

Department of Correction



At a Glance

LEO C. ARNONE, *Commissioner*

Cheryl Cepelak, *Deputy Commissioner of Administration*

James Dzurenda, *Deputy Commissioner of Operations*

Kimberly Weir, *Director of Security*

Esther Torres, *Director of Programs and Treatment*

Brian Garnett, *Director of External Affairs*

Joseph Haggan, *Director of Parole and Community Services*

Established – 1968

Statutory authority – CGS Sec. 18-78

Central office – 24 Wolcott Hill Road, Wethersfield, CT 06109

Number of full-time employees – 6,119

Recurring operating expenses – \$683,004,262

Capital outlay – \$1,717,116

Organizational structure – Six divisions to include: Administration, Operations, Security, Programs and Treatment, External Affairs, Parole and Community Services, as well as an Affirmative Action Unit, Best Practices Unit and Legal Affairs Unit.

Mission

The Department of Correction shall protect the public, protect staff, and provide safe, secure, and humane supervision of offenders with opportunities that support restitution, rehabilitation and successful community reintegration.

Statutory Responsibility

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

Public service

The Department of Correction on June 30, 2010 confined 17,614 offenders, a 4.3 percent decline when compared with the incarcerated population on June 30, 2010. Including those inmates on Department-administered community supervision, correctional staff supervised a population of 22,462 offenders.

OPERATIONS DIVISION

The Deputy Commissioner of Operations oversees the Operation Division, which encompasses 18 correctional facilities that are managed by two District Administrators and 16 Wardens. There are 14 Correctional Institutions and four Correctional Centers, which incarcerate approximately 17,600 inmates. The Division also encompasses a wide range of emergency services that include Correctional Response Teams (CERT), Special Operations Group (SOG), K-9 Unit and Situational Control Hostage negotiators (SITCON). The Division maintains a medical-surgical ward at the University of Connecticut Health Center in Farmington, the inmate Correctional Transportation Unit (CTU) and the Department's Honor Guard and Bagpipe and Drum Band.

North District

*Bergin Correctional Institution (Storrs)
Brooklyn Correctional Institution (Brooklyn)
Corrigan-Radgowski Correctional Center (Uncasville)
MacDougall-Walker Correctional Institution (Suffield)
Northern Correctional Institution (Somers)
Osborn Correctional Institution (Somers)
Robinson Correctional Institution (Enfield)
Willard-Cybulski Correctional Institution (Enfield)
Enfield Correctional Institution (Enfield)*

South District

*Bridgeport Correctional Center (Bridgeport)
Cheshire Correctional Institution (Cheshire)
Garner Correctional Institution (Newtown)
Gates Correctional Institution* (Niantic)
Hartford Correctional Center (Hartford)
Manson Youth Institution (Cheshire)
New Haven Correctional Center (New Haven)
York Correctional Institution (Niantic)
Niantic Annex (Niantic) **
Webster Correctional Institution ***
*Closed June 1, 2011/** Opened June 1, 2011
*** Closed January 15, 2010*

Commissioner Arnone initiated a revision to the mission statement to include restitution and rehabilitation. The statement of philosophy and goals serve as the foundation for all Department

and unit policies. The agency continues to experience an exceptional reduction in the inmate population which is now at a 10-year low. The agency's correctional facilities remain safe, secure and orderly with incident rates remaining at historically low levels. In December 2010, the United States Department of Justice Bureau of Justice Statistics reported that Connecticut is one of 24 states that successfully reduced the size of their incarcerated population between 2008 and 2009. Connecticut was in the top 10 of states that achieved decreases with a 4.6 percent reduction in its inmate census.

The Central Transportation Unit has expanded to include a Special Transport Unit that will conduct all facility transports with a projected savings of \$400,000 in the next fiscal year.

On June 1, 2011, the Gates Correctional Institution was closed in response to a request from Governor Malloy to achieve efficiencies given the state of the economy. The closure will result in an estimated annual savings of some \$12.3-million. The agency worked with the staff and their unions to reassign them to other correctional facilities. The building was placed in mothball status and is ready for reuse should the need arise.

The Division tracks and reviews statistical information compiled from the facilities through the Statistical Tracking Analysis Report (STAR) to determine any discernable patterns that may impact facilities. In FY 2011, the inmate-on-staff assaults were reduced by 29 percent, inmate-on-inmate assaults were reduced by 24 percent, and inmate disciplinary infractions were reduced by six percent. Use of force and use of chemical agents were reduced by nine and 17 percent.

