

New Hampshire Department of Corrections



House Finance Division I
February 3, 2023



State of New Hampshire Department of Corrections

Mission Statement

We reduce recidivism by providing safe, secure, humane supervision and evidence based rehabilitation to enhance public safety in New Hampshire.



The New Hampshire Department of Corrections was created by statute in July 1983.

RSA Section 21-H:3 The Department of Corrections, through its officials, shall be responsible for:

- Providing for, maintaining and administering such state correctional facilities and programs as may be required for the custody, safekeeping, control, correctional treatment and rehabilitation of inmates;
- Supervising persons placed on probation and persons released on parole and administering probation and parole services;
- Acting in an advisory capacity in assisting law enforcement agencies and communities in the prevention of crime and delinquency; and
- Ensuring that victims of crime are treated in a manner consistent with RSA 21-M:8-k.



State of New Hampshire Department of Corrections

Three Correctional Facilities



NH State Prison for Men
281 North State St, Concord
Population: 1,005



NH Correctional Facility for Women
42 Perimeter Rd, Concord
Population: 118



Northern NH Correctional Facility
138 East Milan Rd, Berlin
Population: 515

One Secure Psychiatric Unit and the Residential Treatment Unit



Secure Psychiatric Unit
281 North State St, Concord
Civilly Committed: 29
Sentenced Population: 11
Total in SPU: 40

Residential Treatment Unit
Sentenced Population: 21

Population on 1/30/23



State of New Hampshire Department of Corrections

One Transitional Work Center



Concord Transitional Work Center
275 North State St, Concord
Houses male residents
Population: 72

Three Transitional Housing Units



Calumet Transitional Housing Unit
126 Lowell St, Manchester
Houses male residents
Population: 55



North End Transitional Housing Unit
1 Perimeter Rd, Concord
Houses male residents
Population: 33



Shea Farm Transitional Housing Unit
60 Iron Works Rd, Concord
Houses female residents
Population: 19



State of New Hampshire Department of Corrections

Eleven Probation and Parole District Offices, One Collections Office

•Exeter (Rockingham) – 8A Continental Drive, Exeter with a sub office located in Salem – 35 Geremonty Dr	Supervision Cases: 523
•Manchester (Hillsborough North) – 60 Rogers St, Manchester	Supervision Cases: 1,031
•Concord (Merrimack) – 314 North State St, Concord	Supervision Cases: 568
•Berlin (Coos) – 138 East Milan Road, Berlin	Supervision Cases: 120
•N. Haverhill (Grafton) – 3785 Dartmouth College Hwy, N. Haverhill sub office located in Lebanon – 36 Poverty Ln	Supervision Cases: 277
•Dover (Strafford) – 259 County Farm Rd, Dover	Supervision Cases: 393
•Laconia – Superior Court Bldg., 64 Court St, Laconia	Supervision Cases: 251
•Keene (Cheshire) 28 Mechanic St., Keene	Supervision Cases: 319
•Claremont Area (Sullivan) – 17 North Main St, Newport	Supervision Cases: 308
•Wolfeboro Area (Carroll) – 10 Center St, Wolfeboro sub office located in North Conway – Plaza Bldg., 24 Reporter Ct	Supervision Cases: 136
•Nashua (Hillsborough South) – 3 Pine St Ext, Nashua	Supervision Cases: 396
•Central Office/Collections Office – 105 Pleasant St, Concord	Avg Yearly Collection: \$2M
•Total Fugitive Caseload: 362	

Other Facilities

Headquarters – Main Bldg., Governor Hugh J. Gallen State Office Park, 105 Pleasant St, Concord

