

2017: A Year of Accomplishments

C O N T E N T S

Secretary’s Message

Government That Works.....	1
Reducing Crime.....	7
Innovation.....	8
Recognition & Awards.....	9
Employee Wellness.....	10
Community Corrections.....	10
Reentry.....	11
Education.....	11
Treatment Services/Programs.....	12
Human Resources.....	12
Training Academy.....	13
Health Care Services.....	14
Health Care Systems Advocate.....	15
Food Services.....	15
Psychology/Mental Health.....	16
Mental Health Advocate.....	16
Standards, Audits and Accreditation.....	17
County Inspections and Services.....	18
Facilities.....	18

A MESSAGE FROM THE SECRETARY

2017 has been an extremely busy year for the Department of Corrections ... one that has been a year full of accomplishments.

I cannot express enough the depth of gratitude I have for my coworkers and teammates at the DOC and the Pennsylvania Board of Probation and Parole. The accomplishments we highlight in this document only have been possible thanks to the dedication, skill and hard work of our 15,000 employees.

Together we achieved something that, up to this point, only had been talked about for decades – the combining of corrections and parole supervision duties into one consolidated agency. Through a Memorandum of Understanding signed by Gov. Tom Wolf, we now can consolidate duplicate practices and procedures and ensure a warm handoff of an inmate from prison to parole and beyond. This accomplishment alone has resulted in the creation of a large workgroup, consisting of nearly 500 employees, who are working to make this consolidated corrections agency *the best* of its kind in the nation. Doing so takes a lot of work and effort, but I know that our team is up to this challenge. I am very excited to be a part of this change... a change we are making from within. We are being the authors of our own change.

Together, as a team, we have continued our work to make our mental health system one of the best in the corrections field, and we've done so through better assessment of inmate needs upon reception to our system and through continued monitoring and continuity of care while an inmate serves his or her sentence. The continuity continues as an inmate is released from prison, either on parole or through maxing out. Our goal is to provide the care necessary to ensure a successful return home for those who will do so. Each year our DOC releases back into the community approximately 18,000 inmates. Their success is our success, but more important, their success keeps our citizens safe.

This year our team continued its work in reducing the use of restricted housing by using creative ways to deal with inmate misconducts, such as cell restriction for less-serious misconducts. We will not eliminate restricted housing altogether, but we certainly can change how we punish inmates for rules/policy infractions that don't require a lengthy stay in solitary confinement. And we can do this work in a way that also reduces inmate violence against staff. We are seeing successes in this area, which is being driven by employee suggestions.

Finally, we continue to see a reduction in our inmate population for the 4th consecutive year. Our prison cell space is expensive and should be used for violent individuals who require removal from society. Not every individual needs to be incarcerated at the state level. Some can be diverted into treatment programs or specialized courts. We are seeing success and will continue our work in this area.

I hope you enjoy reading about our accomplishments. We look forward to continuing our work to protect public safety by providing inmates with tools and skills to set them on a path of law-abiding citizenship upon their release from prison. And we look forward to working with our new team members – employees from Probation and Parole. We expect 2018 to be a year of great successes and accomplishments.



John E. Wetzel
Secretary of Corrections

GOVERNMENT THAT WORKS

Consolidated Shared Duties with Pennsylvania Board of Probation and Parole (PBPP)

Functions: On October 19, 2017, Governor Tom Wolf announced a Memorandum of Understanding (MOU) between the Department of Corrections (DOC) and PBPP, resulting in the combination of the agencies' similar, shared and overlapping resources and functions, while keeping both agencies separate. However, the community supervision of parolees and all other reentry services are now combined under a new, centralized chain of command that everyone in those areas will report to and follow. The consolidation is a part of Governor Wolf's plan to eliminate bureaucratic redundancies while still allowing the agencies to serve their individual missions. By combining similar reentry and parole supervision duties and responsibilities, officials now can fine-tune and focus their efforts as they relate to reentry. This move, while saving taxpayer dollars, also allows for better and more timely record-sharing, allows for consistent delivery of reentry programming, better employee communications and training and better transition via a smooth handoff to community parole agents and supervisors. The MOU is expected to save a considerable amount of money and resources for each agency. The Parole Board itself, the Sexual Offender Assessment Board and the Office of Victim Advocate will continue to operate independently of the consolidated agencies.

Experienced a Continuing Reduction in Inmate Population:

In 2017, the total DOC inmate population dropped from 49,301 to 48,438, a decrease of 863 inmates or 1.8 percent over 2016. This is the fourth consecutive calendar year that a decrease has been experienced. The 2017 reduction represents the single largest year-over-year decrease of inmate population on record, and it shows that efforts and initiatives are making a measurable difference in improving prison population numbers, while reducing crime, supporting those reentering our communities and lowering costs. Since June 2012, the inmate population has declined by 6.4 percent, or 3,319 inmates, allowing for the 2017 closure of SCI Pittsburgh and accompanying significant cost savings. Officials believe further reductions in the inmate population, lower agency costs and decreases in the crime rate, are possible moving forward as part of the consolidation with the Board of Probation and Parole and the second round of the Justice Reinvestment Initiative. The Justice Reinvestment Initiative is aimed at reducing the prison population through criminal justice reform and directing the savings to help counties enhance public safety which also further sustains prison population reductions. Better coordination between the Pennsylvania Board of Probation and Parole and DOC has played a key role in driving the reduction, along with the invalidation by the Pennsylvania Supreme Court in 2015 of many mandatory minimum sentencing penalties.



Experienced a Decline in Inmate-on-Staff Assaults: In Calendar Year 2017, ALL inmate-on-staff assaults dropped by 4.5%. They are now at the lowest rate they have been since 2014. Major inmate-on-staff assaults dropped by 6% during the same period and are now at the lowest rate they have been since 2013.

Refocused Work with BetaGov: In 2017, DOC officials refocused its work with BetaGov from Administrative Segregation/Violence Reduction Initiative to now center around the consolidation of the DOC/PBPP reentry and parole initiatives that are the result of the DOC/PBPP MOU. Since beginning its relationship with BetaGov in November 2015, DOC employees submitted more than 100 ideas around the goals of reducing the use of solitary confinement, reducing in-prison violence and improving

staff wellness. Many of these trials have already begun, with nearly 20 trials having been completed. Results are either complete or being compiled for these 20 completed trials. For those trials that were successful, the DOC is considering how to expand and/or put into policy. This has been a tremendously successful process. With the MOU, officials have decided to use BetaGov's expertise in a way that will result in effective and efficient procedures. This "refocusing" has only just begun, and a majority of the work in the area is expected to take place in 2018 and relies solely on ideas and concepts submitted to BetaGov by DOC and PBPP employees.

Unveiled First Chance Act with Legislative Sponsors: Secretary Wetzel and four members of the Pennsylvania Senate Leadership announced on June 21 the introduction of "The First Chance Act," which creates the First Chance Trust Fund through a 1% surcharge on contracts with the DOC and that are over \$5 million. The money collected will go into a fund, managed by the PA Commission on Crime and Delinquency, for programs and scholarships for at-risk children. The trust fund is a charitable trust and therefore the 1% surcharge is tax deductible. There is no cap, so businesses who may wish to contribute more to the trust fund may do so. There also exists a provision to allow other state agencies to "opt in" to contributing. The First Chance Fund proposal was inserted by the Senate into the omnibus Fiscal Code bill associated with the 2017-18 budget and approved by the Governor on October 30, 2017 (Act 44).

Saved Lives by Using Naloxone: Through the Pennsylvania Commission on Crime and Delinquency (PCCD), the DOC received 600 doses of Narcan at no cost to the department. The Narcan has been distributed to all state prisons and community corrections facilities. The department may receive additional Narcan at no cost through November of 2019, with future supply based on the department's usage rate. From January 1 to October 31, 2017, there were 159 overdose incidents in the DOC's community corrections centers and contract facilities. During those incidents, 284 doses of Naloxone were used. In some instances, up to four doses were used to revive one person.



Received Grant to Fund Crisis Intervention Training (CIT): The DOC, in partnership with the PBPP, was awarded \$279,913 in U.S. Department of Justice federal funding through the Justice and Mental Health Collaboration Program. The grant will allow the DOC to train almost 200 community corrections and parole employees and contract and partner staff over the next two years to better respond to individuals in crisis. The grant will focus on staff in Allegheny, Berks and Mercer counties, with training to be provided to additional staff if it proves to be effective.

Held "Financial Reality Fairs" for Reentrants: As part of its ongoing effort to improve the transition from prison to the community, the Department of Corrections held several "Financial Reality Fairs" throughout the year, including simultaneous fairs held in five cities. The Financial Reality Fairs, held in partnership with Department of Banking and Securities, the Department of Labor & Industry's CareerLink initiative and the Pennsylvania Credit Union Association, were aimed at improving the financial literacy of those coming out of prison by teaching them how to plan a budget, while helping them achieve their career goals by focusing on job skills. In addition to the Financial Reality Fairs, through a cooperative agreement with the Department of Banking and Securities, the DOC has for the first time brought on an outreach specialist from that agency to work fulltime with institutions and community corrections centers to hold financial workshops covering banking basics and budgeting.

Provided MHFA Training to Harrisburg Police Bureau: In 2017, the DOC provided Mental Health First Aid (MHFA) training for all 136 members of the Harrisburg Police Bureau. This training provides temporary assistance to a person developing a mental health problem or experiencing a crisis until professional treatment is obtained or the crisis is resolved. This training marked the first time the DOC has conducted training for an outside law enforcement agency.