The new staff-scheduling program is in final stages and is projected to be implemented in FY 2012. It will assist in scheduling staff and storing the information into a database that can specify by day and hour, the time off taken by staff and/or overtime used. This new system will allow us to streamline our scheduling process, eliminate redundancy and generate a more accurate as well as detailed report, requiring less manual input by the scheduling lieutenants, payroll department and operations staff.

ADMINISTRATION DIVISION

The Administration Division oversees essential support function and overall administrative management for the Department.

Fiscal Services

The Fiscal Services Unit administers the Department's budget, directs commissary and warehouse operations, centralized services, inmate accounts and maintains purchasing, accounts payable, and accounting functions.

A report from the Vera Institute of Justice, which surveyed state corrections agencies about their planned appropriations for 2010, credited Connecticut with the second highest spending reduction in the country behind only New York. The report noted that Connecticut achieved a 7.6 percent reduction in correctional spending between FY 2010 and FY 2011. The cuts were attributed to decrease in overtime, use of stimulus funds to expand video conferencing, furloughs, hiring freezes, reducing programs and closing facilities. The report cited New York's reduction at 9.5 percent. A total of 23 states achieved reductions while 19 showed increases in spending.

The Fiscal Services Division collaborated with senior management, facility administration and support services staff in reducing agency expenses this year while supporting critical services and maintaining safety and security. As a result, the Department's "Other Expenses" account will return \$785,456 to the General Fund.

The Inmate Trust Unit's use of electronic transfers to accommodate deposits to inmates' trust accounts via the internet, telephone, or commercial locations has risen to about 47 percent of the 15,000 transactions received monthly.

The Warehouse Unit began the chemical dilution program at Willard-Cybulski CI, Robinson CI, MacDougall CI and Bergin CI that will result in annual cost savings of approximately \$75,000.

Upon the Purchasing/Accounts Payable Unit's review of Conn. Gen. Statutes 17b-131 (General Assistance Program), Fiscal Services collaborated with the Department of Social Services (DSS) regarding the interpretation of the provision that addresses the \$1,800 reimbursement for inmate funeral expenses. As a result, direct application will be made to DSS for reimbursement of those expenses, which will save the Department approximately \$25,000 annually.

In collaboration with Management Information Services (MIS), Fiscal Services instituted a new online cell phone bill approval system. This new application eliminates the reformatting of text files to word documents, sorting and mailing of bills to hundreds of users, manual tracking and verification of receipt and signatures.

Engineering and Facilities Management

The Engineering and Facilities Management Unit provides all maintenance, construction, telecommunications, project design, building management, engineering support and the Life Safety Program.

In accordance with the Governor's energy policy and the Unit's commitment to energy efficiency and conservation, the Unit successfully completed 10 energy conservation projects resulting in \$176,592.48 in annual cost savings and a reduction in carbon dioxide emission by 541 metric tons annually.

In addition to energy saving, the Unit pursues all available incentives and rebates. During the past 12 months, the Department received \$60,648.51 in utility incentives and rebates from United Illuminating and Connecticut Light and Power.

The Unit completed the build-out of an additional 24 video conference rooms to complement the existing 11 currently in operation. These video conference rooms provide inmate access for participation in court proceedings and parole hearings from specially designed remote broadcast rooms within the correctional facility. This eliminates movement and tracking of a large number of inmates previously required for court appearances. It also, reduces staff travel and associated transportation expenses while increasing the safety and security of all participants.

The Unit's Environmental Section continued to provide cost savings by implementing new methods of waste removal. By examining waste removal amounts, associated cost and dumpster sizing, the Section introduced a smaller "unibin" style dumpster, which resulted in lower waste removal costs. The Environmental Section also performed inventory inspections of all air emission sources (boilers, generators, etc.) to determine permit implications and regulatory requirements.

Food and Nutritional Services

The Food and Nutritional Unit provides food services to the inmate population.

The Unit feeds approximately 17,800 inmates per day, three times per day, 365 days a year, totaling approximately 19,491,000 meals per year. Even with the increasing prices of food, the approximate cost per inmate per day is \$2.42.

The Food Production Center (Cook/Chill) provided over 5,000,000 pounds of food for all facilities for the inmate population's consumption, which includes fresh fruit and vegetables through the Department's commitment to utilize Connecticut grown produce.

The Unit has begun a new innovative program in which nine facilities have embarked upon making rolls from scratch to be used in place of sliced bread to offset the cost of bread, resulting in a savings of approximately \$60,000 per year. With the expansion of the roll production to all facilities in the coming year, the Department will see increased savings.