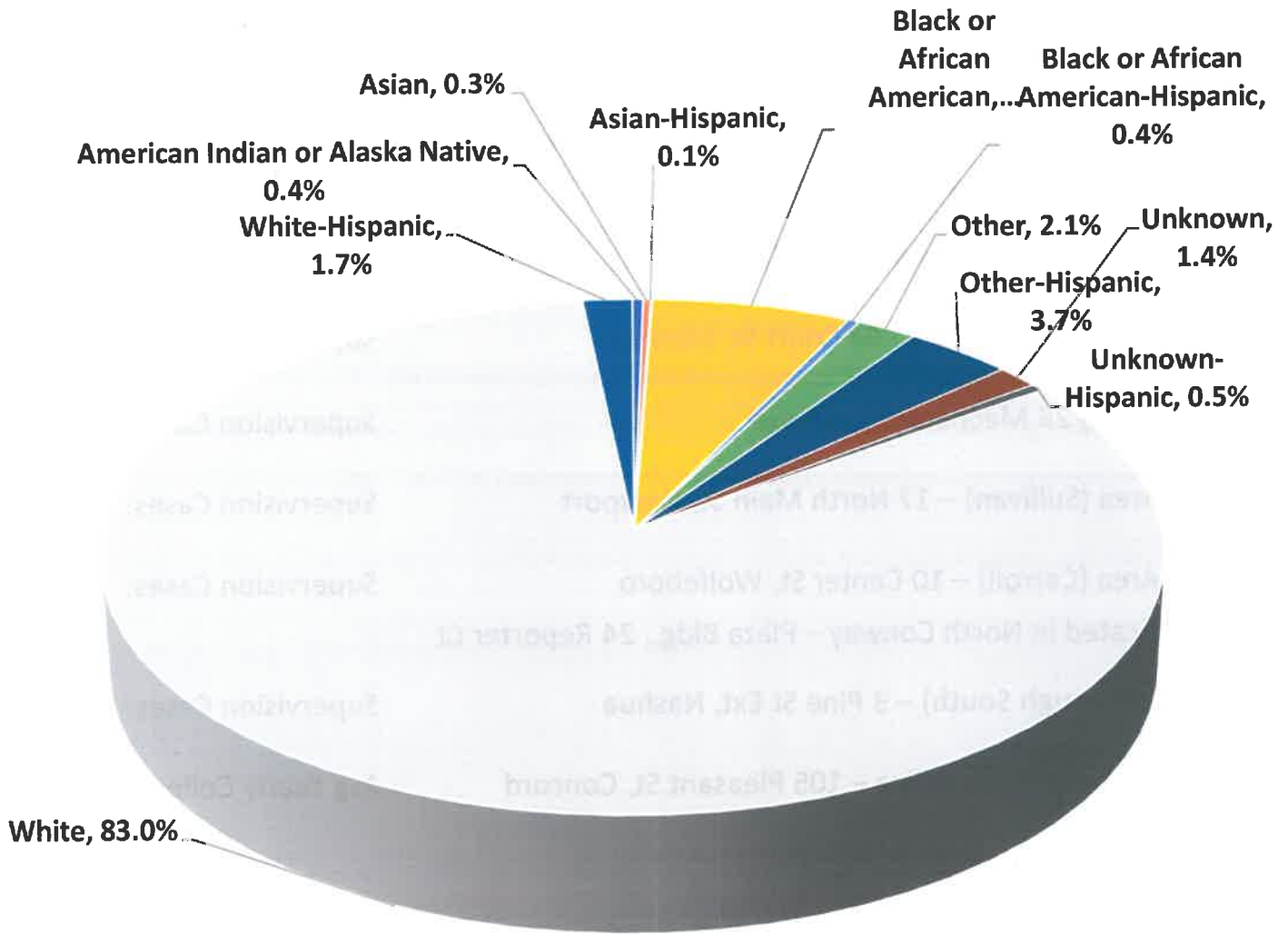
Warehouse – (directly across from NHSP/M) 3 McGuire St, Concord