Confiscated Cell Phones Donated to Domestic Violence Organization: Nearly 4,000 cell phones that had been confiscated from residents of several dozen community corrections centers across the state over the past several years were donated to Domestic Violence Intervention of Lebanon County to ensure victims of domestic violence have a lifeline to help should they need it.

Closed SCI Pittsburgh: Through considerable management and coordination, the closing of SCI Pittsburgh was completed by June 30, realizing an estimated annual net savings of \$81 million for the DOC. Every employee was offered jobs within DOC, and inmates were safely relocated safely other state prisons.

Ramped Up Efforts to Finalize SCI Phoenix Construction: Following years of delays and issues with construction, the DOC established a committee of current and former employees (annuitants) to work solely on the completion of construction of SCI Phoenix. Built on the grounds of SCI Graterford, Phoenix will replace Graterford, which was opened in 1929 and has become expensive to operate. The committee has seen great progress in the construction efforts and expects the prison to open sometime in 2018. All inmates and staff from Graterford will transition to Phoenix.

REDUCING CRIME

New Disciplinary Program for Drug Offenders Shows Significant Decline in Re-Arrest Rates: A preliminary study shows a pilot disciplinary program aimed at non-violent drug offenders is lowering the probability that an inmate will be rearrested upon release. The program, known as SIP-HOPE in the State Intermediate Punishment (SIP) program, was piloted at two community corrections centers (CCCs) from September 2015 to September 2016. The result of the pilot was a 13 percent decrease in re-arrests among SIP-HOPE participants. The DOC is planning to expand SIP-HOPE to additional CCCs throughout the state.

Highlighted Efforts to Improve Public Safety, Reduce Prison Populations at National Safety and Justice Challenge Network Conference: Corrections Secretary John Wetzel represented the Wolf Administration as keynote speaker at the Safety and Justice Challenge Network meeting in Denver, Co., earlier this year. The meeting brought together 350 criminal justice professionals from 40 jurisdictions to discuss ways to safely reduce prison populations and eliminate racial and ethnic disparities in the criminal justice system. Wetzel highlighted Pennsylvania's efforts to reduce the prison population and ensure inmates achieve success after release. Two Pennsylvania jurisdictions were awarded grants as part of the Safety and Justice Challenge's initiative.

Celebrated Pennsylvania Report Showing Decrease in Serious Crime in 2016: In 2017, DOC officials reported that the 2016 crime rate – as reported by the FBI -- declined across most major categories, at the same time other states reported overall increases in violent crime rates. The report defined violent crimes as including murder, rape, robbery and aggravated assault. Murder, the most reliably counted crime, increased by 8.6 percent nationwide, but declined by 0.6 percent in Pennsylvania. The only violent crime category that went up in Pennsylvania was aggravated assault, which increased by 2.7 percent, compared with a 5.1 percent increase nationally. Pennsylvania also recorded double the rate of overall property crime reductions compared with other states, dropping 3.9 percent compared with 1.3 percent nationally.

INNOVATION

Lehigh University/DOC Inmate Assignment Tool Wins National Award:

A three-year project between the Department of Corrections and Lehigh University's P.C. Rosin School of Engineering and Applied Science has dramatically reduced the time it takes for the DOC to reassign inmates from one state prison to another. It is estimated the DOC will save \$2.9 million per year by using this new program. In addition to cost savings, the program is expected to reduce the need for future transfers of inmates because the system places them at the most-suited prison first. Also, taking into consideration a variety of safety issues, such as inmate separations, the DOC expects to see a reduction in inmate assaults. This reassignment tool, developed over five years by a team of Lehigh University industrial engineering students, was awarded the prestigious Daniel H. Wagner Prize for Excellence in Operations Research Practice for 2017. This international prize is awarded by the Institute for Operations Research and Management Sciences (INFORMS), the world's premier professional association for analysts and operations research.



DOC/PBPP Issued ITQ for Reentry Services: Earlier this year, the DOC and PBPP issued an Invitation To Qualify (ITQ) to vendors who are interested in providing one or more types of reentry services. The ITQ program gives interested vendors the opportunity to prequalify for statewide contracts for specific services categories that can be used by state agencies to procure those services more efficiently. This ITQ is different from those in the past because the DOC and PBPP tell vendors what a service will cost, instead of vendors giving a price. The ITQ consists of 11 "service categories" for services which all are related to assisting reentrants with a successful return home after state prison incarceration. The department is now able to approve vendors and add contracts for these services at any time, rather than solely during a fixed qualification period. Additional improvements made to these new reentry services contracts include: standardization of rates and billing units for each service, standardization of eligibility periods for reentrants and streamlined invoicing processes.

Entered into Contract for Food Procurement Services, Management Software System: A contract with Aramark pays for food procurement services and a management software system, while providing that the DOC retains complete control over creating food menus, food inspections, quality control, nutritional standards, food prep and serving. Aramark's software system will aid the company in the purchase, logistics and food inventory for the DOC's 25 facilities. Officials estimate a \$16.6 million savings over a three-year period.

Developing an Enhanced Grievance Tracking System: The Secretary's Office of Inmate Grievances and Appeals, in conjunction with a DOC's Bureau of Information Technology, is nearing completion of a more comprehensive user-friendly inmate grievance tracking system. This system will replace two current grievance tracking systems that are used as well as multiple excel worksheets that track grievance information. The team is aiming for a spring/summer 2018 completion.

Successful deployment of first CAPTOR application: For several years, the Bureau of Information Technology (BIT) has been working to provide the DOC and PBPP with an integrated inmate management system, called CAPTOR. It is a very complex system that has been planned for deployment in phases. This deployment phase focuses on parole case notes (PCN). PCN included a new user interface and application functional design, offering parole agents the ability to create/edit/view case note data, add/view parolee related collateral and contact information and drug test results. The system posts and receives data from other DOC/Parole systems and provides agency personnel outside of parole access rights to view case related information. The PCN application is also available on internet with DOC CAPTOR implementation of Multi Factor Authentication for added security.

CAPTOR's Second Deployment -- Development and implementation of award-winning Intelligence Management System (IMS): The DOC's Office of Special Investigations and Intelligence (OSII) needed an application that could collect, analyze and monitor security threat groups (STG) by both inmates and reentrants. The IMS will allow OSII staff the ability to manage STG and prison radicalization data that is collected. The application received the Pennsylvania Excellence in Technology Award at PA Digital Government Summit in December 2017. (Photos are available if needed. Team photo: <https://erepublic.smugmug.com/Events-1/2017-Pennsylvania-DGS/i-stfJH8V.>)

Transitioned Mobile Support to IT Services: Since IT Services has taken over the mobile support, the team has focused on process improvement and at the same time tries to find cost savings opportunity. BIT has been able to provide additional mobile support with no additional staff. IT Services has been utilizing free upgrades through its mobile carrier to update the mobile inventory at no cost. This has refreshed the bulk of the inventory which has allowed for standardization of OS's, updating of end of life problematic hardware, refreshing of device OS's and standardizing procedures. This has reduced support calls and the man hours needed to address support, and it has empowered staff with increased efficiency due to limited device issues. Additionally, an audit cycle was created to review Airwatch accounts and ensure all state accounts are addressed in a timely manner. Through the review of the existing complement of mobile devices, BIT has reduced that compliment resulting in considerable monthly savings. Finally, BIT has worked with the mobile provider to optimize plans based on need and usage to reduce monthly costs. These combined changes have resulted in an annual cost savings of \$115,000.

RECOGNITION & AWARDS

Hosted Corrections Delegation from Norway: The Department of Corrections hosted a delegation of prison officials from Norway to provide them with an opportunity to tour DOC prisons and exchange ideas on prison reform. Sponsored by Drexel University, the visitors toured SCIs Camp Hill, Chester, Graterford and Muncy, which represented different security levels and focused programming. Following a tour to Europe by Secretary Wetzel several years ago, the DOC has adopted elements of the European prison model, which focuses more on treatment and reentry than deterrence and punishment.



Recognized for Innovative Effort to Treat Substance Use Disorder in Prisons: Corrections Secretary John Wetzel was recognized by a national drug abuse awareness coalition for leading the effort to transform the way prisons address substance use disorder. Wetzel was one of six individuals honored by the Addiction Policy Forum at a ceremony in Washington, DC, with the 2017 Pillar of Excellence award. The annual award recognizes work across the country in the six pillars of a comprehensive response to addiction.

EMPLOYEE WELLNESS

Implemented an Employee Wellness Initiative: Earlier in 2017, DOC officials developed a systemwide Employee Wellness Committee. Each facility has developed local committees. A subset of the Employee Wellness Committee is the “Corrections Outreach for Veteran and Employee Restoration” (C.O.V.E.R.). C.O.V.E.R. is a staff-driven organization devoted to supporting all DOC staff in various ways, with a focus on issues that can affect their well-being, including substance abuse, self-care and suicide prevention. The group encourages employee personal and professional growth, physical and mental well-being, along with the mission of the Department of Corrections to promote a worksite culture that supports employees’ desires to make healthy lifestyle choices.