Working with Correctional Managed Health Care (CMHC), the Unit developed a more effective Therapeutic Diet menu, implementing low-fat, low-cholesterol cook chill products through the Food Production Center, helping to aid the facilities in serving inmates with special needs diets. The Unit continued to work with CMHC to help educate the inmate population on healthy eating habits to help reduce the need for special medical diets, which will help lower the cost of medical expenses.

Human Resources

The Human Resources Unit is responsible for the recruitment and selection of employees, administering the payroll, Workers' Compensation, benefits, labor relations functions, and facility/unit human resources needs.

Active Workers' Compensation lost time cases have decreased from 207 in August 2009 to 118 in June 2011. This was accomplished through centralized dedicated case management for each district and the utilization of the Department's Light Duty/Return to Work Program with the NP-4 union. Initially implemented in October 2009, this program has placed over 435 staff into light duty positions through June 30, 2011. This resulted in significant cost savings in the agency's worker's compensation budget and represents a successful joint initiative between the AFSCME union and the agency.

The Human Resources Unit coordinated the closing of the Gates Correctional Institution in April and May of 2011. This involved the displacement and reassignment of over 250 staff members assigned to different bargaining units and management. The Unit constructed memoranda of understanding with the various bargaining units involved. The Unit met with employees individually and in groups and facilitated selection of choices. This closing was accomplished successfully with no significant employee issues resulting.

The Human Resources Unit hired a class of 135 hazardous duty staff on September 10, 2010. This was the largest class hired in several years. On November 29, 2010, the Governor announced the approval of a hazardous duty class to begin on December 17, 2010. The Human Resources Recruitment Unit coordinated the hiring of 81 correction officer cadets in less than three weeks. On April 8, 2011, a small class of six hazardous duty employees was hired.

Management Information Systems

The Management Information Systems Unit (MIS) maintains the Department's computer network and all hardware and software systems, as well as administering the extraction and reporting of data from department systems.

One of Commissioner Arnone's first objectives was to establish a better way to communicate to the executive team and top managers. He worked with MIS to get Blackberry devices for those staff members. The Blackberry Enterprise Server went into production in October 2010 and there are now over 100 user accounts that have been established for the Department of Correction and Board of Pardons and Paroles staff.

The new Computer Assisted Positive Identification System (CAPI), which allows for more photos to be taken and stored on an individual inmate, was installed at Enfield CI, Corrigan-Radgowski CC, Northern CI, Hartford CC, Walker, Cheshire CI and New Haven CC. The photos from the new system are being loaded into the Offender Based Information system as part of the viewing process. The photos are also available for use in the upgraded Case Notes system and will be part of the new Offender Management Information System when it is finished. The new view station process for CAPI is in use in the Security Division as well as in several lieutenants' offices throughout the Department.

After nearly five years of research and planning, on February 25, 2011, the State Bond Commission approved the Department for \$15-million in funding to replace the agency's more than 30-year old, computerized, inmate tracking system. The current, stand alone data bank, which records numerous parameters of each current and former inmate, on multiple data screens, is difficult to revise or utilize for research due to its age and limited capabilities. Once completed the new tracking system will interface with the state's comprehensive, criminal justice computer system, which will allow the instantaneous review of inmate information by law enforcement, the courts, and others who are charged with public safety.

The first release of the Case Notes upgrade was completed on June 27, 2011. This project was funded with federal American Recovery and Reinvestment Act (ARRA) funds to increase the case management capability for offenders in the community. The first release includes a component to take downloaded data from the Offender Based Information System and update Case Notes with this data. This should now bring data between the two systems closer to being in sync. The Residential Unit for Parole and Community Services was also completely moved onto the system. Current photos from the CAPI System were made accessible, new parole hearing forms were added as were new Transitional Supervision forms.

Maloney Center for Training and Organizational Development

The Maloney Center for Training oversees all agency-conducted training, including pre-service for new hires and ongoing in-service training as well as new supervisor and leadership training. The Organizational Development Unit serves as a resource to the agency in the areas of research and evaluation and organizational development services, such as strategic planning and performance improvement initiatives.

