



## 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*
  - Craig Washington, *Administrator of District 2*
  - Eulalia Garcia, *Administrator of Programs and Treatment Division*
  - Rhianna Gingras, *Director of Parole and Community Services*
  - Antonio Santiago, *Director of Security*

*Established* – 1968

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

*Number of full-time employees* – 6,047

*Recurring operating expenses* – \$727.3 million

*Capital outlay* – \$4,628,115

*Organizational structure* – *Two sections of management:*

*Operations and Rehabilitative Services; Administration 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**

Including those offenders on department administered community supervision, correctional staff supervised a total population of 13,604 offenders on June 30, 2024 which is a 3.20% increase when compared to 13,169 on June 30, 2023.

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

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

In addition to overall supervision of the department's correctional custody facilities, this division also supervises the department's Programs and Treatment Division which is under the direction of a third District Administrator.

The Operations and Rehabilitative Services Division also includes the department's Operations Unit, Parole and Community Services Division, and the Security Division.

**Department of Correction Districts and their Facilities/Units**

<b>DISTRICT 1 ADMINISTRATOR – CUSTODY FACILITIES</b>	<b>DISTRICT 2 ADMINISTRATOR – CUSTODY FACILITIES</b>	<b>DISTRICT 3 ADMINISTRATOR – PROGRAMS AND TREATMENT</b>
Bridgeport Correctional Center	<i>Brooklyn Correctional Institution</i>	<i>Community Release Unit</i>
Cheshire Correctional Institution	Garner Correctional Institution	Education Unit
Corrigan Correctional Center	Manson Youth Institution	Offender Programs Unit
Hartford Correctional Center & UCONN Ward	Robinson Correctional Institution	Offender Re-Entry Services Unit
MacDougall-Walker Correctional Institution	Willard-Cybulski Correctional Institution	Offender Classification and Population Management Unit
New Haven Correctional Center	York Correctional Institution	Religious Services Unit
Osborn Correctional Institution		Sentence Calculation and Interstate Management Unit
		Volunteer Services Unit

This division also diligently monitors, assesses and discerns trends by analyzing statistical data extracted from the facilities via the Statistical Tracking Analysis Report (STARS report). This analytical endeavor aims to identify any discernible patterns that could potentially influence facility operations and enable corrective measures to mitigate any adverse impacts. In FY24, inmate-on-staff assaults increased by 36 assaults, 17% from the previous year’s figure, and increased by 37% from the 2-year mark. Inmate-on-inmate assaults increased by 31% from the previous year and increased 37% from the 2-year mark. Inmate fights increased by 9% from the previous year by 80, and increased 15% from the 2-year mark. Inmate disciplinary infractions increased by 19% from the previous year and increased by 45% from the 2-year mark. Use of force incidents increased by 17% from the previous year and increased by 22% from the 2-year mark.

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

In FY24 the department also entered into two collaborative partnerships on additional initiatives. One being a partnership with Chicago Beyond which is a national philanthropic organization that makes strategic investments to promote positive changes in several areas including the justice system.

They are partnering with correctional institutions across the nation to teach and implement the principles of Holistic Safety. The basic philosophy behind Holistic Safety is to support the mental health of staff and incarcerated individuals. A team from Chicago Beyond traveled to Connecticut in May to work with the leadership of the Cheshire and Corrigan facilities. After a tour of each facility (on consecutive days), they then sat down to develop an action plan, specific to their particular facility's needs. Again, the overarching goal of the action plans is to increase the level of physical and psychological safety for all people within a correctional system.

Another partnership is with Amend, part of University of California San Francisco, which is a public health and human rights program that works with correctional organizations to empower correctional leaders and staff to create safer, healthier, more humane, and more effective prisons. This would include training provided to staff on skills and tools needed to improve the health and wellbeing of both the staff and incarcerated individuals.

### **OPERATIONS UNIT (Reports to Deputy Commissioner of OARS)**

The Operations Unit is pivotal in maintaining the safety and security of facilities and staff. This unit is responsible for various emergency response operations, highlighting its adaptability and commitment to operational excellence in service and safety. These responsibilities include management and specialized training of various units including the Correctional Emergency Response Team (CERT), the Special Operations Group (SOG) and Situational Control (SITCON), all of which handle high-stress incident response. The Tactical Support Unit (TSU) bolsters the unit's effectiveness in critical situations, while the Emergency Response Plans Unit ensures preparedness strategies are continuously updated and rigorously practiced, and the K-9 Unit assists in response situations including in collaborations with other State agencies.

This unit also supervises the department's Armories, ensuring proper management and security of critical assets. The department's Honor Guard and Pipe and Drum Corps, representing the dignity and integrity of the correctional profession, are also integral components of the Operations Unit. It also manages the Property Claims Office, which handles the procurement and upkeep of essential resources.

**Correctional Transportation Unit (CTU)** – The Operations Unit also oversees the Correctional Transportation Unit (CTU), which provides safe and secure transportation of individuals in custody.

**Atlas/Staffing** – We have introduced new reports in our Atlas program, enhancing our ability to track employee overtime and time-off usage. Additionally, we have provided retraining to prevent supervisor misuse of the system. From a staffing perspective, we implemented a new position justification process to ensure accountability in our agency's position counts and accurately assess funding needs.

**Operations Data Unit** – Established in 2021, the Operations Data Unit was created to meet the growing need for real-time data in operational decision-making, forecasting, and planning. Comprised of five full-time and one part-time staff member, this unit serves the entire agency by collecting and analyzing data and managing external requests. The Data Unit employs data analytics and business intelligence methods to inform decisions, produce comprehensive reports, and identify opportunities to further the agency's mission.

In fiscal year 2024, the Operations Data Unit spearheaded several projects aimed at operational improvements within the department.

The organizational chart project is part of an ongoing effort to enhance accountability for positions and vacancies. Additionally, the unit collaborated with the State of CT Bureau of Information Technology Systems to develop a new incident report management system to streamline the collection of vital statistical data for future use. This unit takes pride in the tools and dashboards it has developed, which have significantly improved the accessibility of information for frontline staff.

**Operations Emergency Plans Unit** – This unit maintains a secure, comprehensive database of photographs and detailed checklists for each facility/unit.

In fiscal year 2024, the Emergency Plan Unit began testing a new method for organizing and maintaining this data, which has proven cumbersome to update and unconventional to use in time-sensitive scenarios. The unit is exploring the use of AutoCAD, a program that allows buildings to be constructed as 3D-rendered objects, potentially replacing PowerPoint. AutoCAD will let authorized users view all relevant building data on a single, modeled representation, including critical emergency access information.

As this unit continues to maintain the current emergency plans database, it is constructing a facility model in AutoCAD to demonstrate the program’s capabilities. The unit believes that AutoCAD will significantly improve the user experience by providing a more streamlined and accessible platform for emergency planning data.

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

The Parole and Community Services Division (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. This division is comprised of district offices located in Bridgeport, Hartford, New Haven, Norwich, and Waterbury. The following specialized units are also supervised by this division: Central Intake, Fugitive Investigations, Mental Health, Residential Intake, Residential Services, Special Management, Support Services, Training and Staff Development, and Women’s Re-Entry. There are approximately 154 staff members of various job classifications assigned to this division. P&CS continues to focus on the release of eligible and appropriate offenders from correctional facilities to halfway houses and community residences, with approximately 2186 releases during the 2023-2024 fiscal year. As of June 30, 2024, P&CS was responsible for the supervision of **3022** offenders of all release statuses. This represents a .5% increase in the supervised population from the previous year.

In FY24, Cohegan House, a 24 bed program previously utilized as a COVID respite for males on community supervision, came back online as a work-release program during July 2023. Halfway houses previously submitted a protocol to manage any COVID positive residents onsite in order to support this shift.

P&CS continues to utilize the Statewide Collaborative Offender Risk Evaluation System (SCORES) and the Women’s Risk/Need Assessment (WRNA) for evidence-based assessments. An awarded Quality Assurance (QA) contract and process began in January 2024 for parole officers and DOC facility staff as applicable. In FY24, the division awarded a contract for an evidenced based Core Correctional Practices (CCP) curriculum build to be utilized by Parole Officers and Supervisors, which identifies motivational enhancement strategies for promoting positive behavioral change, is in progress with division training is projected in early 2025.

This division continues to support efforts to address substance use disorders and overdose prevention strategies, through utilization of contracted community based residential substance use programming as well as maintaining collaboration with the department's Addiction Treatment Unit (ATU) to make referrals for parolees who may benefit from peer services to facilitate successful recovery from addiction. Efforts to connect the supervised population with recovery coaches through CT Community for Addition Recovery (CCAR) has expanded to face-to-face recruitment in the five district offices statewide. Through ATU initiatives and grants, the division has also outfitted each contracted residential provider with Naloxone and Naloxone boxes.

