

Southeast Missouri Behavioral Health



Community Reentry Services

Annual Report FY2019

PROGRAM OVERSIGHT:

The Community Reentry Services Department is lead by both Executive Management and Site Management levels. The Director of Community Reentry Services works in conjunction with other Executive Departments to develop goals and monitor the performance of the Community Reentry Services Program. The Department is lead by the Director of Community Reentry Services who provides daily oversight of the CRS Program and staff.

SEMO-BH's CEO and Director of Community Reentry Services continued first-hand involvement with the RRC program throughout FY2019. The RRC is one of SEMO-BH's largest programs, situated at SEMO-BH's flagship Aquinas facility. It is important that the CEO and Director of Community Reentry Services be involved directly with this critical program.

CONTRACT COMMUNICATIONS:

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

PROGRAM COMMUNICATIONS:

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

PROGRAM MANAGEMENT MEETINGS:

The CEO and Director of Community Reentry Services 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.

Performance Improvement & Patient Experience Division, 9/19/2019

Information for this report was provided by T. Logan Bryson, BS; Community Reentry Services Program Director. This report was completed by Whitney Smith-Partney, MA; Director of Performance Improvement & Patient Experience.

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PROGRAM MANAGEMENT MEETINGS, CONT.:

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.

PROGRAM MANUAL:

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

PERFORMANCE IMPROVEMENT:

SEMO-BH's Performance Improvement Department monitors program performance indicator data. SEMO-BH utilizes a Continuous Quality Improvement process to address performance that is below the Agency's projected, documented expectations.

The Program Performance Indicators for the CRS Department are below:

Domain	Goal	Measureable Objective	FY2019 Average
Effectiveness	To ensure that all eligible clients will be employed.	65 % of eligible clients will be employed.	73% employed.
Efficiency	To reduce program personnel turnover.	Program personnel turnover will be less than 10% quarterly.	8% turnover.
Access	To ensure clients are able to be admitted to the program 24/7/365.	Program admissions will be accepted 24/7/365 and staff will be available at all times for admissions.	Admissions accepts on all 7 days/3 shifts.
Client Satisfaction	To ensure high rates of client satisfaction with the services provided.	80% of clients will "agree" or "strongly agree" with the statement, "I am satisfied with the services I received while in treatment."	88% satisfied.

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ELECTRONIC GLOBAL POSITIONING SYSTEM (GPS) MONITORING:

SEMO-BH continued to provide GPS monitoring during FY18. SEMO-BH has procedures for the use of this system and has trained its staff. SEMO-BH 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:

SEMO-BH's RRC is accredited through CARF International through June 2020.

PRISON RAPE ELIMINATION ACT (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 continually reviews its operations and facilities management and has enhanced security to aid in the prevention of possible PREA incidents.

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 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."

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PRISON RAPE ELIMINATION ACT (PREA), CONT.:

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- 3131. 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.

There has not been a PREA Incident reported in 2019.

E-LEARNING:

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