Correctional Industries Retail Store – 312 North State St, Concord



State of New Hampshire Department of Corrections

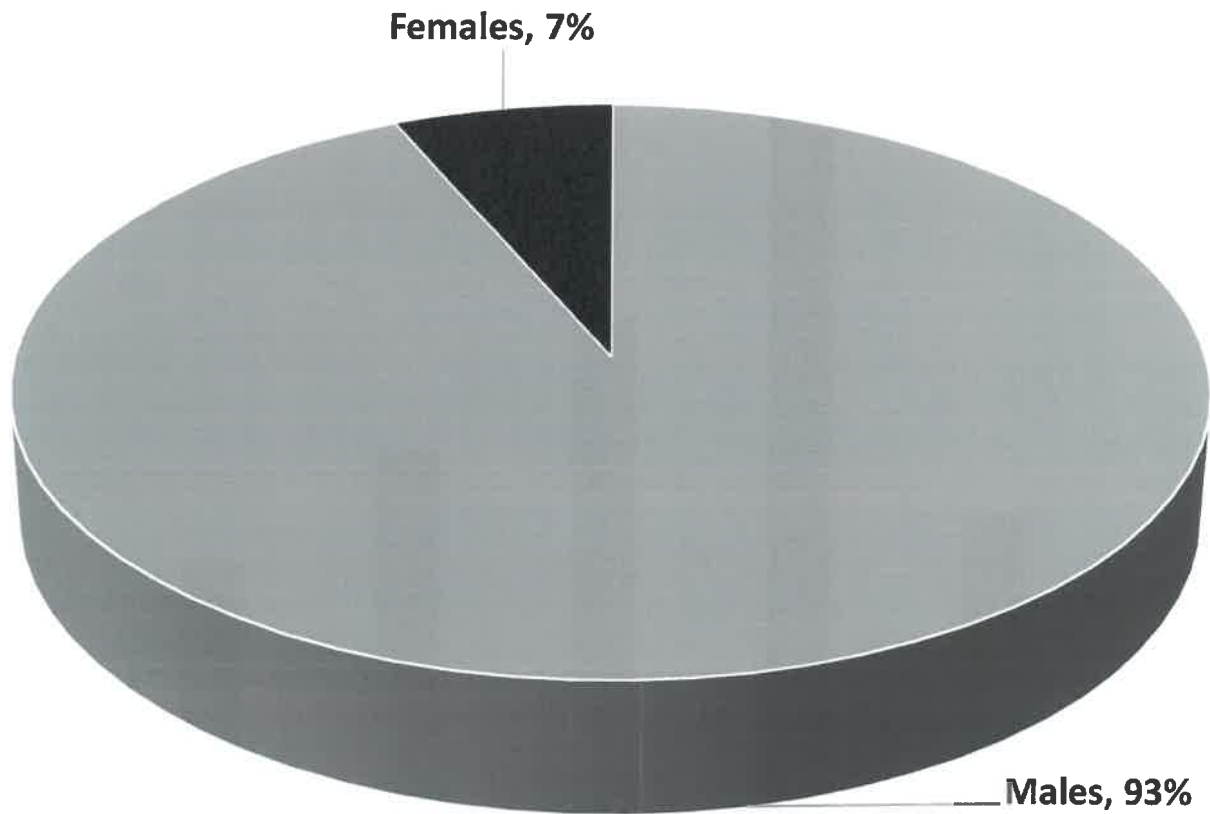
Resident Self-Reported Race Collected during Booking October 2022





