

2015 Accomplishments

Public Safety

Recidivism Reduction

In May 2015, the DOC announced exciting statistics on recidivism in the state corrections system demonstrating that prison reform efforts are showing concrete results in the area of public safety. Updated statistics show that the six-month, one-year and three-year recidivism rates for the years of 2000 through 2013 all dropped in the latest year.

Year	Overall Recidivism Rates			Crime Rates	
	6-Mo Rate	1-Yr Rate	3-Yr Rate	Part 1	Part 2
2000	21.4%	37.2%	63.4%	2,816.1	5,139.4
2001	22.6%	38.6%	63.1%	2,612.0	4,653.9
2002	21.7%	37.7%	63.1%	2,601.3	4,898.7
2003	21.0%	37.6%	63.0%	2,603.1	4,912.9
2004	20.7%	37.5%	63.8%	2,635.6	5,037.8
2005	22.2%	38.6%	64.4%	2,673.9	5,015.2
2006	20.2%	36.4%	62.7%	2,727.0	5,184.0
2007	19.9%	35.8%	62.2%	2,715.5	5,285.4
2008	20.6%	37.0%	62.0%	2,791.7	5,303.7
2009	20.8%	35.5%	61.1%	2,617.0	5,060.1
2010	20.0%	35.0%	61.4%	2,537.6	4,796.5
2011	23.5%	39.1%	59.9%	2,586.9	4,689.9
2012	24.1%	40.4%		2,534.5	4,650.3
2013	19.0%	35.1%		2,402.8	4,478.2

NOTE: Crime Rates represent the number of reported crimes per 100,000 PA residents.
Part 1 crimes are more serious crime types, and Part 2 crimes are less serious crime types.
All crime rates are taken from the PA State Police Uniform Crime Report (UCR) published numbers.

The latest 3-year and 6-month recidivism rates are the lowest rate ever recorded; while the 1-year rate is by far the largest drop from the previous year (a total drop of 5.3% points).

Performance-Based Contracts Continue to Positively Affect Recidivism

In August, the DOC released information about the performance of community corrections center contractors.

For the most recent marking period, which covered July 2014 to June 2015, overall recidivism for the DOC's contracted community corrections centers was down 11.3 percent -- preventing approximately 122 potential victims of crime in Pennsylvania during the second marking period.

Officials also reported that six of the 42 centers (14 percent) qualified to receive an incentive of a one percent increase in the per diem rate that the DOC pays them per client.

These results showed a second consecutive period of reduction in the recidivism rate and continued acceptance and work toward improvement by the contractors.

Mental Health Services

Settled Lawsuit with Disability Rights Network of PA

On Jan 5, 2015, DOC officials settled a lawsuit that had been filed in March 2013 by the Disability Rights Network of PA. The settlement outlined procedures to divert inmates with serious mental illness to specialized treatment units instead of placement in restricted housing units. It also called for the appointment of an independent technical compliance consultant to assess and report on the DOC's implementation of the agreement's terms, which will extend for two to five years, depending upon how quickly the DOC can successfully implement the agreement's terms.

At the time of the settlement agreement, a number of significant improvements already had been made by the DOC, which included:

- **Establishing a Centralized Office for the Administration of Mental Health Care**
 - Establishing a Psychology Office at the Central Office level to centrally promulgate policies, track data, review incidents and provide appropriate direction for issues related to the department's delivery of mental health services.
 - Improving requirements and procedures for clinical reviews of self-injurious behaviors, suicide attempts and completed suicides.
 - Developing a centralized tracking system of all inmate self-injurious behaviors, serious suicide attempts and similar extraordinary occurrences.
 - Enhancing its special needs psychiatric review team through the use of various types of data to improve mental health services at the systemic, institutional and individual levels.

- **Development of New Misconducts Procedures to Divert Inmates with SMI from Restricted Housing Units**
 - The development of new treatment units and implementation of more robust misconduct diversionary procedures for inmates with SMI has resulted in a steep decline in the number of inmates with SMI who are currently housed in restricted units for disciplinary reasons. Currently, less than 150 inmates who are diagnosed as SMI are housed in restrictive housing units, down from nearly 850 inmates previously.

