



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*
- *Eric Ellison, 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 – 5,754

Recurring operating expenses – \$632,471,527

Capital outlay – \$4,224,128

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, 2022 confined 9,997 offenders, a 10.9% increase when compared with the incarcerated population on June 30, 2021. Including those offenders on department administered community supervision, correctional staff supervised on June 30, 2022 a total population of 13,127 offenders, a 3.0% increase when compared to June 30, 2021.

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

The Deputy Commissioner of the department’s Operations and Rehabilitative Services Division (OARS) 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 (Med-Surg 5) in Farmington, Connecticut.

In addition to overall supervision of the department’s correctional custody facilities the OARS Division also includes the department’s Operations Unit, Parole and Community Services Division, Programs and Treatment Division, Security Division, and the Maloney Center for Training and Staff Development.

Department of Correction Districts and their Facilities

DISTRICT 1 ADMINISTRATOR	DISTRICT 2 ADMINISTRATOR
Bridgeport CC	Brooklyn CI
Cheshire CI	Manson Youth Institution
Corrigan CC	Willard-Cybulski CI
Garner CI	York CI
Hartford CC & Med-Surg 5	(Programs & Treatment Division)
MacDougall-Walker CI	
New Haven CC	
Osborn CI	
Robinson CI	

The DOC continues its department-wide response to the Coronavirus (COVID) pandemic since February 2020 while maintaining operational continuity, safety and security. Mass COVID testing as well as vaccinations for both staff and offenders were arranged and facilitated, and testing continues including the offender population and all department staff who have direct offender population contact. COVID medical-quarantine specific units are managed through safety protocols toward mitigating risk of spread of COVID within facilities. The department continues to order and issue Personal Protective Equipment (PPE) for offenders and staff. The OARS Division transports COVID positive offenders to all medical appointments and facilitates all COVID related transfers appropriately in order to continue mitigating risk of spreading the COVID virus. The OARS Division continues to monitor and work on demobilization efforts, adjusting various activities accordingly.

The Radgowski Correctional Center building was closed during FY22 as a result of continued decline in the overall offender population and as a cost saving measure for the State of Connecticut.

The OARS Division continues to track, review and identify trends with statistical information compiled from the facilities through the Statistical Tracking Analysis Report (STAR Report) to determine any discernible patterns that may impact facilities. In FY22, inmate-on-staff assaults increased by 21 assaults, +12.88% from the previous year's figure, and increased by +84.00% from the 2-year mark. Inmate-on-inmate assaults increased by +35.19% from the previous year and decreased -1.25% from the 2-year mark. Inmate fights increased by +31.60% from the previous year by 206, and increased +1.90% from the 2-year mark. Inmate disciplinary infractions increased by +12.40% from the previous year and decreased by -4.43% from the 2-year mark. Use of force incidents increased by +26.08% from the previous year and increased by +22.69% from the 2-year mark.

1) OPERATIONS UNIT (Reports to Deputy Commissioner of OARS)

In addition to providing ongoing support to for all of the Department's correctional facilities, the Operations Unit (within the OARS Division) provides an extensive range of emergency response services 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, the Staffing and Data units, and the department's Honor Guard and Pipe and Drum Corps.

The CTU provides transportation to the offender population at all security levels, including specialized transportation to offenders with various special needs in an effort to minimize the impact on individual facilities. Both CTU and the K-9 Unit fulfill additional special assignment requests for the department's Parole and Community Services Division as well as for other local authorities.

Operations Staffing and Data Units collect and organizes comprehensive reports using data analytics and business intelligence methods to assist the department with making informed decisions, while also identifying opportunities to enhance the department's mission. These units provide "real-time" data that will significantly impact and improve the department's strategic goals and ability to quickly analyze and address current issues thereby using the latest information available to improve decision-making.

MALONEY CENTER FOR TRAINING AND STAFF DEVELOPMENT
(Supervised by District 1 Administrator who reports to Deputy Commissioner of OARS)

In FY22, the Maloney Center for Training and Staff Development (MCTSD) presented a training series to all department staff on Police Accountability/Use of Force information pertaining to the performance of correctional job duties. This training was completed at each individual facility beginning June 22, 2021 and completed in April 2022.

MCTSD conducted five Pre-Service classes since August 2021. Pre-Service Class 283 began on August 16, 2021 and completed on November 4, 2021 with 96 trainees. Pre-Service Class 284 began on October 11 2021 and completed on December 30,2021 with 45 trainees. Pre-Service Class 285 started on November 5, 2021 and completed on January 27, 2022 with 89 trainees. Pre-Service Class 286 started on January 14, 2022 and completed on April 14, 2022 with 109 trainees. Pre-service class 287 started on April 15, 2022 and ended July 14, 2022 with 61 trainees. Pre-service class 288 began on June 17, 2022 and will be completed on September 22, 2022 with 70 trainees. All the Pre-Service Classes were in session during the pandemic utilizing adherence to all COVID related safety guidelines and precautions by both staff and trainees. This adherence and precautions continue including facial masks, social distancing and cleaning processes, which were enhanced to further ensure high touch-points are cleaned more frequently as well as additional cleaning supplies continuously on-hand.

The department's 2022 In-Service Training (IST) conducted by MCTSD also continued throughout the pandemic utilizing safety guidelines and precautions. IST began April 4,2022 and is ongoing. Facility staff were trained at both MCTSD and their facility locations to help further mitigate the risk of virus spread by reducing intermingling of staff from different facility locations. The topic of IST is Use of Force, De-escalation, RAC, UOF Report Writing, Cell Extraction, and Restraints. In addition, LMS/SABA web-based training is also part of department staff's IST, providing 19 required training courses.

MCTSD also conducted four New Supervisor Orientation Classes (NSO). NSO 2021-04 started on July 16, 2021 and completed on July 29, 2021 with 13 supervisors in the training. NSO 21-05 started on October 1,2021 and completed on October 15,2021 with 13 supervisors in the training. NSO 2022-01 began on March 11,2022 and completed March 24,2022 with 15 supervisors in the training. NSO 2022-02 started on April 8,2022 and completed on April 22,2022 with 16 supervisors in the training. An additional three New Supervisor Orientation Classes are scheduled to begin in September 2022 thru December 2022.

MCTSD also conducted four Health Services Unit (HSU) staff's two-week training academy. HSU 2021-03 began October 08,2021 and completed November 1,2021 with 12 health staff. HSU 2022-01 began on April 12,2022 and completed on May 5, 2022 with 22 health staff. HSU 2022-02 began on May 6, 2022 and completed on May 27,2022 with 29 health staff. HSU 2022-03 started on June 3, 2022 and completed on June 24,2022 with 24 health services staff. An additional three HSU Classes are scheduled to begin October 2022 thru December 2022.

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. During FY22 the team was activated a total of times. An additional component of the CIRST program is specially trained support/comfort dogs and their handlers, provided by the organization K9 First Responders (K9FR).

MCTSD also oversees the Military Peer Support Program (MPSP). The MPSP committee is comprised of 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 which allows for them to send holiday care packages on behalf of the department to deployed staff members and their families.

