



Department of Correction

AT A GLANCE:

**Angel Quiros, Commissioner*

**Sharonda Carlos, Deputy Commissioner of Administration*

**William Mulligan, Deputy Commissioner of Operations and Rehabilitative Services*

- *Nick Rodriguez, Administrator of District 1*
- *Eulalia Garcia, Administrator of District 2 and Programs and Treatment Division*
- *Rhianna, Gingras Director of Parole and Community Services*
- *Antonio Santiago, Director of Security*
- *Ashley McCarthy, Director of External Affairs*

Established – 1968

Statutory authority – Conn. Gen. Stat. Sec. 18-78 Central office – 24 Wolcott Hill Road, Wethersfield, CT 06109

Number of full-time employees – 5,982

Recurring operating expenses – \$704.4 million

Capital outlay – \$3,439,660

Organizational structure – *Three sections of management which are:*

Operations and Rehabilitative Services; Administration Division; External Affairs Division. There is also an Affirmative Action Unit and a Legal Affairs Unit.

MISSION

The Department of Correction shall strive to be a global leader in progressive correctional practices and partnered re-entry initiatives to support responsive evidence-based practices aligned to law-abiding and accountable behaviors. Safety and security shall be a priority component of this responsibility as it pertains to staff, victims, citizens and offenders.

STATUTORY RESPONSIBILITY

The Department of Correction, by direction of the courts, confines and controls accused and sentenced offenders in correctional institutions, centers and units; and by statute, administers medical, mental health, rehabilitative and community based service programs.

PUBLIC SERVICE

The Department of Correction (DOC) on June 30, 2023 confined 10,161 offenders, a 1.6% increase when compared with the incarcerated population on June 30, 2022. Including those offenders on department administered community supervision, correctional staff supervised on June 30, 2023 a total population of 13,169 offenders, a .31% increase when compared to June 30, 2022.

1) OPERATIONS AND REHABILITATIVE SERVICES DIVISION (Reports to the Commissioner)

The Deputy Commissioner of the department's Operations and Rehabilitative Services Division currently supervises 13 correctional facilities, which are divided under the direction of two (2) District Administrators. Correctional institutions confine sentenced males and in the case of the York Correctional Institution, sentenced and un-sentenced females. Correctional centers in Hartford, Uncasville, Bridgeport and New Haven serve primarily as jails, acting as intake facilities for un-sentenced males, though they also process and confine males with sentences two years or less. The Walker building of the MacDougall-Walker Correctional Institution serves as the intake facility for male inmates with sentences more than two years. The Manson Youth Institution confines sentenced and un-sentenced male offenders between the ages of 15 and 21. This division also maintains a medical-surgical ward at the University of Connecticut (UCONN Ward) in Farmington, Connecticut.

In addition to overall supervision of the department's correctional custody facilities this division also includes the department's Operations Unit, Parole and Community Services Division, Programs and Treatment Division, and the Security Division.

Department of Correction Districts and their Facilities

DISTRICT 1 ADMINISTRATOR	DISTRICT 2 ADMINISTRATOR
Bridgeport CC	Brooklyn CI
Cheshire CI	Manson Youth Institution
Corrigan-Radgowski CC	Robinson CI
Garner CI	Willard-Cybulski CI
Hartford CC & UCONN Ward	York CI

MacDougall-Walker CI	(Programs & Treatment Division)
New Haven CC	
Osborn CI	

The DOC continues measures to help mitigate potential spread of Coronavirus (COVID) within our facilities while maintaining operational continuity, safety and security for both staff and offenders.

The department also collaborated with the State legislature and CT advocates pertaining to the Protect Act, the State of Connecticut Public Act 22-18, supported by the department and signed into law during 2022. During FY23 with dutiful safety and security of both staff and offenders in mind, the department focused on components of the legislation including adjusting offender out of cell time and continues progress regarding restrictive status measures.

The department also worked on and continues progress of content in other legislation, the State of Connecticut Public Act 21-188, pertaining to the establishment of the CT DOC Vocational Village Program. It is a program to help further address the vocational needs of applicable incarcerated individuals and to assist them in obtaining and retaining meaningful employment upon release including establishment of new programs in partnerships with the CT Department of Transportation, higher education institutions and community providers.

This division also diligently monitors, assesses and discerns trends by analyzing statistical data extracted from the facilities via the Statistical Tracking Analysis Report (STARS report). This analytical endeavor aims to identify any discernible patterns that could potentially influence facility operations and enable corrective measures to mitigate any adverse impacts. In FY23, inmate-on-staff assaults increased by 12 assaults, +6.52% from the previous year’s figure, and increased by +20.25% from the 2-year mark. Inmate-on-inmate assaults increased by +4.76% from the previous year and increased 41.63% from the 2-year mark. Inmate fights increased by +6.06% from the previous year by 52, and increased +39.57% from the 2-year mark. Inmate disciplinary infractions increased by +21.87% from the previous year and increased by +36.98% from the 2-year mark. Use of force incidents increased by +3.95% from the previous year and increased by +31.06% from the 2-year mark.

OPERATIONS UNIT (Reports to Deputy Commissioner of OARS)

In addition to its involvements in content mentioned immediately prior, the Operations Unit encompasses an extensive range of emergency response operations including the Correctional Emergency Response Team (CERT); Special Operations Group (SOG); Situational Control (SITCON); Tactical Support Unit (TSU); Emergency Response Plans Unit; and the K-9 Unit. The Operations Unit also oversees the Correctional Transportation Unit (CTU), the Property Claims Office, and the department’s Honor Guard and Pipe and Drum Corps.

The Correctional Transportation Unit (CTU) is responsible for transporting a significant portion of the offender population, encompassing individuals with diverse security classifications. The utilization of specialized transportation services has experienced a notable rise, particularly for offenders with unique requirements, aiming to mitigate any disruptions to facility operations. Additionally, CTU facilitates transportation for special assignments and undertakes requests from the Parole and Community Services Department and local authorities when such services are needed.

The Operations Unit staff play a crucial role in conducting staffing analytics on behalf of the DOC. Additionally, the Operations' Data Unit assumes responsibility for the comprehensive collection of agency-wide data. This data serves as a foundation for various statistical analyses and reporting, including compliance with statutory requirements. The Operations Unit is unwavering in its commitment to providing data analysis and research services to support agency projects and initiatives, while also maintaining responsiveness to external requests aligned with agency objectives. Through the proficient utilization of data analytics and methodologies, this unit assists the department in making well-informed decisions, encapsulating data into comprehensive reports and identifying pathways to advance the agency's mission. Throughout Fiscal Year 2023, the Operations Data Unit successfully executed numerous projects, leading to the modernization of several agency processes, heightened staff efficiency, and significant cost savings.

PAROLE AND COMMUNITY SERVICES DIVISION (Reports to Deputy Commissioner of OARS)

The Parole and Community Services Division (P&CS) supervises and provides reentry services to offenders released to the community under the jurisdiction of both the Commissioner of Correction and the Board of Pardons and Paroles. The division is comprised of district offices located in Bridgeport, Hartford, New Haven, Norwich and Waterbury and the following specialized units: Residential Services, Central Intake, Residential Intake, Special Management, Mental Health, Fugitive Investigations, Women's Re-Entry, Support Services, and Training and Staff Development. There are approximately 150 staff members of various job classifications assigned to this division. Staff in each of the districts and specialized units continually strive to enhance public safety by providing offenders with opportunities to successfully re-integrate into the community and become productive and accountable members of society. The division had approximately 2269 releases for the 2022-2023 fiscal year. As of June 30, 2023, P&CS was responsible for the supervision of 3008 offenders of all release statuses. This represents a 3.8% decrease in the supervised population from the previous year.

In FY23, the division continued to respond to the COVID pandemic. While operations resumed fully across the division, there were still protocols in place to mitigate the spread of COVID in the offices, communities and halfway houses. The Cohegan House continued to be used as a dedicated halfway house for COVID positive offenders on community supervision. However, in preparation for Cohegan to return to a work release program (scheduled for July 2023), the providers developed a protocol to manage positive offenders within their programs. P&CS continued to focus on the release of eligible and appropriate offenders from correctional facilities to halfway houses and community residences with priority given to medically compromised individuals and those over 40 years of age.

The division continued to support numerous recidivism reduction strategies funded through a \$3 million award from the Bureau of Justice Assistance (BJA), Second Chance Act, Statewide Recidivism Reduction (SRR) Grant which ended in September 2022. A primary goal of this initiative was to reduce technical violations of offenders in the community. In support of continuing evidence-based practices implemented during this project, the division continued to focus on training newly hired parole officers in evidence-based practices including the Statewide Collaborative Offender Risk Evaluation System (SCORES) and the Women's Risk/Need Assessment (WRNA). The division issued a new RFP and awarded a contract for training, coaching, and quality assurance (QA) for parole officers and supervisors for SCORES, and WRNA to resume January 2024. The new contract expands quality assurance services for SCORES and WRNA to DOC facility staff who conduct the assessments.

P&CS also stayed focused on efforts to address issues around substance use and overdoses. In addition to the community-based residential substance use residential program (APT), the division also implemented a new contract for additional residential substance use treatment program beds for ten male offenders in the Waterbury area, for a total of 42 male and 10 female beds. The division, in collaboration with our department's Addiction Services Unit (ASU), continued to utilize the Wheeler Clinic ARCH program and Connecticut Community for Addiction Recovery (CCAR) to make referrals for parolees who may benefit from supportive peer services to facilitate successful recovery from addiction. The division and ASU introduced and distributed informational materials to Parole Officers and Supervisors as well as the halfway house provider network to the new CDC Care Coordinator who assists families of justice-involved individuals with substance use issues obtain Naloxone and support services.

The division maintained a network of 908 beds including residential programs that provide services including mental health, substance abuse, sex offender treatment, transitional housing, and work release. The division was notified of a provider's intention to close down two female programs in Willimantic (15 work release and 5 mental health) at the end of July 2023. As a result, the division began developing an RFP to replace these programs.