P&CS currently maintains a network of contracted residential providers inclusive of work release, mental health, substance abuse, sex offender, transitional housing (927 beds) and supportive scattered sites (234 beds), totaling 1161 beds statewide. Because of the closure of two female residential programs in Willimantic in 2023, P&CS has awarded a contract for replacement in Groton as an (8) bed combined women's work release with mental health supports, slated for operation in October of 2024. As several contracted residential beds are set to expire end of FY25, the division and relevant department units are in the process of developing a Request for Proposal (RFP) for continuity of services.

This division continues to provide non-residential services in vocational training, domestic violence, sex offender, and cognitive behavioral therapy; as well as services through a Memorandum of Agreement with the State of Connecticut Judicial Branch's Court Support Services Division (CSSD) to access Alternative In the Community (AIC) programs including Building Resilience (Exploring Trauma), Treating Alcohol Dependence, Reasoning and Rehabilitation, and Job Services Group. This division also continues to contract with EMERGE Connecticut, Inc. to provide employability training in the New Haven catchment area. Continued support to DOC's work furlough programs with Pursuit Aerospace, Telling Industries, and Boat Works has been maintained.

During FY24, the Provider Data Management System (PDMS) was successfully migrated to this division, which has enhanced communication with our contracted residential providers and data tracking. Enhancements have been implemented to support the department's ID procurement project by tracking the location of IDs while in the halfway houses.

This division remained involved with Project Safe Neighborhoods (PSN), Project Longevity (PL) as well as Hang Time and Her Time, including a PL established in Norwich/New London during FY24. To support collaboration with community providers statewide, the division continues participation in monthly Reentry Roundtable meetings and partnerships with the Reentry Welcome Centers in Bridgeport, Hartford, New Haven and Waterbury. The division continues its involvement in the Program for Reintegration Engagement, Safety and Support (PRESS) along with the City of New Haven's Office of Violence Prevention.

P&CS continues its collaboration with CSSD, the Alliance (victim advocates) and the Center for the Treatment of Problem Sexual Behavior (CTPSB) regarding the management, treatment and supervision of sex offenders. Effective 11/28/23, new sex offender specific conditions were imposed by the State of Board of Pardons and Paroles (BOPP) which aligned with national sex offender supervision trends. All offenders released by the BOPP under the Special Management Unit received new conditions during FY24. There is also a strong collaborative partnership with the State of CT Department of Mental Health and Addiction Services (DMHAS) to ensure seamless coordination of community supervision and treatment services for individuals with mental health conditions involved in the justice system.

This division has made staffing changes in order to improve operational oversight and support. Through converting approved positions, an Office Supervisor was created to oversee the division's clerical staff across the five district offices.

A Staff Attorney<sup>2</sup> position was added to provide legal support to the division by way of trainings, policy research and development, and Parole Officer guidance during the Parole Violation process conducted by the BOPP. Position fulfillment is expected for July 2024. Lastly, a Deputy Warden position for P&CS was approved for oversight of the Residential and Central Intake Units which is expected to be filled in FY25.

Another FY24 focus for the P&CS director's office was to update its division policies and procedures. Staff from across the division joined in collaborating and working to update many policies to align with the current trends in supervision. This initiative is ongoing.

## **PROGRAMS AND TREATMENT DIVISION (Reports to Deputy Commissioner of OARS)**

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

During FY23, CRU reviewed 6,199 cases that were eligible for release consideration. There was a noted increase of 642 case reviews when compared to the prior FY. These release types which are governed by Connecticut General Statute and department policy include Community Release, Transitional Supervision, DUI Home Confinement, Furloughs, Dual Supervision, and Transitional Placement. CRU also assists the department's Commissioner in reviewing applicable offenders being considered for release to a contracted nursing facility.

In ongoing support to the department and its administration, CRU provides vital review and process of offenders eligible for release. This unit has been able to assist in the stability of the overall agency facility count, while continuing to ensure public safety as a priority. The lowering and stabilization of the overall count has assisted in the department's Mission and Vision. CRU has assisted in several department policy revisions and provides ongoing assistance to the State of Connecticut Office of the Attorney General in support of numerous lawsuits against the State; and continues to respond to an extensive increase in phone calls and written correspondences including emails from attorneys, offenders, family members, and legislators inquiring about release policies. Since the establishment of the Community Release Unit in March of 2015 its staff have reviewed 67,431 cases for discretionary release consideration to date.

During FY24, the CRU has made great strides in training efforts. The CRU has conducted numerous one on one trainings with all requesting facility staff. This unit has strengthened efforts to collaborate directly with the department's Addictions Treatment Unit and Programs and Treatment Unit to bolster its holistic approach to review processes. CRU also continues to strengthen its relationship with the department's Parole and Community Services Unit as well as the State of CT Board of Pardons and Paroles by conducting inter-divisional trainings made available to a multitude of staff. This initiative also includes frequent tours within the facilities, which benefits both staff and offender population.

During this FY, CRU has continued to expand its training efforts, with a new training model known as T.E.N.S (Training, Efficiency, Networking, Support).

This initiative has been established in an effort to conduct live small-group trainings to both treatment and custody staffs enhance lines of communication and information sharing throughout the agency. This training will help share information and build professional development by means of both material and systems knowledge.

**Offender Programs Unit** – The Offender Programs Unit provides a comprehensive evaluation of all programming offered by the department in relation to its mission statement. This unit also seeks to ensure the department meets the programmatic needs of the offender population as identified through each inmate’s individual Offender Accountability Plan and maintains a related Compendium of Programs that are offered throughout the department.

All programs remain in normal operation during this reporting period. All future moves to in cell programming must be approved through this office.

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

A computer-based assessment program records the programmatic participation of every offender in a researchable database. An audit of offender programming took place in July of 2024 for the reporting period. This audit addressed the following areas: DOC Core programming and training, the master programming schedule accuracy, programming compendium accuracy, Rt3M and Program log/section 6 congruency, Rt3I and OAP congruency, Domestic Violence facilitation and evaluations and Programming output and documentation. Overall findings are as follows: Average daily sentenced population for report time 6,607. Enrolled 3,158 at time of report – 47.79% enrollment rate of sentenced offenders – does not include job classification, Higher Education, Unified School District#1, Addiction Treatment Unit programming, Behavioral Health Unit programming, nor Contracted programs. This office provided 237 individual training sessions to 141 individuals for the reporting period, all of which were in core programming and records management. In collaboration with the department’s Addiction Treatment Unit, we have provided 17 additional hours of supplemental skill-based training. The Offender Programming Unit has training scheduled for the fall of 2024 in all core programs.

**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. An Audit of our offered programming and the active VIPs shows the numbers for FY24 end as 923 total approved VIP’s and 100 pending VIPs. The facilities ability to accommodate VIPs and VIP-led programming is dependent on space and staffing. Many facilities report inadequate spacing.

*Breakdown of Approved VIPs by Program*



- Addiction Treatment Unit: 157
- Chaplaincy Services: 219
- Higher Education: 235
- Internships: 39
- Programs and Treatment Unit: 172
- Reentry Unit: 60
- USD#1: 3

During this reporting period VIP Services has been working to move to a better tracking system that allows for ease of access and streamlining of processes for new or returning VIPs. This includes the process of background checks, data entry, and automated annual reauthorizations (background checks) for all of our approved VIPs. VIP Services expects to test this system in September of November 2024.

*VIP Services holds contracts for the following programs:*

- People empowering People (\$12,000)
- Thresholds (\$6,000 annually)
- Prison Arts CPA (\$40,340 annually)
- Alternatives to Violence Project (no cost)
- National Prison Debate League (TRUE and W.O.R.T.H) (no cost)
- Prison of Peace (CCI and MWCI pilots), (no cost)
- Musical Masterworks (CCI) (no cost)
- International Association for Human Values Mediation program (GCI, YCI and WCCI). (no cost)
- Madonna Place, InsideOut Dad (no cost)
- Douglass Project (no cost)
- CLICC Literacy (no cost)
- Scrip Inc (no cost)

**Offender Re-Entry Services Unit** – This unit is responsible for assisting discharging offenders with their community transition or basic needs including housing referrals, medical insurance, clothing, transportation, employment referrals, and identification procurement. During FY24, re-entry staff procured a total of 2,329 birth certificates; 2,538 Social Security cards; 435 CT Department of Motor Vehicle (DMV) driver licenses (renewals and duplicates); 1,778 DMV non-driver identification cards (renewals and duplicates); and 361 new issue DMV non-driver identification cards for the offender population. A total number of 7,571 pieces of identification (birth certificates, Social Security Cards and DMV Identification) were waived by our sentenced offender population. Legislation Public Act 22-10, “An act making the commercial driver’s license knowledge test available to certain incarcerated persons”, approved CDL testing for offenders who are currently incarcerated and 11 offenders tested for their CDL permit during FY24. The CDL program is currently operating at Brooklyn CI, Robinson CI and York CI. The department expects more offenders to test for their CDL permit this coming FY now that the program is fully underway. Legislation also approved House Bill 6875 on 6/28/23, “An act concerning the issuance of an identity card or motor vehicle license to a person being discharged from a correctional facility.” This bill went into effect on 4/1/24 and requires DOC in collaboration with the Department of Motor Vehicles to procure DMV identification for any offender sentenced to a year or more and within 24 months of release. The DOC is also responsible for ensuring that any identification being stored at the facilities is provided to the offenders as they are released from our facility.