In FY22 the Firearms Training Unit (FTU). Cheshire and Enfield Ranges – All facilities brought in separately to continue to accommodate COVID-19 precautions, and minimize potential facility to facility exposures. RE-CERTIFICATIONS (1 day – retraining). 1517 total agency staff – currently qualified including Pistol Only and Pistol/Rifle – needing Re-Certification in FY22. Ammunition needs: 151,700 pistol rounds (40cal) and 121,360 rifle rounds (.223). INITIALS (1 week – education & training) 223 total agency staff needing Initial training in FY 22. Ammunition needs: 122,650 pistol rounds / 78,050 rifle rounds. Transition Drills. Students engage target through the fence barricade with the rifle and advance toward the threat. Staff then transitions to the pistol when the rifle is empty. Cheshire Range: (June 2021-July2022) Conducted Thirteen Pistol/Rifle initial classes, as well as 1 Sig P320 initial class for the Department Executive Team. Cheshire range has initial classes booked through the year to maintain facility weapons certified staff compliments. Enfield Range: (June 2021-July2022) Enfield Range conducted Eleven Pistol/Rifle Initial classes to meet the request form facilities.

Training Curriculums for the FY22 are as follows; DRI Training material with staff in June 2022. Domestic Violence Training – for February state wide mandate in June 2022. Introduced Evaluation Tool – IST in June 2022. Instructor Development – T4T (11) in January and June 2022. Developed Peer Mentor Program curriculum in June 2022. Developed LMS and IST training calendar in June 2022. Developed COPAT curriculum in June 2022. Developed Undue Familiarity curriculum in June 2022.

MCTSD Concerns and Plans

- 7 open Training Lieutenant positions.
- 1 Captain position
- 1 open Secretary 1 position
- Stationing an armed staff member at MCTSD
- Cheshire Range: Targets no longer turn due to computer issues.
Enfield Range: able to complete some lane maintenance on their own
Instructor class will need to be held to early 2023 to fill void of instructors lost to promotions, etc.

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

The Division of Parole and Community Services (P&CS) supervises and provides re-entry services to offenders released to the community under the jurisdiction of both the Commissioner of Correction and the Board of Pardons and Paroles (BOPP). This division is comprised of district offices located in Bridgeport, Hartford, New Haven, Norwich and Waterbury as well as the following specialized units: Residential Services (RSU); Central Intake (CIU); Residential Intake (RIU); Special Management (SMU); Mental Health (MHU); Fugitive Investigations (FIU); Women’s Re-Entry (WRU); Support Services (SSU); and Training and Staff Development (TU). There are 178 staff members of various job classifications assigned to this division. P&CS welcomed 20 new staff to the division during FY22. The TU continued to provide necessary and required training to all division staff including new hires.

Staff in each of the district offices as well as the 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. As of June 30, 2022, P&CS was

responsible for the supervision of 3,130 offenders of all release statuses. This represents a 16% decrease in the supervised population from the previous year.

In FY22, this division continued to respond to the COVID pandemic by focusing on strategies to mitigate the spread of the virus, maintain continuity of operations, and provide supportive care for those testing positive for the virus. Operations resumed fully after June 30, 2021, across all Parole district offices and halfway houses. The Cohegan House continued to be used as a dedicated halfway house for COVID positive offenders from the statewide congregate halfway houses and scattered-site networks. Offenders remained in quarantine until medically cleared to return to their halfway house. Other measures employed to mitigate the spread of COVID included wearing masks, social distancing, providing Personal Protective Equipment (PPE) to all Parole staff, halfway house staff, and halfway house offenders and routinely sanitizing Parole offices and halfway houses. Additionally, the CIU and RIU sustained the timely releases of eligible and appropriate offenders from correctional facilities to halfway houses and community residences. Part of this process included daily contact with facility staff, medical, addiction services, BOPP, records, P&CS staff, contracted providers, and outside partners to prepare offenders for their re-integration back to the community during this challenging pandemic landscape.

This division implemented 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. A primary goal of this initiative is to reduce technical violations of offenders in the community. In support of this project, this division focused on training newly hired Parole officers in evidence-based practices including the Statewide Collaborative Offender Risk Evaluation System (SCORES), the Women's Risk/Need Assessment (WRNA), Effective Practices in Community Supervision (EPICS), and Case Planning Training, coaching, and quality assurance (QA) for Parole officers and supervisors for SCORES, WRNA, and EPICS continued mostly remotely due to the COVID pandemic. These quality assurance sessions were conducted on monthly basis to further enhance officer skills and effectiveness in assessments as well as EPICS.

P&CS is a partner in programs to reduce gun violence including 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 across the state. Parole Officers and Supervisors from participating offices attend 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.

Staff from the New Haven Parole District Office joined New Haven Mayor Elicker's Initiative of P.R.E.S.S. (Program for Reintegration, Engagement, Support, and Safety), a collaborative case management initiative in reducing recidivism and gun violence across the City of New Haven. Each district office continues to partner with local law enforcement to aid in the re-integration of offenders, establish community rapport and ensure public safety.

P&CS maintained efforts to address issues around substance use and overdoses among parolees in the community by continuing to utilize its contracted community-based residential substance use inpatient program (APT), as well as the Time Out Program (TOP) diversion procedure to afford enhanced due process and access to evidence-based substance use treatment for appropriate offenders remanded to prison. This division furthered its partnership with DOC's Addiction Treatment Unit (ATU) and Connecticut Community for Addiction Recovery (CCAR) to make referrals to CCAR Recovery Coaches for parolees who may benefit from supportive peer services to facilitate successful recovery from addiction. Additionally, this division continued collaboration with ATU to facilitate distribution of Naloxone (NARCAN) to offenders discharging from the DOC's contracted residential

providers. The Division and ATU collaborated to provide training and establish a policy for Parole staff to distribute Narcan to offenders.

With grant funds secured by ATU, the division purchased and installed emergency Narcan cabinets in each District office. Narcan cabinets were also purchased and distributed to interested halfway house providers. In collaboration with DOC's Grants and Contracts Unit, P&CS worked with the APT Foundation on issues related to implementation of the State of Connecticut's 1115 Waiver program.

Collaboration continues with community programs offering offenders opportunities to address educational, housing, social, and familial needs to facilitate successful reintegration. The Norwich, Hartford and Waterbury Parole Districts continue to support the work furlough programs. The Re-integration Unit at Willard-Cybulski prison sends offenders to participate at the program with Whitcraft Facility in the town of Eastford. The Hartford Parole District has supported the re-integration furlough program at the Boat Works facility in the town of South Windsor, CT. In 2022, the Waterbury Parole District began collaboration with the program at the Whitcraft facility in Plainville, where inmates from York CI are brought to work. All programs provide the opportunity to maintain employment with the company post incarceration. To further support the CTDOC work furlough programs, a Parole Officer from each town's district office is assigned to tour each facility on a weekly basis.