The Maloney Center for Training employs adult learning concepts to prepare and develop staff to meet the highest standards of learning. Pre-service training classes were held for four classes graduating a total of 219 new hires. Twenty-six individuals were promoted and completed the preparation program for new supervisors. The number of hours of training for staff held during fiscal year 2010-2011 was approximately 93,528; 28,101 of which were web-based courses. In addition to pre-service and in-service training, the Center also provides training in the areas of fiscal services, human resources, management, new supervisors, situation control, and other specialty training. The Center along with the Organizational Development Unit is responsible for research development and design of a succession management program. Approximately 100 managers and supervisors have participated in an innovative leadership program. Center staff coordinated several National Institute of Corrections programs and hosted correctional and law-enforcement professionals from throughout the region. The Center was awarded American Correctional Association accreditation, meeting 100 percent of the mandatory standards. During the year, the Center established the Innovator Award, coordinated Administrative Professionals Day training for clerical staff, coordinated records specialist knowledge retention sessions, hosted Rapid Response sessions and prepared resource list for

outplacement purposes, and held a professional development workshop on inhalant abuse for 90 staff from various units. Additionally, 941 personnel were qualified with the SIG 229/agency pistol (158 are authorized pistol only), 783 personnel were qualified with the AC 556/agency rifle, 31 tactical members were qualified with agency less-lethal shotguns, 38 tactical members were qualified with agency 37/40mm less lethal impact weapons, and 15 Special Operations Group (SOG) members were qualified with the M4 Colt/SOG specific rifle.

SECURITY DIVISION

The Security Division has the responsibility of ensuring the safety and security of the Department. The Division is comprised of the Investigations, Security Risk Group, Special Intelligence, Telephone Monitoring and Computer Forensics Units. The 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. The Unit also conducts security audits and oversees the disposal of contraband collected in the facilities. Members of the Security Risk Group and Telephone Monitoring Units work collaboratively to acquire, analyze and disseminate pertinent security information throughout the agency and the law enforcement community. Through targeted and random monitoring of non-privileged communication, criminal activity, both internally and externally, is reduced and in some cases prevented. The Special Intelligence 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. The Unit is also responsible for the forensic examination of computer and digital media devices in support of investigation to recover, analyze and document evidence.

In FY 2011, the Division conducted more than 224 formal investigations and collaborated with outside law enforcement in numerous criminal investigations. This Division is working closely with the Office of the Chief State's Attorney, with staff being assigned to criminal intelligence task forces and assisting with "Cold Case" files.

The Special Intelligence Unit, Security Risk Group Intelligence Unit and Telephone Monitoring Unit work closely together in the gathering of gang intelligence information. Significant improvements were made to streamline the collection by analyzing and disseminating this criminal intelligence information. The Security Risk Group Intelligence Unit provided training not only for staff in gang identifier recognition, latest trends and management techniques, but also to over 20 different community, federal, state, local and military groups.

Telephone Monitoring Unit staff participated in over 166 criminal investigations involving other law enforcement entities.

PROGRAMS AND TREATMENT

The Department's Programs and Treatment Division supports the agency's goals through provision of a wide range of institutional and transitional services. Services are designed to equip offenders to adapt to healthy and productive lifestyles within the correctional system and effect a successful transition back into the community following release.

The Division oversees the Offender Management Plan, which structures the offender's release preparation from the first day of incarceration to discharge. Following a comprehensive risk and needs assessment upon admission, an offender accountability plan is developed with the

offender, to identify objectives to be addressed through the duration of the sentence. Reviewed periodically, the plan holds the offender accountable for behavioral and treatment goals such as education services, vocational training, treatment and substance abuse programming, and reentry planning.

The Division is also responsible for managing the placement of offenders in facilities, special management populations and interstate compact systems. The Division also assists victims of crime through a notification system that alerts registered victims when an inmate is eligible for release back to the community.

In FY 2011, approximately 71,000 population transfers were approved by the Offender Classification and Population Management Unit (OCPM). OCPM staff managed interstate transfer agreements with 31 states and all felony and sex offender DNA collection and registry requirements for the Department. Unit staff assisted in the agency partnership with the Judicial Branch to gain access to reports through the Judicial Electronic Bridge (JEB).

The Offender Reentry Services Unit helped coordinate the supervised release of 8,582 offenders. Staff also coordinate the agency's identification procurement procedures and continues to update the state's Reentry Strategy and the agency's Offender Management Plan, which outlines procedures to manage and prepare an offender for release from sentence onset through discharge to the community.

The Offender Program and Victim Services (OPVS) Unit designs, implements and evaluates evidence-based programs to ensure offender accountability, offering opportunities to lessen the likelihood of recidivism and thereby increase the safety of the public. Through grant funding, the unit coordinates reentry initiatives in several of the state's major cities, including New Haven and Bridgeport. The Unit is responsible for the department's program tracking system and program quality assurance.

The Addiction Services Unit provided evidence-based long and short term residential, intensive outpatient and integrated substance abuse treatment services to 7,163 offenders along the continuum of their incarceration. In May 2011, treatment staff was redeployed to the correctional centers in Hartford, Bridgeport and New Haven to support offender reentry.