- **Vera Segregation Reduction Project**
 - The DOC has partnered with the nationally recognized Vera Institute of Justice. Vera's Segregation Reduction Project will examine the DOC's use of segregation for the overall inmate population and develop strategies to safely reduce the use of costly segregation through training, policy modifications and other initiatives.

- **Enhanced Classification and Treatment for Seriously Mentally Ill Offenders**
 - The DOC has updated its definition of SMI to better capture and track those individuals who suffer from the most severe forms of mental illness, requiring the most treatment services. Because the new definition is diagnosis driven, it better identifies individuals in need of services and ensures that they are connected to needed resources. For those inmates who require intensive treatment, a recovery model individual treatment plan is generated – with the inmate's participation – to identify and isolate certain treatment goals that the inmate and treatment team will strive to meet together.

- **Certified Peer Support Specialist Program**
 - DOC's certified peer support specialist program has trained more than 300 inmates to provide support and counseling services to other inmates on a variety of issues, including participation in mental health treatment.

- **Crisis Intervention Team (CIT) Training**
 - CIT training, first used to educate police officers to respond to mental health issues that they encounter in the community, has been modified by the DOC into an extensive multi-day training course to provide our correctional officers with an understanding of the ways in which mental illness may affect the inmates they deal with daily, and provide them with skills to deescalate crisis situations. Trainings occur several times per year and classes typically include dozens of officers and corrections personnel. Those officers whose position within institutions put them in close contact with the mentally ill have been prioritized for this critical training. The DOC is planning to offer this training to the Pennsylvania county prisons in the future.

- **Mental Health First Aid Training**
 - The DOC is on track to have all of its employees trained in mental health first aid by the end of fiscal year 2014. The training equips employees to understand, recognize and respond to the symptoms of mental illness.

- **Improved Treatment Units**
 - The DOC developed several new specialized units to address the different treatment needs of inmates with SMI, including Secure Residential Treatment Units, Behavior Management Units, Residential Treatment Units and Diversionary Treatment Units. The variety of treatment units ensures that inmates are receiving individualized care specific to their particular needs regardless of their security level. Additionally, inmates in specialized units receive – at a minimum, and often far in excess of – 20 hours of structured and unstructured programs out of their cells each week; for those inmates in general population, treatment units have even greater out-of-cell program opportunities.

- **MHM performance contracting**
 - The contract with MHM Services for inmate mental health care includes performance-based incentives and penalties. The contract provides incentives for positive outcomes for offenders to further the DOC's goal that inmates leaving the system are better than when they entered it. The contract incentivizes treatment that reduces misconduct and mental health recommitment rates for the mentally ill. Additionally, MHM will be required to maintain or exceed an established baseline medication compliance rate.

- **Partnering with NAMI, Rutgers, etc.**
 - The DOC has partnered with various advocacy groups and leading researchers in the field of mental illness to analyze current systems, complete a mapping of the prison's mental health system from reception to reentry and develop training and initiatives to improve mental health care. Partners include the National Alliance for the Mentally Ill and Rutgers University.

- **Development of Suicide Prevention Committees**
 - Each state correctional institution has instituted a Suicide Prevention Committee, which includes a multi-disciplinary team of mental health and security personnel, to review serious incidents of self-harm, attempted and completed suicides. These committees will monitor policy compliance, conduct training exercises and make recommendations for improvements to policy and procedure.

 - Each state prison is required to conduct suicide response drills aimed at improving response times and best practices of all employees;

- **Trauma Screening**

All female inmates received at SCI Muncy will undergo a thorough trauma screening upon their reception to the institution and be connected with appropriate follow-up services.

Trained all employees in MHFA

In 2015, all DOC employees were trained in the area of Mental Health First Aid. Similar to traditional First Aid and CPR, Mental Health First Aid is assistance provided to a person developing a mental health problem or experiencing a crisis until professional treatment is obtained or the crisis resolves.