As part of DOC's Adult Re-entry and Employment Strategic Planning (ARES) grant initiative, the Division made referrals to the Career Resources, Inc. (CRI) Employment Coordinator for employment services. Additionally, the Hartford Parole District continued its partnership with Capital Workforce Partners (CWP) to make referrals to the CWP-Hartford Building Trades Pilot Program, a Pre-Release General Construction training pilot program which provides pre-apprenticeship training to individuals who are interested in entering construction careers by applying or enrolling into registered construction apprenticeship training programs. The New Haven District office continues to enhance collaboration with referrals to programs such as Project MORE and EMERGE. These programs provide employability training and opportunities, therapeutic services, literacy workshops, parenting workshops, participation in peer support groups, supportive services advocacy, on-the job (OJT) workshops and other services that would assist clients in a positive transition home from prison. Program representatives meet with the parolees at the New Haven District Office to educate and offer services.

During FY22, P&CS partnered with CSSD on a project to establish access to their Contractor Data Collection System (CDCS). In December 2021, residential program referrals, placements, and discharges began to be electronically transmitted between contracted providers and CTDOC through CDCS, improving communication and increasing efficiency. In June 2022, the electronic transmission of monthly progress reports and discharge reports were added as a major enhancement. Electronic referral process for MHU and SMU specialized housing programs is scheduled for implementation in September of 2022. Due to the significant volume of CTDOC residential referrals, the decision was made to develop a new application named the Provider Data Management System (PDMS) which will be solely dedicated to managing CTDOC provider data. Testing and training of Parole staff and community providers are underway with the goal of a seamless transition from CDCS to PDMS for providers in July 2022. CSSD will continue to assist with the development of PDMS through September 2022, at which point CTDOC will independently assume management and future development of this application.

The Fugitive Investigation Unit apprehended 335 offenders from July 1, 2021 to June 30, 2022 which includes 20 nationwide Flight Extraditions including the Commonwealth of Puerto Rico. The Fugitive Unit has also extradited 41 offenders from surrounding states up and down the east coast. This unit consistently collaborates with the CT Department of Correction Intelligence Unit, Local and State Law Enforcements, and the United States Marshal Service with a common goal of executing a warrant service to apprehend fugitives on escape or absconder status.

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 paring 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 4,257 cases that were eligible for release consideration. There was a noted increase of 910 case reviews 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 and certainly as part of the department's continued response to the COVID-19 pandemic since early 2020, 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 of the count has assisted in the department's response during the pandemic including helping mitigate risks of spreading the virus by better social distancing within facilities. Since the start of the pandemic, 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 2015, its staff have reviewed a total of 55,240 cases for discretionary release consideration to date.

Education Unit - Unified School District #1 (USD #1) is the legally vested school for the Connecticut Department of Correction. USD#1 provides academic and vocational services, special education, English as a Second Language and other opportunities, including transitional support and connection to post-secondary classes. During the 2021-2022 school year, USD#1 provided educational services to 2,854 students throughout the department.

The district developed our 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. Based on the goals of the District Improvement Plan (DIP), our district has developed committees that are tasked with ensuring all goals are addressed. We have updated curricula in Math, Science, and Social Studies to ensure alignment with Common Core Standards. We have started developing our Remote Learning Policy based on guidance published by CT State Department of Education and our preparation to increase credits for high school students graduating in 2023 and beyond continues to be promising.

Our work to improve vocational programs has been a focal point this past school year. Curricula for some of our programs was revised to industry recognized standards. We purchased updated equipment for Graphic Arts and Printing Technology programs, as well as for our Electro-Mechanical and Machine Tool classes at several sites. We conducted interviews to add Culinary Arts to one of our schools that has not offered vocational classes and at another site, we created space to include members of the population who in the past were not attending vocational classes.

All educators now have access to innovative Smart Boards, allowing teachers the opportunity to download resources for interactive lessons. For the schools that have provided internet access in the classrooms for staff, teachers are able to provide live lessons as well as deliver instruction during unplanned teachable moments.

As of December 2021, students and teachers at MYI were provided internet access in the classrooms as well as on the compound. All students were issued laptops for educational purposes to use in their housing units when school cannot be held in-person. Students have been able to access education through asynchronous and synchronous options through the Schoology platform, which has decreased interruption to instructional days.

USD#1 purchased Next Level Student curriculum to incorporate Social Emotional Learning (SEL) into our daily instruction. Professional development for all staff will commence at the beginning of the 2022-2023 school year.

Through our partnership with The University of Connecticut (UCONN), 2 USD#1 certified teachers guided 19 students to successful completion of ECE credits in Environmental Science.

USD#1 continued 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 districts. We met with DCF's Education Administrator to begin our compliance of DCF's oversight and to share data, tour and conduct classroom observations at Manson Youth Institution, and to discuss areas of success.

USD #1 continued our participation 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 are also actively participating with the planning for DOC's Vocational Village to provide the opportunity for our population to participate in nationally recognized trades.

USD#1 also actively worked on refilling critical positions to ensure we remain in compliance with data reporting to Connecticut State Department of Education (SDE) and to employ educators who are certified in content specific subject areas.

Offender Classification and Population Management Unit (OCPM) – In FY22, the Offender Classification and Population Management Unit approved 29,947 population transfers, which is an increase from the previous year during the COVID-19 pandemic. Due to staff shortages, the Assessment Unit completed 389 assessments for male offenders with sentences greater than 2 years and 81 requests for DNA samples. The Audits and Training Unit in OCPM completed 32 hearings for Administrative Segregation and three for Special Needs statuses. The unit reviewed 130 Chronic Discipline packages and 62 High Security packages. Audits and Training Unit staff were also tasked with training 24 staff members on the Judicial Electronic Bridge (JEB) system. Due to COVID-19 restrictions large scale classification trainings were put on hold. Objective Classification audits were done remotely as needed during this time period due to COVID-19 restrictions and staff shortages.

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. 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.

A computer-based assessment program records the programmatic participation of every offender in a researchable database. Although COVID pandemic related restrictions continue to prove challenging we have transitioned from in-cell programming back to the more therapeutic group setting. This is dependent on each facilities phase in the covid 19 protocol. An audit of offender programming took place in September of 2021. Curriculum review and updating are in process and have been assigned as a subcommittee.

Offender Re-Entry Services Unit – The Offender Re-Entry Services Unit is responsible for assisting discharging offenders with their community transition or basic needs to include: housing referrals, medical insurance, clothing, transportation, employment referrals and identification procurement. During FY22, re-entry staff procured a total of 1,754 birth certificates, 2,036 Social Security cards, 369 DMV driver licenses, 1,266 replacement DMV non driver identification cards and 200 new DMV non driver identification cards for the offender population. This was not an easy accomplishment during the COVID-19 pandemic, when the CT DMV was unable to come into the facility. The CT Department of Correction and Department of Motor Vehicle were able to resume our monthly DMV Trip for offenders to obtain new DMV identification during October 22. CT DOC and DMV now have monthly meetings and are working together to establish a data match that may flag ID duplicates/renewals for ALL inmates. Looking ahead towards 2023, Legislation approved CDL testing for offenders who are currently incarcerated. The Department of Correction and Department of Motor Vehicle are working together to develop this process. With continued funding from the Department of Transportation, the Re-Entry Services Unit was able to purchase approximately 18,250 bus passes/tokens for multiple transit systems around the state. These bus passes were delivered to our contracted halfway houses for offenders to use for employment services.