COMMUNITY CORRECTIONS

Reduced Overtime, Improved Training and Increased Searches: The DOC’s Bureau of Community Corrections (BCC) Security and Training section focused this year on overtime, training and searches. Compared to fiscal year 2015/2016, BCC reduced overtime by more than 30% with a cost savings of \$557,077. This was accomplished while still increasing training compliance and adding a week of Advanced Training Skills for staff. Including the first part of the 2017/2018 fiscal year, BCC has saved \$756,309 to date. Moving scheduling duties to the BCC’s Management Operations Center (MOC) has resulted in a centralized and streamlined process for hiring overtime and covering shifts. This streamlining also has allowed BCC to more than doubled the number of searches conducted at state-run centers.

Eliminated Vendor Payment Backlog: The Reentry Services Unit, part of the Administration, Planning and Policy Section of BCC, has resolved the prior backlog of invoices for reentry services. Most invoices are now verified and forwarded for payment within 2-3 weeks of when they are submitted by vendors.

Implemented Changes to Wernersville CCC: Several key changes have been made at the Wernersville CCC including the consolidation from three buildings to two, reducing the square footage by 50,000, which frees up staff to perform more security searches of the two remaining buildings. The DOC has increased the use of Drug Interdiction Unit K-9s and handlers at the center, has installed a body scanner device, has renovated entrances and improve searching areas/techniques, has relocated surveillance cameras and has begun feeding reentrants at the center to eliminate their need to travel into the local town for food. In addition, two lieutenant positions were added to the center.



REENTRY

Enhanced Reentry Efforts in 2017

- By August 2017, every state correctional institution was operating either a Transitional Housing Unit or Reentry Service Offices all with the goal of helping soon-to-be-released inmates prepare for their return home, including the use of enhanced reentry workshops.
- Due to the closing of SCI Pittsburgh, that facility's Veterans Service Unit was successfully relocated to SCI Mercer.
- The DOC finalized the revision of its Reentry and Transition policy in August 2017.
- Through a letter of agreement with Pennsylvania Department of Banking and Securities, the DOC provided banking and credit basics presentations to "juvenile" lifers and THU/RSO/VSU participants. As a result of this agreement a Consumer Financial Protection Bureau training on Your Money Your Goals Toolkit was created, and "juvenile" lifer workshops were incorporated into the THU/RSO/VSU workshop matrix.

Worked to Improve Reentrant Employability Post Release: DOC continues to use its \$1 million "Improved Reentry Education" grant to implement a Career Pathways framework that starts "inside the walls" and that provide reentrants with increased job opportunities and earning potential. Staff from six pilot institutions attended "Career Pathways: Laying the Groundwork" training in the summer of 2017; staff at the additional 19 institutions will have the opportunity to participate in this session in summer 2018. In addition, a key component of the Career Pathways framework, the "Pathway to Success" course, is being implemented and will be required for inmates who wish to enroll in a vocational course. Eighty DOC teachers have been trained to offer this course, and it will be operational at all institutions beginning in January 2018.

Since 2016, the DOC has prepared "juvenile lifers" for resentencing, 207 of whom have received new sentences and another 100 of whom have been released from prison to date. Because these individuals at one time were facing the fact that they never would be released from prison, they lacked education and treatment programming. As a result of the 2012 *Montgomery v. Alabama* ruling and subsequent rulings about retroactivity, the DOC worked to provide 521 "juvenile" lifers with programming and reentry services to prepare them for possible release from prison.

EDUCATION

Worked to Update Education Computer Equipment: The Bureau of Correction Education continues to upgrade its education related computer labs into virtual desktops. Virtual desktops allow computers to be used for multiple lab purposes. The log-in credentials will determine what programs are made available to the inmate. Another advantage is the use of a centrally located server, which will "push" the programs and program updates to all 25 institutions simultaneously which leads to standardized curriculum at all prisons. This allows for easier transfer of student files and information should an inmate be transferred during his/her schooling.

Surpassed National GED Pass Rate: Pennsylvania's state prisons are maintaining an excellent GED passing rate. State prison inmates are passing at a 90% rate, which is higher than the national pass rate of 83%. The Bureau of Correction Education has made several updated curriculum purchases that have enabled instructors to provide content to students in a manner that is more relevant to the current test.

Achieved Correction Education Association (CEA) Accreditation: Pennsylvania has the distinct honor of having all of its adult institutions accredited by the CEA, with nine achieving reaccreditations in 2017: SCIs Albion, Dallas, Graterford, Greene, Huntingdon, Mahanoy, Muncy, Retreat, and Rockview. Pennsylvania also has become the first state to complete the audit process utilizing the computerized AARMS system. CEA was impressed with the system and is excited to see this progress to the remaining institutions over the next two years.

Introduced New Vocational Programs: In 2017, the DOC introduced a flagger certification course to its vocational programs. Many construction related employers have hired reentrants who earned this certification while in prison.

2016-17 Educational/Vocational Statistics:

- 417 GEDs were issued between July 1, 2016 and June 30, 2017
- 538 CSDs were issued
- 29 barber licenses were issued
- 3,592 total vocational certifications were issued
- 159 warehouse certifications
- 439 carpentry certifications
- 71 welding certifications
- 359 custodial maintenance certifications
- 82 fiber optic certifications
- 296 Ward Flex Gas Piping certifications
- 1,037 flagger certifications
- 1,051 OSHA certifications

TREATMENT SERVICES/PROGRAMS

Reviewed by Pennsylvania Auditor General: In 2017, the DOC was part of a multi-agency audit by Pennsylvania’s Auditor General, who specifically reviewed the DOC’s response to the opioid crisis. The audit resulted in positive protocol and programmatic results. In addition, 11 grant awards were awarded by the DOC to 11 counties as per Act 80 (Non-Narcotic Medication Assisted Treatment Pilot Program). Finally, the DOC has implemented, as an initial pilot at SCI Muncy, Vivitrol during the detoxification process.

Convened Assessment Standardization Committee: In 2017, a joint DOC/PBPP committee was convened to standardize risk and needs assessment across this piece of the criminal justice system. The agencies are about to engage in a brief “proof of concept” pilot, which will lead to the selection of one evidence-based assessment tool for use at established points along the continuum of care.

Expanded SIP/HOPE: As the initial pilot program yielded positive results in terms of successful completion of the State Intermediate Punishment (SIP) program, and in terms of relapse and recidivism reduction, in 2017 the DOC has expanded swift and certain sanctioning to additional SIP locations.

HUMAN RESOURCES

Streamlined Human Resources: In 2017, the DOC’s human resource staff and functions were merged with the PA State Police and PA Board of Probation & Parole human resource offices to create the commonwealth’s Public Safety Human Resource Delivery Center. In addition, the DOC’s Family Medical Leave Act/SPF Unit was move to the new Human Resources Enterprise Center under the Office of Administration.

Successfully Negotiations of Union Contracts: The DOC participated in the negotiation of several collective bargaining agreements, including H1 interest arbitration, for agreements that expired in 2017. Successful agreements being reached.

Centralized, Better-Regulated Officer Hiring: The DOC centralized corrections officer training hiring to better regulate the statewide vacancy rate to further decrease overtime statewide. Centralized hiring began in September and since then, vacancies have fallen to a historic low.

Coordinated Efforts Streamlined Disciplinary Process: The DOC continued working with the Public Safety IT Delivery Center and PBPP HR staff on the Electronic Pre-Disciplinary Conference (e-PDC) Process Solution Project. This project will streamline the routing and review process of requests for discipline and ultimately will lead to cost savings and better service delivery to the institutions. Officials expect the process to go live to end users in the spring of 2018.

Conducted Labor Relations Trainings: DOC officials conducted four (two in the eastern part of the state and two in the western part) regional labor relations trainings for field labor relations staff and select operational managers who are frequently involved with labor relations issues.

Implemented Full-Time Evaluation at SCIs Somerset and Laurel Highlands: Through the implementation of full-time evaluation at two state prisons that share an HR office – SCIs Somerset and Laurel Highlands -- the DOC found the program to be very successful and resulted in fewer errors and incorrect pay. Full-time evaluation involves a computer system that works in conjunction with an algorithm that determines pay for a specific group of corrections employees. The system considers data entered by timekeepers, union side letter agreements, collective bargaining agreements and time and attendance rules to determine the appropriate pay per employee.

TRAINING ACADEMY

Collaborated on the Creation of Drug Interdiction Video: Acknowledging the reality that there will always be those who will attempt to introduce drugs into correctional facilities – which compromises the safety and security of the staff, visitors, inmates and our communities – a new strategy was employed. In 2017, the Training Academy was approached to produce an impactful video to drive home the point to visitors that bringing drugs into facilities is a serious offense. Throughout the summer, video footage was captured on the grounds of SCI Smithfield utilizing two amateur actors and several facility staff. The short video shows a young lady nervously passing drugs to an inmate she was visiting. As a result of staff observation, the video shows her being sentenced to jail, driving home the point that attempting to introduce drugs into state prisons is a serious offense with significant repercussions. Designed to play on a loop in the waiting room in a facility's lobby, the video was produced by Training Academy staff and is presently being used at SCI Smithfield as a trial. If it has a positive impact, it may be shown at all DOC facilities.

Improved Training Audit Process: The Staff Development and Training Office conducts an annual operations inspection of each facility to determine compliance with required employee training. To track progress from one year to the next and provide substantive risk management recommendations, a more detailed auditing process was developed and implemented utilizing performance metrics. These metrics capture data that can be analyzed, evaluated and used to effectively address specific areas to ensure delivery of quality training programs and monitor overall compliance. This new process includes the use of both average and percentage rates, as well as statistical inferences to determine course compliance rates as well as average staff compliance rates for both mandatory and specialized training courses. The improved process has resulted in a standardized means to review and clearly communicate performance standards to the facility managers, and data has been utilized to identify areas where strategic resources need to be allocated to correct deficiencies and enhance facility training programs. The Academy's Field Services Unit is instrumental in scheduling audit team

members, preparing for and conducting these audits and providing on-going and long-term support to all training department staff statewide.