P&CS continued to maintain contracted non-residential programs services in vocational training, domestic violence, sex offender, and cognitive behavioral therapy. Additionally, a Memorandum of Agreement with CSSD was revised to expand access to AIC programs including Building Resilience (Exploring Trauma), Treating Alcohol Dependence, Reasoning and Rehabilitation, Job Services Group, and Job Development. Referrals to these programs are made statewide. New Haven Parole District continued to refer parolees to the EMERGE Connecticut, Inc. contracted with the Division to provide employability training, literacy workshops, parenting workshops, participation in peer support groups, supportive services advocacy, and construction classroom (CRT) and on-the job (OJT) workshops. The Division continued to support DOC's work furlough programs with Pursuit Aerospace in Plainville (YCI), Eastford (BCI) and South Windsor (Cybulski CI), as well as Boat Works in South Windsor.

The division remained involved with Project Safe Neighborhoods (PSN), a national initiative by the United States Department of Justice to promote safer communities around the country as well as Project Longevity, a community and law enforcement initiative to reduce serious violence. Parole Officers and Supervisors attended monthly meetings for both programs and work closely with other law enforcement agencies and community partners to identify high-risk individuals and connect them with services to mitigate their risk of engaging in violence.

The division participated in monthly Reentry Roundtable meetings in located in Bridgeport, Danbury, Hartford, New Britain, New Haven, Southeastern Connecticut, Stamford, Torrington, Waterbury, and Windham. The Reentry Roundtables serve as a clearinghouse that provides support, guidance, and case management services with a wide variety of community partners to refer participants. Similarly, the Division has established partnerships with the Reentry Welcome Centers in Bridgeport, Hartford, New Haven, and Waterbury. The Reentry Welcome Centers serve as a "hub" for essential support services to assist individuals return and reintegrate to communities after a period of incarceration. The Division also makes referrals to Hang Time (males) and Her Time (females). These are programs that also provide essential support services to assist offenders with reentry and reintegration into the community.

During FY23, P&CS continued to partner with CSSD to establish access to their Contractor Data Collection System (CDCS). The DOC system has been renamed the Provider Data Management System (PDMS). Major implementation activities included continued documentation of data entry/business process needs for residential referrals, and developing and building reports and communications between P&CS and its contracted residential providers. The full transition to DOC is planned to be complete in August 2023.

PROGRAMS AND TREATMENT DIVISION (Supervised by District 2 Administrator who reports to Deputy Commissioner of OARS)

Community Release Unit (CRU) – CRU prides itself on promoting public safety by ensuring that offenders are reviewed for community release by one high-level decision maker and pairing the correct level of supervision with dosage of community treatment for each offender. This is accomplished by utilizing assessment tools such as the Statewide Collaborative Offender Risk Evaluation System (SCORES). CRU has enhanced the understanding of how the community release process works with staff members throughout the DOC and with the offender population. CRU continues to look for ways to streamline processes, further communication with its partners, and enhance public safety.

During FY22, CRU reviewed 5,557 cases that were eligible for release consideration. There was a noted increase of 1,300 case reviews when compared to the prior FY. These release types, which are governed by Connecticut General Statute and DOC policy, include Community Release, Transitional Supervision, DUI Home Confinement, Furloughs, Dual Supervision, and Transitional Placement. CRU also assists the Commissioner in reviewing applicable offenders being considered for release to a contracted nursing facility.

In ongoing support to the department and its administration, this unit provides vital review and process of offenders eligible for release. CRU has been able to assist in the stability of the overall agency facility count, while continuing to ensure public safety as a priority. The lowering and stabilization of the overall count has assisted in the department's Mission and Vision. CRU has assisted in several department policy revisions and provides ongoing assistance to the Office of the Attorney General in support of numerous lawsuits against the State; and continues to respond to an extensive increase in phone calls and written correspondences including emails from attorneys, offenders, family members, and legislators inquiring about release policies. Since the establishment of the Community Release Unit in March of 2015, its staff have reviewed 61,800 cases for discretionary release consideration to date.

During FY22, CRU has made great strides in training efforts. CRU has conducted numerous 1:1 trainings with all requesting Facility Staff. CRU has made strengthened efforts to collaborate directly with the Addiction Treatment Unit and the Programs and Treatment Unit to bolster its holistic approach to review processes. CRU also continues to strengthen its relationship with the Parole and Community Services Unit as well as the Board of Pardons and Paroles by conducting inter-divisional trainings made available to a multitude of Staff. This initiative also includes frequent tours within the Facilities, which benefits both the Staff and Offender population.

During this FY, CRU has expanded its training efforts, in collaboration with the MCTSD, with a new training model known as T.E.N.S (Training, Efficiency, Networking, Support). This initiative is an effort to conduct live small-group trainings to both Treatment and Custody Staff to open the lines of communication and information sharing throughout the agency. This training will help share information and build Professional development by means of both material and systems knowledge.

Offender Programs Unit – The Offender Programs Unit provides a comprehensive evaluation of all programming offered by the department in relation to its Mission statement. This unit also seeks to ensure the department meets the programmatic needs of the offender population as identified through each inmate's individual Offender Accountability Plan, and maintains a related Compendium of Programs that are offered throughout the department. All programs have resumed normal operation during this reporting period. All future moves to in cell programming must be approved through this office.

Through evidence-based analysis, the Offender Programs Unit also seeks to ensure the finite financing available to the department is spent on programming that is of proven effectiveness in altering the criminology of the offender population. This unit is in need of upgraded technology and program materials in order to continue to provide reliable evidence based programming to our population. Delivery of material would be enhanced with newer technology (tablets or Microsoft Surface availability) and network capabilities in group rooms. This unit in conjunction with the Volunteer Services Unit manage several OAP programs contracts that have all been extended. Including University of Connecticut's People and empowering People, Thresholds and the Alternative to Violence Project. The curriculum review committee has been instrumental in updating our agencies CORE program curriculums. The review committee has implemented new Domestic Violence material and is currently updating our Anger Management curriculum.

A computer-based assessment program records the programmatic participation of every offender in a researchable database. An audit of offender programming took place in June of 2023 for the reporting period. This audit addressed the following areas, DOC Core programming and training, the master programming schedule accuracy, programming compendium accuracy, Rt3M and Program log/section 6 congruency, Rt3I and OAP congruency, Domestic Violence facilitation and evaluations and Programming output and documentation. Overall findings are as follows:

Average daily sentenced population for report time 6,158. Enrolled 2,856 at time of report – 46.4% enrolment rate of sentenced offenders – does not include job classification, Higher Ed, Unified School District#1, Addiction Treatment Unit programming, Behavioral Health Unit programming, nor Contracted programs.

This office projects improvement in all areas. New staff completed program training in January of 2023. The last round of Correctional Counselor Trainees will move to Correctional Counselor Job Class this November – allowing them to run programming independently. The Programs and Treatment Unit has training scheduled for the fall of 2023 in all core programs. A Peer to Peer support program was put in place in April of 2023 for the CCT job class.

Volunteer Services Unit – Volunteers, Interns, and Professional Partners (VIPs) assist with the “ABC’s of Corrections” by participating in Addiction Services, Basic Adult Education Programs, and Chaplaincy Services. VIP-led activities encourage enrolled offenders to remain discipline free. A strategic plan to reopen to our VIPs was implemented in April of 2022. Covid has impacted the total number of VIPs and has resulted less citizen involvement. An Audit of our offered programming and the active VIPs shows the numbers for FY23 end as 780 total approved VIP’s and 144 pending VIPs. The facilities ability to accommodate VIPs and VIP lead programming is dependent on space and staffing. Many facilities report inadequate spacing.

Breakdown of Approved VIPs by Program

- Addiction Treatment Unit: 103
- Chaplaincy Services: 247
- Higher Education: 206
- Internships: 32 (Health Services: 13; Behavioral Health: 16; Programs and TX: 3)
- Programs and Treatment Unit: 130
- Reentry Unit: 52
- USD#1: 6

During this reporting period VIP Services has been working to move to a better tracking system that allows for ease of access and streamlining of processes for new or returning VIPs. This includes the process of background checks, data entry, and automated annual reauthorizations (background checks) for all of our approved VIPs. VIP Services expects to test this system in September of 2023.

VIP Services holds contracts for the following programs:

- People empowering People (\$6,000 annually and will increase to \$12,000 for fy23-24 as PEP has doubled their outreach in the last year).
- Thresholds (\$6,000 annually).
- Prison Arts CPA (\$40,340 annually).
- Alternatives to Violence Project (no cost).
- There are several no cost contracts that are awaiting execution from FY23. Those include the National Prison Debate League (TRUE and W.O.R.T.H), Prison of Peace (CCI and MWCI pilots), Musical Masterworks (CCI) and the International Association for Human Values Mediation program (GCI, YCI and WCCI).

Offender Re-Entry Services Unit – The Offender Re-Entry Services Unit is responsible for assisting discharging offenders with their community transition or basic needs including housing referrals, medical insurance, clothing, transportation, employment referrals, and identification procurement. During FY22-23, re-entry staff procured a total of 2,001 birth certificates, 2,062 Social Security cards, 378 DMV driver licenses (renewals and duplicates), 1,410 DMV non-driver identification cards (renewals and duplicates), and 334 new DMV non-driver identification cards for the offender population. A total number of 6,180 offenders chose to waive identification procurement. CT DOC and DMV meet monthly to establish a systematic data match process that could flag ID duplicates/renewals for all incarcerated persons. Looking ahead, Legislation approved CDL testing for offenders who are currently incarcerated- PA 22-10 “An act making the commercial driver’s license knowledge test available to certain incarcerated persons.” The Department of Correction and the Department of Motor Vehicle are working together to develop this process. Legislation also approved HB 6875, on 6/28/23 “An act concerning the issuance of an identity card or motor vehicle license to a person being discharged from a correctional facility.” This bill will require the Department of Correction in collaboration with the Department of Motor Vehicles to procure DMV identification for any offender sentenced to a year or more and within 24 months of release. The CT DOC is also responsible for ensuring that any identification being stored at the facilities is provided to the offender as they are released from our facility. Another large change is that the CT DOC in collaboration with the CT DMV, is required to submit an annual report starting January 1st, 2025. The report will document the total number of offenders who were issued an original, renewal, or duplicate DMV ID, disaggregated by card and license type for each correctional facility. The report shall also include the total number of offenders who were not able to be issued an identification card or license, disaggregated by the reasons for the non-issuance. In the next FY, the CT DOC will be working with the IT and Data Unit to create a new Identification Database that is able to streamline the reporting process and maintain all the required data by facility.

With continued funding from the Department of Transportation, the Re-Entry Services Unit was able to purchase 25,900 bus passes/tokens for multiple transit systems around the state. These bus passes were delivered to our contracted halfway houses and the facilities for returning citizens to use once back in the community. The Department of Transportation and the Department of Correction are working on securing funding for FY24.