State of New Hampshire Department of Corrections

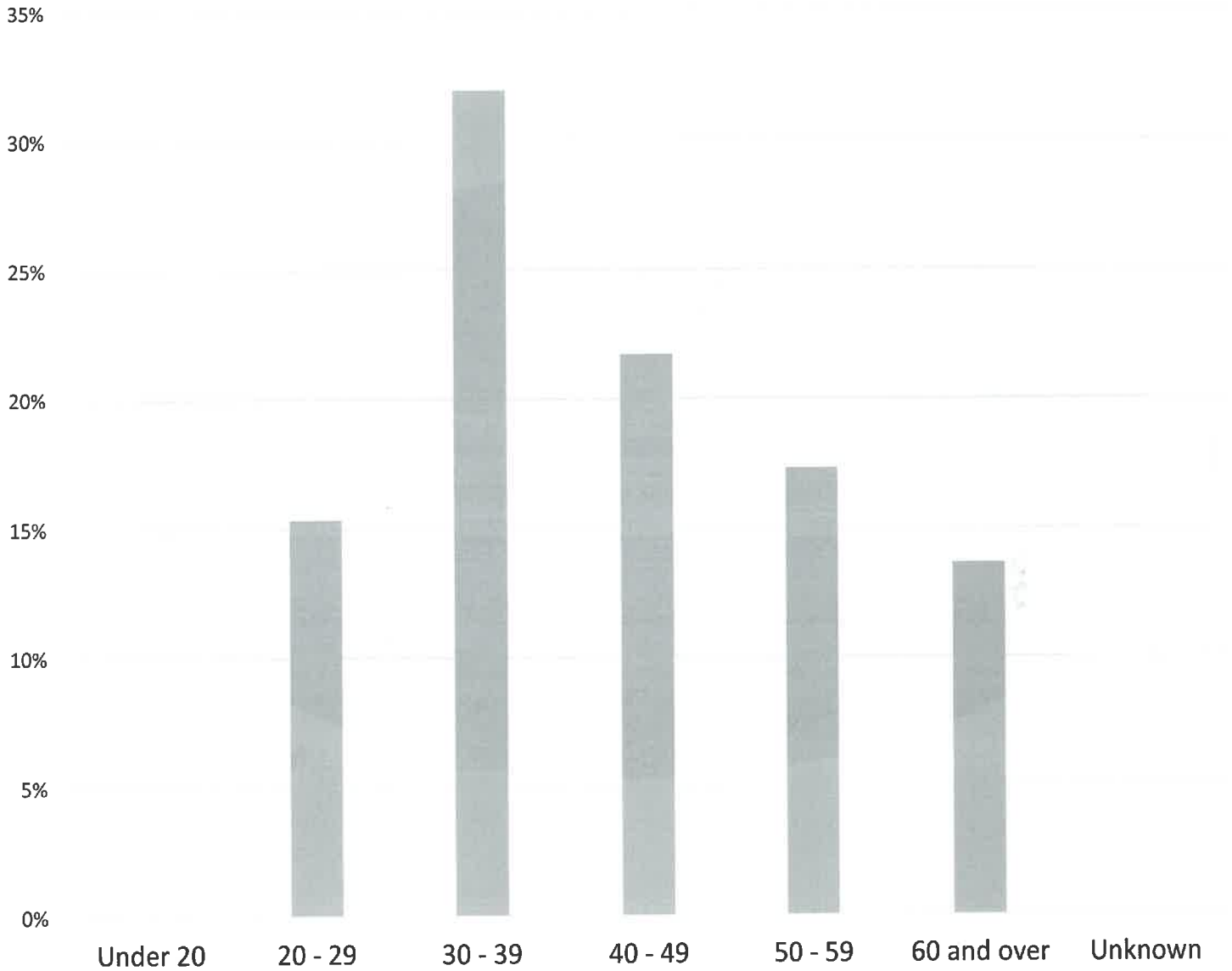
Residents Biological Gender - October 2022