Another area of change is DOC in collaboration with the DMV are required to submit an annual report beginning January 1<sup>st</sup>, 2025. The report will document the number of offenders who were issued an original, renewal, or duplicate DMV ID, disaggregated by card and license type for each correctional facility. The report shall also include the total number of offenders who were not able to be issued an identification card or license, disaggregated by the reasons for the non-issuance. The DOC and DMV regularly meet to ensure the process is working efficiently. During this reporting period, DOC assigned Information Technology staff created a more enhanced tracking system i.e. ID Database that will track all ID data and streamline report processes for new or returning citizens. The department's Operations Unit is currently creating the reports required by legislation.

With continued funding from the State of CT Department of Transportation (DOT), the department's Re-Entry Services Unit purchased 23,600 bus passes/tokens for multiple transit systems around the state. These bus passes were delivered to our (26) contracted halfway houses, (5) parole district offices, and (13) facilities for returning citizens to use once back in the community. The DOT and the DOC are working to secure funding for the next FY and hope to explore further funding sources for additional methods of transportation such as train, Uber or Lyft.

The department partners with statewide Reentry Welcome Centers in Hartford (RWC), New Haven (PWH), Waterbury (WWC), Bridgeport (BWC), and New Britain (NWC). DOC provides direct transportation to each Reentry Welcome Centers upon discharge. Each Reentry Welcome Center provides a warm welcome and a one-stop-shop for reentry services. During FY24 reentry staff made a total of 199 RWC referrals, 132 PWH referrals, 109 WWC referrals, 54 BWC referrals and 30 NWC referrals. The DOC looks forward to enhancing these partnerships and hopes more Welcome Centers will continue to open across the state.

Our department has taken many strides to educate and train those residing with us, by thinking "outside of the box". Beginning in 2018, CT DOC was awarded a federal grant from the Bureau of Justice Assistance (BJA). The purpose was to develop a statewide Connecticut Adult Reentry and Employment Strategic (ARES) Plan for establishing policy and programmatic frameworks that build upon existing and future resources for reentry services, education and vocational training, and employment. A grant extension was approved through September 30, 2024. In December 2023, (2) staff were hired for the ARES program/grant to conduct programming at York CI, Robinson CI and MacDougall CI. ARES programming officially began in February 2024 and a total of 138 individuals have completed the ARES program at participating facilities.

DOC continues to partner with the Department of Labor (DOL), Career Resources, Capitol Workforce Partners, Community Partners in Action, and our Prison Education Program providers to remove the barriers to employment. DOC has aligned with Career Resources and Community Partners in Action for Pathway Home, that offers a 10-week soft-skills and employment training to incarcerated persons that are within 270 days away from release. During FY24, a total of 172 individuals completed the Pathway Program at participating facilities.

**Offender Classification and Population Management Unit (OCPM)** - In FY24, the Offender Classification and Population Management Unit approved 42,554 population transfers, which is a very slight decrease from the previous fiscal year. As of March 4, 2024, the Assessment unit at Walker CI reopened with two Correctional Counselors and a Correctional Counselor Supervisor. Positions for a third Correctional Counselor and a Records Specialist I are still pending Human Resources approval at this time. For the period of 3/4/24 thru 6/30/24, 299 offenders were processed through the Assessment Unit. The Audits and Training Unit in OCPM completed 39 hearings for Administrative Segregation and one for Special Needs statuses.

The unit reviewed 224 Chronic Discipline packages and 126 High Security packages. Audits and Training Unit staff were also tasked with training 60 staff members on the Judicial Electronic Bridge (JEB) system. Five sessions of 3-day Classification training were conducted for a total of 60 staff trained. Four Objective Classification audits were conducted at the following facilities: Hartford CC, Corrigan CC, New Haven CC, and Bridgeport CC.

**Sentence Calculation and Interstate Management Unit (SCIM)** – This 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 facilities and community offices. During this fiscal year, staff attended and/or provided testimony for 12 civil/criminal court proceedings that involved the Department of Correction. They also responded to 4,905 letters or inquiries from the Office of the Attorney General, Division of Public Defender Services, private attorneys, Office of the Chief State's Attorney and offenders. Additionally, Central Records is assigned to participate in statewide projects, at present for the Clean Slate Act. Ongoing communication with the Office of the Attorney General and Superior Court Operations Criminal Matters is conducted due to issues related to pending litigation, current legislation, Appellate and Supreme Court matters as well as research of prior DOC policies and court decisions. The Central Records office also provides technical assistance and training to facilities regarding sentence calculation and the application of credit along with auditing individual time sheets to ensure accuracy prior to an offender's discharge date. Due to granted Petitions for Clean Slate/Cannabis Erasures, DOC received 318 petitions from the court and 270 of those petitions were reviewed, 438 files were requested from the DOC's internal Central Records Warehouse and 188 files were manually flagged for manual input into the department's database. Central Records staff also processed 807 certificates granting a pardon from the State of CT Board of Pardons and Paroles. The unit works with other State and Federal agencies which include but are not limited to the Department of Children and Families, Sentence Review Division, Department of Mental Health and Addiction Services and the Social Security Administration. In addition, 475 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 offenders who have discharged from DOC custody. During this fiscal year, staff processed 12,265 readmit requests.

The Interstate Compact Office (ICO) oversees both the Interstate Corrections Compact (ICC) and Interstate Agreement on Detainers (IAD) processes. Twelve (12) out-of-state inmates were temporarily transferred to Connecticut under the IAD to resolve pending charges in our state, and 71 Connecticut inmates were temporarily transferred out-of-state under the IAD to resolve pending charges in another state. Twelve (12) Form-6's Evidence of Agent's Authority to Act for Receiving State were processed. The ICO was involved in one (1) transfer via Executive Agreement, five (5) transfers via Writ-Ad Prosequendum, one (1) transfer via Witness to Testify, and two (2) Cuyler Hearing cases. One (1) Connecticut inmate was transferred out-of-state and six (6) out-of-state offenders were transferred to Connecticut. The unit coordinated 42 interstate movements working in conjunction with both Connecticut and out-of-state staff, of which 26 were conducted by the Fugitive Investigations Unit (FIU). There were 53 other interstate population changes throughout this fiscal year. The ICO performed 318 classification actions and penned 162 letters regarding interstate matters.

**Religious Services Unit** – This unit’s work in the department is performed through a five-fold approach: provision of trauma informed presence to both staff and inmates; pastoral care; spiritual guidance; religious facilitation; and reentry focused programming to inmates. Through the work of Staff Chaplains, Contract Chaplains and Religious Volunteers the unit provides constitutionally protected services at all 13 correctional facilities through Roman Catholic, Muslim, Protestant, Jewish, Native American, and Jehovah Witnesses services. As agreed through a Settlement with the Department of Justice, this unit is facilitating additional religious collective activities for other denominations, as protected by the Religious Land Use and Institutionalized Persons Act.

One important development associated with the Settlement Agreement with the Department of Justice is the introduction of Inmate Conductors. Facilitation of inmate-led religious collective activities has required the Religious Services Unit to modify past practices. With the unit operating with insufficient staffing levels, this has proved challenging. The unit will continue to advocate for a correction in staffing levels to avoid further potential litigation associated with facilitating the constitutionally protected rights of inmates to exercise religion without substantial burdens.

**Education Unit** – Unified School District #1 is the legally vested school district for the Connecticut Department of Correction. USD#1 provides academic and Career-Technical Services, Special Education, English as a Second Language and other learning opportunities including transitional support and connection to post-secondary classes. During the 2023-2024 school year USD#1 provided educational services to 3,737 students throughout the department.

Keeping in line with this district’s three-year improvement plan that focuses on the goals of student achievement and instructional improvement, data informed decision-making and talent development, USD#1 awarded 77 GED certificates with a 77.57% passing rate and 46 Adult Education Diplomas during the 2023-2024 school year. In addition, 1,209 Career-Technical Education Certificates were earned with 101 vocational completions. Data dashboards for each school were constructed to track data on standardized testing, student completion and grade progressions.