This eight-hour training program taught employees a five-step action plan to assess a situation, select and implement appropriate interventions and secure appropriate care for an individual experiencing a mental health problem. They also learned risk factors and warning signs of mental illness and about available mental health treatments.

Newly-hired employees receive the training as part of the agency's basic training curriculum.

Established the Office of Mental Health Advocate

The DOC has more than 12,000 offenders who require some form of mental health services. In May 2015, the DOC established an Office of Mental Health Advocate to ensure offenders are getting the treatment they should receive while in prison. Working independently from the department's Psychology Office, the mental health advocate also works to connect offenders with eligible benefits prior to and upon release from prison.

Certified Peer Support Specialists

A major accomplishment for the Office of Mental Health Advocate in 2015 was the work done relating to Certified Peer Support Specialists (CPS).

For the last few years, the DOC has been training current inmates who identify as having lived experience with mental health systems/services to become CPS'. Once trained, they are used to assist inmates who are experiencing difficulties, whether mental health related.

Since beginning the initial CPS training in 2012, the DOC has trained more than 500 offenders to serve in this capacity. The CPS' also assist staff by helping to deescalate an issue with an inmate.

A major accomplishment this year was work performed to train every CPS in the area of suicide prevention. Conducted by Mental Health Advocate Lynn Patrone, the training was provided at no cost to the DOC because Patrone is a certified instructor. By the end of this year, nearly all CPS' will have been trained in this area. And the reason for the training is vital. In some cases, the CPS may be the first person to recognize that an inmate is displaying signs of suicidal ideation. They need to know proven methods

to use to reduce the ideation and ultimately save a life until trained prison officials can step in to provide treatment.

DOC officials plan to expand the use of CPS in 2016 to include them providing assistance the prison education departments.

Special CCC Unit for Seriously Mentally Ill

Opened this year at the Wernersville Community Corrections Center was a unit devoted specifically to helping offenders with serious mental illness prepare for and return home following incarceration to Berks County and neighboring counties. Called "Pathways," the unit currently houses 13 residents who require this specific service. The program has the capacity to serve 32 individuals with serious mental illness.

Employees of the unit have worked to ensure offenders sign up for and begin receiving eligible Social Security and Medical Assistance benefits while they are at the center. This is done to ensure that once they are released to society, they already are receiving their benefits and can maintain a continuity of care/services.

Also of note is the fact that eight of the 13 offenders are successfully employed in their communities. They are approved to leave the center to work and return afterward.

While the unit is relatively new, only having really begun in the latter part of 2015, there are significant signs of great potential in helping this special needs offender. After probably about another year in operation, DOC officials will review the program to determine wither it should be expanded to other centers in the DOC's Bureau of Community Corrections.

Mental Health Advocate Lynn Patrone plays a major role in assisting staff and inmates in this unit by providing training and working one-on-one with employees to ensure they have the training necessary to operate a successful unit and with offenders to ensure they are receiving the care, programming and transitional assistance required for a successful return home.

Reentry Efforts

Inmate Internet Access

After having never permitted inmates inside its prison perimeters to access the internet, DOC officials updated their policies and procedures allowing inmates, beginning December 21, 2015, to have limited access to the internet for legitimate reasons. Those reasons are related to reentry and include, but are not limited to, job searches, creation of resumes, educational opportunities, identifying and accessing social services, arranging for continuity of care and to seek housing.

Information obtained by the inmate may be saved to a DVD, which will be kept by staff until immediately prior to the inmate's release from prison. Then, the information will be transferred to a flash drive so the inmate can take it with him/her upon release from prison. Should the offender be housed in a community corrections center, he/she can use the flash drive at the center, where internet access has been permitted for quite some time.

Eligible offenders will be strictly monitored by DOC employees while using the internet, and internet access only will be permitted in transitional housing units. Of course, the DOC will have computer filters in place that prevent inmates from accessing unauthorized or inappropriate websites.

