

NNHCF - Furniture Shop

In 2022, the Berlin Furniture Shop completed 126 customer projects and had revenue over \$64,000. The furniture shop employed 28 residents and 1 civilian staff. The services provided in this shop include the restoration and refinishing of wood furniture, reupholstering of residential and commercial furniture, marine and recreational vehicle seats, as well as veneer application and repair, industrial sewing, machine tool fabrication, industrial sharpening services, repair of wicker and caning pieces and manufacturing of unique wood products for sale in the Concord Retail store.

DIVISION OF COMMUNITY CORRECTIONS




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CONTACT INFORMATION

 NHDOC@nh.gov

 www.nh.gov/nhdoc

 603-271-5600





THANK YOU!