During the 2023-2024 school year, USD#1 staff received 55.5 hours of Special Education training and 5.75 hours of Culture and Climate training. Fourteen (14) additional hours of K-12 and Adult Education Professional Development (PD) combined between our two (2) yearly conferences and 310 hours of site-based PD in areas such as data collection, pedagogical practices, using Comprehensive Adult Student Assessment Systems (CASAS) results to guide instruction, teacher evaluation (TEVAL), trauma and restorative practices were also delivered. USD#1 provides at least 18 hours of planned professional development for its certified staff annually. In collaboration with the Superintendent of Schools, topics are identified by a professional development committee and are based on district goals, staff surveys, and student test results as well as other student academic, social and behavioral needs. In addition, certified staff have contractual language that provides opportunity for them to attend three (3) days of appropriate and approved professional development activities each school year. Site administrators and Directors also have the ability to identify and deliver professional development.

With the agency’s collaboration on the Vocational Village project, USD#1’s Principles of Manufacturing and Advance Manufacturing classes have aligned their curricula with that of Connecticut’s Community Colleges, thus offering micro credentials that will allow students to earn college credits. USD#1 now offers CDL classes at three (3) sites. OSHA is now a part of all of our vocational classes and is being embedded into the curriculum allowing students to obtain an OSHA certificate. Both the CDL class and the OSHA component to the vocational classes affords the students the opportunity to bring credentials to the job market upon re-entry to their communities.

We continue to make strides towards our goal of improving talent development with the addition of one (1) School Administrator, nine (9) Career-Technical Education Instructors, twenty (20) State School Teachers, one (1) Library Media Specialist, three (3) Transition Instructors and one (1) Clerical staff to total an increase of 35 staff during the 2023-2024 school year.

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

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

### **SECURITY DIVISION (Reports to the Deputy Commissioner of OARS)**

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

**Digital Forensics Intelligence Unit (DFIU)** – The Digital Forensics Intelligence Unit is responsible for the analysis of computers, cellphones and other electronic devices including the Securus/JPay tablet. The DFIU also conducts open source intelligence investigations which is the collection and analysis of information that is gathered from public or open sources. Improving our resilience to the changing trends in technology, the unit seeks trainings in online webinars by certified forensic analysis instructors to better understand current practices in our field and yield greater results in all that we do within the department. DFIU worked on a total of 87 cases during FY24 which included sixty-four (64) Cellular Devices, three (3) Computers, five (5) Gaming Systems, and fifteen (15) Digital Media.

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

In FY24, Task Force Officers received various awards from the United States Attorney's Office for their outstanding service and performance in major cases as well as Unit Citation Awards from the State of CT Department of Emergency Services and Public Protection, and the City of New Haven's Department of Public Services.

**Investigations Unit** – The Investigations Unit is responsible for internal investigations and the review of incoming publications to assess compliance with departmental policy. During FY24, this unit conducted 355 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 700 media items during FY24.

**Prison Rape Elimination Act (PREA) Investigations Unit** – This unit was established in June 2013 and 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 department 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 Connecticut Victims' Advocate Office. The Victim Advocates' Office continues to provide the proper support to inmate survivors.

The PREA Unit continuously works together with statewide agencies such as Court Support Services Division, Community Confinement, Department of Children and Families, as well as the department's Security Division and Parole and Community Services Division to achieve statewide compliance.

In FY24, the PREA Investigations Unit completed 66 administrative investigations of sexual abuse and sexual harassment allegations, broken down as follows:

- 8 staff sexual harassment allegations (3 unfounded, 3 unsubstantiated, and 2 substantiated).
- 21 staff sexual abuse allegations (4 unfounded, 10 unsubstantiated, and 7 substantiated).
- 3 inmate sexual harassment allegations (2 unsubstantiated, 1 substantiated).
- 34 inmate sexual abuse allegations (8 unfounded, 20 unsubstantiated, and 6 substantiated).

Currently, there are 28 active investigations comprised of 15 inmate sexual abuse, 8 staff sexual abuse, 2 inmate sexual harassment, and 3 staff sexual harassment.

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

The PREA Unit just completed a successful round of PREA audits for auditing year 3 of audit cycle 4, which concluded on August 19, 2024. These audits identified a few minor procedural deficiencies.

**Security Risk Groups Unit (SRG)** – The Security Risk Group/Gang Management Unit is responsible for proactively collecting, evaluating and disseminating security related gang intelligence gathered through the management and activity of Security Risk Group, Disruptive and Watch Groups and their members within the offender population. The SRG Unit closely monitors the activity of these type of groups and any new groups that arise or become active amongst the offender population to understand how they identify, operate and function.

In FY24, the SRG Unit continues to assist various law enforcement agencies including the Connecticut State Police; the Judicial Parole and Probation; local Police Departments; the Federal Bureau of Investigation; the Bureau of Alcohol, Tobacco, Firearms and Explosives; and various joint task forces with gang related investigations or inquiries. In FY24, the SRG Unit has continued to become one of the most sought after units in the state for providing in-depth gang awareness training. Trainings include an overview pertaining to Gangs and Gang Management; basic identifiers and identifying tactics used by gangs; current gang trends; hierarchy structures; alliances; and other pertinent information regarding the most active gangs and gang members both in and outside of the DOC. The SRG Unit continues to explore modifications to the current management of SRG members within the DOC while continuing to work closely with various agencies statewide.

**Special Intelligence Unit (SIU)** – The SIU provides intelligence-gathering methods designed to protect the safety of correctional facilities and the public and ensure the highest standards of agency integrity; and 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 networks with the State’s Attorney Office, Attorney General and municipal agencies to support 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, Major Crimes Divisions, Real Time Crime Center, the Cold Case Unit, and the Federal Bureau of Investigation. This unit completed 6,002 Connecticut On-Line Law Enforcement Telecommunication (COLLECT) background investigations of Department employees, applicants, contractual employee, promotions, lateral transfers, weapon certification, volunteer, vendors, researchers, media, and labor relations. In addition, SIU provides various services including 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 Kiosks, and all related training. This unit provided 61 photo arrays (“Lineups”) to state and municipal law enforcement agencies upon request during FY24.

**Telephone Monitoring Unit (TMU)** – In FY24, the TMU operated with eight (8) assigned positions due to the high demand for assistance from outside law enforcement agencies. The TMU staff contributed to over 323 ongoing investigations involving more than 366 offenders, providing support with photo arrays and protective orders to ensure community safety. The unit primarily focused on reviewing telephone communications and incoming and outgoing mail of identified offenders, managing approximately 1,574,114 telephone calls and an average of 2,039 visiting calls placed by offenders each month.

In addition to these responsibilities, TMU monitored facilities for safety and security concerns including drug, gang and criminal activity, and ensuring the safety of facility staff and the inmate population. TMU also proactively monitored external protest activities to identify potential threats to facility security. In FY24, the TMU honored 153 subpoenas and search warrants for recorded telephone calls and inmate correspondence, resulting in TMU staff providing expert witness testimony in 20 court cases.

**Tablets Unit** – The Tablet Unit is responsible for the distribution, maintenance, and sustainability of the tablets that have been issued to the inmate population. During FY24, this unit is responsible for overseeing over 10,000 tablets statewide with phone and messaging capabilities. With these new capabilities, the unit ensures compliance with the Engineering Department for all infrastructure needs and ensures that the secured messaging system, the new secured phone app, and all Wi-Fi connectivity remain operational. The Tablet Unit reviews any questionable or concerning e-messages between the inmate population and their external contacts in order to uphold safety and security standards to safeguard staff, the inmate population and the public. This unit reviewed 612,173 suspicious e-messages and permitted the transmittal of 19,428,336 e-messages during FY24.

In an effort to deliver enhanced services, the Tablet Unit collaborates with other internal units such as Education Services, Religious Services and Offender Re-Entry Services to offer additional content through the tablet mainframe. This unit also works with vendors to provide the best content to issue to the inmate population such as music, movies and games. In FY24, this unit approved 526 movies, 221 television shows and 353 video games.

## **2) ADMINISTRATION DIVISION (Reports to the Commissioner)**

### **AFFIRMATIVE ACTION**

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

The Unit prepared the Department of Correction’s Affirmative Action Plan which was approved by the Commission on Human Rights and Opportunities in March of 2024. During the plan year, the Department hired 575 staff and met 42% of its hiring goals. Additionally, the Department promoted 187 individuals and achieved 56.3% of its promotional goals.

As of the end of the fiscal year, the number of people of color in the full-time workforce was 2847 (48.4% of the total full-time workforce of 5,888). The total number of female staff in the full-time workforce was 1,826 (31% of the total full-time workforce of 5,888).

During this fiscal year, the Unit provided training to new and current employees on Sexual Harassment, Discrimination and Workplace Diversity. Additionally, the Unit distributed on a quarterly basis a notice to all new and existing employees notifying them that Sexual Harassment is illegal as well as the remedies available to them.

The Unit continued to provide Cultural Competency training to pre-service classes, health services staff, new supervisors, and selected facilities upon request.

### **CORRECTIONAL ENTERPRISES**

The Correctional Enterprises of Connecticut Unit (CEC) consists of the Industries manufacturing operations (13) and the District Commissaries (3). CEC contributes to and supports the Department of Correction reintegration initiatives by offering nearly 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 175 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 FY2024.