In addition to discharge planning, the Re-Entry Unit collaborates with other state agencies and community organizations to establish in-reach through facility based programs focusing on essentials such as financial literacy, family reunification, employment, veteran services, educational or vocational needs. Reentry staff participate in the CT Re-Entry Collaborative Roundtables where resources are obtained and disbursed to the reentry population. Re-Entry staff are able to network with community providers to enhance our reentry services and efforts. The Department of Correction (DOC) continues to use electronic tablets which allows the Re-Entry Unit to share or advertise an array of resources or programs that are accessible to them while incarcerated and in the community.

The DOC partners with statewide Reentry Welcome Centers in Hartford (RWC), New Haven (PWH), Waterbury (WWC), Bridgeport (BWC), and New Britain (NWC) which came onboard in February 2023. DOC provides direct transportation to each Reentry Welcome Centers upon discharge. Each Reentry Welcome Center provides a warm welcome and a one stop shop for reentry services. During FY22-23 reentry staff made a total of 176 RWC referrals, 84 PWH referrals, 112 WWC referrals, 54 BWC referrals and 11 NWC referrals. The DOC looks forward to enhancing these partnerships and hopes more Welcome Centers will continue to open across the state.

Our agency has taken many strides to educate and train those residing with us, by thinking “outside of the box”. Beginning in 2018, CT DOC was awarded a federal grant from the Bureau of Justice Assistance (BJA) offering funds to establish policy and a programmatic framework to build upon existing and future resources for reentry services, education, vocational training, and employment. DOC continues to partner with the Department of Labor (DOL), Career Resources, Capitol Workforce Partners, Community Partners in Action, and our Prison Education Program providers to remove the barriers to employment. DOC has aligned with Career Resources and Community Partners in Action for Pathway Home, that offers a 10-week Soft-skills and employment training to incarcerated persons that are within 270 days away from release. As we move forward to FY23/24 we will continue to enhance our employment efforts utilizing community partnerships while also surveying and improving internal processes.

Offender Classification and Population Management Unit (OCPM) – In FY 2023, the Offender Classification and Population Management Unit approved 43,272 population transfers, which is an increase from the previous year during the COVID-19 pandemic. As of September 1, 2022, the Assessment unit at Walker CI stopped seeing inmates. The Executive Team has made the decision to keep the Assessment unit open moving forward. An operations plan is currently in development and the anticipated opening of the unit is dependent on Human Resources approving the positions. The Audits and Training Unit in OCPM completed 35 hearings for Administrative Segregation and four for Special Needs statuses. The unit reviewed 168 Chronic Discipline packages and 75 High Security packages. Audits and Training Unit staff were also tasked with training 77 staff members on the Judicial Electronic Bridge (JEB) system. Five sessions of 3-day Classification training were conducted for a total of 61 staff trained. Four Objective Classification audits were conducted at the following facilities: Cheshire CI, MacDougall CI, MYI and Brooklyn CI.

Sentence Calculation and Interstate Management Unit (SCIM) – The Sentence Calculation and Interstate Management (SCIM) Unit oversees the offices of Central Records, Interstate Compact, Risk Reduction Earned Credit (RREC) and the Records Warehouse. Central Records manages record keeping and sentence calculation functions while providing assistance to Records staff located at correctional institutions and community offices. During this fiscal year, staff attended and/or provided testimony for 16 civil/criminal court proceedings that involved the Department of Correction (DOC). They also

responded to 4414 letters or inquiries from the Office of the Attorney General, Division of Public Defender Services, private attorneys, Office of the Chief State's Attorney and offenders. Additionally, Central Records is assigned to participate in statewide projects, at present for the Clean Slate Act.

Ongoing communication with the Office of the Attorney General and Superior Court Operations Criminal Matters is conducted due to issues related to pending litigation, current legislation, Appellate and Supreme Court matters as well as research of prior DOC policies and court decisions. The Central Records office also provides technical assistance and training to facilities regarding sentence calculation and the application of credit along with auditing individual time sheets to ensure accuracy prior to an offender's discharge date. As a result of discharge audits, 9% of sentences had a correction to the time sheet prior to final release from custody. Statewide audits are performed on single topics to ensure groups of similar inmates are calculated pursuant to all sentencing statutes. Central Records staff also processed 1036 certificates granting a pardon from the Board of Pardons and Paroles. The unit works with other State and Federal agencies which include, but are not limited to, the Department of Children and Families, Sentence Review Division, Department of Mental Health and Addiction Services and the Social Security Administration. During this fiscal year, Central Records responded to 1130 requests and 505 phone calls. In addition to this 651 Lump Sum packages were processed. From October, 2022 thru January, 2023, Central Records staff collaborated with Superior Court Operations – Criminal Matters, and internally with Department of Correction IT staff, including a new COBOL Programmer, to discuss the legislative requirements for erasure of certain cannabis convictions. A process was developed to electronically flag computer data to comply with Public Act 21-1. The automated processes was 90% successful. The remaining 10% was completed using a manual process.

The Records Warehouse maintains master files of offenders who discharged from the Department of Correction. The unit processes requests regarding readmitted offenders, addresses Freedom of Information requests and responds to subpoenas for offender who have discharged from DOC custody. During this fiscal year, staff processed 11,571 readmit requests and accepted 11,802 files.

The Interstate Compact Office (ICO) oversees both the Interstate Corrections Compact (ICC) and Interstate Agreement on Detainers (IAD) processes. 5 out-of-state inmates were temporarily transferred to Connecticut under the IAD to resolve pending charges in our state, and 57 Connecticut inmates were temporarily transferred out-of-state under the IAD to resolve pending charges in another state. 7 Form-6's Evidence of Agent's Authority to Act for Receiving State were processed. The ICO was involved in 8 transfers via Writ - Ad Prosequendum. 3 Connecticut inmates were transferred out-of-state and 8 out-of-state offenders were transferred to Connecticut. The unit coordinated 40 interstate movements working in conjunction with both Connecticut and out-of-state staff, 26 of which were conducted by the Fugitive Investigations Unit (FIU). There were 57 other interstate population changes throughout this fiscal year. The ICO performed 292 classification actions and responded to 164 letters regarding interstate matters.

Religious Services Unit – The work of the Religious Services Unit in the CT Department of Correction is performed through a five-fold approach: provision of trauma informed presence to both staff and inmates, pastoral care, spiritual guidance, religious facilitation, and reentry focused programming and support. At full strength, the Unit conducts its work through 55 staff chaplains, contract chaplains and religious volunteers that provide constitutionally protected services at all 13 correctional facilities through Roman Catholic, Muslim, Protestant, Jewish, Native American, and Jehovah Witnesses services. One important accomplishment of FY23 was the refocusing of the Unit on training. The curriculum taught at the Academy by Religious Services to the new cadets was redesigned to highlight the demands enshrined in the *Religious Land Use And Institutionalized Persons Act*. The newly reclassified Associate

Chaplains began their training to effectively supervise chaplains, which includes clinical development and education, competencies management, and religious facilitation. This year the Unit also introduced monthly supervisors' meeting and individual supervisor clinical supervision. The Unit also started a retraining effort for all chaplains, contract chaplains and religious volunteers.

Another important accomplishment of FY23 was the development of a Unit Reprogramming effort aimed at increasing the Unit's efficiency and sustainability. The plan calls for the dividing of the Agency's facilities into clusters in order to better manage the resources of the Unit. The initiative not only realigns the Unit to Departmental values but it redefines the roles of the Supervising Chaplain, Associate Chaplains, and Chaplains.

Although the Unit continues to strive to restore the number of services to pre-pandemic levels, staff continue to provide positive change in the offender population based on religious values that translate into a secure and safe environment while incarcerated and a successful and permanent return to society. For those offenders who may never be released, the Religious Services Unit's programs and services are intended to provide spiritual strength and comfort as they cope with that reality and to assist them during their incarceration.

Education Unit – Unified School District #1 is the legally vested school district for the Connecticut Department of Correction. USD#1 provides academic and Career-Technical Services, Special Education, English as a Second Language and other learning opportunities, including transitional support and connection to post-secondary classes. During the 2022-2023 school year, USD#1 provided educational services to 3,163 students throughout the department.

Keeping in line with the district's three-year improvement plan that focuses on the goals of (1) student achievement and instructional improvement, (2) data informed decision-making, and (3) talent development, USD#1 awarded 39 GED certificates with an 80.6% passing rate, and 46 Adult Education Diplomas during the 2022-2023 school year. In addition, there were 1,126 Career-Technical Education Certificates with 87 vocational completions. Data dashboards for each school were constructed to track data on standardized testing, student completion, and grade progressions.

During the 2022-2023 school year, USD#1 staff received 52 hours of Special Education training, 12 hours of Culture and Climate training, 14 additional hours of K-12 and Adult Education Professional Development (PD) combined between our 2 yearly conferences, and 44 hours of site-based PD in areas such as data collection, pedagogical practices, using Comprehensive Adult Student Assessment Systems (CASAS) results to guide instruction, teacher evaluation (TEVAL), trauma, and restorative practices. For the first time in the district's history, the school administrators participated in New Supervisor's Orientation (NSO) training, which offered our district's leaders correctional supervisory leadership training. All special education and pupil services staff received training to prepare for the implementation of CTSEDS (CT Special Education Data System), bringing our district up to date with compliance with utilization of this new system.

With the agency's collaboration on the Vocational Village project, USD#1's Principles of Manufacturing and Advance Manufacturing classes have aligned their curricula with that of Connecticut's community colleges, thus offering micro credentials that will allow students to earn college credits. Updated transcripts have been developed for all Career-Technical Education classes to highlight key areas of proficiency. One major Career-Technical Education highlight for this year is the development of a Culinary Arts class for the population at Corrigan CC. The addition of this class brings a rare opportunity to the residents of this facility that has not previously offered vocational training. Other highlights include the renovation of the Culinary Arts classroom for the students at MYI, the purchase of industry

standard equipment for our Carpentry and Auto Technology programs, as well as the addition of 2 donated cars for our Auto classes at MYI.

We continue to make strides towards our goal of improving talent development with the addition of 2 school administrators, 2 Career-Technical Education instructors, 6 state school teachers, and 4 clerical staff; to total an increase of 14 staff during the 2022-2023 school year.