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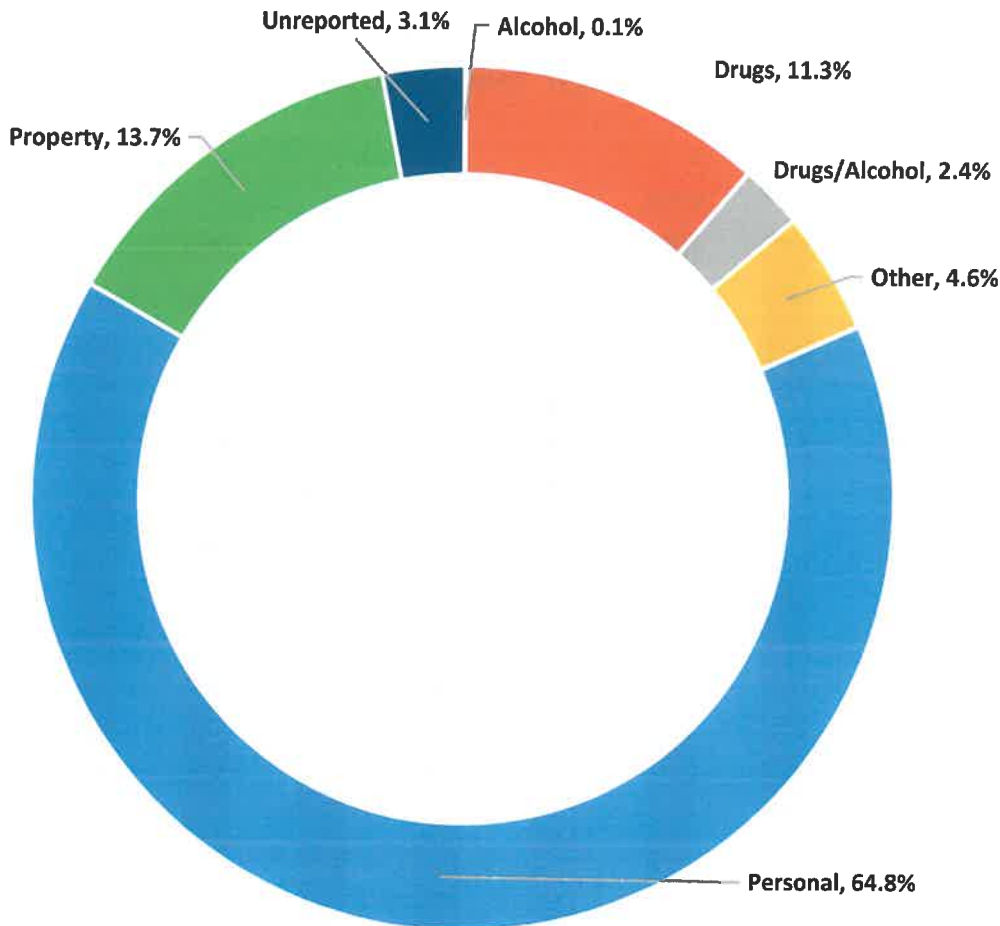
Age Ranges of Residents by Percent of Total Population Incarcerated October 2022