Vivitrol – Medication Assisted Treatment

Vivitrol Expansion

As of October 2015 – the DOC prepared and released a Medication Assisted Treatment (MAT) expansion plan that would continue to invest in the Vivitrol expansion pilot and increases the number of participating SCIs and reentry counties, as well as exploring the use of medication assisted treatment at intake. So far, 137 offenders at five state prisons have expressed interest in participating in the MAT, Vivitrol specifically.

Naloxone in Community Corrections

In May 2015, the DOC placed Naloxone in all of its 13 state community corrections centers. Since that time Naloxone has been administered successfully in five instances.

Prison Rape Elimination Act

Facility Audits

As October 2015, 18 DOC facilities (including community corrections centers) successfully passed the federally required PREA audit, with only one facility being in a corrective action period.

Seventeen facilities have audits scheduled through August 2016, with all facilities being audited by the end of August 2016.

August 19, 2016, closes out the first and on-going cycle of PREA reporting conducted across a three-year span.

Training

In 2015, nearly 10,000 DOC employees completed the mandated PREA policy training via web-based training.

Seven employees became DOJ certified PREA auditors.

Also in 2015, DOC employees provided PREA training to all county employees attending DOC Basic Training, and the DOC's Office of County Inspections & Services provided technical assistance to county prisons regarding PREA matters.

Reducing Violence

Pilot Program Promises Results

A violence reduction strategy was piloted at SCI Forest after an alarming increase in staff assaults and inmate fights/assaults. The strategy included swift, certain and meaningful consequences as well as procedures for completing risk/need reviews and risk minimization plans to help identify risk, needs and to collaborate with the offender to work toward goals to minimize the risk for future incidences of violent acts.

Results from the pilot indicate a reduction in misconducts for assaults, fighting and threatening employees, as well as a reduction in the number of extraordinary occurrences from 349 in 2014 to 245 in 2015. Expansion to additional state prisons is underway.

Saving Taxpayer Money

Drug Price Savings (340B)

Section 340B of the Public Health Service Act requires drug manufacturers to provide outpatient drugs to eligible covered entities at significantly reduced prices.

The DOC has partnered with its pharmaceutical vendor and Temple University to procure outpatient drugs specifically for patients diagnosed with HIV at this reduced price.

Approximately 50 percent of eligible patients have been referred to Temple Services as of October 2015.

Improving Access to Medical Care

Medication Continuum & Cost Savings – In partnership with the Department of Aging & Long-term Living, the DOC kicked-off the start of the PACE program for offenders aged 65 years and older.

The program takes advantage of Aging's existing PACE program and applies the benefits to the eligible population currently residing in a state correctional institution.

The application of PACE "behind the walls" enables senior citizen offenders to implement a continuum of care that addresses their medical needs prior to and after release, as well as reduces the DOC pharmaceutical expenses for the PACE eligible population. Savings are estimated to be approximately \$2.1 million in FY2015.

Saving Inmates/Inmate Families Money

Inmate Phone Rates Reduction

The DOC's Bureau of Administration re-bid the inmate phone contract in 2014 which reduced the rates for inmate phone calls from over \$.25 per minute to less than \$.06 per minute. In 2015, the Federal Communications Commission instructed all inmate phone costs nationally be set at \$.11 minutes. The Pennsylvania DOC's rate is almost half the

FCC's rate. This is a win for inmates, families and the DOC, because we expect the volume of calls to significantly increase, resulting in the DOC still receiving more than \$3 million in phone commissions.

EFT Fees Reduced

Following strong negotiations, the Bureau of Administration, this year, re-bid the electronic funds transfer contract, resulting in a drastically reduced rate paid by family and friends to send inmates money.