In addition to discharge planning, the Re-Entry Unit collaborates with other state agencies and community organizations to establish in-reach, facility based programs focusing on essentials such as financial literacy, family reunification, employment, veteran services, educational or vocational needs. The reentry staff attend the CT Re-Entry Collaborative Roundtables where resources are obtained to share with the reentry population and are able to network with community providers to enhance our reentry services. Another recent development for the Department of Correction is the use of 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. This unit's largest initiative over the past two years was partnering with the Connecticut Coalition to End Homeless to create the DOC Re-Entry Housing Assistance Program (DRHAP) to secure safe and appropriate housing for our most vulnerable population. The Re-Entry Services Unit made 401 housing referrals to CCEH for this housing program.

The Department of Correction partners with Reentry Welcome Centers in Hartford, New Haven, Waterbury, Bridgeport and soon to open New Britain CT. The Reentry Centers are a great asset to the Department of Corrections. We provide direct transportation to each Reentry Welcome Centers upon discharge and the Reentry Welcome Center provides a warm welcome and a one stop shop for reentry services. The Reentry staff referred 84 offenders to Project Welcome Home in New Haven and 112 were referred to the Reentry Welcome Center in Hartford. The Department of Correction looks forward to 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”. 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.

Through this grant DOC has partnered with the Department of Labor (DOL), Central Connecticut State University, Career Resources Inc. and CT Hires to establish the Adult Reentry Employment Strategy (ARES) plan whose focus is to remove barriers to employment, develop and leverage key partnerships with employers and stakeholders to create opportunities pre-release to post-release. This grant has also provided the Connecticut Department of Correction an opportunity to join forces with the State Building Trades Council to provide a general construction training program to those incarcerated to obtain pre-apprenticeship education and training. We have resumed our partnership with community employers such as Whitcraft and Boat Works to employ current and formerly incarcerated individuals. As of today, Whitcraft has a total of ten (10) employed from two (2) of our correctional facilities. Boat Works currently employs one (1) from one (1) of our correctional facilities. We are eager to increase this opportunity by actively reviewing our eligibility criteria and policy. The pandemic has provided many obstacles for our pre-release population during FY21/22. As we move forward to FY22/23 we will continue to enhance our employment efforts utilizing community partnerships.

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 four civil/criminal court proceedings that involved the Department of Correction (DOC). They also responded to 4541 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.

Ongoing communication with the Office of the Attorney General is conducted due to matters 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. 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 783 certificates 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 office. During this fiscal year, the SCIM Unit responded to 783 requests and 630 phone calls. In addition to this 663 Lump Sum packages were processed.

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 10,669 readmit requests and accepted 11,465 files.

The Interstate Compact Office (ICO) oversees both the Interstate Corrections Compact (ICC) and Interstate Agreement on Detainers (IAD) processes. 12 out-of-state inmates were temporarily transferred to Connecticut under the IAD to resolve pending charges in our state, and 26 Connecticut inmates were temporarily transferred out-of-state under the IAD to resolve pending charges in another state. 11 Form-6's Evidence of Agent's Authority to Act for Receiving State were processed. The ICO was involved in four transfers via Writ - Ad Prosequendum. Five Connecticut inmates were transferred out-of-state and five out-of-state offenders were transferred to Connecticut. The unit coordinated 30 interstate movements working in conjunction with both Connecticut and out-of-state staff, 19 of which were conducted by the Fugitive Investigations Unit (FIU). There were 43 other interstate population

changes throughout this fiscal year. The ICO performed 206 classification actions and responded to 197 letters regarding interstate matters.

Religious Services Unit – The Religious Services Unit serves the incarcerated population through the following number of chaplains: 11 Roman Catholic, 12 Muslim, 8 Protestant, 2 Jewish and 3 Native American, in addition to the help of 4 contracted Chaplains.

These highly trained Chaplains serve in all 13 of our facilities and interact with all of the offenders in some manner. They also supervise 1,500 Volunteers who supplement our programs. Our vision has evolved to consider every program we run in light of how it may best lead to successful community reintegration as well as more peaceful and well-adjusted life while incarcerated.

Although the COVID pandemic forced the unit to cancel many collective religious services in FY22 due to fluctuations in contagion, the Chaplains continued to visit the housing units daily and provided a peaceful, non-anxious presence for the incarcerated population as well as the staff, in addition to conducting worship services where permitted. During FY22, religious volunteers were permitted to re-enter correctional facilities to assist this unit in conducting worship services, but only approximately a third of the volunteers attended mandatory orientation sessions and an even smaller fraction has returned to the facilities due to their own concerns and apprehensions about the pandemic. Generally, where worship services have been offered, inmate attendance has remained low. The Religious Services Unit is currently studying this matter.

The Religious Services Unit offers a wide range of worship services, religious studies, special religious programs, and counseling to the incarcerated population. Typically, we annually offer more than 24,600 hours of ministry time; more than 14,000 worship services and religious programs; and more than 15,800 individual and group counseling sessions by the Chaplaincy staff. Due to pandemic related restrictions, the first two numbers have decreased but individual and group counseling sessions have increased. The counseling increased as Chaplains focused on that during restrictions on collective services.

The ultimate purpose of these services is to effect 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.

Beyond each Chaplain's existing levels of higher education, this unit continues to encourage each of its Chaplains to participate in Clinical Pastoral Education (CPE). CPE is a premier clinical training program that further educates professional chaplains through additional training in providing denominational specific care to like-minded parishioners as well as greater chaplaincy care to all incarcerated individuals of all faith traditions, including those who may have no religious inclination. Chaplains do not impose their selected morality or religious dogma, but can work with every incarcerated individual in their moments of need and provide spiritual care with extremely high moral and ethical standards. DOC is currently the only corrections agency in the United States offering Clinical Pastoral Education (CPE) in the prison setting. While currently working with Norwalk Hospital, we strive to become our own CPE site in the future in affiliation to the Association of Clinical Pastoral Educators (ACPE).

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. Since March of 2020 the pandemic has restricted VIP services. Prior to the COVID pandemic, approximately 3,400 Connecticut Department of Correction Volunteers, Interns and Professional Partners (VIPs) provided

services to the State's offender population. In August of 2021 a state wide training of all VIPs was held at Maloney Center for Training and Staff Development.

An Audit of our offered programming and the active VIPs shows the numbers for FY22 end as 808 total approved VIP's and 210 pending VIPs. COVID has impacted the total number of VIPs and has resulted less citizen involvement. A strategic plan to reopen to our VIPs was implemented in April of 2022 and continues to be in process. The facilities ability to accommodate VIPs and VIP lead programming is dependent on their Phase as outlined in the COVID protocol.