Enhanced Testing and Delivery of Instructions: For several years, the Training Academy has used paper exams and “bubble” answer sheets as part of its weekly basic training tests. When the antiquated scanning machine became inoperable, instructors researched other means to deliver and score exams. Their diligence paid off with the proposed use of Classmarker, which is a professional, web-based testing service that provides privacy and security unique to the Training Academy's examination integrity. Using this software, Academy staff can create, track and modify examination questions with its user-friendly platform and topic-based question databanks for uncomplicated test customization. Classmarker accommodates the test giver with instant grading and results feedback ensuring information proficiency for both instructors and learners by providing a percentage of correct responses for each question. This allows the instructor to analyze individual questions to ensure that content is sufficiently and accurately delivered during instruction. The instant grading and results feedback export feature enables staff to store testing information electronically, which increases the overall organization and efficiency of records retention and retrieval, as well as reducing operating costs and minimizing environmental impact.

HEALTH CARE SERVICES

Began Receiving Medicaid Eligibility Data: In September, the Pennsylvania Departments of Human Services (DHS) and Corrections (DOC) executed a Memorandum of Understanding to establish a daily file transfer from DHS to DOC. The agreed-upon file contents include eligibility determinations and medical assistance identification numbers (“RIDs”) for inmates for whom a Commonwealth of Pennsylvania Application for Social Services (COMPASS) application was submitted by DOC Community Partner entities (SCIs and/or CCCs) to request medical assistance benefits to be effective on their prison release date. The DOC can now provide reentrants with this vital information, which allows them to secure health care services in the community, upon release from prison.

Achieved Direct Access to Philadelphia Prison System’s Electronic Health Record (EHR): The Philadelphia Prison System (PPS) has granted direct access to their electronic health record, eClinical Works, by select DOC healthcare professionals at intake offices at SCIs Graterford and Muncy. To maximize the benefits of this access, DOC’s Bureau of Health Care Services (BHCS) worked with the DOC’s Bureau of Information Technology to establish email distribution groups for use by PPS to send daily manifests to Graterford and Muncy. These groups include medical and inmate records representatives from each institution. This initiative provides access to comprehensive medical, dental and mental health information for inmates received by DOC from PPS. Access to this clinical data empowers the DOC to provide the most appropriate care, while avoiding duplicative diagnostic testing for inmates received from PPS. An analysis comparing diagnostic testing performed before the DOC had access to eCW and after the DOC gained access will be performed at the end of the fiscal year to determine the specific financial and clinical impact of this project. Additionally, BHCS is working with the DOC’s Office of County Inspections and Services to potentially gain access to other EHRs utilized by county jails (one system is used by more than 30 PA counties).

Successfully Interfaced with the Sapphire Electronic Health Record and Temple University Hospital’s (TUH) EPIC System: Lab results are now sent directly to EPIC by Garcia Labs, and Sapphire is providing a daily demographic file to communicate all DOC patients for EPIC to match the lab results with DOC’s patients. This data exchange is the first step in comprehensively interfacing Sapphire with EPIC. Next steps include exchanging completed encounter progress notes between EPIC and Sapphire to eliminate duplicity for the TUH providers.

OFFICE OF HEALTH CARE SYSTEMS ADVOCATE

Developed a Medical/Mental Health “Hotlist”: In 2017, the DOC’s Office of Health Care Systems Advocate designed and developed a hotlist of inmates over the age of 50 with medical and or mental health concerns that may require ongoing health care services after release from prison. Variables including age, veteran status and sex offense are listed as indicators for appropriate reentry planning. The hotlist serves as a proactive tool identify individuals who are within one to five years of their maximin sentence expiration date. As of October 2017, 652 people will be released in the coming year, with 249 requiring some form of mental health services in the community.

Conducted Social Worker Training: The Office of Health Care Systems Advocate provided webinar training for facility social workers that was geared toward enhancing reentry efforts for reentrants. The office also coordinated additional reentry supports with the Department of Health, Department of Human Services, Department of Aging, Pennsylvania Prison Society and faith-based organizations.

Developed “The Changing Faces of Those Living Behind and Beyond the Walls” Presentation: The Office of Health Care Systems Advocate developed this presentation which was one of 50 selected workshops for the Prison Summit hosted by Philadelphia FIGHT Community Health Centers. The conference was attended by more than 1,300 individuals.

FOOD SERVICES

Continued the Inmate Culinary Arts Program: Through the DOC’s Inmate Culinary Arts Program, five nine-week sessions were held in 2017, with 41 total inmate graduates. This program provides intensive instruction in food handling and food preparation skills needed for employment in the food service industry. During the program, participating inmate earn ServSafe Certification.



Better Managed Therapeutic Diets: Because the DOC now has electronic health records, orders for therapeutic diets are handled via a computerized system which has streamlined the process and has also improved accountability of the therapeutic diet program.

Reduced the Need for “Snack Bags”: Due to a change in its non-formulary, the DOC has seen a decrease, by 76 snack bags, in the need for specialized therapeutic diet snack bags for inmates.

Implemented Food Allergy Management: Due to a new food allergy management process, the DOC has experienced a reduction in the need for specialized diets due to inmate allergies. This has reduced the number of unnecessary specialized therapeutic diet meals prepared and wasted by 195.

PSYCHOLOGY/MENTAL HEALTH

Compliant with Disability Rights Network (DRN) Review: In 2017, there were no areas of noncompliance within the Disability Rights Network (DRN) of Pennsylvania lawsuit. This represents the third consecutive year that the DOC was found to have no areas of noncompliance. This lawsuit, which began on January 5, 2015, is predicated on the treatment of seriously mentally ill and intellectually disabled individuals within the custody of the DOC. Monitoring of this lawsuit is completed by Dr. Katherine Burns, MD, a psychiatrist from the Ohio Department of Corrections.

Began Documenting Clinical Contact through EHR: Over the past year, the Psychology Office has gradually begun documenting clinical contacts within the electronic healthcare records (EHR) system (Sapphire). As part of this initiative, psychology staff has worked closely with DOC project managers and Sapphire to transform paper forms into the EHR so that psychologists can eventually complete ALL documentation electronically, instead of on paper.

Worked to Mitigate Suicide Risk: Due to an early cluster of suicides in 2017, the Psychology Office proactively sought the technical assistance of Dr. Burns, MD., who is the technical compliance consultant of the DRN lawsuit, to assist with a review of DOC policies, procedures and data in an effort to improve suicide prevention efforts within the DOC. The result of this collaborative review was the implementation of several new procedures concerning the disciplinary process, single celling within restrictive settings, clinical contact requirements in restrictive settings by various disciplines, the inclusion of certified peer specialists in the in-processing within restrictive settings, and the implementation of a Centralized Mental Health Roster Change protocol.

OFFICE OF MENTAL HEALTH ADVOCATE

WRAP Training Leads to Staff Wellness Initiative: Office of Mental Health Advocate (OMHA) recognized the impact that implementing WRAP groups in correctional settings has only for the individuals who are incarcerated but also for staff wellness. Working behind the walls can be a very stressful career. The DOC is committed to ensuring that there are holistic wellness tools available to promote mental wellness for everyone who lives and works behind prison walls and fences. Wellness Recovery Action Plan (WRAP) is an evidenced-based tool which helps individuals address distressing feelings through a personally developed response. The DOC, through OMHA, is providing WRAP Seminar I and WRAP Seminar II training for employees at each SCI to promote staff wellness and offer a supportive environment where staff can experience a strategy that assists in maintaining one's wellness.

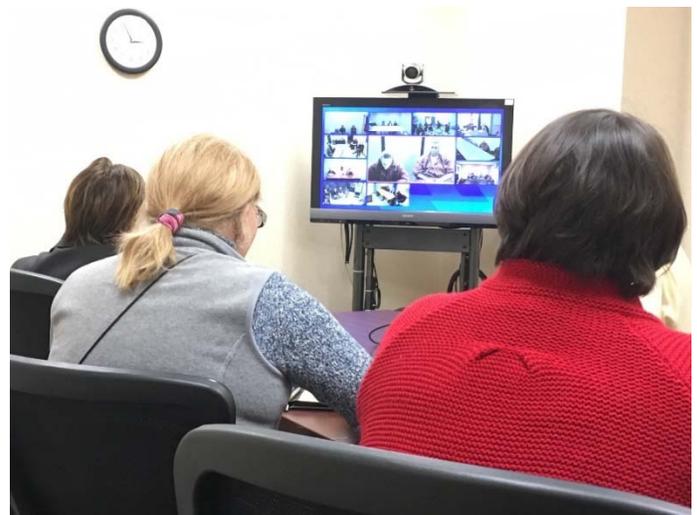
Provided WRAP Training to Certified Peer Support Specialists (CPS): OMHA is now ensuring that every inmate Certified Peer Support Specialist (CPS) is certified in WRAP Seminar I. The DOC also will provide WRAP Seminar II to select CPS' in each state prison. This is very important because CPS' encounter daily crises, and the agency's goal is to prevent a person from experiencing this level of distress. Pennsylvania has a significant rate of incarcerated individuals who have experienced trauma, and being exposed to prison life and the stress of incarceration is very often a trigger. This can lead to an imminent crisis and it's our goal to prevent this from occurring.