State of New Hampshire Department of Corrections

October 2022 Crime Type Percentages for Total Population Incarcerated

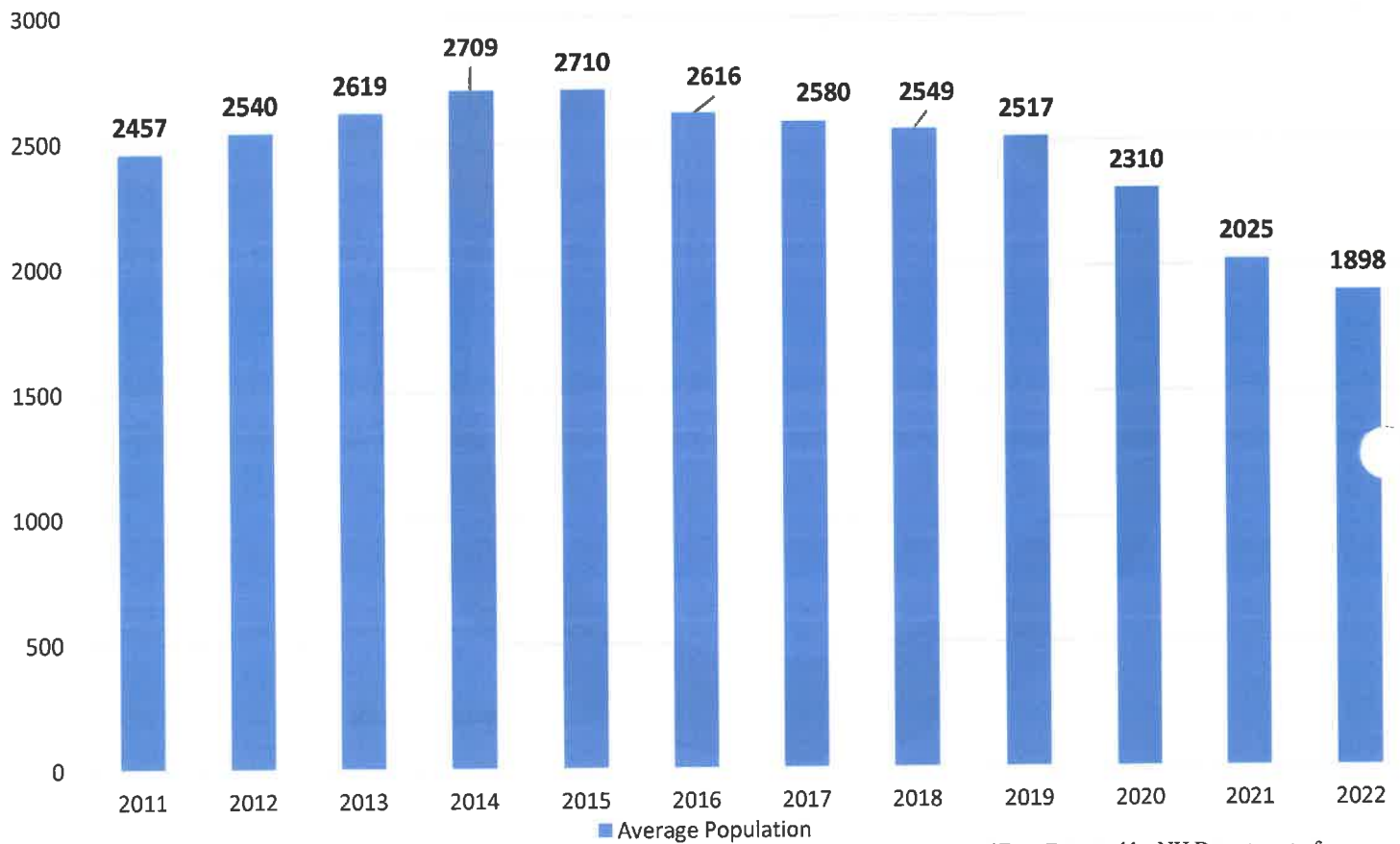


Violent/Personal Crimes include any crime involving bodily damage to a person(s). Property crimes include any crime damaging property and unlawful taking (shoplifting, burglary). Drug & Alcohol crimes include the possession, manufacturing, or sale of drugs and/or alcohol. Drug crimes are drug specific crimes including opioids. Public Order (Other) includes fraud, interference with custody and state, bail jumping, disobeying an officer, felon in possession of dangerous weapon, criminal trespass. Unreported represents a delay in sentence entry for new bookings or detention under civil commitment to the SPU.



State of New Hampshire Department of Corrections

A Review of All Facility Population Trends Average Population By Calendar Year through September 2022



*Data Reported by NH Department of



State of New Hampshire Department of Corrections

Incarcerated Population Sentencing Snapshot

Population by Maximum Sentence – June 30, 2021	Number	Percentage
Less than 1 year	27	1%
Between 1 and 3 years	122	6%
Between 3 and 5 years	319	15%
Between 5 and 10 years	584	27%
Between 10 and 20 years	600	28%
20 Years and more	433	20%
Unknown*	52	3%
Total	2,137	100%

** Unknowns are inmates housed for other jurisdictions or residents of SPU who are on involuntary committal.*

"Unreported" represents cases have not had sentences entered into the offender management system yet OR are clients serving RSA detentions.