VIP Auxiliary Staff facilitate programs which include; AA/NA 12-Step & Panel Fellowship Meetings; Alternatives-to-Violence; Creative Arts (to include the CPA Prison Arts Program); Hospice; Internships; Youth Offender Mentors; School Support Programs (tutors, college classes, vocational planning); Health/Mental Health Clinical Services; Research; Reintegration Support Programs; People Empowering People and Thresholds (decision making, communications skills and problem solving groups); Yoga and Meditation; and Religious Services (i.e. Jumah, Taleem, Kairos, Alpha, Jehovah's Witness Services, etc.). The programs listed above and all other VIP programs support many of our correctional programs and services.

As evidence of the viability of foundational recovery and restoration activities, most elements are incorporated into the State of Connecticut Second Chance Society inspired reintegration unit at DOC's Cybulski Community Reintegration Center, as well as DOC's programs for CT's incarcerated young adults ages 18 through 25 in the TRUE Unit located at Cheshire Correctional Institution and in the WORTH Unit located at York Correctional Institution.

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, and the Prison Rape Elimination Act (PREA) 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 – The Digital Forensics Intelligence Unit is responsible for the analysis of computers, cellphones, Securus/JPay tablet and other electronic devices to include Internet of Things. 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. DFIU understands the rapid change in technology and software thus attends online training, and live webinars from the National White Collar Crime Center, also known as NW3C, a congressionally non-profit corporation which trains nationwide state and local law enforcements on current best practices to combat cybercrime. In FY22, DFIU worked on a total of 147 cases which included: 94 Cellular Devices, 22 Computers, 7 Gaming Systems, 23 Digital Media and 1 Drone device.

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 FY21, this unit conducted 295 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 1,130 media items during FY22.

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. This year the unit has been assisting the Connecticut State Police with the implementation of the PREA standards within their existing lock ups and policies.

In FY22, the PREA Investigations Unit was assigned 55 cases and has completed 43 of these investigations with determinations of substantiated, unsubstantiated or unfounded. Through the investigative process, data is collected and compiled for the Federal Sexual Victimization survey, CTDOC website statistics and federally mandated audits. This administrative data collection is based on allegations of sexual victimization by other inmates or staff that are reported to correctional authorities. The collection includes an enumeration of incidents reported to state prison systems, which is inclusive of all state halfway house programs. The statewide PREA Coordinator meets annually with each facility administrator and facility PREA compliance manager. This technical assistance visit gives on-going training in sustainability and current updates to the PREA requirements. The CTDOC began the third cycle of US Department of Justice PREA Audits beginning in July 2021 after delay due to the Covid-19 pandemic.

The PREA unit has been working with a DOJ certified auditor to conduct thirteen facility audits which have been completed. This will successfully complete the final year of the third audit cycle which will end on August 19, 2022.

Security Risk Groups Unit (SRG) – During FY22, SRG continues to be an integral part of training various law enforcement agencies throughout the State on current trends, identification and management of security risk groups; sharing pertinent information on current gang trends, specific gang identifiers and gang hierarchy structures while identifying/monitoring the most active gangs and gang members both in and outside DOC. SRG 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 such as the Connecticut State Police, Parole and Probation, Juvenile Probation, the FBI, the ATF and various statewide task forces.

The SRG Unit has also been working closely with the Connecticut State Police POST to provide an up-to-date training pertaining to Gangs and Gang Management, as a part of the in-service training of local municipalities as well as the Connecticut State Police.

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 6,662 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.

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 FY21, unit staff assisted outside law enforcement in nearly 375 investigations involving over 445 offenders. TMU concentrates primarily on reviewing telephone communications as well as incoming and outgoing mail of identified offenders. This unit manages approximately 65,879 telephone calls, and an average of 438 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. With the courts closed for a time during the COVID pandemic, 277 subpoenas were honored for testimony and TMU staff were called upon to testify in 7 court cases.

2) ADMINISTRATION DIVISION (Reports to the Commissioner)

AFFIRMATIVE ACTION UNIT

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 OF CONNECTICUT

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 FY2022.

The CEC Braille Transcription Program at the York facility completed its fourth 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, eight offenders have received nationally recognized certifications in Literary Braille Transcription by the Library of Congress through the National Federation of the Blind. This brings our total of certified offenders to seventeen. Two additional offenders have been added to the program and are training and working toward certification and two others are working toward advanced certifications. Having certified offenders now allows 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 will allow this operation to grow, add new offenders, and help to keep the operation financially self-supporting.

Both Cheshire Industries and Commissary are working closely with the facility and are having inmates from the T.R.U.E. Unit classified to work assignments within each respective area. 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 also invested over \$100,000 in capital equipment for license plate production in this fiscal year. 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 for FY22 were \$7.9 million.

Commissary receives, processes, packages and ships orders each week to the inmate population. Commissary processed between 6,000 and 7,500 orders per week. For the fiscal year Commissary generated annual sales of \$14,936,013.61 including a holiday program offering an expanded selection of items. These sales resulted in approximately \$356,779.87 in sales tax collected and forwarded to the Department of Revenue Services. In addition, Commissary covered \$2,959,719.53 in staff payroll expenses and \$102,073.37 in compensation to assigned program participant offenders. A portion of the net income for Commissary is transferred to the Inmate Welfare Fund.

Throughout FY 2022, both Commissary and Industries faced many Covid-related challenges which included shops and locations being shut down for extended periods of time and many inmate program participants and staff members becoming infected with Covid. As staff and inmates recovered throughout the year and some of the restrictions were lessened, CEC started to resume closer to normal operations.

EMPLOYEE ASSISTANCE UNIT

Since 9/27/2019, the Connecticut Department of Correction operates a divisional program dedicated to support DOC staff's overall health and wellness. The unit provides assistance to our employees, meeting all types of personal/professional 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, their loved ones and retirees. This round-the-clock program is available to support the needs of providing service to staff working any of the three shifts.

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 program is not intended to be a direct clinical service model. Instead it is a psychological support program; a peer-to-peer support program providing real-time assistance to all DOC employees, their loved ones and DOC retirees. The EAU program provides services and assistance including support, information, resources, referrals, education 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.

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. EAU provides assistance to employees through guidance and referrals for treatment and other outside resources/support services when appropriate and necessary. We aim to educate and protect staff and family members who work or have worked within the Connecticut Department of Correction.

This program is statewide and is 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 by one of the EAU's peer counselors, not by a contracted external call-center.

The types of common issues addressed, include but are not limited to: overall stress management/coping skills, job and life stressors, depression/anxiety/sleep disorders, other mental health problems, family/interpersonal relationship issues, domestic violence/sexual abuse, medical problems, trauma (PTSD/PTSI, correctional, personal, military), grief/loss, benefits/DOC paperwork (FMLA assistance), financial problems, eating disorders, addictions and substance use disorders (substance abuse, sex, gambling, food, shopping, social media, etc.), housing, food insecurities, community resources (legal, childcare/EAP) and others.