The previous and new online rates, and the savings, are:

DOLLAR AMOUNTS	PREVIOUS RATE	NEW RATE	PREVIOUS vs NEW	% change
0 - \$20	\$3.95	\$1.75	(\$2.20)	-55.70%
\$20.01 - \$100	\$6.95	\$4.75	(\$2.20)	-31.70%
\$100.01 - \$200	\$8.95	\$3.25	(\$5.70)	-63.70%
\$200.01 - \$300	\$10.95	\$3.25	(\$7.70)	-70.30%
WALK-IN CASH	\$6.95	\$3.50	(\$3.45)	-49.60%

Saving the Environment

Energy Efficiency in Operations

SCI Benner Township achieved Leadership in Energy & Environmental Design (LEED) certification. The prison reduced its environmental impact and operating costs by implementing efficiencies in better management of storm water runoff, low-flow plumbing fixture installation, reduction in energy costs, recycling, constructing with recycled building materials, material sourcing from FSC-certified forests, and utilizing low-emitting adhesives, sealants, paints, carpet and composite wood.

Assisting Government Entities

Northumberland County Prison/SCI Coal Township

Following the completely-devastating January 2015 fire at the Northumberland County Prison, the Pennsylvania DOC immediately reached out to assist county officials and began housing county prison inmates in two of its state prisons (men at SCI Coal Township, and women at SCI Muncy) for an undetermined period of time.

Today, nearly a year later and with an agreement in place for providing housing, SCI Coal Township and the DOC have given the county prison space to operate independently yet within the confines of the state prison.

To accommodate the county prison's needs to house approximately 170 offenders, DOC Bureau of Operations staff and SCI Coal Township officials worked together to design and build shower and bathroom facilities in an already-existing building that was

turned into a dormitory-style housing unit for the county prison. The work was completed in a record time of only seven weeks.

This project, which shows how responsive the DOC is to assist another agency, also serves as an excellent example of the design work the DOC's Bureau of Operations provides in support of the DOC's facilities.

Offender Education

Accreditation

During the 2014-2015 fiscal year, eight state prisons earned accreditation through the Correctional Education Association (CEA). CEA is an international professional organization serving educators and administrators who provide services to students in correctional settings.

Institutional state documents were submitted to the CEA Standards Committee electronically prior to the institutional audit. In addition, SCI Fayette was the first institution to submit all local standards electronically prior to their auditor's visit. Seven institutions were recertified and one institution conducted their first certification. Recertification were granted to SCI Chester, SCI Coal Township, SCI Houtzdale, SCI Laurel Highlands, SCI Pine Grove, SCI Fayette, and SCI Forest while SCI Benner received its first accreditation.

The Performance Standards for Adult and Juvenile Correctional Education Programs are comprised of 67 Standards in the four major categories of administration, personnel, program and students. To Be CEA accredited, there are 24 required standards and 43 non-required standards. An institution must receive a score of 100 percent on the required standards and a minimum of 90 percent on the non-required standards to receive accreditation.

Improving Offender Education, Training and Employability

In November 2015, the DOC announced that it has been awarded a \$1 million grant from the U.S. Department of Education, Office of Career, Technical and Adult Education to DOC. The DOC will use the grant funds to prioritize adult offenders aged 25 and younger who are medium to high risk of reoffending.

One of nine awardees nationwide and the only state corrections entity to receive the *Improved Reentry Education* award, the \$1,084,522 grant covers a three-year period and is the largest single grant DOC has ever received. Ninety percent of the grant -- \$976,301-- is direct federal money, and DOC is matching that with \$108,221 of in-kind funds.

The goal of this grant is to restructure the delivery of educational, training and workforce programs the DOC delivers in an effort to better prepare offenders to obtain and retain employment once released from prison. Officials also plan to address the issues of underemployment for ex-offenders and to bridge the gap between prison and community-based education and training programs post incarceration.

Recognition

Better Government

For its incentive language used in community corrections contracts, the DOC was recognized in 2015 as a runner-up winner for the Pioneer Institute's "Better Government Competition."

The DOC's submission -- Paying for Success in Community Corrections, by Dr. Kiminori Nakamura and Dr. Bret Bucklen – discussed an original approach to community corrections that directly builds the performance goal of recidivism reduction into contracts with privately operated halfway houses, providing financial incentives for recidivism reduction and penalties for increases in recidivism. The use of contractual recidivism performance targets helps to reduce recidivism by making community corrections facilities more accountable for public safety outcomes.