The CEC Braille Transcription Program at the York facility completed its sixth 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 FY 2024 York had 6 braille transcriptionists with two seeking advanced certifications. Having certified offenders 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. In FY 2024 the York Braille Program laid the foundation to launch a braille machine repair operation. This was long a tedious work and will be set in motion in FY 2025.

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

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

The CEC Sales staff have successfully focused on relationships with other state agencies, municipal governments, non-profit organizations, colleges and universities.

The top customers in terms of revenue received for CEC in FY2024 were DOC, DMV, DOT, DEEP, UCONN, DOC Commissary, SCSU, DDS, and DESPP.

Total sales for CEC for FY24 were \$9.8 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 \$19,307,726.17 including a holiday program offering an expanded selection of items. These sales resulted in approximately \$454,578.40 in sales tax collected and forwarded to the Department of Revenue Services. In addition, Commissary covered \$3,560,119.28 in staff payroll expenses and \$159,951.36 in compensation to assigned program participant offenders. The net income amount from Commissary is transferred to the Inmate Welfare Fund was 248,577.45.

Throughout, and even prior to, FY 2024, both Commissary and Industries faced many staffing challenges, calling undue attention to overtime wages, which included Central Office personnel, managers, but most notably shop supervisory positions.

**EMPLOYEE ASSISTANCE UNIT**

The Employee Assistance Unit “EAU” (*different from the external state contracted Employee Assistance Program*) is an internal, “clinically guided, peer-led, mentoring-based model”.

This modality is the standard of care for law enforcement, badge and uniform service professionals (i.e. police, firefighters, corrections, EMS, military and other regimental fields). The Employee Assistance Unit is committed to supporting DOC staff’s overall health and wellness. EAU provides assistance to employees through guidance and referrals for treatment and other outside resources/support services when appropriate and necessary. This unit provides support for all types of personal/professional mental health and wellness needs and stressors, particularly in times of crisis. This program is available 24/7/365 to provide support services, resources, and referrals to all DOC employees, retirees, and their loved ones. EAU’s mission is to provide confidential peer support through clinical and social intervention for agency employees and their families. We educate and assist staff and family members who work or have worked within the Connecticut Department of Correction.

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

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

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

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

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

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

- In June, Governor Lamont has signed into law the bill [SB 342] - An Act Concerning the Confidentiality of Communication Between Peer Support Team Members and Department of Correction Employees to comply with privileged and confidential conversations in line with other CT first responder/badge professional Peer Support programs
- All EAU staff certified as national Mental Health First Aiders (among other clinical and national trainings/certifications)
- Created unit Standard Operating Procedures (SOP) document
- Opened a new additional satellite office in Webster office in Cheshire, CT (DOC space)
- Notable Client (aka individuals worked with) data:
  - 1,387 New clients (which includes 324 re-engaged clients), 1,241 DOC staff custody, 307 DOC staff non-custody, 53 DOC family/loved ones, 13 DOC retirees
  - Providing total contacts of 40,147 during the fiscal year
  - 354 Helpline calls
  - Top 4 predominant presenting issues: (1) job stress/work injury, (2) mental health/trauma/suicidal ideation (PTSI), (3) work injury/COVID, (4) family/interpersonal issues
  - Referrals: 64 to inpatient/residential (mental health and/or SUD) programs and 317 to outpatient (counseling or IOP)
  - Conducted 79 facility tours
  - Conducted 22 EAU program presentations wellness fairs, check-ins, follow-ups, etc.
- Continued to vet and expand providers for: primary mental health, addiction, private practitioners, dual-diagnosis facilities and telehealth opportunities for our clients [particularly expanding our first responder/badge/uniform services specific programs]
- Participated in monthly Women in Corrections Leadership [WICL] meetings & the WICL Conference in August 2023
- The success of the CT DOC EAU team is ground breaking and has been recognized by other agencies within and outside of the state. Multiple agencies have asked for EAU's guidance in creating a similar program (and/or assistance in their existing processes) due to the success of our EAU. Examples include, but are not limited to:
  - Judicial Branch, Court Support Services Division, Glastonbury, CT
  - Department of Children and Families, Hartford, CT
  - New Haven Police Department, New Haven, CT
  - Massachusetts Department of Correction- Milford, MA (Employee Assistance Unit)
  - Hampden County Sheriff's Department, Hampden, MA
  - NH Department of Corrections, Concord, NH

- St. Johns County Sheriff's Office- St. Augustine, FLA
- Dallas Police Department- Texas Alcoholic Beverage Commission, Dallas, TX
- Missouri Department of Correction- Jefferson City, MO
- Missouri Highway Patrol/Missouri Department of Health Services- Jefferson City, MO

### **EXTERNAL AFFAIRS DIVISION (Reports to the Deputy Commissioner of Administration)**

The External Affairs Division reports to the Deputy Commissioner of Administration, and 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 24, the External Affairs Division submitted and assisted other units, including the Fiscal Services Unit in the Department's various reporting requirements to state government administration on behalf of the Department's Commissioner. In previous years, the director's office of this division would organize the Department's annual facility tours for local, state and federal officials and staff of the Judicial Branch, including the state's judges and members of the state's Sentencing Commission. In support of agency transparency the External Affairs Division continues to strategize on effective ways to provide prompt and accurate information to the public.

### **FREEDOM OF INFORMATION UNIT**

The Freedom of Information Unit ensures the department fully complies with state statutes requiring the open availability of public documents to the public, staff, and the offender population while ensuring that safety and security are not compromised. The Freedom of Information Unit responded to approximately 4,800 requests department-wide during FY24.

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. The Department of Correction continues to use the electronic system that was successfully implemented in FY23, to further streamline the FOI process for the public and in the offenders. FOI information is continually being incorporated into various staff trainings throughout the agency to assist in improving staff's basic knowledge of FOI, as well as the importance of it. Training for FOI liaisons and staff handling FOIs continues to be conducted on a one on one basis, as well as facility-specific trainings as requested. Annual training is expected to begin this fall, starting with a training facilitated by the Freedom of Information Commission.

## **LEGISLATIVE LIAISON**

As is usual, the Legislative Liaison responded to a large number of varied inquiries from state, federal, municipal public officials/agencies as well as individual Connecticut residents.

During the 2024 short General Assembly session, the Legislative Liaison was very involved in the deliberations of numerous pieces of legislation introduced by several General Assembly Committees.

Many bills failed to become law and others that did pass were amended to address DOC's concerns.

Of the legislative proposals which became law, the following are the most relevant to the Department: Public Act 24-67 provides confidentiality for communications between peer support team members and Department of Correction Employees; Section 17 of the State Budget (Public Act 24-81) requires the DOC Commissioner to prepare and equip the department and its post-secondary education partners to use some of the Vocational Village funds for college programming; Section 4 of Public Act 24-137 makes revisions to correctly reflect a 2023 law on increasing inmate work compensation; Section 5 of that same Public Act makes revisions to the collection of bail money by DOC by providing that the bail amount to be rounded down to the nearest dollar; Special Act 24-14 requires the Department of Correction (DOC) to assess and consider means for dyslexia screening and report its findings and recommendations to the General Assembly's Judiciary Committee and Public Act 24-140 requires DOC to report on the implementation of the commissary plan for youth in its facilities.

The Legislative Liaison also participated in several of the Reentry Councils, which coordinate services for Returning Citizens in 10 regions of the state and the Governor's Workforce Council Subcommittee for Returning Citizens. Lastly, the Legislative Liaison was involved in the development of DOC's Vocational Village which was established and funded by Governor Lamont and the General Assembly using federal

American Rescue Plan Act monies. In particular, the Liaison helped in the soon-to-be launched Prison Industry Enhancement Certification Program with Pursuit Aerospace. This company will be setting up manufacturing operation at three of DOC's correctional institutions (Carl Robinson, Osborn and York) to provide real work experience/skills and wages for inmates before their release. The Legislative Liaison is also part of a Vocational Village working group creating a CT Employers Toolkit for Hiring Returning Citizens which will be used to increase the number of state businesses which will employ justice-involved residents. Finally, he has worked towards establishing a CT State Building Trades pre-apprenticeship program at one of DOC's facilities so that incarcerated persons can become aware of the variety of construction trades and to become members of one of the paid apprenticeship programs that Building Trades unions operate.

## **OFFICE OF PUBLIC INFORMATION**

The Office of Public Information supports the department's mission and vision by ensuring that information concerning department operations and activities are presented to state government, the media, and the public and other interested parties in a timely, proactive and professional manner. It is responsible for acting as a liaison for the agency with other federal, state and local government's bureaus, departments and agencies; it also is responsible for the agency's external communications with the news media; the public including friends and family of the offender population; as well as internal communication with the agency's approximately 6,000 staff assigned throughout the state.