EAU Unit Accomplishments FY22

- Hired a part-time Administrative Assistant to support the increased needs of the unit due to the expansion of services and staffing.
- Provided the agency and community with uninterrupted services during the pandemic via in-person, telehealth or videoconference for initial intakes and ongoing follow-ups. Continued at 100% work capacity in spite of the ongoing COVID-19 positivity rate and related issues. Followed COVID-19 Emergency Preparedness unit/agency plan to provide critical support services to staff while following safety guidelines (including but not limited to wearing PPE, social distancing, using Microsoft Office 365 [Teams] and other virtual effective applications for EAU telework).
- The client increase data represents an astronomical 76% increase over the prior year:
 - 1,144 New clients (which includes 91 re-engaged clients), 861 DOC staff custody, 165 DOC staff non-custody, 29 DOC family/loved ones, 22 DOC retirees
 - Providing total contacts of 22,701 during the fiscal year
 - 270 Helpline calls
 - Top 4 predominant presenting issues: (1) job stress, (2) mental health/trauma (PTSD now known as PTSI), (3) work injury, (4) medical [including COVID-related issues]
 - Referrals to 35 inpatient/residential (mental health and/or SUD) programs and 292 outpatient (or IOP) referrals
 - Conducted numerous facility tours, visits and presentations
- Presented to the Waterbury Board of Pardons and Parole (following last year's presentations to all statewide district probation and parole offices).
- Expanded and enhanced the EAU provider/resource statewide database by vetting existing and new mental health, addiction, private practitioners, dual-diagnosis facilities and telehealth opportunities for our clients to expand our first responder/badge/uniform services specific programs.
- Provided ongoing live or virtual awareness presentations to Wardens, Deputy Wardens, Human Resources, new recruits, new supervisor orientations (for new or promoted DOC staff), facility nursing staff health services unit and numerous facility wellness events and fairs (as permitted due to COVID). Participated in two CT-based podcasts on staff wellness (411:911 and DOC Local 391).
- Presented during a CABLE symposium on the Workers Comp PTSD bill (SB 231)
- Participated in monthly Women in Corrections Leadership (WICL) meetings which included conducting a virtual presentation in May 2022 on Mental Health Awareness. Also attended the WICL Conference in August 2021.
- All EAU and new CIRT staff participated in a 16-hour course and were certified in Mental Health First Aid (MHFA).
- Developed and implemented an EAU Commitment Agreement Confidentiality Form.
- Developed and implemented an EAU Emergency Preparedness Plan for hurricane Henry.

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 25 construction projects for a total of \$1,071,660.30. There are currently 38 projects in progress.

In addition to continued energy savings, the Unit pursues all available incentives and rebates. During the past twelve months we have received \$337,737.29 in utility incentives from EverSource. These energy efficiency projects were for the new EMS System at Walker CI (\$192,011.81), New Haven CC LED lighting upgrade (\$85,249.00), MacDougall-Walker Steam Trap Repairs (\$11,928.00), Osborn CI pipe insulation (\$28,046.00) and for the York CI high-efficiency cook chill natural gas boilers (\$20,502.00).

As part of Governor's Executive Order 1 – GreenerGovCT, the Facilities Management and Engineering Unit coordinated with DEEP in an energy efficiency project. The agreement was signed off on March 31, 2021 for a project cost of \$6,123,988.20. Project began in May 2021. It consisted of a new Energy Management System (EMS) for MacDougall-Walker CI Central Plant. They replaced the original 1992-93 electronic/pneumatic Johnson Controls Metasys EMS, which is no longer supported by the manufacturer. 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.

As another part of the Governor's Executive Order 1, a United Illuminating (MOEA) Municipal Energy Opportunities Agreement through Energy Resources was signed off July 22, 2021 for New Haven Correctional Center. This project began in September 2021 and consisted of retrofitting the current lighting with LED lighting in the administration area, laundry area, A/P area, all blocks and both dorms. This provided an incentive of \$85,249.00. This upgrade will provide approximately 551,144 less kWh usage and a cost savings of \$76,842 per year.

Two new inmate programs were added:

Manson Youth – Barber Shop – A renovation of a current vocation shop was turned into a barber shop. There are nine work stations with chairs and safety mirrors and three shampoo sink stations (new electrical and plumbing), along with new air conditioning.

Cheshire CI – Cosmetology – a renovation in the commissary storeroom was turned into a cosmetology shop. There are five work stations - each with a chair and sink and safety mirrors.

The following facilities received additional camera and software systems for staff and inmate safety: Bridgeport CC (Memorial Building), Corrigan CI (kitchen, school and corridors and sallyports), New Haven CC (housing units, kitchen and school blind spots), York CI (including exterior, Building 9A Cook Chill kitchen and Building 10 Central Plant), MacDougall and Walker CI (blind spot areas in housing units and main hallways) and Osborn CI (hospital and school).

MAT (Medication Assisted Therapy) Clinic expansion/renovations continued this year. The Garner CI facility was completed. This project included (3) CCTV camera installations, steel rolling door, countertop, locking mechanism, security alarm system, safe, sink and refrigerator.

The Niantic Complex had a Natural Gas line installed through the efforts of DOC and Eversource. An Agreement for Natural Gas Services was signed off and the new gas line was incorporated into the York CI underground distribution piping project, including the Central Heating Plant. DOC was also able to convert the propane fuel supply in Building 9 to natural gas, as well as, the conversion of the Industries boiler.

The DOC Environmental Unit:

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. During this fiscal year we removed (1) 10,000-gallon diesel tank and replaced with a 6,000-gallon diesel tank at Osborn CI; Replaced an underground 10,000-gallon gasoline tank and a 4,000-gallon diesel tank with a 6,000-gallon dual above ground tank (5,000-gallon gas/1,000-gallon diesel) at the MacDougall Garage; and Replaced an underground 6,000-gallon gasoline tank and 3,000-gallon diesel tank with a 10,000-gallon dual above ground tank (6,000-gallon gas/4,000-gallon diesel) at Robinson Garage.

Installed a Fuel Master gas dispensing system in District 1 at MacDougall/Walker in December 2021 and at Robinson Correctional in May 2022. 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 of \$12,705.45.

Is certified to assist with the daily operations of the Enfield/Somers drinking water system. By utilizing our staff, we achieved a savings of \$78,469 versus contracting out DPH requirements for water systems.

Negotiated York CI's semi-annual groundwater monitoring program from 10 wells to five wells. This provided a cost savings of \$6,300.00.

Had solid debris removed from our storm water catch basins and used for on-site fill. This resulted in a \$145,000 cost savings.

DOC Environmental Unit staff continued to be certified to test underground tank and lines, conduct cathodic protection tests, prepare tank closure reports, act as project manager for tank removal projects, and inspect the condition of underground & aboveground storage tanks. By utilizing our staff, we have achieved an average cost savings of \$97,901.00 compared to using services by contracted vendors.

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 \$645.7 million dollars encompassing 87 separate spending plans and provided all financial reporting requirements of the agency's non-appropriated funds.

Account Payables processed 34,749 invoices while aggressively pursuing prompt payment discounts. Through prompt payment and diligent cash management Fiscal Services saved \$142,285 in Fiscal Year 2022

The Purchasing section prioritized expenditures against limited funds, processing over 8,143 requisitions and over 10,948 purchase orders.

