

## SOUTHEAST MISSOURI BEHAVIORAL HEALTH



# Community Reentry Services

## ANNUAL REPORT FY 2017

### PROGRAMMATIC/SYSTEMS IMPROVEMENTS:

The following are major programmatic/systems improvements and changes Southeast Missouri Behavioral Health (SEMOBH) made during Fiscal Year 17 under performance of the Residential Reentry Center (RRC) contract:

### CEO/DIRECTOR OF COMMUNITY CORRECTIONS:

SEMOBH's CEO and Director of Community Corrections continued first-hand involvement with the RRC program, and monitoring the Agency's various construction project plans on site. The RRC is one of SEMOBH's largest programs, situated at SEMOBH's flagship Aquinas facility. It is important that the CEO and Director of Community Corrections be involved directly with this critical program. SEMOBH is further positioned to prepare for any construction on site SEMOBH may determine is needed.

### PROGRAM MANAGEMENT/KEY STAFF:

SEMOBH re-organized RRC program management & key staff during FY17. Matthew Ernst is now the Director of Community Corrections providing direct oversight of the RRC program. T. Logan Bryson, BS, is now the interim program Director for the RRC. Mr. Bryson brings professionalism and strong leadership to his role and is ensuring that the program operates according to policy and procedure.

The position of Medical Liaison was restored in its full capacity for FY17. This role centralizes all medical care for CRS clients and streamlines the process.

### CONTRACT COMMUNICATIONS:

Communications with the Residential Reentry Manager (RRM) related to contract-related improvements, changes in management, and compliance with the RRC contract are communicated directly with the RRM by the Agency's CEO and Director of Community Corrections.

### PROGRAM COMMUNICATIONS:

Communications to the Bureau of Prisons (BOP) RRM on operational program and client issues are handled through interim Director T. Logan Bryson or program staff as appropriate.

### PROGRAM MANAGEMENT MEETINGS:

The CEO and Director of Community Corrections conduct regular program management meetings with RRC staff. During the Management Meetings, critical decisions for the overall functioning and improvement of the program are reviewed and direction for the program is set. Progress toward program goals is also reviewed and remediation plans are developed to address any deficiencies in operations. RRC staff conduct a weekly PRT meeting at Aquinas that includes the RRC program staff, RRM staff, U.S. Probation Staff, Community Treatment Services program contractor staff, and other relevant stakeholders. During the PRT meeting, participants review client progress and make determinations on client transfers between levels of the program.

# Community Reentry Services Annual Report

## **PROGRAM MANUAL:**

SEMOBH conducts ongoing reviews and makes improvements to its procedures as needed as a result of feedback through SEMOBH's Performance Improvement program. There is ongoing procedural review on a weekly basis being conducted with program staff.

## **PERFORMANCE IMPROVEMENT:**

SEMOBH's Performance Improvement Department monitors program performance indicator data. SEMOBH utilizes a Continuous Quality Improvement process to address performance that is below the Agency's projected, documented expectations. The Agency has several staff certified through the NIATx (Network for the Improvement of Addiction Treatment services) Change Leader program. The NIATx system is the industry standard for process improvement in the behavioral health field.

## **ELECTRONIC GLOBAL POSITIONING SYSTEM (GPS) MONITORING:**

SEMOBH continued to provide GPS monitoring during FY17. SEMOBH has procedures for the use of this system and has trained its staff. SEMOBH has developed specific criteria for enrolling selected clients within 24 hours of their arrival at the RRC. Once a client is enrolled in electronic monitoring, they will remain on electronic monitoring throughout their home confinement period until their program is complete.

## **ACCREDITATION:**

SEMOBH's RRC is accredited through CARF International.

## **COGNITIVE BEHAVIORAL THERAPY:**

Throughout FY17, CRS staff received training in evidence based practice of Cognitive Behavioral Therapy as well as Treatment Planning.

## **PREA:**

By August of 2016 all Residential Reentry Centers under contract with the Bureau of Prisons were mandated to be compliant with the Prison Rape Elimination Act (PREA) which was passed by Congress in 2003. The purpose of the act is to provide information, resources, and recommendations to protect individuals from sexual assault in a confinement setting.

In FY16, the CRS Department operating under the guidance of a PREA auditor, revised or developed policies and procedures designed to specifically meet the requirements of PREA and implemented staff training to enhance client safety. In August 2016, the SEMO RRC received full accreditation. In addition to staff training, the CRS Department provides information to clients on their rights, how to report, and to whom they can report. The CRS Department did receive one allegation in FY17; however, after completing a thorough investigation per the developed policies and procedures, the allegation was determined to be unfounded. The CRS Department continually reviews its operations and facilities management and has enhanced security by creating a female CRS client only pavilion, adding additional security cameras, and installing alarms around doors and windows to ensure the safety and security of the clients.

# Community Reentry Services Annual Report

To ensure the safety of our clients, the CRS Department has developed policies for the Referral of Allegations:

1) The agency ensures that an administrative or criminal investigation is completed for all allegations of sexual abuse and sexual harassment.

(2) It is the agency's policy to ensure that allegations of sexual abuse or sexual harassment are referred for investigation to an agency with the legal authority to conduct criminal investigations, unless the allegation does not involve potentially criminal behavior. The agency shall publish this policy on its website at [www.semobh.org](http://www.semobh.org) and make the policy available through other means. The agency shall document all such referrals. All criminal investigation will be forwarded to the St. Francois County Sheriff's Department unless the allegation does not involve potentially criminal behavior."

## Offender/ Third Party Reporting:

"The agency provides multiple internal ways for offenders and third party reporters to privately report sexual abuse and sexual harassment, retaliation by other offenders or staff for reporting sexual abuse or sexual harassment, and staff neglect which may have contributed to such incidents. All allegations of sexual abuse or sexual harassment may be reported verbally, in writing, anonymously, or by third party through the agency's Administration Department as well as the St. Francois Co. Sheriff's Department Crime Tip Hotline (573) 431-7314 Ext. 101. Staff shall accept reports made verbally, in writing, anonymously, or by third parties and shall document all reports."

The CRS Department is committed to providing a safe and secure environment free of sexual abuse and sexual harassment.

## **CLIENT ASSESSMENTS:**

The CRS program has evaluated standardized instruments for Risk-Based Assessment of Community Reentry Consumers using research from the National Institute of Corrections, and implemented the LSI Assessment Instrument in FY17, which is a recognized, valid and evidence-based Assessment Instrument.

## **E-LEARNING:**

SEMOBH's Essential Learning electronic online learning system permits us to train all program staff in SEMOBH's procedures for safety, security, and effective client management. The technology allows the Agency to create, foster, deliver and facilitate effective staff training.