During the first period of these new contracts, 11 community contract facilities (CCFs) significantly reduced their recidivism rate and thus qualified to receive a 1 percent pay increase. Overall, for the entire CCF system, the recidivism rate went down by 16.4 percent during this first period. It is estimated that this prevented approximately 58 potential victims of crime in Pennsylvania during this short first period.

DOC officials are eagerly awaiting the results from the second period of the contracts, which should become available in July 2016.

Organization Award

In 2015, employees from the State Correctional Institution at Graterford were recognized for being instrumental partners with the PA Commission on Crime and Delinquency (PCCD) and the Brain Injury Association of PA (BIAPA) in demonstrating the problem of brain injury in prisons. As a result they received the Organization Award from the Brain Injury Association of Pennsylvania.

The award is presented to an organization or group of individuals whose efforts to focus on needs and to improve the lives of persons with brain injury have been clearly evident and have positively impacted lives.

The project for which the award was granted involved screening Graterford inmates for brain injury and further assessments of those with positive screens to determine cognitive impairments that will impact re-entry into the community. The work also identified inmates who require Neuro-Resource Facilitation.

Neuro-Resource Facilitation is a community service provided to individuals living with brain injuries and their families. Services provided include support in coping with the issues of living with brain injury and transition back to work and the community. Neuro-Resource Facilitation helps individuals find and apply for the most relevant programs and services to meet their needs and attain their goals and help them problem-solve any barriers that may arise.

Legacy Award

In 2015, DOC Secretary John Wetzel received the Legacy Award from the Association of Women Executives in Corrections' (AWEC) for his work in the area of furthering and fostering women's achievements in the field of corrections.

From his executive deputy secretary to his special assistants, Wetzel's senior staff team is comprised mostly of women. Several of the department's bureaus and offices also are led by women, and one third of his 27 state prison facilities is headed by a female superintendent. Twenty-five percent of the DOC overall workforce is comprised of women.

Since Wetzel began his term at the DOC, he has made the development of female employees a priority. This first came to light through the continuation of the DOC's annual empowerment symposiums and through his holding of an Executive Leadership Development Institute for Women - a one-day seminar focusing on women in corrections.

Wetzel has a cooperative relationship with AWEC officials and has volunteered resources to assist them in their mission of providing leadership development for women in corrections.

Practitioner Research Award

Dr. Kristofer "Bret" Bucklen, director of the DOC's Bureau of Planning, Research & Statistics, was awarded with the Practitioner Research Award from the American Society of Criminology (ASC) Division of Corrections and Sentencing.

The ASC award is granted for a specific publication or piece of research work. In Dr. Bucklen's case, the award involved a team effort for the DOC's State Intermediate Punishment (SIP) 2015 Performance Report.

Specific to the SIP report, the voting committee believed the report represented a well-executed piece of internal agency research that relied on sound outcome evaluation methods to assess the effectiveness and cost benefits of the SIP program. The research is directly relevant to informing program improvement and is presented in a clear and visually appealing format for policymakers to digest.

"35 under 35"

In December 2015, the American Jail Association announced that it would recognize a DOC employee in an upcoming issue of its newsletter. Tom Greishaw, director of the Pennsylvania Department of Corrections' Office of County Inspections and Services, will be highlighted as one of the "35 under 35." The AJA will highlight the best corrections professionals under the age of 35 who "are making a positive impact on the corrections profession early in their career."

Excellence in Technology

In December 2015, the DOC received the 2015 Pennsylvania Excellence in Technology Award from the Pennsylvania Office of Administration/Office of Information Technology and Government Technology in recognition of the DOC's productivity enhancements made to the inmate transportation and transfer system.

The project for which the DOC received the recognition involved implementing 21 productivity enhancements to already-existing computer systems, alleviating approximately 25 to 35 staff hours each week.

Victims

OVA/PSP Collaboration

Beginning in May 2015, the Office of Victim Advocate (OVA) engaged in a unique collaborative partnership with the Pennsylvania State Police (PSP) to perform Sex Offender Registration Notification Act (SORNA) crime victim notifications for offenders who are identified by the courts to be sexually violent predators. This has enabled OVA to dramatically expand the number of crime victims who are now informed, empowered and registered to receive services and notifications regarding their offenders.