During Fiscal Year 24, the Public Information Office responded to more than 7,300 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](http://www.ct.gov/doc), the department is able to share a variety of information to interested parties on demand.

During FY 24, the Public Information Office continued its role as one of the primary contacts between the incarcerated population and their concerned loved ones in the community. On a daily basis, the Public Information Office fielded numerous phone calls from family members seeking information regarding the wellbeing of a specific inmate. By providing a centralized, consistent, professional yet compassionate message, the Office of Public Information staff helped to reassure concerned family members and loved ones of incarcerated individuals of the Agency's numerous efforts to keep the offenders as safe as possible.

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

The External Affairs Division and Office of Public Information are responsible for informing the media of department activity. In Fiscal Year 24, media interest included the affect of changes to the amount of out of cell time for the incarcerated population, as well as a focus on the Second Chance Pell programming.

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

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

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

## **OFFICE OF STANDARDS AND POLICY**

The Office of Standards and Policy is responsible for the drafting, review and revision of the department's Administrative Directives in keeping with applicable correctional standards and state law. During FY24, the Office of Standards and Policy updated three (3) Administrative Directives. These directives included associated documents that include Spanish translations and forms/attachments.

Sixty-two (62) Revisions/ Inclusions, and three (3) Exceptions were also processed. Six (6) nationwide surveys were completed by the Office of Standards and Policy during the fiscal year.

Noteworthy projects completed during this fiscal year include:

- Revised and published Administrative Directive 8.17, Gender Diverse, 10.8, Religious Services, and 6.7, Searches Conducted in Correctional Facilities
- Revised Administrative Directives 2.1, Affirmative Action and 2.2, Sexual Harassment – both are being reviewed by the Equal Employment Opportunity Unit before publication
- Developed Administrative Directive 9.13, Community Release – a policy dedicated to the Community Release Unit – being reviewed by the Director of CRU
- Revised AD 6.14, Security Risk Groups that is currently being reviewed by Security Division before publication.
- Published the annual report to the Criminal Justice Policy and Planning Division pursuant to Public Act 17-239

## **VICTIM SERVICES UNIT**

The Connecticut Department of Correction Victim Services Unit strives to be at the forefront for the empowerment and advocacy of victims. The unit provides registered victims with notifications regarding a change in an inmate’s custody status. The goal of this unit is to provide victims with a sense of surety and self-confidence and to assist them in navigating through the criminal justice system. The Victim Services Unit supports the mission of the Department of Correction by enhancing community safety through positive collaboration with other state agencies and vendors. We are the catalyst in allowing victims voices to be heard during any community release considerations. During Fiscal Year-2024, the Victim Services Unit completed 969 new victim registrations, 859 inmates associated with 662 registered victims completed their sentence, requiring end of sentence notifications for each associated victim, and we processed 1097 Notice of Applications for sentence modifications and 104 Pardon/Commutation Applications. Victim Services also completed 645 notifications for Community Release review along with 244 Parole Hearing notifications. Lastly, legislation requiring notifications of facility-to-facility transfers went into effect on October 01, 2023. In total, the Victim Services Unit provided notification

## **FACILITIES MANAGEMENT AND ENGINEERING UNIT**

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

The Facilities Management and Engineering Unit supervised the completion of 34 construction projects and studies totaling in the amount of \$13,020,876.70. There are currently 62 projects in progress. As part of Governor’s Executive Order 1 - GreenerGovCT, The Facilities Management and Engineering Unit continues to coordinate with DEEP in energy efficiency projects. The following projects have been approved by DEEP and OPM (3/19/24) as energy savings projects and will move forward. The energy savings projects include MYI (HET bldg.)- LED upgrades at \$308,952.00, Bridgeport CC- LED, water conservation and water heater upgrades at \$5,885,241.00, Robinson CI- energy management system upgrades and water conservation at \$901,281.00, Webster- LED upgrade at \$337,583.00 and Brooklyn CI- HVAC energy upgrades at \$403,959.00. A MOU was signed in July of 2023 for the Osborn CI, EMS project at a cost of \$1,590,069.00. This project is currently in progress and include upgrades to the EMS system as well as adding VFD’s to increase energy efficiency. There

is a LED energy savings project currently in construction at Garner CI. Once this upgrade is completed, it will use 396,442 less kWh with an anticipated savings of \$129,025.48.

As another part of the Governor's Executive Order 1, solar arrays are were installed at several sites: Osborn CI is comprised of 6.8 +/- acres, 4238 solar panels, and 2.267 MW DC power. With an average annual savings of \$174,086.00. Maloney & Webster has a very similar makeup, 6.2 +/- acres, 4524 solar panels, and 2.42 MW DC power. The Average annual savings here is \$219,263.00. The Manson Youth site is made up of 6.2 +/- acres, 4108 solar panels, and 2.19 MW DC power with an average annual savings of \$200,888.00. We anticipate the solar sites to go live in December of 2024 as we are currently waiting for parts that are on back order at the moment. Additional sites, Enfield CI and Cybulski CI are currently being constructed as well.

The unit achieved a 10% overtime reduction compared to the previous fiscal year. This was accomplished as we balanced workloads, while not sacrificing safety and security throughout this process.

Over the past year we have upgraded all facilities to the latest version of Video Management Software from Intellicene. The following facilities received additional camera and software systems for staff and inmate safety: Garner CI, York CI, Bridgeport CC, Manson Youth CI, New Haven CC, Cheshire CI, Hartford CC, Robinson CI, Osborn CI, Bridgeport, Webster, Hartford Parole, Waterbury Parole, Bridgeport Parole, New Haven Parole, Brooklyn CI, and Corrigan CI.

The largest project completed this past year was the water tower and water system enhancements to the Enfield/Somers complex. This included the construction of an additional 500,000 gallon elevated water storage tank, a ground storage tank and a SCADA system to manage the water system.

These improvements allow us to ensure we are providing safe drinking water to the staff and offender population.

Building out and enhancing program space as well as vocational areas was a huge focus this past year. The Vocational Village was implemented in the following facilities: Brooklyn CI, Robinson CI, Osborn CI, and York CI. This has involved a tremendous amount of construction and remodeling. A large portion of this work was completed by our in-house staff resulting in tremendous savings. The area's/programs build-out included the following programs: CDL, manufacturing technology, building trades, carpentry, hospitality, culinary, small engine, cosmetology, and barbering. In addition to this, there are three manufacturing shops (Robinson CI, Osborn CI and York CI) being constructed in conjunction with Pursuit Aerospace to give career opportunities for offenders and also be employed in the manufacturing field at the facilities.

The DOC Environmental Unit:

The DOC Environmental Unit is certified to assist with the daily operations of the Enfield/Somers drinking water system, but is not the only certification this unit holds. The Environmental Unit performs cathodic testing, tank and line tightness testing on the agency's underground storage tanks, and provides oversight and tank closure reports to DEEP. The DOC Environmental Unit also tracks Air Emissions, and tracks cost savings from our DOC run fuel stations.

DOC has continued to work on the removal of underground storage tanks. All underground tanks are being tested for integrity.



Tanks that are at their end of life expectancy are being removed and replaced with new above ground tanks. Several tanks were red tagged last year by DEEP and as a result, tanks were updated and replaced at York CI, Cheshire CI, and Brooklyn CI. DOC maintenance staff have been trained as Class C Underground Tank Operators. As Class C Operators, they are able to conduct required monthly tank inspections at each of our facilities. This has resulted in an annual cost savings of \$148,000.00.

Fuel Master Gas dispensing systems were installed at York CI (Nov. 2023) and Cheshire CI (Jan. 2024) these systems replaced the DOT system and now DOC owns and dispenses fuel and keeps track of the transactions. By not using DOT fuels, we have accumulated a cost savings during 2024 of \$95,622.67.

Telecommunication Division of BITS:

The following upgrades were completed: Bridgeport CC - Change Windstream copper PRI to fiber PRI, Hartford CC - Change of Windstream copper PRI to fiber PRI, Osborn CI - Change Windstream copper PRI to fiber PRI, Osborn Boiler - Extend Frontier line for SCADA monitoring equipment, Enfield Boiler - Extend Frontier line for SCADA monitoring equipment, Northern CI - Remove NEC SV9100 phone system, UPS, wall rack, and all cables and connections & move them to House 6, Waterbury Parole - Migrate phone system from NEC SV8100 to NEC SV9100, includes voicemail and licensing upgrades. New Haven CC - Upgrade phone system from NEC 2400 IMX to Avaya Aura 10 with IX Messaging (voicemail), includes rewiring facility and paging - all complete except for paging. Phone system: \$287,145.79, Wiring & Paging: \$318,543.41.

## **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 \$733.8 million dollars encompassing 21 separate spending plans and provided all financial reporting requirements of the agency's non-appropriated funds.

Account Payables processed 38,367 invoices while aggressively pursuing prompt payment discounts. Through prompt payment and diligent cash management Fiscal Services saved \$132,882 in Fiscal Year 2024.