The Education Unit's Unified School District #1 (USD #1) awarded 700 GED diplomas, 33 with honors. Approximately 2,000 students were promoted to a higher academic level. Additionally, 2,480 vocational certificates were awarded. USD #1 provided services in Adult Basic Education, GED preparation, vocational education, special education, English as a Second Language and other opportunities and activities for college credit, reentry planning including job fairs and family education/parenting.

The Religious Services Unit provided 21,179 worship services, study sessions and other spiritual programs. Inmate attendance at these programs and services totaled approximately 320,550. There were approximately 53,700 counseling occasions during the year.

The Department's cadre of 1,838 active Volunteers, Interns and Professional Partners (VIP), enhanced by 1,162 new VIPs provided inmates opportunities to invest in their re-education and restoration. Correctional VIPs logged 60,937 hours within institutions. Each hour contributed to programs or services is valued at a federal rate of \$27.02. The dollar value of in-kind services contributed by Volunteers, Interns and Professional Partners is \$1,646,518. The total number of hours provided by this auxiliary corps is equivalent to 25 full-time positions.

Correctional Enterprises of Connecticut (CEC) offers offenders opportunities for valuable work experience while producing and marketing items for state and nonprofit institutions. The partnership with the Department of Transportation created a 40 percent increase in shipments

and additional gross sales of over \$76,000.00 in 2011. A project for New London High School for the re-upholstery of 1,100 auditorium seats was completed ahead of schedule and resulted in gross sales of over \$100,000.00. The University of Connecticut (UCONN) utilized CEC services for the refinishing of dining room tables and chairs. This resulted in gross sales of over \$100,000.00 and allowed UCONN to save a significant amount of money by refinishing rather than buying new tables and chairs. The projects provided significant work for the CEC's metal and furniture shops.

EXTERNAL AFFAIRS DIVISION

This Division oversees the Department's liaison functions with the other components of state government as well as with the public, the friends and family of the inmate population and the news media. Some 6,000 telephone inquiries and another 2,000 e-mail inquiries are received each year by this Office. The Division also researches and provides responses to correspondence regarding correctional matters that have initially been sent by the public to the Office of the Governor.

With the change in leadership of the Connecticut Department of Correction during the year, the Division was involved in several major policy initiatives that were mandated by the new administration. The Division was also deeply involved in the development of a new Sexually Explicit Materials Ban within the agency. After several months of reviewing similar correctional policies across the country, a study panel recommended a complete ban to the commissioner, which was accepted with a year-long countdown beginning to end on June 30, 2012.

To improve the ease by which attorney and other professionals can arrange visits with the inmate population, e-mail addresses were established for each facility to supplement the telephone access that is currently available to schedule such a meeting. This was added to the privileged/attorney visits page if the website.

The department's internal Intranet, DOCWEB has also been updated with the addition of facility specific pages as well as a Code Orange section to alert staff to colleagues in need of assistance. Additionally, the Morning News, a compendium of daily media stories regarding corrections local and national, is now posted for all staff on this site.

The agency's video conferencing efforts, which save transportation costs to court hearings was covered by the media, as was the department's involvement in solving cold cases through DNA collection and playing cards. The generosity of staff in collecting some \$300,000 for various charities also received coverage.

Office of Public Information

The Office of Public Information insures that information concerning departmental operations, accomplishments and incidents are provided to the public and news media in a transparent, timely, proactive and professional manner, within the bounds of safety and security.

The Public Information Office has strived during the past fiscal year to increase its effectiveness in serving the informational needs of staff and the public, by better utilizing the agency's Internet and Intranet sites as well as other electronic means of communication.

In an effort to better assist the family and friends of inmates with information about their loved ones and questions related to agency operations, a unique invitation to converse with the department about those concerns, called "Who can answer my questions" has been added to the agency website. This invites inquires, via phone or e-mail regarding inmate issues and concerns.

Along these lines, the Inmate Handbook on Line has been updated and Reentry Information has been enhanced. The web site has also seen the addition of information about the state's new emergency information system that is replacing the agency's aging phone tree public notification system.

The Office strives to publicize the agency's successes and benefit to the community at large. A system of instantly sending out press releases to the media via e-mail was established, replacing the much slower fax method of the past. Some of the highlights of agency news coverage this year include the agency's offer to local communities to have inmates assist in shoveling heavy snow from fire hydrants, walk ways and other areas. This achieved extensive coverage by local media and reporters as far away as Fuji Television from Japan.