OVA started with PSP's active victim registration list of 497 and to date (12/4) have researched and registered 1,765 additional crime victims.

With this new and innovative partnership OVA is able to identify and register all crime victims whose offenders fall under this category, which is leading to better-informed victims and creating greater safety.

Pennsylvania is currently the only state in the country engaging in this type of innovative notification process.

Identifying missing/unidentified SVPs

Additionally, OVA is working with the Department of Corrections, the PA Board of Probation and Parole, Pennsylvania State Police, Sex Offender Assessment Board and the Administrative Offices of Pennsylvania Courts to create a process to enable OVA to find many "missing or unidentified" sexually violent predators (SVP's) who were convicted prior to the enactment of the Adam Walsh law.

Many offenders who were deemed SVP's by the courts have official paperwork never made it with them to the prison system. OVA estimates that there are approximately 1,000 offenders who aren't appropriately identified and therefore there are no victims registered. Also, because they are not appropriately identified, these offenders are not receiving proper programming and/or are potentially being released without proper home plans.

OVA is confident that, over the next few months, by cross referencing data and doing additional research, they will have identified these offenders as well.

A variety of information, including videos and posters, can be obtained by visiting the OVA website at www.ova.pa.gov

SCIs Recognized Crime Victims' Rights Week with Activities/Events

As part of Crime Victims' Rights Week this year, OVA challenged each state prison to do something to help offender recognize the week. Each state prison held a variety of events, including writing or art contests, guest speakers, the playing of certain victim-themed movies on in-house movie channels and holding inmate fundraisers benefitting victim service agencies.

General Accomplishments

Bureau of Operations

Under the direction of the Bureau of Operations, a newly re-architected .NET version of the Facilities Maintenance Management System (FMMS) was released in late 2014 with enhancements made throughout 2015.

The FMMS application, which was initially created in 2005, is a secured, intuitive, web-based intranet software solution developed and maintained by Penn State Facilities Engineering Institute serving all Department of Corrections facilities to help them effectively manage work requests, projects and preventative maintenance of assets.

The improvements made in 2005 make the application easier to use, robust and better performing. Besides enhanced functionality, FMMS provides various online reports to help the facility maintenance managers to continuously track their department's performance. The application is also available to DOC executive staff and individual administrators.

Audits & Inspections

The Office of County Inspections & Services conducted 37 inspections of county prisons to ensure their operations are in line with Title 37, Minimum Operating Standards for Pennsylvania County Prisons and Jails.

Standards, Policies & Internal Audits

Accreditation audits, conducted by the American Correctional Association, were held at seven state prisons and the DOC's training academy.

Streamlining the COT Hiring Process

In an effort to think "outside-the-box" the DOC's Bureau of Human Resources Workforce Management Division (WMD) began reviewing its current procedures for opportunities to streamline processes that would result in a cost savings to the department.

In 2014, the WMD's Corrections Officer Trainee (COT) medical coordinator processed approximately 450 COT candidates for hire, which included a comprehensive pre-employment medical examination, physical ability testing and a psychological evaluation.

In reviewing the time and costs associated with these processes, it was determined that administering the physical ability testing was not an efficient use of the department's

resources, given that statistics reported only one percent of COT candidates were removed for failing this testing each year.

By April 2015, the physical ability test was eliminated from the process, thereby shortening the hiring process for COT candidates and also providing a significant savings to the department, by eliminating costs associated with equipment maintenance, testing supplies, travel and staffing resources.

Additionally, the administration of the psychological screening (which was administered manually at three regional test sites by the COT medical coordinator each month) was reviewed for potential changes and in September 2015, the screening was converted to an electronic online version to allow each institution to administer its own screenings. By converting the manually administered psychological evaluation to an online version, the Bureau of Human Resources was again able to accelerate the COT hiring process and also provide a cost savings per administration of the screening.

As a result of the improvements, DOC officials estimate the hiring process to have been shortened by about one week.