Expanded Trauma Informed Approach Training for CPS’: OMHA has expanded the pilot CPS Trauma Informed Approach training to eight state prisons with a target goal to complete this training by the end of 2018. This initiative mirrors the efforts the Office of Mental Health Advocate is coordinating with the DOC’s Bureau of Treatment Services (BTS), which is to provide a trauma informed system of care. In collaboration with BTS, OMHA has been facilitating staff trauma informed training sessions in efforts to shift practices to a trauma informed approach. Recognizing the significant impact trauma has on both staff and reentrants is paramount to delivering treatment practices that address the signs and symptoms of an individual who has experienced a traumatic event. The goal is to provide training to designated staff to create a culture of understanding behaviors that are indicative of trauma and to subsequently utilize an approach that is rooted in trauma care.

STANDARDS, AUDITS AND ACCREDITATION

Completed Circular Auditing Consortium Audits: In September 2016, the DOC entered into a Circular Auditing Consortium with the states of Maryland, Michigan and Wisconsin. This circular auditing consortium provides for each participating state to receive one PREA audit for each PREA audit performed, while avoiding the prohibition against states performing reciprocal audits of one another. The consortium provides considerable cost savings, learning opportunities for its members and the comfort of working with other corrections professionals during the audit process. During 2017, the DOC successfully completed audits at 15 of its facilities. Not only have Pennsylvania facilities benefited from this partnership, Department of Justice certified auditors employed by the DOC and facility PREA compliance managers had the opportunity to partake in the audit process, completing audits at 15 Michigan facilities. Perhaps the greatest success and compliment of all; however, is how consortium members have reacted to their experiences with Pennsylvania facilities and staff. Throughout this process, each member state has taken some element of Pennsylvania’s policy or practice and incorporated it into their own.

Continued Transgender Support Group: The PREA Compliance Division formed partnerships with TransCentralPA and Alder Health Services to establish a virtual transgender support group in the summer of 2016. When word of this group was shared at an American Correctional Association conference, it was realized that it was the first known resource of its kind nationally. Shortly thereafter, Executive Deputy Secretary Shirley Moore Smeal and several other key individuals throughout the DOC were interviewed and featured in the National Institute of Corrections (NIC) Transgender Persons in Custody: The Legal Landscape broadcast in early 2017. SCI Graterford LPM Dr. Wayne Popowski and DOC PREA Coordinator David Radziewicz presented this topic at the 2017 Keystone Conference, spreading word of and receiving praise for this group on a national transgender community stage. During the past 17 months, this group has evolved from a mostly frequently asked question and answer forum to one where each participant is encouraged and feels safe to share some of their most private and personal experiences associated with transitioning.



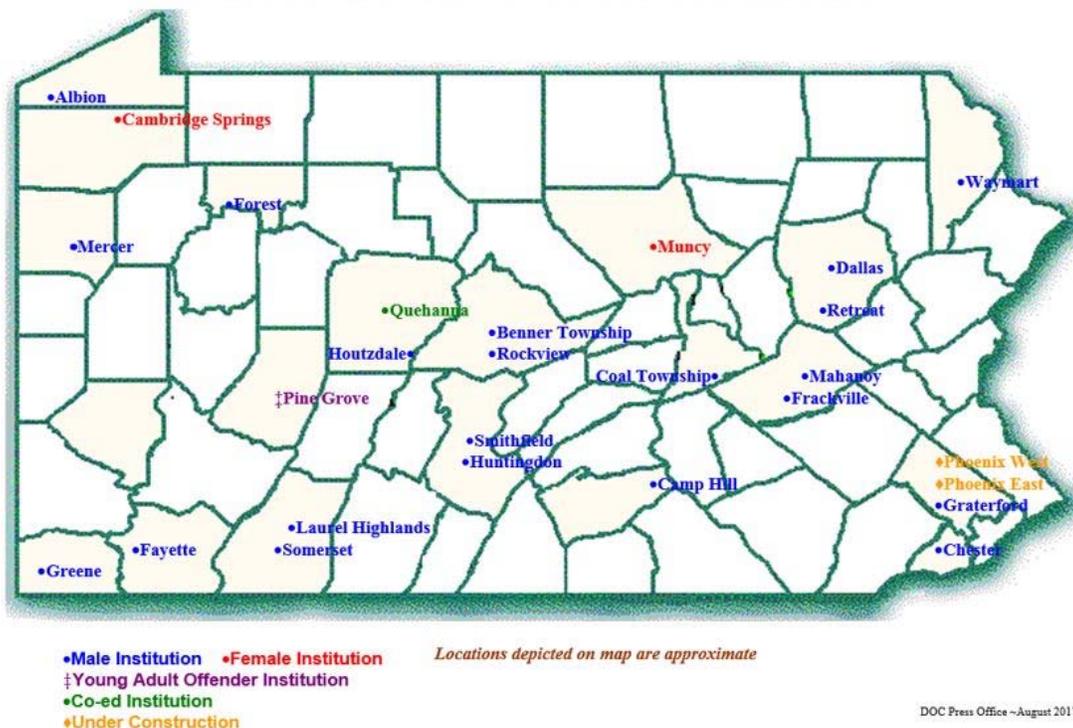
Continued American Correctional Association (ACA) Audit Standing: Three facilities -- SCI Frackville, SCI Mahanoy and Wernersville Community Corrections Center (CCC), underwent successful ACA audits in 2017 and were reaccredited in August 2017 at the summer ACA conference. Other facilities that were successfully audited, and are anticipated to be reaccreditation at the 2018 winter ACA conference include: SCIs Albion, Cambridge Springs, Chester, Greene, Huntingdon, Mercer and Smithfield and Johnstown CCC.

OFFICE OF COUNTY INSPECTIONS AND SERVICES

Completed County Prison Inspections: In 2017, the DOC’s Office of County Inspections and Services completed 36 inspections of Pennsylvania county correctional institutions, as required under PA CODE Title 37, Chapter 95.

Served as a Resource for County Prisons and Others: The Office of County Inspections and Services provided county personnel with three trainings related to the Title 37, Chapter 95 inspection process and several sessions of Prison Rape Elimination Act Basic/Refresher training. Additionally, this office coordinated a Pennsylvania State Archives records retention training for the Pennsylvania County Corrections Association.

PENNSYLVANIA’S STATE FACILITIES



SCI Albion (Erie County)

- Successfully passed its Prison Rape Elimination Act (PREA) audit in May and its American Correctional Association (ACA) audit in September.
- Installed an active shooter alarm system in the prison’s administration building, and protocols were developed which follow the Department of Homeland Security’s general guidelines.

- Initiated the “Inside Out Program” with assistance from Duquesne University. The program is a national program based in Philadelphia at Temple University that has been very successful at SCI Graterford and nationally. It recently celebrated its 20th anniversary inside SCI Graterford. The program brings college students and incarcerated men together to explore and learn about issues of crime and justice from behind prison walls. Prison officials are working in conjunction with Mercyhurst University and Gannon University, with the focus being on creating a dialogue for improved understanding between those incarcerated and the people that can enact positive changes within the community.

SCI Benner Township (Centre County)

- Opened a facility Reentry Service Office (RSO), and completed the orientation of the first 14 inmates on February 22, 2017, serving 95 inmates to date. Participation in the RSO provides inmates access to common core workshops. In addition, the participants are acclimated to resources that they can access prior to or upon their reentry into the community, including: Pennsylvania Department of Banking and Securities, Peer Star, Bureau of Community Corrections (BCC) Mentoring Services, CareerLink, Employment Assistance, Certified Marketplace Navigator, IMPACT Job Developer and other BCC programs/services. Located in the Program Services Building, the RSO is centrally located within the facility. The RSO is staffed with a reentry counselor, a social worker and a reentry parole agent. The RSO provides the voluntary participants with a forum to speak with staff and other inmates regarding their concerns about reentry. Participation in this program provides inmates with additional tools to help ensure their success upon reentry.
- Completed the realignment of housing units to accommodate the expansion of the Residential Treatment Unit (RTU) and Therapeutic Community (TC). The realignment also allowed for more consideration of the housing capacity required for the Special Needs Unit (SNU). This initiative provided the facility an opportunity to expand the RTU by 126 beds. With consideration that 35% of this facility’s inmates are maintained in the Active Mental Health/Intellectual Disability (MH/ID) Tracking System, the expansion of the RTU was necessary. In addition, the previously designated unit for the RTU only provided for 62 beds and limited the facility’s ability to maintain cells designated as behavioral adjustment cells (BAC) for behavioral modification. The realignment allows the facility to operate a RTU on two housing unit wings, and the designation of cells for BAC is more operational feasible. The expansion also allows for optimal space utilization in the delivery of structured and unstructured activities on the RTU and SNU. In addition, operating two separate RTUs allows staff to separate inmates that have demonstrated socialization and/or behavioral issues, while still providing the appropriate level of treatment interventions. Housing in the RTU affords these inmates the opportunity to maximize functioning during incarceration and assists in their preparation for re-entry into the community.
- Completed realignment of the Therapeutic Community (TC) to A-B Unit, which permitted the facility to expand from a 64-bed TC to a 126-bed unit, including 76 beds designated for the Recovery Unit. This was paramount, as the previous unit designated for TC could not accommodate a Recovery Unit. Inmates who successfully completed the TC were reviewed by the drug and alcohol treatment supervisor for housing on the Recovery Unit and subsequently, reassigned to this unit. This realignment helped to reemphasize the primary therapeutic agent for the TC, the whole milieu, best characterized as “community-as-healer.”
- Expanded of the Diversionary Treatment Unit (DTU). In May 2017, the prison initiated construction of a larger programming room in the DTU. The constraints of the physical plant at SCI Benner Township have been an ongoing challenge since the implementation of DTU programming in September 2014. Currently, the programming is conducted in treatment modules that are located in the medical triage room and in a room previously designated as the law library. The expansion will allow the facility to

facilitate structured and unstructured activities in a more efficient manner. In addition, the location of the room will require less inmate movement outside of the DTU. The expansion project also will allow for a combination of treatment modules and restart chairs to be utilized for out-of-cell programming. The room is equipped with an acoustical partition that will permit various programming to be conducted at one time to better accommodate the individual recovery plan of each inmate. The expansion project will provide for additional security measures and increased operational efficiency, while ensuring that inmates participating in programming in the DTU receive the maximum benefit from treatment. The prison's maintenance department completed the majority of the work for this project.