The Public Information Office and Legislative Liaison have also been heavily involved in communicating to the staff, the public and lawmakers, the reasons for and effects of the contraction of the agency, as the result of a 10-year low in the inmate population. This, as the year ended had resulted in the closure of one facility and preparations for a second to be mothballed.

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 fiscal year 2011, the Office updated 21 Administrative Directives, including: 1.1, Mission Statement and Vision; 2.19, Employee Health; and 9.8, Furloughs. The Office is currently drafting a policy to administer the new Risk Reduction Earned Credit process (Administrative Directive 4.2A, Risk Reduction Earned Credit).

A new library policy, growing out of concerns about what books one of the inmates convicted in the Cheshire tragedy may have been able to access in prison, was also researched and crafted by the Division's Standards and Policies Office. Modeled on the policy of the Federal Bureau of Prisons, this will establish a review process in each facility.

The Office also oversaw the Governor's Correspondence function of the division. This ensures that letters directed to the Governor's office by the inmate population and the public receive a timely and comprehensive response that is consistent with information that may have been previously provided by the agency. On average between 10-15 such letters are handled in this manner each month.

Audio/Visual Production Unit

The Audio/Video Production Unit, through the application of modern multimedia production techniques, is responsible for the creation of educational aids that are utilized to enhance the extensive pre-service and in-service training that all staff is provided on an annual basis. The staff of this Unit also supports the Maloney Center for Training in its mission of staff training, as well as for special departmental events such as graduations, conferences, and the annual award ceremony. The unit also regularly works with the Connecticut Office of the Attorney General, providing technical support for the defense of lawsuits brought against the Department.

The Audio/Video Production Unit produced and distributed materials that benefit the inmate population including such video productions as both male and female versions of "How to do Your Bid," as well as the 15-segment Transitional Services Program. These and other video

productions are utilized to support the successful reintegration of offenders into the community. A partial list of the Audio/Video Production Unit's accomplishments for the past year include:

- the production and duplication of DVDs chronicling the multitude of educational programs, like Sisters Standing Strong and the Playwriting Group, staff oversees in facilities such as York, CI and Garner, CI.
- the recording and editing of 4 voiceovers currently used in the interactive, online training available through the Learning Management System
- the production and duplication of DVD's chronicling the multitude of the department's community based partnership programs, like the Bridgeport Re-entry Initiative
- the archiving, cataloguing and editing of more than 6,726 digital images currently used for training and recruitment
- the photographing of 1,013 new photos used for training and recruitment
- the archiving and digital transfer of over 600 still photos chronically the department's history
- the duplication and cataloguing of the more than 520 DVDs and videocassettes currently used in web based training, pre-service and in-service training
- the 761 duplications made for use in web based training, pre-service and in-service training.
- the production of Succession Planning videos
- the facilitation of the Pre-Service and New Supervisors graduation ceremonies

Freedom of Information Office

The Freedom of Information (FOI) Unit insures the Department fully complies with state statutes requiring the open availability of public documents to the public, staff and the inmate population, while insuring that safety and security are not compromised.

The FOI Unit handled 965 requests during the year. This represents a 21% increase from the prior fiscal year. During the year there were 39 Freedom of Information appeals, a 27% decrease from the prior fiscal year. Of those appeals 95% were from the inmate population. There continues to be an increase in inmate FOI requests to other state agencies and municipalities, as reflected in the number of notifications received by the commissioner's office.

A FOI e-mail address was implemented to expand public accessibility.

Legislative Liaison Unit

A Legislative Liaison, responsible for the drafting legislation and works closely with the members of the General Assembly on issues related to the criminal justice system and corrections.

Through its liaison the agency submitted three proposals to the Judiciary Committee for its consideration. The Judiciary Committee raised all three proposals as separate bills: House Bill (HB) 6345 *An Act Concerning Disclosure of Information to a Parent or Guardian of a Youthful Offender in the Custody of the Department of Correction*; HB 6346 *An Act Concerning Residential Stays at Correctional Facilities*; and, Senate Bill (SB) 955, *An Act Concerning Inmate Discharge Savings Accounts*. All three bills had a public hearing on February 23, 2011 and were reported out of the Judiciary Committee. HB 6345 passed both the House and Senate and became effective upon the Governor signing Public Act (PA) 11-39 on June 6. Senate Bill 955 passed the Senate but died on the House Calendar. HB 6346 died on the House calendar.