The Purchasing section prioritized expenditures against limited funds, processing over 8,522 requisitions and over 10,144 purchase orders.

The Contracts Administration component managed over 488 contracts and agreements with a combined annual value in excess \$96 million.

The Warehouse unit encompasses two supply warehouses that service fourteen facilities and disbursed inventory valued over \$8.5 million and one uniform warehouse which distributed to over 4,300 correctional employees valued at approximately \$1.5 million.

The Asset Management group tracked, accounted for, performed physical inventories of, and reported on the agency's approximately 11,122 capital and controllable assets located in 26 facilities, all Parole Offices and Central Office valued at over \$39 million and controlled disposition of surplus items valued at \$494,806.

Centralized Services oversaw and enforced policies for agency wide usage of vehicles and mobile communication devices.

Vehicle mileage is reported monthly for 641 vehicles, 570 which are leased and 71 are owned. In addition, Vehicle maintenance, complaints, violations and accident reports are routed through this unit. This unit also processed requests to add new lines, upgrade cell phones and procure various accessories and equipment.

The Inmate Accounts unit managed and accounted for all funds earned, received, or expended by inmates, processing 270,852 individual receipts and issuing 18,031 checks during the fiscal year. The Inmate Trust fund had a balance of \$1,187,951 as of June 30, 2024.

The Payroll unit processed biweekly payroll of approximately \$20.4 million for an average of 6,157 employees each pay period in Fiscal Year 2024.

**Some notable accomplishments for DOC's Fiscal Services unit for FY 24 include:**

**Cost of Incarceration** - In Fiscal Year 2024, the agency collected \$2,075,523 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.

**Travel** - Implemented DocuSign for all Union and regular travel, which has worked to reduce questions on the status of documents, lost documents and improved overall turnaround times and efficiencies.

**Copiers** - Automated the monthly copier readings process. Staff no longer have to read and report as a report is generated from network copiers and sent to Purchasing.

**FOOD AND NUTRITIONAL UNIT**

The Food and Nutritional unit provides three nutritionally balanced meals per day for the offender population. In 2023-24, the unit produced and served over 12 million meals. Our statewide operations employ approximately 500 offenders daily (7 days per week), who are supervised by a staff of 115 Correctional Food Service Supervisors. In order to produce and serve 33,000 meals, seven days per week, we operate two shifts and sixteen hours per day.

Due to inflation and the implementation of new state contracts for food and supply vendors, our daily food cost per offender rose from \$4.27 in 2022-23 to \$4.50 in 2023-24. We were able to mitigate these factors through proactive bulk and opportunity buy purchasing.

- Unit accomplishments include a reduction in overtime of 6.3% as compared to our budget appropriation for 2023/24. This represents four consecutive years of 6% or more reduction in overtime expense. This is achieved through continuous and proactive hiring practices.
- Through careful analysis and with the support of the Operations Unit, Food Service was able to right size our staffing compliment. Once this process is completed, we will be able to realize an additional 30+-percentage reduction in overtime costs.
- Both Manson Youth and York CI participate in the National School Breakfast and Lunch programs, receiving federal reimbursements for qualifying meals. The Department of Child Nutrition performed a comprehensive Administrative Review of these two facilities last October. These DOC Food Service programs received very favorable results from this review.

- The Food Service unit, in addition to preparing over 33,000 meals per day also accommodates over 900 therapeutic diets as well as 34 different religious observances. With our continuing partnership with the Health Services Unit, we have tightened the procedures for the request and implementation of therapeutic diets. We have also streamlined the diets offered for each medical circumstance.
- We continue to thoughtfully and responsibly replace facility equipment throughout the state. There are currently two large projects in the planning and contracting stage. The first is to replace the existing kettles and exhaust hood system at our Cook Chill Plant at York CI. The existing equipment is over 30 years old and has reached the end of its useful life. The second project is a reconfiguration and replacement of our large industrial freezers at the York Warehouse facility. These freezers are used to store bulk purchases, Opportunity Buys and Cook Chill output for distribution throughout the state.
- Food Service played an integral part in the success of the K-9 Olympics as well as Correctional Staff Week. Both events were a huge success.

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

## **HEALTH SERVICES AND ADDICTION TREATMENT DIVISION**

### **Health Services Unit**

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

Over last year, DOC's vendor supported MAT programs underwent re-accreditation. This was the first re-accreditation since the programs were initially accredited. All the facilities underwent NCCHC re-accreditation survey and received accreditation. York was re-accredited for a 100% internally run program while the others are run in conjunction with vendor partners.

The Pharmacy vendor which was switched and successfully implemented in the FA of 2019 continues to result in enhanced clinical support and significant fiscal savings. A formulary process is being developed and is close to implementation. This was scheduled to be completed in 2023 however many post-pandemic priorities took precedence. This will provide for enhanced savings by including generic drugs and therapeutic equivalents in the formulary with a special process for authorization of non-formulary products when clinically indicated. The electronic Medication Administration Record (eMAR) that was developed and implemented in 2019 continues to undergo improvement in workflows and reporting capabilities so Health Services may become a data driven decision making entity. The Agency on-boarded a second analytics nurse to continue making the necessary changes to the electronic health record so data may be more readily queried for population health and analyses. Such data queries will lead to better outcomes through earlier identification.

New electronic interfaces were developed for the EHR surrounding the pharmaceutical formulary and infirmary bed management. Last year's EHR and server upgrade proved successful over the course of the year. Another EHR server upgrade occurred in the summer of 2024.

In the summer of 2024, DOC met with UConn, OPM, DCF, and DMHAS regarding expansion of UConn's current Epic EHR contract to include EHR services for the Agencies mentioned. This is anticipated to be 2 - 3 year project and will ultimately get the Epic EHR system in operation at DOC.

In the summer of 2024, a new ECG service including new ECG machines and board-certified cardiologist ECG interpretations was implemented. This implementation includes one or more machines at each facility. Board certified cardiologists will interpret and report each ECG performed including those after hours.

In the late spring/early summer of 2024 DOC went live with Connie, the Connecticut Health Information Exchange. This means our health care providers in the facilities can hopefully see community health histories including medicines and specialist encounters which will help our workforce address the inmate population's needs.

In the spring of 2024 the pandemic was declared over. CT DOC amended their Covid policies to coincide with a general respiratory virus guidance for correctional environments. Routine Covid-19 testing was ceased and only performed on those that were symptomatic.

The Agency has made substantial progress in enhancing the level of care offered to the gender diverse population, which is a new area of healthcare to the Agency. Policies specific to gender affirming care were adopted. In the summer of 2024 the Agency developed a plan along with UConn endocrinology for specialty telehealth clinics specifically aimed at enhancing the care for the gender diverse population. The first patient for gender affirming surgery was scheduled with a practitioner from Yale.

Three new and important preventive health measures were implemented in early 2023. They were a Cologuard colorectal cancer, mobile van mammography screening, and low dose CT lung cancer screening. They have been continued through 2024 yielding enhanced healthcare to the incarcerated population.

The Hepatitis C program is ongoing. As of the end of April 2024, the Agency has screened over 43,606 unique offenders that consented to hepatitis C screening with those determined to have active chronic hepatitis C receiving treatment regardless of disease stage. Almost 12,000 unique offenders opted out of the screening.

With the pandemic being declared over, the CT DOC Health Services Unit Covid Recovery Unit was repurposed back into offender housing. DOC developed the first Covid Recovery Unit which was very successful in providing Covid care and preventing Covid related complications.

Several medical providers joined the Agency over the last year. DOC Health Services continues to work with UConn Health on several initiatives surrounding our specialty medical services and inpatient care. CTDOC engaged in a grant program through DPH for justice involved women to get a mobile mammography van onsite at the women's facility to screen the offenders for breast cancer. Additionally, CTDOC is working with UConn to screen eligible offenders for lung cancer with low dose computed tomography.

### **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 programs 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, Carl Robinson CI, Corrigan CI, Garner CI, MacDougal Walker CI, Osborn CI, and Brooklyn CI for the young adult population. SMART Recovery focuses on services for those under the age of 28 who have an history with substance use and abuse. SMART focuses on self-empowerment, avoids labels, and supports Medicated Assisted Treatment. In addition, the ATU offers specialized treatment options to the female and the young adult population. The conservative estimation is that about 78% of all incarcerated offenders have an existing substance use disorder. The ATU strives to offer treatment to all offenders during their incarceration. Recent efforts have increased to also connect offenders to community treatment providers prior to their release from incarceration. The ATU has begun to introduce various forms of recovery-based multimedia onto the offender tablet platform. Facility based substance abuse programming information, overdose awareness education and step-by-step use of Naloxone {NARCAN} has been uploaded into this system.