SCI Cambridge Springs (Crawford County)

- Supported several community projects throughout the year, such as the facility runathon, Braille program, prison puppy training program, community work program, progressive housing unit projects, Create for Kids Project, Salvation Army bell ringing and local Christmas Angel Tree Project. Additionally, donations were made to the following groups: Crawford County Center for Family Services, American Red Cross, Hurricane Victims, Big Brothers & Big Sisters of Crawford County, The Liberty House of Erie (Veterans), Latvia Orphanage, Cambridge Springs Food Pantry and Shriner's Children's Hospital of Erie. SCI Cambridge Springs had a successful SECA Campaign in 2017, collecting \$13,685 from 77 staff members for various charities.
- Opened a Residential Treatment Unit (RTU) in October 2017. This unit houses inmates with mental health issues who experience increased difficulty in general population. The RTU hosts a variety of staff-run groups and certified peer support specialist groups to assist the inmates on the unit in a variety of aspects, including personal hygiene, health and wellness, coping skills, current events, recovery, self-esteem, parenting, PTSD and domestic violence.
- Underwent a PREA audit in April and an ACA re-accreditation audit in September. Both audits produced positive results, showing compliance with standards. Auditors spoke highly of the facility and institutional operations. All classifications of staff worked wonderfully together in a joint effort to accomplish these tasks.
- Celebrated its 25th anniversary. Various employee events were held to celebrate this milestone, including: soup cook-off, pancake breakfast, employee appreciation picnic, Historical Society presentation, friends/family tour, legislative tour, PAWS walk, dedication ceremony, plaque dedication, tree planting dedication, commemorative coins, time capsule, pumpkin contest and secret Santa gift exchange. Individuals who have been employed at the facility since its opening in 1992 were recognized.

SCI Camp Hill (Cumberland County)

- Received, through an Interstate Corrections Compact agreement with Vermont DOC, approximately 300 inmates. All were immediately classified and are mostly all housed in their own general population housing unit. They follow the same rules as all PA DOC inmates and have access to activities and medical care.
- Successfully increased its general population by approximately 1,000 inmates due to a decrease in initial commitments. Three Diagnostic and Classification Center housing units were converted to general population housing units.
- Opened a 20-bed Mental Health Unit.

- In addition to the already-operational 50-bed Therapeutic Community (TC), the prison opened two additional 50-bed TCs, which are run by contract staff.

SCI Chester (Delaware County)

- Partnered with WAGS Rescue and Referral for a dog-training program. In November 2017, the prison received its 100th dog, which is quite an accomplishment in a short amount of time.
- Commenced the upgrading of the prison's control center which will provide a more efficient working environment for staff and also will provide a separate entrance for visitors to ensure processing is performed in a more efficient and safe manner.
- Attained full complement of its commissioned officers and continued a working relationship with the officers' union to ensure concerns and needs are addressed.

SCI Coal Township (Northumberland County)

- Implemented a fully-functional Reentry Service Office (RSO) that includes reentry-related workshops, resources and presentations from outside speakers. Partnerships continue to be made, including those with:
 - CareerLink and future monthly visits to the prison by its ADA accessible mobile unit called "The Link."
 - PA Department of Banking and Securities, which provides regular trainings for inmates in the areas of banking basics and understanding credit.
 - Susquehanna University's ENACTUS Team, which is an international organization that aims to support communities in a multitude of ways, in this case by reducing recidivism. A six-person ENACTUS team has been assisting 26 inmates in creating business plans, providing information on business loans and creating business portfolios.
 - The Greater Erie Community Action Committee, who sends speakers to the prison to discuss medical insurance and the Affordable Care Act related issues with inmates.
 - The American Red Cross, which provides inmates with the opportunity to take the First Aid and CPR course. Ideally, this certification would assist inmates in gaining employment upon their release.
- Revised inmate and employee Food Service Department work schedules, which has resulted in an increase in the number of employed inmates (from 300 to 450), decreased line movements, reduced outcounts and has reduced overtime for both inmates and staff. Inmate work schedules were changed from eight- and five-hour shifts to all six-hour shifts. Revisions to the inmate pay rate food service workers are currently being implemented to provide an incentive for that work assignment.
- Created an employee wellness committee, which holds a variety of events for staff each year that raise money to cover speakers who are brought to the prison to address and teach employees about wellness. In 2017, this committee held a Wellness Day in May, held a Fitness Challenge/Weight loss Challenge, provided Suicide Prevention/ Suicide Hotline Flyers throughout the facility, established a Wellness Billboard in the lobby, coordinated a wellness event/retreat with FCI Schuylkill, developed a compassion fatigue flyer that was distributed throughout the facility, participated in daily meditation along with fellow coworkers and supported a number of employees who were in need of assistance for a variety of reasons.

SCI Dallas (Luzerne County)

- Removed old oil-fired boilers under a GESA project and installed new, efficient natural gas boilers to save taxpayers approximately \$1 annually in fuel savings.
- Provided workshops to inmates residing in the prison's Veterans Service Unit that focused on parenting, relationships, job skills, computer basics and Seeking Safety, which is a PTSD specific workshop run by a psychologist.
- Held reentry workshops for inmates that provide life skills to inmates. This specific workshop (Keeping It Real) provided information about coping with stress, dealing with reentry barriers, socially acceptable behavior, new and advancing technology and developing and strengthening relationships and support systems. This program had overwhelming response and was offered several times throughout the year.

SCI Fayette (Fayette County)

- Implemented the Developing Animals With Goals (D.A.W.G.) Program when the prison received its first two dogs from Humane Animal Rescue in Pittsburgh. The purpose of the D.A.W.G. program is to train dogs currently living in a shelter in basic obedience in the hopes of finding them good homes. SCI Fayette has partnered with Humane Animal Rescue in Pittsburgh to find suitable candidates for the program. The dogs live in the cells with their inmate handlers. Basic obedience is worked on daily. The dogs are taught to sit, stay, touch objects on command, rollover, leave it, take it and to speak. Their handlers also become very experienced in taking care of their animal's hygiene. Since receiving, training and having its first two dogs, SCI Fayette has received an additional four dogs.
- Hosted a local employee symposium for prison employees and employees from SCIs Somerset, SCI Laurel Highlands, SCI Greene, SCI Cambridge Springs and SCI Mercer attended. Speakers included DOC staff as well as outside agency representatives who focused on employee wellness issues.
- Created a series of murals for the prison's special needs unit. Under the direction of the Activities Department, the goal of this project was to enhance the atmosphere and provide a calming effect on the unit. Following a collaboration of ideas, the decision was made to provide a 35-section scenic tour of Pennsylvania. The largest of the murals encompasses 18' x 70' of wall space and depicts Cucumber Falls at Ohiopyle, Pa. It also has an above the water/below the water lake scene with mountain laurel and fish native to Pennsylvania. This large centerpiece mural was completed and installed by four inmates from the Mural Arts Program and took approximately two months to complete. The smaller murals that were painted between the cells were completed over a six-month period by six inmates that are actually housed on that unit under the direction of an experienced inmate from the Mural Arts Program. In October, the murals for the Special Management Unit were completed depicting desert scenes of sunsets and rock formations.
- Held a reentry seminar for inmates titled "Overdose Awareness & Reentry." The purpose of the seminar was to educate inmates about the dangers and barriers they may face in the community upon release from prison. Speakers discussed the impact of losing a child to overdose and recovering from an overdose. Other speakers discussed addiction and recovery and responded to questions from inmates about reentry resources available upon release from prison.
- Partnered with the University of Pittsburgh to host the Inside Out Program, a nationally recognized program that gives college students the opportunity to collaborate with incarcerated individuals and address issues of crime, justice and other social concerns. The prison's Education Department hosted two Inside Out college courses with 16 inmates and 16 PITT students enrolled in each class. During

the course of the program PITT sponsored a live presentation by Actor/Writer Daniel Beatty, which was used to enhance the material being studied.

SCI Forest (Forest County)

- Completed the second year of its Violence Reduction Strategy -- Operation Stop Violence -- and was given approval to remove the pilot designation from the initiative. SCI Forest added to its local procedure for Operation Stop Violence that strengthened the engagement portion of the strategy by creating an Inmate Incentive Program Procedure that recognizes and encourages inmates to engage prosocial behavior with incremental incentives that includes an incentive living unit. SCI Forest also took a major step toward the helping portion of the prison's strategy by developing a plan for a Protective Custody Unit as a means of providing alternative housing for at risk inmates other than administrative segregation.