The DOC strongly supported the Governor's criminal justice initiatives that had a direct impact on the DOC and its inmate population. PA- 11-51, *An Act Implementing the Provisions of the Budget Concerning the Judicial Branch, Child Protection, Criminal Justice, Weigh Stations and Certain Agency Consolidations* allows the Commissioner of Correction to award risk reduction earned credits up to five days per month for inmates, retroactive to April 1, 2006, to (1) reduce an inmate's maximum prison sentence and (2) make inmates eligible sooner for release from prison under supervision. Inmates serving time for parole ineligible offenses are excluded from earning any credits and credits cannot reduce a mandatory minimum sentence. An inmate can earn credits for adhering to the offender accountability plan, participating in eligible programs or activities, or obeying institutional rules and good conduct, although good conduct alone is not enough to earn credits. HB 6650 also allows the Commissioner of Correction to release a sentenced inmate, after admission and conducting a need and risk assessment, to the inmate's residence under community supervision for certain drug and DUI offenses. The act also provides for the Court Support Services Division (CSSD) of the Judicial Branch to provide more intensive pretrial supervision services when ordered by the court and to complete alternative sentencing plans for persons who enter a stated plea agreement with a prison term of up to two years. CSSD may also evaluate and develop a community release plan for people sentenced to a prison term of up to two years who serve at least 90 days in prison and comply with the DOC's rules and necessary treatment programs.

The DOC's Legislative Liaison tracked and monitored over 300 bills of interest to the agency during the regular and special sessions of the legislature and received and responded to close to 350 inquiries from elected officials and members of the public. Fifty-seven (57) legislators and other state and local officials participated in the annual tours of the correctional facilities.

PAROLE AND COMMUNITY SERVICES

The Parole and Community Services Division is responsible for supervising and providing support services to offenders released to the community under supervision authorized by both the Department and Board of Pardons and Paroles. The Division is comprised of five district offices in Bridgeport, Hartford, New Haven, Norwich and Waterbury and has five specialized units: Residential Services, Central Intake, Special Management, Mental Health and Fugitive Investigation. Parole officers in each district and unit monitor offenders' adherence to release condition and assist with their reintegration into their communities while enhancing offender accountability and public safety.

On June 30, 2011, the total number of offenders supervised on all forms of community supervision was 4,849, which is a 3.3% increase compared to last year's population of 4,692. A total of 9,213 offenders were released to all forms of community supervision. During this period, the total number of criminal violations decreased by 14.5% and the total technical violations decreased by 6.4%. Overall, 6,368 offenders successfully discharged from all forms of community supervision.

A committee was appointed, made up of parole managers from both the Division and the Board of Pardons and Paroles (BOPP) for the purpose of reviewing and streamlining the existing parole agreement. The committee was guided by the National Parole Resource Center, and after several meetings a new agreement was created, which reduced the number of standard parole conditions from fifteen to six and is in line with national standards. The new agreement went into effect in June 2011.

An extensive two-month training program was developed for newly hired parole officers. The program development involved representatives from not only the Division and the Maloney Center for Training but also included subject matter experts from around the entire Department, the BOPP, contracted agencies, and other community providers who serve offenders returning to the community.

The first of four scheduled releases of the Case Notes enhancement project which was financed through federal stimulus funds in a grant to BOPP occurred in June 2011. Case Notes is the software program used by the Department's correctional facilities, the BOPP, and the Division. While the facilities and the BOPP use the system to input inmate information, field officers use the program to record supervision history and day-to-day activities of offenders under supervision in the community. Prior to the Case Notes enhancement project, the Department's facilities did not have access to the system. Another key piece of this enhancement is the ability of the new Case Notes system to receive information directly from the Department's current inmate information system. This addition has resulted in a more streamlined and accurate conduit for information transmitted from the correctional facilities to the community.

The Division over the past fiscal year has utilized a blend of electronic monitoring technology to enhance the community supervision of offenders. Radio frequency devices provided parole officers with information about offender curfew compliance. Global Positioning Units (GPS) data allowed parole officers to determine an offender's current or past location. Parole officers monitored an average of 700 offenders each day, using radio frequency devices, and 225 offenders were placed on GPS. A total of 3,198 radio frequency and 480 GPS units were installed on offenders in the community.

The development of a 24-bed staff-secure inpatient sex offender treatment facility continued in collaboration with the Judicial Branch's Court Support Services Division (CSSD) and The Connection Inc. to oversee the construction, staffing, and operation of the facility. Construction is currently underway with a scheduled opening date sometime in the fall of 2011.