The Contracts Administration component managed over 500 contracts and agreements with a combined annual value in excess \$59.4 million.

The Warehouse unit encompasses two supply warehouses that service fourteen facilities and disbursed inventory valued over \$11 million and one uniform warehouse which distributed to over 4,180 correctional employees valued at approximately \$746,603.

The Asset Management group tracked, accounted for, performed physical inventories of, and reported on the agency's approximately 10,947 capital and controllable assets located in 20 facilities, all Parole Offices and Central Office valued at over \$61.3 million and controlled disposition of surplus items valued at \$586,266.

Centralized Services oversaw and enforced policies for agency wide usage of vehicles and mobile communication devices. Vehicle mileage is reported monthly for 617 vehicles, 551 which are leased and 59 are owned. In addition, Vehicle maintenance, complaints and violations 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 188,144 individual receipts and issuing 26,277 checks during the fiscal year. The Inmate Trust fund had a balance of \$4,958,805 as of June 30, 2022.

The Payroll unit processed biweekly payroll of approximately 18,449,333 for an average of 5,876 employees each pay period in Fiscal Year 2022.

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

In Fiscal Year 2022, the agency collected \$6,634,280.12 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.

DOC Inmate Medical Services Accounts Payable unit created a new Provider Billing Application with IT for processing Inmate Medical nearly 10,000 medical claims totaling \$2,395,351.55.

FOOD AND NUTRITIONAL UNIT

The Food and Nutritional unit provides 3 nutritionally balanced meals per day for the offender population. This includes a multitude of medically ordered diets as well as all observed religious diets. In 2021/22 the unit 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 \$3.24 in 2020/21 to \$3.42 in 2021/22. We were able to minimize the increase through proactive bulk and opportunity purchasing. It should be noted that, although we have experienced significant operational and supply chain challenges throughout the past 2.5 years of the pandemic, there has been no noticeable disruption in service to our end-user.

- Unit accomplishments include a reduction in overtime of 10.7% as compared to 2020/21. This represents two consecutive years of 10% or more reduction in overtime expense. This continues to be achieved through proactive hiring practices. Due to the accelerated retirement trend in 2020/21 Food Service backfilled over 20% of our labor force.
- Through a collaboration with the Medical Unit new policies and procedures have been put in place to ensure that any new diets have been scrutinized and supported by Medical leadership. As a result, the increase in new medical diets has dropped dramatically. In addition, we continue to eliminate diets that are no longer considered medically necessary.
- Additionally, through the implementation of a 5year 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.

The Food Service Unit staff continues to overcome any challenges arising from the ongoing COVID 19 pandemic.

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) and well as addiction related programming.

Over last year, automated dosing rooms for MOUD (Medication for Opioid Use Disorder) were constructed and became operational several DOC facilities. Through grant and budget allocated monies, previous plans for expansion of automated dosing rooms and Addiction Treatment services have commenced at Carl Robinson, Corrigan, Osborn, Willard-Cybulski, Walker, Bridgeport, New Haven, and Hartford. The York, New Haven, and Bridgeport Correctional facilities underwent NCCHC Accreditation survey. York was for a 100% internally run program while Bridgeport and New Haven 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. New processes were developed and implemented across the facilities. 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. Several new electronic interfaces were developed for both the pharmacy and eMAR surrounding Covid testing and vaccination. In the summer of 2022, the EHR was upgraded to a newer version addressing several technical issues. Additionally, the hardware supporting the EHR was upgraded to provide both more server space and processing capacity. Two custom software modules for the EHR were purchased in 2022. The first being an infirmary bed management module allowing the Agency to effectively monitor, admit, and release suitable offenders from the infirmary setting. The second being a formulary manager which will allow the Agency to implement a pre-developed formulary for prescription medications.

The Laboratory vendor was switched and successfully implemented in 2019 with similar outcomes to the Pharmacy switch. Several new data interfaces were devised in 2020 to handle the large amount of Covid testing and vaccination data surrounding the pandemic. Laboratory services were used extensively throughout the pandemic for Covid-19 PCR testing. Both mass and medically necessary Covid-19 testing has been offered to the Offender population at all facilities biweekly throughout the pandemic which allowed the Agency to identify those that were infected, and those that may become infected, thereby allowing the Agency to house those offenders in the proper medical quarantine or isolation environments. Several clinical laboratory algorithms were developed by the Agency's medical providers for use in the assessment and prediction of outcome for those infected with Covid-19. The result was that the Agency was able to keep the offender positivity, hospitalization, and case fatality rate will below that of the community.

The CT DOC Health Services Unit continues to conduct the ongoing operation spawned from a one-of-a-kind Hepatitis C mass screening of the inmate population with over 21,000 screens performed and continued and immediate treatment of over 700 inmates determined to have chronic Hepatitis C.

The CT DOC Health Services Unit continues to screen intakes in the jail facilities for Covid-19. The Agency developed and moved a Covid Recovery Unit between two facilities where symptomatic Covid patients could recover in isolation from others with enhanced medical assessment and care.

Continued mass testing is ongoing biweekly across all facilities. Several policies and procedures

surrounding Covid were implemented. As of 6/30/22 tens of thousands Covid tests were administered across the inmate population. These tests were both PCR and rapid antigen tests.

Several medical providers joined the Agency over the last year. This led to inmate medical requests being addressed in a timely manner with over 24,000 encounters with medical providers over the year.

The Agency is contracting with several new vendors to provide much needed services. One is for pre-service medical review to assure any outpatient specialty service request is both medically necessary and all necessary diagnostics are completed prior the service. This shall increase efficiency for outpatient services drastically. Another vendor currently being implemented will provide non-bias third party review of the medical care for any untimely offender death that occurs within DOC. RFPs were sent out for oral surgery services which are currently not provided within DOC as well as an EKG reading service to render diagnostic EKG reads by board-certified cardiologists.

DOC Health Services continues to work with UConn Health on several initiatives surrounding our specialty medical services and inpatient care. The Agency has a joint project going with them to install telemetry services on the MS5 floor of John Dempsey Hospital. This will allow 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 issues 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 75% 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.

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 at our sentence facilities: Osborn, York, Robinson, Cybulski, as well as our jail facilities: Hartford, Corrigan, Bridgeport, and New Haven Correctional Centers. This program allows for 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. This program is expanding to offer Recovery Coaching in all Correctional Facilities, Parole offices, and Halfway Houses.