Students and educators at York Correctional Institution were provided internet access in the classrooms as well as on the compound, making this our second school to have full Wi-Fi connectivity. Laptops and charging stations were provided to staff and students to ensure they have the appropriate tools to access internet services during instructional sessions.

USD#1 continues to participate with the Juvenile Justice Policy and Oversight Committee (JJPOC) and the Department of Children and Families (DCF) Education Oversight Committee to align educational practices across agencies and with Local Education Agencies (LEAs). The assigned Juvenile Justice Education Unit (JJEU) started working with staff and students at Manson Youth Institution and York Correctional Institution, with a focus on re-entry. This partnership supports students who are preparing to reintegrate to their communities by making necessary connections to the appropriate LEA and providing support to ensure seamless educational transitions.

Unified School District #1 continued our involvement in the ARES Grant project, a grant awarded by the US Department of Justice with an emphasis on improving employment outcomes for returning citizens. We currently have 2 functional labs that are in the schools at MacDougall Walker CI and York CI. USD#1 staff and Correctional Counselors have utilized the labs to conduct testing and to expose the population to the re-entry services offered by this new technology.

We continue to make strides on our goal of talent development with the addition of 2 school administrators, 2 Career and Technical Education instructors, 6 state school teachers, and 4 clerical staff, to total an increase of 14 staff during the 2022-2023 school year.

SECURITY DIVISION (Reports to the Deputy Commissioner of OARS)

The Security Division has the responsibility of ensuring safety and security of the department. This division is comprised of Investigations, Security Risk Group, Special Intelligence, Digital Forensics Intelligence, Telephone Monitoring, External Units, the Prison Rape Elimination Act (PREA) Unit, and the Tablets Unit. The division's Investigations Unit has the primary responsibility of conducting internal investigations at the direction of the Commissioner as well as joint investigations with federal, state and local authorities. This unit also conducts security audits and oversees the disposal of contraband collected in the facilities. Members of the Security Risk Group, Digital Forensics Intelligence, Telephone Monitoring and External Units work collaboratively to acquire, analyze, and disseminate pertinent security information throughout the department and law enforcement community. Through targeted and random monitoring of non-privileged communication, both internal and external criminal activity is reduced and in some cases prevented.

Digital Forensics Intelligence Unit (DFIU) – The Digital Forensics Intelligence Unit is responsible for the analysis of computers, cellphones, and other electronic devices, to include the Securus/JPay tablet. In addition, the DFIU conducts open source intelligence investigations which is the collection and analysis of information that is gathered from public or open sources. In FY23, DFIU worked on a total of 111 cases which included 67 Cellular Devices, 18 Computers, two Gaming Systems, and 24 Digital Media.

External Security Unit – The External Security Unit provides an intelligence gathering conduit for the exchange of intelligence information related to criminal and terrorist activity with federal, state, local and judicial agencies. This unit also assists with gathering intelligence on the prison population and in facilitating and interviewing subjects of investigations.

Investigations Unit – The Investigations Unit is responsible for internal investigations and the review of incoming publications to assess compliance with departmental policy. During FY23, this unit conducted 433 investigations. Pursuant to Sections 18-81-28 through 18-81-51 of the Regulations of Connecticut State Agencies, the Media Review Board as part of this unit is required to review all incoming media for prohibited or objectionable material. The Media Review Board reviewed 1,340 media items during FY23.

Prison Rape Elimination Act (PREA) Investigations Unit – The PREA (Prison Rape Elimination Act) Investigations Unit was established in June 2013. This unit is comprised of staff members that are responsible for investigating all allegations of Sexual Abuse within the CT Department of Correction, maintaining statistical information for federal compliance, updating training material for staff and inmates, coordination with in-state and out of state agencies, and coordination with the Victim Advocate office to ensure compliance with the federally mandated PREA Standards.

The CT Department of Correction promotes a “Zero Tolerance” policy for sexual abuse and sexual harassment of inmates. The inmate population is able to call a toll free number to report allegations directly to the PREA Investigations Unit, Connecticut State Police, and Victims/Advocate office. The Victim Advocates office continues to provide the proper support to inmate survivors.

This unit continuously works together with statewide agencies such as Court Support Services Division, Community Confinement, Department of Children and Families, Security Division, and Parole & Community Services Division to achieve statewide compliance.

In FY23, the PREA Investigations Unit received 82 cases of sexual abuse and sexual harassment. Broken down as follows: three staff sexual harassment cases found to be unsubstantiated. Thirteen non-consensual sex acts (3 unfounded, 8 unsubstantiated and 2 substantiated). Ten-inmate sexual harassment (2 unfounded, 7 unsubstantiated and 2 ongoing). Twenty-three staff sexual misconduct (3 unfounded, 8 unsubstantiated and 5 ongoing) and thirty-three Abusive sexual contact (7 unfounded, 21 unsubstantiated, 4 substantiated and 1 ongoing).

A comparative review of the data against prior years will identify any areas of concern that needs corrective action. As an example, the unit has increased in person instruction at the academy for newly hired and currently employed staff. This will ensure that staff have a strong knowledge of their responsibilities to prevent, detect and respond to PREA incidents.

The PREA unit just completed a successful round of PREA audits for auditing year 1 of audit cycle 4, which concluded on August 19, 2023. These audits identified a few minor procedural deficiencies, but the results of the audits were very positive for the agency.

Security Risk Groups Unit (SRG) – During FY23, The SRG Unit worked closely with various law enforcement agencies across CT such as the Connecticut State Police, Parole and Probation, Juvenile Probation, the FBI, the ATF and various statewide task forces. The SRG Unit provides in-depth, up-to-date training to these agencies pertaining to Gangs and Gang Management as well as in depth breakdown of the basic identifiers used by those gangs along with the current trends, hierarchy structures, alliances and pertinent information gathered while identifying/monitoring the most active gangs and gang members both in and outside DOC. The SRG Unit also focuses on tracking and identifying

current/former gang members within DOC to ensure safety and security within its facilities as well as the community. This fiscal year, the unit has been working to expand the unit and explore modifications to the current management of SRG members within the DOC while continuing to work closely with various agencies throughout the State.

Special Intelligence Unit (SIU) – SIU provides intelligence-gathering methods designed to ensure the highest standards of integrity and also sparks a significant amount of criminal intelligence information by providing indispensable resources to support federal, state and municipal law enforcement agencies. This unit provides analytical data, tracking internal trends related to serious assaults, gang activity, violence, weapons, and narcotics and its relationship to facility issues as well as its impact on the surrounding communities.

SIU is committed to networking with the State’s Attorney Office, Attorney General and municipal agencies in an effort to support gun violence reduction strategies and provide analytical data for the purpose of tracking violent offenders in our partnership with the Shooting Team Task Force, the Connecticut Intelligence Center, the Cold Case Unit, and the FBI.

This unit completed 7,948 Connecticut On-Line Law Enforcement Telecommunication (COLLECT) background investigations of all Department employees, applicants, contractual employee, promotions, lateral transfers, weapon certification, volunteer, vendors, researchers, media, and labor relations.

In addition, SIU provides various services to include but not limited to Cell Phone Detection within our facilities; tracking and handling of Confidential Informants and its policy and audits; Surveillance Equipment for Covert Operations; Computer Assisted Photo Identification (CAPI) requests for lineups; as well as project management of the Touch Pay Lobby Kiosks, Debit Release Card, Self-Bond Process, Admitting and Processing Kiosk, Video Visitation, and all of its related training. This unit provided 33 photo arrays (“Lineups”) to state and municipal law enforcement agencies upon request during FY23.

Telephone Monitoring Unit (TMU) – This unit continues to operate with eight assigned positions as a result of the high demand of assistance from outside law enforcement agencies. In FY23, unit staff assisted outside law enforcement in nearly 316 investigations involving over 341 offenders. TMU concentrates primarily on reviewing telephone communications as well as incoming and outgoing mail of identified offenders. This unit manages approximately 1,183,393 telephone calls and an average of 570 visiting calls placed by offenders each month. TMU also assists in monitoring facilities for any safety and security concerns. The unit’s staff also conducted monitoring of various external protest activities for any possible threat posed to the safety and security of our facilities. In FY23, 212 subpoenas and search warrants for recorded telephone calls and inmate written correspondence were honored in response to intelligence gathered by the TMU, and TMU staff were called upon to provide expert witness testimony in 33 court cases.

Tablets Unit - The Tablet Unit is responsible for the distribution, maintenance, and sustainability of the newly approved tablets that have been issued to the inmate population since November 2020. During FY23, this unit enabled over 9,000 tablets statewide with phone and messaging capabilities. With these new capabilities, the unit ensures compliance with the Engineering Department for all infrastructure needs and ensures that the secured messaging system, the new secured phone app, and all Wi-Fi connectivity remain operational. Further, this unit reviews any questionable or concerning e-messages between the inmate population and their external contacts in order to uphold safety and security standards to safeguard staff, the inmate population, and the general public. In FY23, this unit reviewed 190,252 suspicious e-messages and permitted the transmittal of 9,073,289 e-messages.

Furthermore, in an effort to deliver enhanced services, the Tablet Unit collaborates with internal departments such as Education Services, Religious Services, and Re-Entry to offer additional content through the tablet mainframe. The Tablet Unit also works with vendors to provide the best content such as music, movies, and games to the inmate population while continuously monitoring quality control.

2) ADMINISTRATION DIVISION (Reports to the Commissioner)

AFFIRMATIVE ACTION

The Affirmative Action Unit ensures that the principles of Equal Employment Opportunity, Affirmative Action and Diversity are integral parts of the employment and advancement process.

The Unit prepared and submitted the Department of Correction's Affirmative Action Plan, which was approved by the Commission on Human Rights and Opportunities in March of 2022. The Department hired 297 staff and met 52.7% of its hiring goals. Additionally, the Department promoted 136 individuals and achieved 63.3% of its promotional goals.

At the end of the fiscal year, the number of people of color in the full-time workforce was 2,621 (45.4% of the total full-time workforce of 5,777). The total number of female staff in the full-time workforce was 1,744 (30.2% of the total full-time workforce of 5,777).

The Unit continued to provide Cultural Competency training as well as training on Administrative Directives 2.1 and 2.2 to pre-service classes, health services staff, new supervisors, and selected facilities upon request. The Unit also conducted training on Administrative Directives 2.1 and 2.2, as well as training on how the affirmative action hire and promotion goals are determined to Wardens, Deputy Wardens and other Top Managers. Additionally, the Unit in collaboration with Human Resources developed a Resource Guide and provided a training to Health Services Managers on Interviewing and Writing an Applicant Flow.