The New Haven Reentry Initiative funded under the Second Chance Act is a re-entry initiative that provides service to moderate and high-risk offenders returning to the City of New Haven. Services begin 30 days prior to offender release and continue for up to a one-year period. This is a collaborative effort among the Department, the City of New Haven, the Annie E. Casey Foundation and CSSD. Easter Seals is the contracted service provider. The New Haven District office also participates in a variety of additional community re-entry projects including three recent collaborative "re-entry fairs" which have taken place at community police sub-stations throughout the city. At these fairs offenders returning to the community are exposed to a variety of available services and job opportunities in the New Haven area.

The Medication Assisted Therapy Study began in the Bridgeport District Office in August 2010. The study is being conducted through collaboration with the Department of Mental Health and Addiction Services, UCONN, and Bridgeport area substance abuse treatment providers. This study, which concentrates on treatment of offenders with opiate and alcohol dependence, is anticipated to help provide improved services and outcomes to the target client population.

In June 2011, The Hartford Parole office established a specialized gun supervision unit in conjunction with the Hartford Police Department designed to combat gun violence in the city. This collaborative effort has enhanced supervision and monitoring and has also improved the sharing of information and intelligence between agencies. The Hartford District Parole Office is also currently in the process of assuming supervision of offenders residing in the City of New

Britain from the Waterbury District Office. This reorganization is part of a statewide realignment of staff and caseloads to better manage and equally distribute workload between district offices.

The Special Management Unit (SMU) maintained an average daily caseload of approximately 250 paroled sex offenders. The unit uses a comprehensive sex offender management approach, which includes containment of offenders and collaboration between sex offender treatment providers, victim advocates, law enforcement, and polygraph examiners. Sexual offender recidivism rates remained at less than 1% for the SMU population. SMU officers coordinated monthly compliance check operations with law enforcement in varying jurisdictions. As a result of these proactive measures the unit made several arrests of sex offenders who were not compliant with their conditions of release. SMU submitted an informational posting to the Connecticut Intelligence Center describing the types and utilization of electronic monitoring equipment used by the division. The posting contained photographs of each device to aid law enforcement in identifying the equipment in the field.

The Mental Health Unit (MHU) has continued to experience a significant increase in its assigned client population during the past year. While continuing to successfully supervise specialized caseloads of offenders exhibiting serious mental illness the unit is now also responsible for the supervision of offenders being released under the terms of medical or compassionate parole. In addition the unit has also assumed the responsibility of overseeing the Roger's House, which is a 15-bed residential program designed to serve offenders with serious mental illness as they reintegrate into the community. MHU has also increased short-term commitments to correctional facilities, primarily the Garner Correctional Institution, where offenders with serious mental health issues can be placed short-term, (30 days or less) for hospitalization and stabilization prior to return to community supervision.

During the past fiscal year, the Fugitive Investigations Unit was assigned a total of 193 cases to investigate. Of these cases 152 were from re-imprisonment warrants issued by the Board of Pardons and Paroles, with the remaining 41 cases a result of escape warrants from the Transitional Supervision population. In addition the director's office assigned 13 cases for investigation/apprehension due to special circumstances. During the fiscal year the unit apprehended 118 parole absconder and 54 transitional supervision escapees. The Unit also investigated and apprehended all 13 cases that were assigned due to special circumstances. The Unit is also responsible for conducting out of state extraditions for the Department and during the fiscal year completed a total of 60 out of state extraditions. During the fiscal year the Unit renewed its MOA with the United States Marshal Service and continues to be a longstanding member of the United States Marshal Service Violent Felony Fugitive Task Force. The Fugitive Investigations Unit also continues to partner with the Connecticut State Police who currently have two troopers assigned to the unit to work collaboratively on cases of mutual interest.

Information Reported as Required by State Statute

AFFIRMATIVE ACTION

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

The Unit prepared and submitted the Department's Affirmative Action Plan, which was disapproved by the Commission on Human Rights and Opportunities in June 2011. The Department has committed to working with the Commission and seeking technical assistance to ensure an approved plan in the next filing period. At the end of the fiscal year, the number of

people of color in the full-time workforce was 2,034 (33.6% of the total full-time workforce of 6,047). The total number of female staff in the full-time was 1,559 (25.8% of the total full-time workforce of 6,047).

The Unit has continued its emphasis on training agency staff in the areas of Affirmative Action (including Sexual Harassment and Discrimination) and Workplace Diversity. This training is provided to new employees and current employees.

The Department has continued its overall Diversity Initiative that includes the development of Diversity Councils at each facility. The Diversity Councils provide line staff with the opportunity to understand, value, appreciate and respect staff diversity. They are also intended to foster open communication in addressing Department policies and procedures which bear upon diversity issues.