Some of the measurable outcomes of Operation Stop Violence are:



- Hosted a tour of the prison by the acting director and assistant director of the Federal Bureau of Prisons. The tour and a presentation on the Security Threat Group Management Unit and the prison's Violence Reduction Strategy was provided.
- Hosted a tour for local, state and federal legislators to provide them with an understanding of the overall operation of the institution. The visit also included a detailed presentation about the prison's efforts to be good fiscal stewards and to provide legislators with an overview of DOC initiatives and challenges SCI Forest staff are faced with daily.
- Revamped its dog-training program -- Pups Are Worth Saving (PAWS) -- in to a model for dog programs that provides an invaluable service to the community through dogs that are trained to be court appointed forensic treatment dogs for victims, emotional support dogs and search and rescue dogs through collaboration between several local animal shelters and a globally recognized dog trainer, Paul Anthony. This initiative also provides inmates with a marketable skill for reentry. This year, 17 inmate handlers have participated in the program and have been certified as Canine Good Citizen and Canine Good Citizen Advanced and have been able to gain employment upon reentry in to the community. There is also a possibility of adoption. The program is a 12-week program, and while the dogs are at SCI Forest they also are exposed to various areas of the prison to assist with their socialization. The dogs also are especially well received in the prison's medical department and special needs unit.

SCI Frackville (Schuylkill County)

- Successfully passed ACA reaccreditation audit with 100% compliance with mandatory standards and 98.6% compliance with non-mandatory standards.
- Successfully passed Prison Rape Elimination Act audit.
- Continued success with the DAWGS Prison Program which began in April 2015. Eighty-five dogs have found homes. At the prison they are taught basic obedience skills such as sit, stay, down, heal and various other commands.

SCI Graterford (Montgomery County)

- More productive facility mentoring program due to a change in leadership. The enthusiasm of this new committee has contributed to the increase in program activity among employees, including recruitment, training and actual mentoring.

SCI Greene (Greene County)

- Successfully passed ACA accreditation and Prison Rape Elimination Act Audits with 100% compliance.
- In April, opened and began operating the Western Region Reception Center (IHU) because of the closing of SCI Pittsburgh and assimilated more than 100 SCI Pittsburgh employees. In December, relocated the IHU to aide in reducing SCI Graterford's inmate population in preparation of the opening of SCI Phoenix. This process netted 60 plus inmates being transferred from SCI Graterford to SCI Greene.
- Increased the size of the secure residential treatment unit from a 48-bed unit to a 60-bed unit, and established a 12-bed step-down unit along with incorporating a violence reduction protocol to better manage inmate violence within the facility.

SCI Houtzdale (Clearfield County)

- Constructed attorney/client phone rooms in the prison's Education Department to accommodate attorney/client and CYS calls. The phone rooms alleviate the need for counselor staff to complete such calls, provides inmates with a private area to conduct such conversations and frees staff to complete other necessary job duties. To date 302 calls had been scheduled.
- Initiated the Housing Unit Incentive program to reduce misconduct-related behaviors and violence throughout the institution. Standards are set for behavior and if the inmates on a housing unit pod avoid negative behaviors, they can earn incentives after going 30, 60 or 90 consecutive days meeting the standard.
- Hosted its first women's symposium – Rising Above the Brass Ceiling – which was attended by numerous staff and high-ranking DOC officials from Central Office. Guest speakers included Senior Deputy Attorney General Mary Friedline, Cambria County District Attorney Kelly Callihan and PSP Trooper Abby Blazavich.

SCI Huntingdon (Huntingdon County)

- Implemented its first Reentry Services Office, where a social worker offers inmates a variety of workshops including job search, parenting, insurance, healthy living, mental health and computers, just to name a few. Inmates also have the opportunity for limited computer access to job search and prepare resumes. A variety of outside speakers come in to talk to the inmates about reentry into the community and the barriers they may face.
- In conjunction with Juniata College, the prison began the Inside Out Prison exchange program. Twelve Juniata undergrads visit the prison weekly and share a classroom with 12 inmates to earn college credits for the Drugs and Society class. This semester-long program increases opportunities for people, inside and outside of prison, to have transformative learning experiences that emphasize collaboration and dialogue, inviting participants to take leadership in addressing crime, justice and other issues of social concern.
- Successfully completed a PREA audit, which conducted as part of a consortium between Pennsylvania and Wisconsin. This audit was one of the first in the Commonwealth of Pennsylvania to utilize the PREA Resource Center's Online Auditing System.

SCI Laurel Highlands (Somerset County)

- Held its first Reentry Summit entitled "The Transition Zone," which provided inmates with overviews of the BCC's contracted reentry services and included an impactful victim speaker.
- Extended reentry program services to the prison's personal care unit population based upon their identified needs. Presenters from several outside agencies and prison staff provided this group of inmates with workshops on social security/disability resources and guidance, psychology/coping skills and technology workshops.
- Experienced success with its Limited Privilege Housing Unit (LPHU) which was begun in March 2016 as part of the DOC's Administrative Segregation and Violence Reduction Initiative. During a one-year period, 1,600-plus days of administrative segregation have been reduced, and inmates also have received incentives for positive behavior, also reducing the need for administrative segregation. The LPHU has provided a solution for inmates with end of sentence DC time, in preparation to max sentence. Since all LPHU privileges are based on unit team evaluation, heightened communication between staff and inmates has been achieved. It also affords the opportunity to utilize Certified Peer Support Specialists to teach coping skills during out-of-cell activities in the LPHU.
- Implemented an employee wellness initiative in cooperation with the prison's Empowerment Committee. Monthly training opportunities have been provided to employees in the areas of physical, emotional, spiritual and financial wellness. Topics have included essential oils, yoga, financial planning, self-care, retirement planning, meditation, and stress reduction. Future topics include office ergonomics, the opioid epidemic, and gratitude. The classes have been well attended and enjoyed by staff members in all job classifications.

SCI Mahanoy (Schuylkill County)

- Achieved ACA reaccreditation with a score of 100% compliance with the mandatory standards and 99.77% compliance with non-mandatory standards, which has a huge accomplishment consider that within the past year the facility also had a PREA audit and a Disability Rights Network audit.

- Celebrated the one-year anniversary of the prison's dog training program, Puppies Unleashing Progress (P.U.P.) Now in its 16th month of operation, the prison has had 88 dogs rescued due to its program. Sixteen inmate handlers work with dogs for a minimum of four weeks in an effort to have the dogs adopted. The handlers not only train the dogs, but they receive training twice a week and have even received PET CPR training. The dogs interact regularly with employees and inmates throughout the prison as part of their socialization training. Specifically, in the prison's Diversionary Treatment Unit (DTU), inmates have been more interactive when a puppy is on the unit. Overall, having the puppies in the DTU provides for an overall calmer and more upbeat environment and inmate.

SCI Mercer (Mercer County)

- Achieved ACA reaccreditation in July with compliance with 100% of the mandatory standards and 98.8% non-mandatory compliance.
- Renovated a housing unit into a 24-bed tertiary medical unit, designed as a step-down infirmary. Inmates from the western part of the state who are admitted to one of the Pittsburgh hospitals come to SCI Mercer after their discharge from the hospital. The tertiary unit then provides care to the inmates until they are ready for return to their home institution. This type of unit is unique from the facilities in the western region.
- Opened a Veterans Service Unit (VSU) in February 2017, with the first inmates arriving March 1, from SCI Pittsburgh, as that prison was slated to close by June 30, 2017. The VSU has a bed capacity of 126, but currently has 86 veterans assigned to the unit. The remaining inmates are general population. The VSU assists individuals who are currently incarcerated and have served in the United States Military, with the ultimate goals for the inmates being recapturing the feelings of honor, discipline and Esprit de Corps; preventing relapse and reoffending; and decreasing the likelihood of parole violations. These goals will be accomplished by incorporating tools and knowledge into the program that will allow for a more streamlined reentrance to the community, in addition to utilizing workshops and outside speakers. Four murals, which were painted at SCI Pittsburgh, were hung on the unit at SCI Mercer, and further wall murals have been painted by the inmates on the units. A computer lab was installed on the unit in October, which provides the veterans with assistance on job searching, resume writing, reentry resources and VA e-Benefits. In November, the VSU was visited by Lt. Governor Mike Stack and Senator Michelle Brooks, who each spoke to the inmates about their experiences in the military and with the criminal justice system.
- Redesignated another housing unit as a Transitional Housing Unit (THU). The THU houses parole-ready inmates and helps to prepare them for release by targeting individual need areas, strengthening reentry foundations and laying the groundwork for success, thus further helping to reduce recidivism and additional victims. The THU provides inmates with the tools they will need to live day-to-day within their communities. This is accomplished through workshops and outside guest speakers. Reentry support services are also provided to members of the THU who are about to be released. There are currently 32 inmates in the THU.
- Completed a major in-house project involving the removal of seven underground fuel storage tanks. In the original design of SCI Mercer, each building had its own individual generator and a fuel tank to power it. With the installation of a large generator to power the facility, the individual generators and their fuel tanks became obsolete. As part of the project, approximately 13,000 gallons of fuel was removed and properly disposed of from the seven underground storage tanks. The facility's maintenance manager worked with a contractor to do the soil testing and paperwork through DEP in order for the tanks to be removed. The removed tanks are staged outside the institution and will be

cleaned and then taken to a landfill per regulations. This project required the use of heavy equipment inside the secure perimeter as well as outside contractors and was completed without any issues.