CORRECTIONAL ENTERPRISES

The Correctional Enterprises of Connecticut Unit (CEC) consists of the Industries manufacturing operations (14) and the District Commissaries (3). CEC contributes to and supports the Department of Correction reintegration initiatives by offering approximately 400 offender program participants' opportunities to develop marketable vocational, occupational, and soft skills. CEC is authorized under Connecticut State Statute CGS. 18-88 to provide goods and services to state agencies, municipalities, nonprofit organizations, and benefit corporations. The Industries operations are at Cheshire CI, Osborn CI, MacDougall-Walker CI, Carl Robinson CI and York CI and provide a variety of goods and services to approximately 100 qualified customers annually. Commissary is authorized under the same statute to provide offenders an opportunity to purchase snacks, electronics, clothing, and other sundry items with their own funds. Commissary operates through District Commissary operations located at MacDougall-Walker CI, Cheshire CI, and York CI. Each District Commissary is responsible for providing Commissary services to an assigned group of facilities. Under state statute, both Industries and Commissary are mandated to be financially self-supporting for staff salaries and operating expenses. Both Industries and Commissary met this requirement for FY2023.

The CEC Braille Transcription Program at the York facility completed its fifth full year of operation. This program is a collaborative effort between DOC and the Department of Rehabilitation Services,

Bureau of Education and Services for the Blind (BESB) in partnership with the American Printing House for the Blind (APH) and made possible by two grants from the J. Walton Bissell Foundation. For this endeavor, CEC has partnered with BESB which provides on-site training for the offenders in this highly marketable skill. In the past year, no offender has received nationally recognized certifications in Literary Braille Transcription by the Library of Congress. Our total number of certified offenders remains at seventeen. Two offenders who were added to the program last year did not complete the program. Two offenders were working toward advanced certifications, however, one of the offenders did not pass the test. The other offender passed the Formatting and Proof Reading certification which only 88 other individuals in the United States possess. Having certified offenders have allowed CEC to begin revenue generating operations with BESB as our initial customer for the transcription and production of Braille books for K-12 students in Connecticut and for future opportunities with APH. The revenue generated has allowed this operation to start to realize some gains from the effort which the offenders have put forth.

Cheshire Industries is working closely with the facility and is having inmates from the T.R.U.E. Unit classified to work assignments within each shop.

CEC continues to fulfill all license plate needs for the Department of Motor Vehicles. Series, special interest and vanity plates are being delivered in an expeditious manner to all branches as required. CEC produces approximately 600,000 sets of license plates annually in 95 different plate types.

CEC invested over \$150,000 in FY 2023 in capital equipment for the license plate shop, graphic arts shop, print shop, and textile factory.

The CEC Sales staff have successfully focused on expanding relationships and developing opportunities with other state agencies, non-profit organizations, colleges and universities. The top customers in terms of revenue received for CEC in FY2021 were DOC, DMV, DOT, DEEP, UCONN, DOC Commissary, SCSU, DDS, and DESPP.

Total sales for CEC Industries for FY23 were \$10.7 million.

Commissary receives, processes, packages and ships orders each week to the inmate population. Commissary processed between 6,500 and 7,500 orders per week. For the fiscal year Commissary generated annual sales of \$17,434,731.00 including a holiday program offering an expanded selection of items. These sales resulted in approximately \$386,287.00 in sales tax collected and forwarded to the Department of Revenue Services. In addition, Commissary covered \$3,180,098.00 in staff payroll expenses and \$117,787.00 in compensation to assigned program participant offenders. A portion of the net income for Commissary is transferred to the Inmate Welfare Fund.

Throughout FY 2023, both Commissary and Industries faced many material acquisition challenges which are now improving. CEC has also recovered from the many COVID related challenges from FY 2022. CEC is now operating at closer to normal operations.

EMPLOYEE ASSISTANCE UNIT

The Employee Assistance Unit “EAU” (*different from the external state contracted Employee Assistance Program*) is an internal, “clinically guided, peer-led, mentoring-based model”. This modality is the standard of care for law enforcement, badge and uniform service professionals (i.e. police, firefighters, corrections, EMS, military and other regimental fields). The Employee Assistance Unit is committed to supporting DOC staff’s overall health and wellness. EAU provides assistance to employees through guidance and referrals for treatment and other outside resources/support services when appropriate and necessary. The unit provides support for all types of personal/professional mental health and wellness needs and stressors, particularly in times of crisis. This program is available 24/7/365 to provide support services, resources, and referrals to all DOC employees, retirees, and their loved ones.

EAU’s mission is to provide confidential peer support through clinical and social intervention, while maintaining a healthy and balanced work environment for agency employees and their families. We aim to educate and protect staff and family members who work or have worked within the Connecticut Department of Correction.

Although therapeutic, the program is not a direct clinical treatment service model. Instead it is a psychological support program; a peer-to-peer support program providing real-time assistance. The program provides services and assistance to include, but not be limited to: support, information, resources, referrals, education, resident/inpatient program admission assistance, and other services. The support provided is an empathetic, compassionate, therapeutic and dedicated peer counselor mentorship. It is a “*Peers Helping Peers*” program. We also help motivate and connect individuals to seek professional treatment and higher level of care by providing personalized and vetted providers and services to meet their individualized needs on a continuum of care.

EAU support is statewide and is considered an employee benefit which is free, confidential, accessible 24/7/365, and offers a toll-free HELP-LINE (1-844-997-4EAU or 4328) which is exclusively answered in real-time by one of EAU’s peer counselors, not by a contracted external call-center.

The types of common issues addressed, include but are not limited to:

➤ Suicidal ideation	➤ Depression/ anxiety/sleep disorders	➤ Addiction and substance use disorders
➤ Other mental health problems	➤ Overall stress management/coping skills	➤ Job and life stressors
➤ Trauma (PTSD/PTSI, correctional, personal, military)	➤ Family/interpersonal relationship issues	➤ Domestic violence/sexual abuse
➤ Medical problems	➤ Grief/loss	➤ Benefits/DOC paperwork (FMLA assistance)
➤ Financial problems	➤ Housing/food insecurities	➤ Community resources (legal, childcare/EAP)

The unit is staffed by one (1) clinically licensed Director, ten (10) Peer Counselors (including three different correctional union executive board members) and a one-half (1/2) part-time Administrative Assistant.

Unit Accomplishments (Fiscal Year July 1, 2023- June 30, 2024):

- Expanded the unit size to 12 team members adding 2 new full-time positions
- Notable Client (aka individuals worked with) data:
 - 1,149 New clients (which includes 204 re-engaged clients), 976 DOC staff custody, 241 DOC staff non-custody, 54 DOC family/loved ones, 18 DOC retirees
 - Providing total contacts of 31,732 during the fiscal year
 - 356 Helpline calls
 - Top 4 predominant presenting issues: (1) job stress/work injury, (2) mental health/trauma/suicidal ideation (PTSI), (3) medical issues, (4) family/interpersonal issues
 - Referrals: 53 to inpatient/residential (mental health and/or SUD) programs and 280 to outpatient (counseling or IOP)
 - Conducted numerous facility tours, visits and presentations
- Continued to vet primary mental health, addiction, private practitioners, dual-diagnosis facilities and telehealth opportunities for our clients and to expand our first responder/badge/uniform services specific programs
- Developed & implemented PowerPoint training for program awareness presentations
- EAU staff participated in key clinical trainings, including, but not limited to: PTSD Growth & Resiliency, “Mental Health First Aid [MHFA] for Public Safety” national 16-hour certification training, “Applied Suicide Intervention Skills Training [ASIST]”, 8-hour suicide prevention national certification training, “Peer Support for Law Enforcement” sponsored by CT State Police Academy, & “Resilience for First Responders and Peer Support/CISM Teams”
- Developed and implemented an EAU Release of Information Form [sanctioned through DOC legal]
- Participated as subject matter experts at Honor Wellness’s “First Responder [peer support] training sponsored by UConn
- Guest Speaker at CT’s chapter of national Employee Assistance Program Association [EAPA] on “EAP in Corrections”
- Participated in monthly Women in Corrections Leadership [WICL] meetings & the WICL Conference in August 2022
- Conducted numerous facility program awareness tours & attended numerous statewide facility wellness events and fairs; conducted team-building training for agency staff
- Expanded provider services by vetting primary mental health, addiction, private practitioners, dual-diagnosis facilities and telehealth opportunities (notably first responder/badge/uniform services specific tracks).

FACILITIES MANAGEMENT AND ENGINEERING UNIT

The Engineering and Facilities Management Unit provides all maintenance, construction, telecommunications, project design, building management, engineering, environmental and fire safety support.

The Unit supervised the completion of 19 construction projects for a total of \$61,353,812.00 there are currently 54 projects in progress.

As part of Governor's Executive Order 1 - GreenerGovCT, the Facilities Management and Engineering Unit continues to coordinate with DEEP in an energy efficiency projects. The MWCI EMS project at a cost of \$6,123,988.20 was completed in the spring of 2023. The new system includes pressure independent unit control valves on both chilled and hot water systems that will further increase system and central plant efficiencies. The incentives consist of an annual electric savings of 4,114,787 kWh and an annual gas CCF savings of 27,723 CCF. Eversource cost incentive provides essential savings totaling \$3,266,218.25. Also a MOU was signed in July of 2023 for the Osborn CI, EMS project at a cost of \$1,590,069.00 this project is currently in progress and includes upgrades to the EMS system as well as adding VFD's to increase energy efficiency.

As another part of the Governor's Executive Order 1, solar arrays are being installed at several sites: Osborn CI is comprised of 6.8 +/- acres, 4238 solar panels, and 2.267 MW DC power. With an average annual savings of \$174,086.00. Maloney & Webster has a very similar makeup, 6.2 +/- acres, 4524 solar panels, and 2.42 MW DC power. Average annual savings here are \$219,263.00 Manson Youth This site is made up of 6.2 +/- acres, 4108 solar panels, and 2.19 MW DC power with an average annual savings of \$200,888.00. We continue to work to identify additional sites for future solar arrays.