### ***Linkage to Care Coordinator***

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

### ***Recovery Coaching***

The ATU has been collaborating with Connecticut Community for Addiction Recovery (CCAR) program to provide training in Recovery Coaching to offenders who are incarcerated. This collaboration between both programs has allowed the offenders in the Tier 4 Residential Units who continue to demonstrate positive attitudes and behaviors, the ability to work towards becoming a Recovery Coach in their community upon their release. In addition to this opportunity for offenders, the Addiction Treatment Counselors have been trained as "Train the Trainer" to assist the offenders in the process to become a Recovery Coach. Connecticut is the leader in Recovery Coach training for those who are currently incarcerated. In addition to training inmates to become a Recovery Coach, Facility based Recovery Coaches are currently working in collaboration with the ATU staff several of our facilities. This program allows the inmates to work on their recovery with those who have lived experience(s). Facility based Recovery Coaches assist the offender population by identifying, developing and implementing the needed recovery-based supports. Community based Recovery Coaches are available to discharging offenders that have an identified substance use disorder. These Recovery Coaches assist with linkage to community-based resources, support, and guidance for our inmates who are re-entering the community

## ***Naloxone***

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

## ***Medicated Assisted Treatment (MAT)***

The Department of Correction is currently treating over 1,000 inmates daily with medications for opioid use disorder (MOUD). These individuals not only receive medications for opioid use disorder while incarcerated, but additionally, have fully coordinated services upon release into the community. 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, 2 small satellite programs started in 2013 and 2014 at two of our county jails and by 2018, there were a total of 6 satellite MOUD programs. By 2021, 6 programs became fully licensed opioid treatment programs. By 2022 the remaining 4 programs became fully licensed opioid treatment program. Present day the CT DOC operates 1 internal OTP, 8 vendor-based OTPs and 1 vendor-based satellite program. 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. The CT DOC has secured dollars through the Opioid Settlement Advisory Committee to expand services to the remaining facilities as well as expanding the 1 remaining satellite program. With these dollars the CT DOC will be offering MAT at every correctional facility.

## **INFORMATION TECHNOLOGY DIVISION**

The IT Department maintains the Department's computer network, all hardware and software as well as support all DOC users. IT manages the extraction and reporting of data from department all systems. The unit also provides technology support for the Board of Pardons and Parole.

## **Fiscal Year 2024**

During this last fiscal year, DOC IT staff handled 14,941 tickets.

From the total service tickets, there were 450 E H R requests, 326 research requests and 2144 CaseNotes requests.

Moved PDMS environment from Judicial to DOC, made many enhancements to the system to run more efficiently and implemented two-factor authentication.

Implemented PRTG monitoring system that includes more robust alerting for servers.  
Developed a prompt onboarding and off boarding procedure for users and accounts.  
Established knowledge sharing and skills development sessions within help desk team which allowed staff to be more responsive and productive.  
Established weekly and adhoc training sessions for Network support staff.  
Worked closely with networking group to secure DOC Network and improve the Failover/Disaster Recovery.  
Added High Availability Failover option for Health Service Unit for their network servers.  
Built and configured two additional physical servers in Wethersfield for Production and High Availability for the Inmate Banking and Commissary application.  
Finished setting up Cisco UCS VMware servers and moved all DOC security servers into the cluster.  
Security lowered the number of KNOWN Vulnerabilities across all devices from over 3M to about 740K.  
DOC IT Security was able to reduce the number of users who store DOC passwords as unencrypted files on their local computer.  
Designed and develop a new feature in Mainframe when the sentence is in days but exceeds three digits.  
Worked with BITS on DOC and BOPP Mainframe migration to Cobol 6.4.  
Configured F5 network device Webtop to replace old DOC Portal Application.  
Purchased and deployed 442 Desktops, 319 Laptops and 25 Tablets.  
Completed the Vehicle tracking application.  
Completed the Volunteers application.  
Developed multiple new EHR forms/Encounters and Reports.  
Implement the Under-18 erasures.  
Implemented Clean Slate erasures process.  
Designed and developed the ID Entry application.  
Created automation in Case Notes for many procedures i.e. new cases and reporting.

### **MALONEY CENTER FOR TRAINING AND STAFF DEVELOPMENT**

The Maloney Center for Training and Staff Development (MCTSD) oversees all departmental training for the Department of Correction. This consists of the Pre-Service Training for incoming Correctional Employees as well as annual In-Service Training for all current personnel. In addition to three training buildings on the campus of MCTSD and two Firearms Training Ranges, MCTSD also utilizes satellite training locations within the department at the former Webster Correctional Institution facility, the MacDougall-Walker Correctional Institution, and the York Correctional Institution.

MCTSD conducted (7) Pre-Service classes; class 297 with 82 cadets and Class 298 with 9 cadets, Class 299 with 26 Cadets, Class 300 with 98 Cadets, Class 301 with 15 Cadets, Class 302 with 10 Cadets. Class 303 began August 9, 2024, with 99 cadets. With 4 classes successfully transitioned into the Connecticut Department of Correction.

With 3 classes currently in training pending Graduations as they continue building upon the curriculum revamp of FY 2024, Strong emphasis was focused on learning and managing the unique needs of Offenders with Mental Illness, of Female Offenders, of Male Offenders and of Gender Non-conforming Offenders. Additionally, focus on enhanced de-escalation skills were introduced into the Pre-Service program, as part of an overall agency effort to reduce incident and trauma with the facilities.

The Firearms Training Unit (FTU) of MCTSD continued the agency firearms qualifications with the Cheshire Range which has qualified 286 certifications and 5 initial classes. The FTU also continues to be an active partner with other Law Enforcement agencies, maintaining active relationships with the Cheshire PD, Enfield PD, the CT Police Officer Standards and Training Council (POSTC), the Capital Region Emergency Response Team (CREST) and the South Windsor PD, sharing information and training tips to improve agency capability. We established a relationship with the State of CT - Department of Revenue Service's Criminal Investigations Division who now utilize our range.

MCTSD Revamped Instructor Development Program (IDP) for its' faculty as well as a Hearing Voices Instructor Program, as part of the enhanced effort to effectively instruct agency staff in managing offenders with Mental Illness. MCTSD made conscious efforts this fiscal year to continue the credentialing of its staff to ensure quality training.

MCTSD improved the physical structure of the Academy to support training efforts. The multi-Purpose room was recently updated and in an unused storage room to be a viable resource for caseload management training, web-based training applications and the Offender Management Information System (OMIS) initiative. Additionally, a cell-block simulation center continues to be an educational resource to give new staff the ability to conduct hands-on training in a controlled environment to support the adult learning efforts which had been established in FY 2024.

At the request of department administration, the agency has been analyzing various job classes to enhance job standards. Comprehensive class standards to further establish consistency in training and employee performance expectations. MCTSD assisted by facilitating (Developing a Curriculum) in FY24 for the Protective Custody, as well as various other trainings such as (Blue Courage) Wellness programming initiatives and training True Unit. Development of 14th Amendment Training in a facilitated process to capture the major duties and related tasks included in an occupation as well as the essential knowledge, skills and traits associated with the occupation, including validation of the results by an additional development of Bonds and Fines Training. Revised Fentanyl Curriculum Naloxone/Zyvaline. Working with Sitcon Supervisor De-escalation Training. Coordinated additional Fatherhood Training with the D4 Committee.

In keeping with the Department of Correction's Strategic Plan Goals and Initiatives of collaboration, MCTSD continues to host other agencies needing available training space and resources. Agencies collaborating with MCTSD include the Department of Administrative Services, the CT Police Officer Standards and Training Council, the Federal Bureau of Investigation, the Judicial Branch, the Connecticut Training and Development Network as well as multiple municipal police departments. The Critical Incident Stress Reduction Team (CIRST) responded to 46 Call-Outs providing staff that have experienced a traumatic event with grief support, CIRST team also recruited 30 new members who will be attending the CIRST training class at the end of August 2024 with instruction regarding incident debriefing, and situational intervention. CIRST maintains a high level of skill and knowledge by attending and providing training throughout the year. CIRST also provided CIRST members with virtual Training opportunities on Mental Health awareness though out the year. The CIRST continues to work with CT DOC Employees Wellness Continuum

### **3) LEGAL AFFAIRS UNIT (Reports to the Commissioner)**

The Legal Affairs Unit is a direct report to the Commissioner of the Department and serves as a liaison to the Office of the Attorney General on all legal matters affecting the agency, as well as with the State and Federal Courts throughout Connecticut.



The Unit also represents the Department in probate court, and before administrative agencies. The Unit staff includes six attorneys, two paralegals, a nurse consultant, and one administrative assistant. During the course of a year, the unit oversees an average of 1,200 or more lawsuits and multiple Probate Court cases involving incarcerated people. Additionally, during FY 24, the unit received and responded to 57 complaints filed by inmates and employees with the Connecticut Commission on Human Rights and Opportunities and the Equal Employment Opportunity Commission. The unit also handles appeals brought before the Freedom of Information Commission. During FY 24, 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.