- Hosted its first Reentry week in April. Approximately 300 inmates took advantage of the programs that were offered at this event where 15 guests spoke on a wide variety of topics, including banking, credit reports, resources available in Allegheny and Westmoreland Counties, health insurance and Fair Shake. Two former inmates spoke about what it takes to succeed in the real world and real-world applications of the DOC's "Thinking for a Change" program. In addition, topics covered an overview of the DOC's Vivitrol program, parental rights, suspension/restoration letters and requirements and interviewing etiquette and tips. A special program was offered in the visiting room where a parole agent and the director of the Sharon Community Corrections Center spoke to inmates and family members about what is expected of them while on parole or in a CCC.
- Shared nearly 50,000 ears of corn with local DOC facilities and community organizations as part of the prison's community engagement. Recipients included SCIs Albion (10,500 ears), Forest (5,500 ears), and Cambridge Springs (4,000 ears), as well as Mercer; Prince of Peace Foodbank in Farrell, PA (11,000 ears); and the Sharon Community Food Warehouse (1,000 ears). Also, SCI Mercer continues to support community projects, including the facility Run-a-thon, CARE Prison Puppy program, Community Work Crews, and during the holidays, the Food Drive for a local food bank and Treasures for Children toy drive in conjunction with the Sharon Salvation Army.
- Inmates donated more than \$2,400 to several charitable organizations.

SCI Muncy (Lycoming County)

- Completed renovations to the prison's Education Department, turning the former home economics room into a brand-new professional chef's kitchen in anticipation of the beginning of an inmate Restaurant Trade Program. In addition, vocational students will have an opportunity to qualify for a ServSafe certificate.
- Hosted a tour and a committee meeting/panel discussion for members of the Pennsylvania Legislative Black Caucus and the house Democratic Policy Committee. The panel discussions included inmates, community stakeholders from throughout the commonwealth and specialized interest groups. The inmate panelists that presented to the panel of legislators were "juvenile" lifers and other female lifers, along with individuals from various advocacy and inmate support groups.
- Replaced all perimeter and high-mast lights with light emitting diode (LED) lights. The change provided for a longer bulb lifespan, better concentrated light beam angle and instantaneously coming on without run-up time or restrike delay. There also is a significant cost savings through an initial \$11,400 rebate. Long term savings are expected to be approximately \$3,400 annual for the high mast lights; \$11,400 annual for the perimeter lights.

SCI Pine Grove (Indiana County)

- Implemented the Pell grant pilot program. The DOC was selected by the U.S. Department of Education to participate in pilot program that will provide Pell grants to inmates on an experimental basis. SCI Pine Grove is partnered with Indiana University of Pennsylvania (IUP) for this initiative to provide post-secondary education. This opportunity is limited to inmate students who meet specific eligibility criteria that were determined by Central Office staff and the Office of Planning, Research & Statistics. The final list of eligible and appropriate inmates was sent to IUP. IUP then sent out applications and Federal Application for Financial Aid (FAFSA) to all inmates. It was communicated clearly to the

eligible inmates that even if they place their name on the list and fill out the FAFSA and application, they may not have been selected for program placement.

- Began operation of the Positive Outcome Restructuring Through Assessment and Learning (PORTAL) program, which was designed specifically to provide therapeutic programming, education and socialization opportunities for individuals confined to a maximum-security setting for extended periods. The goal of the program is to provide the skills necessary to gain recommendation for placement into a step-down unit and return to general population. The unit houses inmates on disciplinary custody and administrative custody status, including inmates who are on the DOC's restricted release list. This program applies evidence-based practices and uses a multi-disciplinary team approach for the assessment of each inmate. Following successful completion and recommendation/approval by staff, an inmate will transfer to an approved institution to complete re-integration into general population.
- Conducted, through BetaGov, a randomized controlled trial of an in-house risk tool. Experiments started earlier in 2017 evaluations of a modified privileged housing unit for young adult offenders; youthful offender peer assistance program; staff wellness; leadership; PORTAL; and Swift Certain and Fair.

Quehanna Boot Camp (Clearfield County)

- Renovated and opened a housing unit so that all females are housed in one outside building.
- Began utilizing a therapy dog in some of the prison's treatment groups once a week.
- The prison's community work crew worked with the Middle Susquehanna Riverkeeper Association to develop observation and reporting skills regarding water conservation. The end goal is to have these individuals teach others about the role we play in our watersheds.

SCI Retreat (Luzerne County)

- Partnered with Luzerne County SPCA for a dog training program called New Leash on Life. Currently six inmate handlers work with the dogs over 6 to 10 weeks on basic obedience training and socialization skills. The goal upon completion of the training is to have the dogs more prepared and ready for adoption to a good home.
- Implemented a therapeutic garden, where inmates work among 10 raised vegetable beds inside a fenced area. The prison then donates the garden's harvest to local charities.
- Celebrated its 30-year anniversary with employees and retirees.

SCI Rockview (Centre County)

- Upgraded the main steam line system, which has had a significant impact on the delivery of service to the inmate housing areas. The steam line system is working extremely well and has reduced problems throughout the entire facility.
- Saved taxpayer money through the harvest of the prison's farm. This banner year/harvest allowed the prison to supply several state correctional facilities, local county correctional facilities and local food banks with sweet corn and potatoes. The total combine cost savings to taxpayers was more than \$40,000.

- Implemented a full-service Reentry Service Office that provides the inmate population with a variety of services and resources related to returning home following incarceration. This new office is supervised by Corrections Counselor Mike Knapp.

SCI Smithfield (Huntingdon County)

- Experienced outstanding percentages on the GED completion rate.
- Facilitated the first “Inside Out” program with Juniata College students.
- Conducted on-site certified peer support specialist (CPS) training to increase the number and usage of CPS throughout the prison.
- Implemented the process of allowing only state vehicles through the sally port. All other deliveries are unloaded at warehouse. No vendor traffic is permitted inside the prison via the sally port.
- Experienced successful Security Threat Group (STG) Tracking Pilot Program, which has been extended indefinitely.
- Coordinated the filming and creation of a DOC-wide anti-drug introduction video in collaboration with the Pennsylvania State Police and the DOC’s Office of Chief Counsel and the Drug Interdiction Unit.
- Developed a collaboration with Juniata college in which administrative staff have participated in several community and recruiting events.

SCI Somerset (Somerset County)

- Completed temporary repairs to a major water line break. What started as an 11-hour repair turned into a total loss of water supply to the entire institution for approximately five days. Final repairs were made over a two-day period in October. Most commendable during the entire state of emergency was the resiliency and dedication of staff evident in the positive attitudes and camaraderie witnessed throughout the institution.
- Established a Diversionary Treatment Unit (DTU) and Residential Treatment Unit (RTU) due to the planned closure of SCI Pittsburgh. This required coordination throughout the prison. The Maintenance Department began work on both areas to make the necessary additions of security equipment, alterations to cells and areas conducive to providing treatment services. Appropriate staff was identified and began establishing schedules, programming options, training needs and local procedures. The inmate painting crew was deployed to the units to utilize their talents and creativity to highlight the settings with murals.

As a result, SCI Somerset began accepting RTU and DTU inmates in April 2017. Shortly after that, prison officials were informed the Disability Rights Network would be touring SCI Somerset beginning on June 26, 2017. They reported being very impressed with the services being offered to the seriously mentally ill population the prison had recently started treating. The tour was considered very successful.

The programs have evolved and become well integrated into the operations at SCI Somerset. Staff have taken initiatives to improve the units as they have progressed. For example, the DTU staff established an incentive program with “DTU dollars” which the inmates earn through positive behavior, program participation and actively contributing to their treatment. These “dollars” can then be spent on

a variety of items or privileges. The establishment of the RTU and DTU in such a short period of time was due to the motivation and collaboration of various departments: unit management, psychology, social work, activities, maintenance, unit officers, commissioned officers, education, medical, Substance Use Disorder department and treatment specialists.

- Expanded the prison's dog-training program, in partnership with Canine Partners for Life, in order to include a weaning program for a mother and her litter of puppies. After reaching the age of eight weeks, the puppies would then be placed into the prison's dog-training program. The prison has already weaned three litters, 23 puppies total.

SCI Waymart (Wayne County)

- As part of the DOC's Administrative Segregation/Violence Reduction Initiative, installed a 75-gallon fish tank on a housing unit to see if the tank made a positive impact on inmates housed in the personal care unit. The results, though informal, seem to have positive effects on the unit's residents.
- Continued to experience success of the Furever Friends program, which was begun at the prison in October 2016. Since implementation of the program, the prison has found forever homes for 18 dogs that went through the program. The impact of the dogs on employees and inmates is being evaluated as part of a therapeutic dog pilot program that is geared to improve behaviors of mentally ill inmates in one of the prison's units.
- Approved a new inmate organization called WINGS – Waymart Inmates Nurturing Growth & Stability. The purpose of WINGS is to bring about meaningful inmate interaction and rapport, introduce programs and projects to educate and develop both the community and resident populace and help inmates better their relationships with each other as well as the administration at SCI Waymart. It is the goal of the organization this year and in years to come to inspire SCI Waymart inmates to become someone greater.

www.cor.pa.gov