The following two facilities had upgrades to the PLC Door Control Systems. They are New Haven CC-(Door Control System Upgrade) as well as Walker CI- (Door control system upgrades as well as adding touch screens in Medical area) Verint camera systems were upgraded or had additional camera's added to the following facilities: Hartford CC-(Dormitories 1, 2, 3 & 4)

Bridgeport CC-(Cameras in Medical Cells, add monitor in Medical areas for viewing camera
Add new Workstation in Memorial Deputy Office) Garner CI-(replace exterior perimeter cameras)
Robinson CI-(Cameras added in Medical/Visiting/Commissary and Vocational Program Building)
Osborn CI- (Exterior Cameras to recreation areas) Hartford Parole- (Replace VMS server to meet storage requirement of 45 days)

At York CI on the Niantic complex we have been able to convert 4 building fuel sources: Davis #2 fuel oil to natural gas, Recycling Building from #2 fuel oil to natural gas, Small Green house from propane to natural gas and outside grounds from propane to natural gas. The large loop project BI-JA-465 has also been completed after several years of construction.

Carl Robinson Correctional Institution has completed the bathroom renovations Project BI-JA-481 on 12 bathrooms in our housing units, building 1 thru 6 with two bathrooms per building. The work performed on these buildings includes; new showers, toilets, and sinks in all 12 bathrooms with new plumbing. This also has allowed us to make all bathrooms with the renovations to be ADA complaint to ensure we serve the entire offender population.

To facilitate more programming for the offenders at the Manson Youth Institution FM&E staff repurposed an existing Greenhouse that was located at the now closed Willard building. This involved multi district coordination of staff and materials. The existing Greenhouse was disassemble, transported and reassembled at MYI and is now part of the new program at the facility. In addition, FM&E staff repurposed an existing kitchen area in the youth cottages into incentive rooms. This new space included video gaming, TV monitors, washer/dryer, and lounge chairs.

The DOC Environmental Unit is certified to assist with the daily operations of the Enfield/Somers drinking water system, but that is not the only certification this unit holds. The Environmental Unit performs cathodic testing, Tank and line tightness testing on the agency's Underground storage tanks, and provides over sight and tank closure reports to DEEP. The Environmental Unit also tracks Air Emissions, and tracks cost savings from our DOC run fuel stations. By utilizing our staff in the 2023 fiscal year, we achieved a savings of \$126,793.38

DOC has continued to work on the removal of underground storage tanks. All underground tanks are being tested for integrity. Tanks that are at their end of life expectancy are being removed and replaced with new above ground tanks. Two Pre-bids were performed (2YorkUST's and 2Cheshire UST's) with the removal to happen in the 2024 fiscal year. DOC maintenance staff have been trained as Class C Underground Tank Operators. As Class C Operators, they are able to conduct required monthly tank inspections at each of our facilities. This has resulted in an annual cost savings of \$145,000

Fuel Master Gas dispensing system installed in District 1 at MacDougall/Walker and at Robinson Correctional. This system replaced the DOT system and now DOC owns and dispenses fuel and keeps track of the transactions. By not using DOT fuels, we have accumulated a cost savings during 2023 of \$31,351.93.

Additionally DOC successfully proposed to DEEP that the solid debris removed by Sanitrol from our storm water catch basins be used for on-site fill. This resulted in an annual cost savings of approximately \$129,000 (Osborn, Robinson, MacDougall, Cheshire, York, and Hartford).

Telecommunication Division of BITS:

In-house cost savings for the fiscal year of 2023= \$96,320.00. This work is compromised of the following; PBX Work agency wide, Voicemail Work agency wide, and call accounting work agency wide.

FISCAL SERVICES

The Fiscal Services Unit administered the Department's budget, directed warehouse operations, centralized services, inmate accounts, purchasing, accounts payable, payroll and accounting functions.

Budget/Accounting coordinated the tracking, projection, and reporting functions of general fund appropriations exceeding \$734.5 million dollars encompassing 21 separate spending plans and provided all financial reporting requirements of the agency's non-appropriated funds.

Account Payables processed 36,894 invoices while aggressively pursuing prompt payment discounts. Through prompt payment and diligent cash management Fiscal Services saved \$174,779 in Fiscal Year 2023.

The Purchasing section prioritized expenditures against limited funds, processing over 10,700 requisitions and over 12,806 purchase orders.

The Contracts Administration component managed over 500 contracts and agreements with a combined annual value in excess \$68 million.

The Warehouse unit encompasses two supply warehouses that service fourteen facilities and disbursed inventory valued over \$9 million and one uniform warehouse which distributed to over 4,000 correctional employees valued at approximately \$1,466,207.

The Asset Management group tracked, accounted for, performed physical inventories of, and reported on the agency's approximately 10,605 capital and controllable assets located in 26 facilities, all Parole Offices and Central Office valued at over \$39,228,793 and controlled disposition of surplus items valued at \$2,594,546.

Centralized Services oversaw and enforced policies for agency wide usage of vehicles and mobile communication devices. Vehicle mileage is reported monthly for 640 vehicles, 574 which are leased and 66 are owned. In addition, Vehicle maintenance, complaints, violations and accident reports are routed through this unit. This unit also processed requests to add new lines, upgrade cell phones and procure various accessories and equipment.

The Inmate Accounts unit managed and accounted for all funds earned, received, or expended by inmates, processing 237,825 individual receipts and issuing 17,251 checks during the fiscal year. The Inmate Trust fund had a balance of \$1,987,931.26 as of June 30, 2023.

The Payroll unit processed biweekly payroll of approximately \$20.6 million for an average of 5,941 employees each pay period in Fiscal Year 2023.

Some notable accomplishments for DOC's Fiscal Services unit for FY 22 include:

In Fiscal Year 2023, the agency collected \$2,913,635 in "Cost of Incarceration" reimbursements that were deposited back into the State's General Fund. The Agency collaborates with the Department of Administrative Services/Recovery Unit and the State Attorney General's Office in the administration of cost of incarceration recoveries in accordance with CT State Statutes and Regulations.

FOOD AND NUTRITIONAL UNIT

The Food and Nutritional unit provides 3 nutritionally balanced meals per day for the offender population. In 2022/23 the unit produced and served over 11 million meals. Due to the supply chain issues and resulting price increases caused by COVID 19 as well as significant inflationary pressures, our daily food cost per offender rose from \$3.42 in 2021/22 to \$4.14 in 2021/23. We were able to minimize the increase through proactive bulk and opportunity buy purchasing. It should be noted that,

although we have experienced significant operational and supply chain challenges throughout the past 3 years of the pandemic, there has been no noticeable disruption in service to our end-user.

- Unit accomplishments include a reduction in overtime of 8.9% as compared to our budget appropriation. This represents three consecutive years of 8% or more reduction in overtime expense. This continues to be achieved through proactive hiring practices.
- The Food Service unit, in addition to preparing over 30,000 meals per day also accommodates over 900 therapeutic diets as well as 34 different religious observances.
- Through the implementation of a 5-year capital plan we were able to complete a number of projects throughout the state while addressing aging equipment as well as issues most pressing at the facility level. One significant project of note is the freezer replacement project at the MacDougal building. From conception to completion it was a two-year process. In the interim time staff had to juggle product and deal with the logistic challenges of working out of rented freezer trailers.
- Food Service played an integral part in the success of the K-9 Olympics as well as Correctional Staff Week. Both events were a huge success.
- Through proactive staffing practices we were able to add a new resource to our staff – a Registered Dietician. This position is budget neutral and will provide professional support in the area of nutrition education and Offender consultation.

The Food Service Unit staff continues to overcome any challenges to ensure that the service to the Offender population is uninterrupted.

HEALTH AND ADDICTION SERVICES DIVISION

Health Services unit

The CT DOC Health Services Unit provides inmate health care across 13 facilities statewide in four service lines: Medical, Mental Health, Dental, and Addiction Treatment. The Unit employs medical providers, nurses, mental and behavioral health providers, dentists with clinical support staff, addiction treatment counselors, phlebotomists, radiology technicians, and administrative support staff. The medical providers deliver acute and chronic primary care with medical specialties provided by outside sources. Mental and behavioral health is provided all-inclusive within our facilities. Dental provides all but the most complex dental procedures in-house. Addiction Treatment provides for Medication for Opiate Use Disorder (MOUD) in ten of our thirteen facilities as well as a full service line of addiction related programming.

Over last year, all the automated dosing rooms for MOUD (Medication for Opioid Use Disorder) became operational at nine of the ten MOUD facilities with a special process developed for the tenth facility. All the facilities underwent NCCCHC Accreditation survey and received accreditation. York was for a 100% internally run program while the others are run in conjunction with vendor partners.

The Pharmacy vendor which was switched and successfully implemented in the FA of 2019 continues to result in enhanced clinical support and significant fiscal savings. A formulary process is being developed and is close to implementation. This should provide for enhanced savings by including generic drugs and therapeutic equivalents in the formulary with a special process for authorization of non-formulary products when clinically indicated.

The electronic Medication Administration Record (eMAR) that was developed and implemented in 2019 continues to undergo improvement in workflows and reporting capabilities so Health Services may become a data driven decision making entity. The Agency on boarded one analytics nurse and is in the process of hiring a second analytics nurse to continue making the necessary changes to the electronic health record so data may be more readily queried for population health and analyses. Such data queries will lead to better outcomes through earlier identification.

New electronic interfaces were developed for the EHR surrounding the pharmaceutical formulary and infirmatory bed management. Last year's EHR and server upgrade proved successful over the course of the year.

In the spring of 2023, with the pandemic subsiding, efforts were made to re-direct much of the human time and energy dedicated to Covid mitigation back to basic operations. As the pandemic subsided access to outpatient and specialty services resumed with several face to face meetings with outside specialty care providers to discuss such resumption. The Agency has made substantial progress in enhancing the level of care offered to the gender diverse population which is a new area of healthcare to the Agency.

Three new and important preventive health measures were implemented in early 2023. The Agency successfully developed a first of its kind colon cancer screening program using Cologuard. CT DOC is the first Agency in the country to develop and implement such program widely enhancing access for colon cancer screening across the offender population that otherwise may not have been possible due to existing bottlenecks in colonoscopy access. The second preventive health measure is a lung cancer screening initiative using low dose computed tomography imaging for those whose history places them at risk for lung cancer. This too is a first of its kind program in a correctional health setting. The third new initiative anticipated for implementation in the summer of 2023 is a mobile breast cancer screening program funded through DPH for justice involved women. This program involves a mobile mammography vehicle going onsite at the York Correctional Facility a few days in a row every other month.