NARCAN

NARCAN is currently being distributed at all State of Connecticut Department of Correction (DOC) facilities to discharging inmates. These inmates have been identified as at risk for potential opioid overdose upon their release. In addition to those that we have identified as at risk, any inmate that is discharging from our custody can request a NARCAN kit. Training on signs of overdose and how to respond to an overdose emergency is now being provided in all of the DOC facilities to all inmates. NARCAN is now available for distribution at all five Parole District offices in the state. Parole officers that identify an offender on their caseload as at risk of overdose, will provide the offender with a NARCAN kit. The ATU is also providing NARCAN kits to every offender that discharges from the APT foundation- Residential Substance Abuse Treatment program. NARCAN kits and training are also being offered to the Community Contracted Provider Halfway House programs and the scattered housing sites. Finally, the Addiction Treatment Unit is reaching out to the families of inmates discharging from our correctional facilities and/or Half Way House programs. Alarm style NARCAN boxes have been placed in all Parole offices and some Half Way Houses to allow both staff and parolees access to NARCAN to respond to an overdose. The Department of Correction is offering those families training and education about signs and symptoms of an overdose, how to utilize nasal NARCAN and finally providing them with an overdose awareness kit that will include two doses of nasal NARCAN.

MEDICATED ASSISTED TREATMENT

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 10 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 six 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 10 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 additionally, 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.

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 22, 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. The COVID-19 pandemic has forced the agency to temporarily discontinue in-person external visits. In support of transparency during the ongoing global pandemic, 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 4,500 requests department-wide during FY22.

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. Due to the Coronavirus Pandemic, all contested hearings are now telephonic.

The Freedom of Information Commission is tentatively planning on resuming in-person hearings, September 2022. In lieu of our typical full annual training for the entire department, we conducted numerous one on one trainings with staff and as well as numerous facility-specific trainings as requested.

LEGISLATIVE LIAISON UNIT

During FY22 the Legislative Liaison responded to a large number of inquiries from state & federal public officials/agencies and Connecticut residents - especially concerning the health of inmates during the coronavirus pandemic. The pandemic also caused the cancellation of the annual public official tours of the correctional facilities and parole district offices. During the 2022 short General Assembly session, the Legislative Liaison was very involved with numerous pieces of legislation. In particular, Public Act 22-18 which among other things increases the amount of inmate out-of-cell time, creates an agency-wide Corrections Ombudsperson and a Correction Advisory Committee. This was an historic agreement fashioned by the Governor, DOC and advocates. Other bills which were enacted this session include: Public Act 22-10 which requires DOC and the Department of Motor Vehicles to assist inmates with obtaining Commercial Drivers Licenses; Special Act 22-24 which requires the Chief Workforce Officer to develop, implement and report on a plan to expand workforce development programming for incarcerated persons and returning citizens; Public Act 22-133 which requires DOC to develop a plan for enhancing health care services to inmates including mental health, substance use disorder, and dental care services; Public Act 22-118, the State Budget, requires the State Department of Education to evaluate the adequacy of DOC's Unified School District #1 funding and make any recommendations for improvement.

The Legislative Liaison led the effort within DOC to organize and comply with all the statutory reporting requirements of the agency. The Legislative Liaison also actively participated in the Reentry Councils which coordinate services for ex-offenders in 10 regions of the state and the Governor's Workforce Council Subcommittee for Returning Citizens. Lastly, the Legislative Liaison was involved in the Department's Adult Reentry Employment Strategic Planning Group as part of a U.S. Department of Justice grant and the development of DOC's Vocational Village which was established and funded last year by the Governor and the General Assembly.

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 5,500 staff assigned throughout the state.

During Fiscal Year 22, the Public Information Office responded to more than 7,500 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.

With the ongoing Covid-19 pandemic, 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 a 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 the public 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 Public Information Office created a specific Coronavirus Information page, which is updated daily, and is located on the Agency's website.

Among the information posted on the Coronavirus Information page tracks data pertaining to the number of staff members and inmates who have contracted the Covid-19 virus, as well as the number of individuals in each group that has since recovered. The staff of the Office of Public Information is responsible for collection the various Covid-19 related data, and double-checking to ensure for accuracy. During Fiscal Year 22, the Public Information provided the Covid-19 related data for posting on the CT Open Data Portal. The Coronavirus Information page contains links to every pandemic related press release, all staff memos, and memos to the incarcerated population.

The External Affairs Division and Office of Public Information are responsible for informing the media of department activity. In Fiscal Year 22, media interest remained focused on Covid-19 related issues, specifically regarding the management of our incarcerated population.

With access to outside visitors (including reporters) suspended, there continues to be an increased onus on the Office of Public Information to provide detailed information regarding the positive steps taken to minimize the spread of the coronavirus and ensure the safety of those under our supervision. 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 account; 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 2,400 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 FY22, the Office of Standards and Policy updated nine (9) Administrative Directives and rescinded one (1). These directives included associated documents which include Spanish translations and forms/attachments. A total of 67 Revisions, Exceptions and Inclusions to the Administrative Directives were also processed.

Noteworthy projects completed during this fiscal year include:

- Revised policy as a result of Governor Lamont's Executive Order 21-1
- Revised Administrative Directive 9.4, Restrictive Status, which is currently being reviewed by the Office of the Attorney General.
- Revised the agencies attendance policy

Published the annual report to the Criminal Justice Policy and Planning Division pursuant to Public Act 17-239

TABLET DIVISION OF THE OFFICE OF STANDARDS AND POLICY

The Tablet Division is responsible for the distribution, maintenance and sustainability of the newly approved and released tablets that have been issued to the inmate population beginning in November of 2020.

During **FY22**, this division has issued over 9,000 tablets statewide to the following facilities:

- MacDougall-Walker Correctional Institution
- Manson Correctional Institution
- York Correctional Institution
- Corrigan-Radgowski Correctional Institution
- Carl Robinson Correctional Institution
- Cheshire Correctional Institution
- Willard-Cybulski Community Reintegration Center
- Osborn Correctional Institution
- Brooklyn Correctional Institution
- Garner Correctional Institution
- Hartford Correctional Center
- New Haven Correctional Center
- Bridgeport Correctional Center

This division is the single point of contact for the Department of Correction and functions in a liaison capacity to:

- Uphold safety and security standards
- Ensure compliance with the Engineering Department for all infrastructure needs
- Maintain the email account which receives general inquiries from the public regarding tablets.
- Place content from other departments such as School, Religious Services, Re-Entry, etc. onto the tablet mainframe to deliver enhanced services where capable.
- Maintains the secured messaging system to the inmate population remains operational
- Maintains the new secured phone app to the inmate population remains operational
- Work with vendors to provide the best content to issue to the inmate population such as music, movies and games.
- Maintains statewide tablet inventory.
- Maintains all Wi-Fi connectivity to ensure all incarcerated individuals are connected to the secured network.
- Continuously monitor the quality control that the vendor provides the incarcerated individual.

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 2022 the Victim Services Unit completed 683 new victim registrations, 423 inmates with registered victims completed their sentence requiring end of sentence notifications for each associated victim, we processed 1053 Notice of Applications for sentence modifications and 257 Pardon/Commutation Applications. Victim Services also completed 550 notifications for Community Release review along with 275 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 offenders. Additionally, during FY 22, the unit received and responded to 70 complaints filed by inmates and employees with the Connecticut Commission on Human Rights and Opportunities and the Equal Employment Opportunity Commission. The unit also handled approximately 45 appeals brought before the Freedom of Information Commission. During FY 22, 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.