The CDC made several revisions to its Covid-19 guidance for correction facilities in the period from July 2022 to June 2023. The Agency has adjusted its Covid-19 guidance to closely reflect those of the CDC. Covid testing has switched over from regularly scheduled facility-wide mass offender PCR testing to testing of symptomatic individuals with rapid tests.

The Hepatitis C program is ongoing. As of the end of April 2023, the Agency has screened over twenty four thousand unique offenders that consented to hepatitis C screening with those determined to have active chronic hepatitis C receiving treatment regardless of disease stage.

The CT DOC Health Services Unit Covid recovery Unit remains in operation in the event there is a resurgence this coming fall. The unit has been very successful in providing Covid care and preventing Covid related complications.

Several medical providers joined the Agency over the last year with specialists added in Addiction Services, Orthopedics, Colorectal Surgery, Gynecology, and Podiatry. The Agency is contracting with several new vendors to provide much needed services. One such service is for ECG reads during both business and off hours. DOC is currently negotiating the details of the arrangement. DOC Health Services continues to work with UConn Health on several initiatives surrounding our specialty medical services and inpatient care. The Agency has completed the joint project to install telemetry services on the MS5 floor of John Dempsey Hospital. This allows offenders undergoing such monitoring to remain in the secured area of the hospital.

Addiction Treatment Unit

The Addiction Treatment Unit (ATU) provides a graduated system of substance abuse treatment programs. Based on the offender's individual need, determined through a formal assessment, they may receive treatment in any of the various program including Tier 1: a 12-session pre-release program focusing on drug and alcohol education, re-entry and reintegration issues for offenders returning to the community; Tier 2: a 10-week intensive outpatient program with a curriculum that helps develop an understanding of addiction or Tier 4: a 6-month inpatient residential program in a modified therapeutic community setting. Upon completion of Tier 2 or Tier 4, offenders are offered an Intensive Aftercare Program designed to provide a continuum of care and maintenance of recovery. The Driving Under the Influence (DUI) Program offers intensive treatment to offenders who have committed driving related offenses. An assessment conducted by the ATU determines the appropriate level of treatment based on the identified need. The treatment levels are divided by tracks offering a range of 1- 4. The ATU and Parole have collaborated to provide treatment for those offenders who are returning from Parole. The Time Out Program (TOP) gives offenders who have returned 5 weeks of interventions including community referrals for treatment upon discharge. SMART Recovery groups are offered at Manson Youth, York CI, Cybulski CI, Cheshire CI and Brooklyn CI for the young adult population. SMART Recovery focuses on services for those under the age of 28 who have an history with substance use and abuse. SMART focuses on self-empowerment, avoids labels, and supports Medicated Assisted Treatment. In addition, the ATU offers specialized treatment options to the female and the young adult population. The conservative estimation is that about 78% of all incarcerated offenders have an existing substance use disorder. The ATU strives to offer treatment to all offenders during their incarceration. Recent efforts have increased to also connect offenders to community treatment providers prior to their release from incarceration. The ATU has begun to introduce various forms of recovery-based multimedia onto the offender tablet platform. Facility based substance abuse programming information, overdose awareness education and step-by-step use of Naloxone {NARCAN} has been uploaded into this system.

Linkage to Care Coordinator

In partnership with the CDC Foundation, the Department of Correction's Addiction Treatment Unit now has a Linkage to Care Coordinator on staff. This position was created as a resource to answer questions concerning substance use, overdose prevention and connection to resources surrounding addiction that discharging offenders.

Recovery Coaching

The ATU has been collaborating with Connecticut Community for Addiction Recovery (CCAR) program to provide training in Recovery Coaching to offenders who are incarcerated. This collaboration between both programs has allowed the offenders in the Tier 4 Residential Units who continue to demonstrate positive attitudes and behaviors, the ability to work towards becoming a Recovery Coach in their community upon their release. In addition to this opportunity for offenders, the Addiction Treatment Counselors have been trained as "Train the Trainer" to assist the offenders in the process to

become a Recovery Coach. Connecticut is the leader in Recovery Coach training for those who are currently incarcerated. In addition to training inmates to become a Recovery Coach, Facility based Recovery Coaches are currently working in collaboration with the ATU staff several of our facilities. This program allows the inmates to work on their recovery with those who have lived experience(s). Facility based Recovery Coaches assist the offender population by identifying, developing and implementing the needed recovery based supports. Community based Recovery Coaches are available to discharging offenders that have an identified substance use disorder. These Recovery Coaches assist with linkage to community based resources, support, and guidance for our inmates who are re-entering the community

Naloxone

Naloxone, brand name NARCAN®, is currently being distributed at all State of Connecticut Department of Correction (DOC) facilities to discharging offenders. Offenders that have been identified to be at risk for potential opioid overdose upon their release including all offenders involved medicated assisted treatment (MAT) are offered naloxone at the time of discharge. In addition to those that we have identified as at risk, any inmate that is discharging from our custody can request a naloxone kit. Training on signs of overdose and how to respond to an overdose emergency is now being provided in all the DOC intake facilities to all newly admitted inmates as part of their orientation. This information is also available on all offender tablets and those involved in ATU programming will receive this training as well. Naloxone is now available for distribution at all five Parole District offices in the state. Parole Officers will offer and provide naloxone to all parolees on their caseload. The ATU is also providing naloxone kits to every offender that discharges from the APT Foundation- Residential Substance Abuse Treatment program. Naloxone kits and training are also being offered to the Community Contracted Provider Halfway House programs and the scattered housing sites. Alarm style naloxone boxes have been placed in all Parole Offices and some Halfway Houses to allow both staff and parolees access to naloxone to respond to an overdose

Medicated Assisted Treatment (MAT)

The Department of Correction is currently treating between 800-850 inmates daily with medications for opioid use disorder (MOUD). We have expanded to offer the full scope of services in ten of the 13 correctional facilities with methadone, naltrexone (Vivitrol) and buprenorphine* (suboxone). The Addiction Treatment Unit has been offering medication for addiction treatment at The Connecticut Department of Correction (CTDOC) since 1998. Treatment started with a primary focus on Methadone for woman at York Correctional Institution. Following, two small satellite programs started in 2013 and 2014 at two of our county jails and by 2018, there were a total of 6 satellite MOUD programs; three jails, one prison and two jail/prison combination. Satellite programs are when the community vendor would pour methadone in the home clinic and transport pre-filled methadone bottles into the facilities for daily administration. As treatment expanded in each of the six locations, there was an executive decision to request to have methadone dispensed from and stored within the correctional setting due to the safety of transporting a large number of methadone doses daily. In order to do this, there would need to be state of the art dispensing equipment purchased and licensed Opioid Treatment Programs (OTP) would be required to be physically built inside of the Department of Correction. With CT DOC's new budget from the Governor's office for opioid treatment, this tremendous task came to fruition. By 2021, during the intenseness of the pandemic, the existing six programs became licensed opioid treatment programs with an additional three new prisons. In addition to the nine licensed OTPs, a small satellite MOUD program was started in early 2022 at Garner Correctional Institution which is the state's mental health facility. This full-state expansion provides inmates in the correctional setting an opportunity to receive opioid addiction treatment at ten of the 13 correctional facilities.

There is one internal OTP, eight vendor-based OTPs and one vendor-based satellite program. These individuals not only receive medications for opioid use disorder while incarcerated, but also, have fully coordinated services upon release into the community. The treatment programs are state funded except for Hartford Correctional Center and Garner Correctional Institution, which are funded through the State Opioid Response federal grant.

MALONEY CENTER FOR TRAINING AND STAFF DEVELOPMENT

The Maloney Center for Training and Staff Development (MCTSD) conducted ten Pre-Service classes during FY23.

MCTSD is responsible for In-Service Training (IST) of the agency's staff. Facility staff were trained at both MCTSD and their facility locations. Some of the IST training topics include, but are not limited to: Workplace Violence, Active Shooter, Detoxification and Withdrawal, Lights and Sirens, Employee Dependability, Diversity, De-escalation Techniques, Suicide Elimination, HIV and AIDS, Infectious Diseases, Ethics, Infectious Diseases, Road Flare Safety, Correctional Stress and Trauma, Gender Nonconforming Population, Hostage Survival, Promoting Resiliency and Recovery, Telephone Monitor Re-certification, Domestic Violence CHRO Part One, Chest Pain with EKG Review, Professional Boundaries, Sexual Assault Prevention and PREA, Blood Body Fluid Clean Up, Pharmaceutical Waste Management, Waste Materials and Spill Reporting, Key and Tool Control.

Additionally, web-based training is also utilized for department staff as part of IST, providing required training courses, to include: Employee Dependability, Diversity, Active Shooter Video, De-escalation Techniques, Suicide Elimination-Staff, Hostage Survival, Infectious Diseases, HIV and AIDS.

MCTSD conducted six two-week-long New Supervisor Orientation Classes (NSO). The training academy also conducted seven two-week-long Health Services Unit (HSU) Orientation Classes.

MCTSD also oversees the department's Critical Incident Stress Response Team (CIRST). CIRST is a statewide team of DOC employees who have received training to respond and support affected staff members during a traumatic event while utilizing evidence-based, best practice critical incident response techniques. An additional component of the CIRST program is specially trained support/comfort dogs and their handlers, provided by the organization K9 First Responders.

Another program under the purview of MCTSD is the Military Peer Support Program (MPSP). The MPSP committee is comprised of some 20 staff members who offer support to military activated staff members and their families. They are also a support network for staff returning to work after active duty. The committee handles their own fundraising efforts that allows them to send holiday care packages on behalf of the department to deployed staff members and their families.

In FY23 the Firearms Training Unit (FTU), which operate firearms ranges in Cheshire and Enfield, and is under the MCTSD organizational umbrella – completed an impressive amount of training, including one-day recertifications of staff members, five-day and seven-day (revised and expanded) initial certification classes, and adjunct instructor training as well. The numbers for each range are as follows:

At the Cheshire Range: The FTU instructors trained a total of 522 Shooters.

A total of 25 staff members completed the five-day initial certification class.

while an additional eight staff members through seven-day initial certification.

A total of nine Adjunct Instructors were also trained at the Cheshire range during FY23.

The Enfield Range: FTU staff trained a total of 693 shooters, which includes recertifications for FY23.

A total of 29 staff members completed the five-day initial certification training, with an additional 19 individuals completed the new seven-day certification training.

The Enfield Range also trained a total of nine Adjunct Instructor

Aside from training Department of Correction staff members, multiple outside agencies utilized the two ranges during FY23, to include: the New Britain Police Officer Standards and Training unit; U.S. Immigrations and Customs Enforcement Agency; Health and Human Services Agency; Central Region Special Weapons and Tactics unit; and the Windsor Locks Police Department.

MCTSD staff members are responsible for developing training curriculums. The training curriculums developed during FY23 are as follows: Employee Dependability, Undue Familiarity, Gender Diverse Population (Revised), K9, CCT training, COPAT Training for Test Administrators, Domestic Violence, Youthful Offender, and Pre-service Instructor Development.

During FY23 MCTSD filled the following staff vacancies: six Training Lieutenants; one Correctional Captain; and one clerical position.

3) **EXTERNAL AFFAIRS DIVISION (Reports to the Commissioner)**

The External Affairs Division, a direct report to the department's Commissioner, is comprised of the Office of Public Information, the Freedom of Information Unit, the department's Victim Services Unit, the Office of Standards and Policy, and the Agency's Legislative Liaison. This division is responsible for fostering and maintaining the department's liaison and communication functions throughout state government, among the agency's staff, to media outlets, the general public and other interested parties.

The External Affairs Division seeks to support the department by ensuring that accurate and complete information regarding the agency, within the parameters of safety and security, is available in a timely and beneficial fashion.

During Fiscal Year 23, the External Affairs Division submitted and assisted other units, including the Fiscal Services Unit in the Department's various reporting requirements to state government administration on behalf of the Department's Commissioner. In previous years, the director's office of this division would organize the Department's annual facility tours for local, state and federal officials and staff of the Judicial Branch, including the state's judges and members of the state's Sentencing Commission. In support of agency transparency the External Affairs Division continues to strategize on effective ways to provide prompt and accurate information to the public.

FREEDOM OF INFORMATION UNIT

The Freedom of Information Unit ensures the department fully complies with state statutes requiring the open availability of public documents to the public, staff, and the offender population while ensuring that safety and security are not compromised. The Freedom of Information Unit responded to approximately 4,800 requests department-wide during FY23.

The Department of Correction continues to find ways that would alleviate the number of hearings it is required to attend while upholding the integrity of the Freedom of Information Act and maintaining a strong working relationship with the Freedom of Information Commission. Open communication between staff liaisons and offenders has also contributed to the withdrawal of many cases. In March of 2023, the Department of Correction implemented an electronic request system to streamline the process to submit and fulfill requests.

Due to the Coronavirus Pandemic, all contested hearings were conducted telephonically until September 2022, when the Freedom of Information Commission reinstated in-person hearings. In lieu of our typical full annual training for the entire department, we conducted numerous one on one trainings with staff, as well as numerous facility-specific trainings as requested.

LEGISLATIVE LIAISON

The Legislative Liaison responded to a large number of varied inquiries from state & federal public officials/agencies and Connecticut residents. The continued pandemic precluded resumption of the annual public official tours of the correctional facilities and parole district offices.

During the 2023 long General Assembly session, the Legislative Liaison was very involved in the deliberations of numerous pieces of legislation introduced by more General Assembly Committees. In addition to the Judiciary Committee, which is DOC's Committee of Cognizance, the Human Services, Labor & Public Employees and Public Health Committees raised several bills of interest to the agency. Many bills failed to become law and others that did pass were amended to address DOC's concerns.

There were two legislative proposals of particular interest to DOC which were signed into law by Governor Lamont. Public Act 23-88 requires the Department of Correction and Department of Motor Vehicles commissioners to ensure that eligible incarcerated individuals with sentences of at least one year have a state identity card or driver's license when they are released from a correctional facility. Public Act 23-12 requires the Department of Correction commissioner or his designee, after transferring an incarcerated individual from one correctional facility to another, to notify each victim of the crime for which the person is incarcerated and the transferred person's immediate family members.

The commissioner must make the notifications only if these individuals requested it and have provided him with a current residential or email address. This act also requires the commissioner, by January 1, 2024, to issue a request for proposals (RFP) to procure body scanning machines that allow correctional facility staff to conduct full-body x-ray screenings of incarcerated individuals to (1) identify contraband inside and outside of the body (e.g., weapons, cell phones, or drugs) and (2) reduce the number of strip searches staff performs to search for contraband.

The Legislative Liaison also actively participated in the Reentry Councils which coordinate services for Returning Citizens in ten regions of the state and the Governor's Workforce Council Subcommittee for Returning Citizens. Lastly, the Legislative Liaison was involved in the development of DOC's Vocational Village which was established and funded by the Governor and the General Assembly. In particular, the Liaison helped in the development of the soon-to-be launched Prison Industry Enhancement Certification Program with Pursuit Aerospace. This company will be setting up manufacturing operation at several of DOC's correctional institutions to provide real work experience/skills and wages for inmates before their release. The Legislative Liaison is also part of a Vocational Village working group that is creating a CT Employers Toolkit for Hiring Returning Citizens which will be used and marketed to increase the number of state businesses which will employ justice-involved residents.

OFFICE OF PUBLIC INFORMATION

The Office of Public Information supports the department's mission and vision by ensuring that information concerning department operations and activities are presented to state government, the media, and the public and other interested parties in a timely, proactive and professional manner. It is responsible for acting as a liaison for the agency with other federal, state and local government's bureaus,

departments and agencies; it also is responsible for the agency's external communications with the news media; the public including friends and family of the offender population; as well as internal communication with the agency's approximately 6,000 staff assigned throughout the state.

During Fiscal Year 23, the Public Information Office responded to more than 7,400 inquiries received via telephone, postal mail and email. Requests for information come from a wide variety of sources including media outlets; general public; family and friends of current offenders; current and former offenders; victims of crime; legal representatives; legislators; local, state and federal public safety officials; international Consulate General Offices; and other parties. Additional inquiries and correspondences received by the Office of the Governor from constituents and specifically regarding matters pertaining to the Department of Correction were also responded to by this unit on behalf of the Office of the Governor and the department's Commissioner. Through its presence on the internet at www.ct.gov/doc, the department is able to share a variety of information to interested parties on demand.

During FY 23, the Public Information Office continued its increased level of responsibility, as it remains one of the primary contacts between the incarcerated population and their concerned loved ones in the community. On a daily basis, the Public Information Office fielded numerous phone calls from family members seeking information regarding the wellbeing of a specific inmate. By providing a centralized, consistent, professional yet compassionate message, the Office of Public Information staff helped to reassure concerned family members and loved ones of incarcerated individuals of the Agency's numerous efforts to keep the offenders as safe as possible.

The Office of Public Information continues to utilize the department's public website as the forum to provide convenient access to this information for family and friends of our incarcerated population, as well as their legal representatives.

The External Affairs Division and Office of Public Information are responsible for informing the media of department activity. In Fiscal Year 23, media interest including the closing of facilities, and changes to the amount of out of cell time for the incarcerated population.

Every media inquiry print or television, local, national or international is coordinated through the External Affairs Division's Office of Public Information.

The department continues to delve into the world of social media with its official Twitter and Instagram accounts; providing additional advisories on prompt information and activity to 'followers' within local state and nationwide government and public safety fields, media organizations, family and friends of incarcerated individuals, and the general public. With approximately 2,600 followers, social media has given the agency the opportunities to enhance transparency and share positive stories about new initiatives.

The External Affairs Division also works to nurture the relationship between the State's Office of the Victim Advocate, Judicial Branch's Office of Victim Services and the department's Victim Services Unit to prevent whenever possible the re-victimization of crime victims.

The Office of Public Information also continues to produce the department's bimonthly newsletter, "PRIDE at Work" aimed at effective communication with our agency employees and supporting employee wellness.

OFFICE OF STANDARDS AND POLICY

The Office of Standards and Policy is responsible for the drafting, review and revision of the department's Administrative Directives in keeping with applicable correctional standards and state law.

During FY23, the Office of Standards and Policy updated nine Administrative Directives. These directives included associated documents that include Spanish translations and forms/attachments. Seventy revisions/ inclusions, and three exceptions were also processed.

Noteworthy projects completed during this fiscal year include:

- Revised Administrative Directive 9.4, Special Management (formerly Restrictive Status)
- Revised agencies attendance policy
- Revised AD 6.14, Security Risk Groups that is currently being reviewed by Security Division before publication.
- Published the annual report to the Criminal Justice Policy and Planning Division pursuant to Public Act 17-239

VICTIM SERVICES UNIT

The Connecticut Department of Correction Victim Services Unit strives to be at the forefront for the empowerment and advocacy of victims. The unit provides registered victims with notifications regarding a change in an inmate's custody status. The goal of this unit is to provide victims with a sense of surety and self-confidence and to assist them in navigating through the criminal justice system. The Victim Services Unit supports the mission of the Department of Correction by enhancing community safety through positive collaboration with other state agencies and vendors. We are the catalyst in allowing victims voices to be heard during any community release considerations.

During Fiscal Year 2023 the Victim Services Unit completed 860 new victim registrations, 459 inmates associated with 514 registered victims completed their sentence requiring end of sentence notifications for each associated victim, we processed 1570 Notice of Applications for sentence modifications and 530 Pardon/Commutation Applications. Victim Services also completed 603 notifications for Community Release review along with 306 Parole Hearing notifications.

4) LEGAL AFFAIRS UNIT (Reports to the Commissioner)

The Legal Affairs Unit is a direct report to the Commissioner of the Department and serves as a liaison to the Office of the Attorney General on all legal matters affecting the agency, as well as with the State and Federal Courts throughout Connecticut. The Unit also represents the Department in probate court, and before administrative agencies. The Unit staff includes six attorneys, two paralegals, a nurse consultant, and one administrative assistant.

During the course of a year, the unit oversees an average of 1,200 or more lawsuits and multiple Probate Court cases involving incarcerated people. Additionally, during FY 23, the unit received and responded to 60 complaints filed by inmates and employees with the Connecticut Commission on Human Rights and Opportunities and the Equal Employment Opportunity Commission. The unit also handles appeals brought before the Freedom of Information Commission. During FY 23, the unit continued to provide substantial internal legal support to the Department, providing legal expertise in areas such as employment law, inmate and employee constitutional rights, contracts, health law, school law, legislation, and PREA.