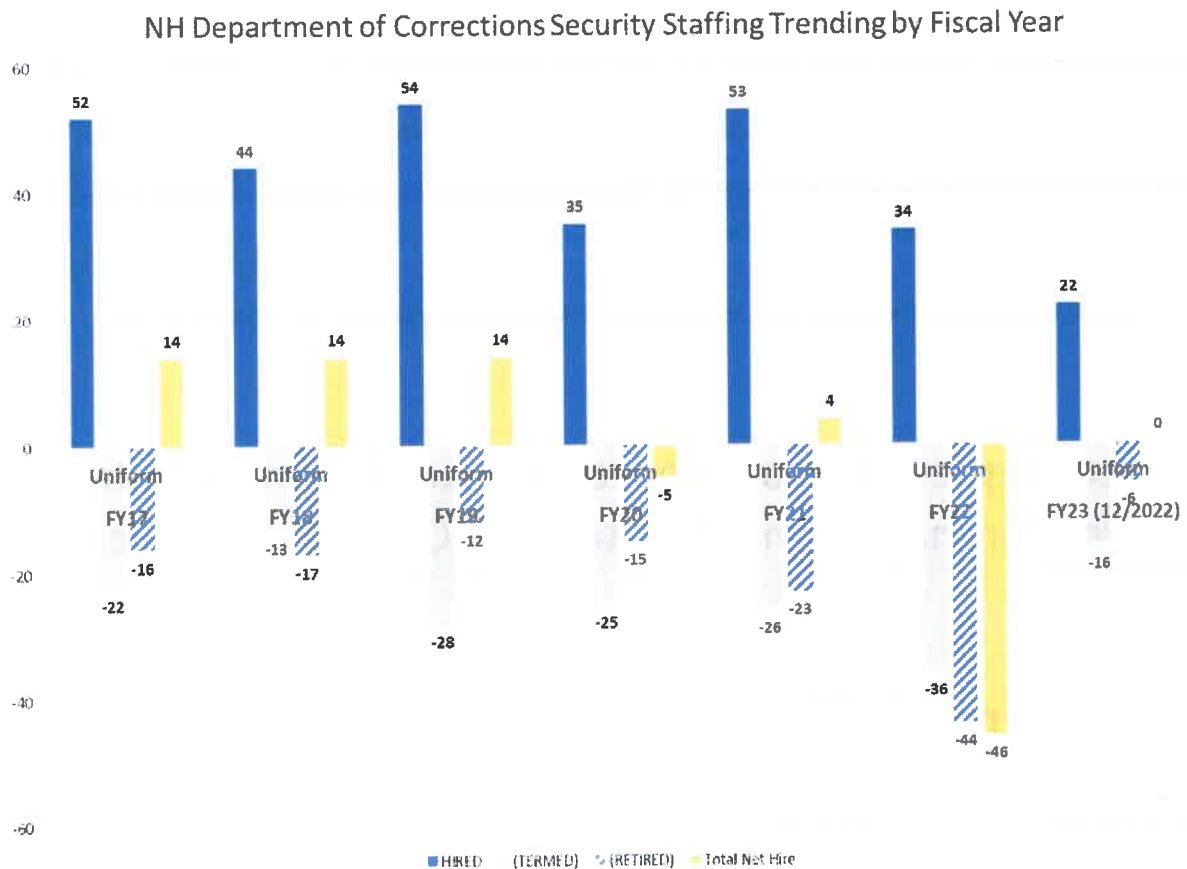
*This data does not take into account consecutive sentences.



State of New Hampshire Department of Corrections

Challenges

- Continued to experience major challenges in recruitment and retention of staff, especially post the height of the pandemic
- Corrections Officer positions are at a 50% vacancy rate as of January 2023
- Logistics positions (i.e., chefs, plumbers, electricians etc.) are at varying vacancy rates from 30% to 50%
- Continued to be challenged with aging infrastructure at the NH State Prison for Men in Concord primarily, Northern NH Correctional Facility and Transitional Housing Units/Work Center





State of New Hampshire Department of Corrections

Challenges

- The work of a corrections officer requires dedication and courage. Every day, corrections staff, including officers, commit to doing difficult work, in a challenging environment, while maintaining professionalism and respect. They demonstrate the physical and moral fortitude to use their authority appropriately, in the face of daily adversity. The US Bureau of Labor Statistics identifies the job of a correctional officer as one of the most stressful and dangerous jobs, having one of the highest rates of both injury and illness of all occupations.[\[i\]](#)
- Numerous reports highlight the dangerousness and stressors that the job of corrections officer has on one's physical body, leading to a 50% higher rate of heart disease than any other occupation. Additionally, corrections officers have a 39% higher suicide rate and ten-times higher rate for post-traumatic stress disorder than the general population. [\[ii\]](#) Job stressors in corrections officers reveal the life expectancy of a corrections officer is 59 years, compared to a national average of just over 75 years.[\[iii\]](#)
- [\[i\] https://www.bls.gov/ooh/protective-service/correctional-officers.htm](https://www.bls.gov/ooh/protective-service/correctional-officers.htm)
- [\[ii\] https://armorupnow.org/2018/05/21/ptsd-depression-suicide-divorce-are-highest-among-correctional-officers/](https://armorupnow.org/2018/05/21/ptsd-depression-suicide-divorce-are-highest-among-correctional-officers/)
- [\[iii\] https://www.ojp.gov/ncjrs/virtual-library/abstracts/reducing-staff-and-inmate-stress](https://www.ojp.gov/ncjrs/virtual-library/abstracts/reducing-staff-and-inmate-stress)

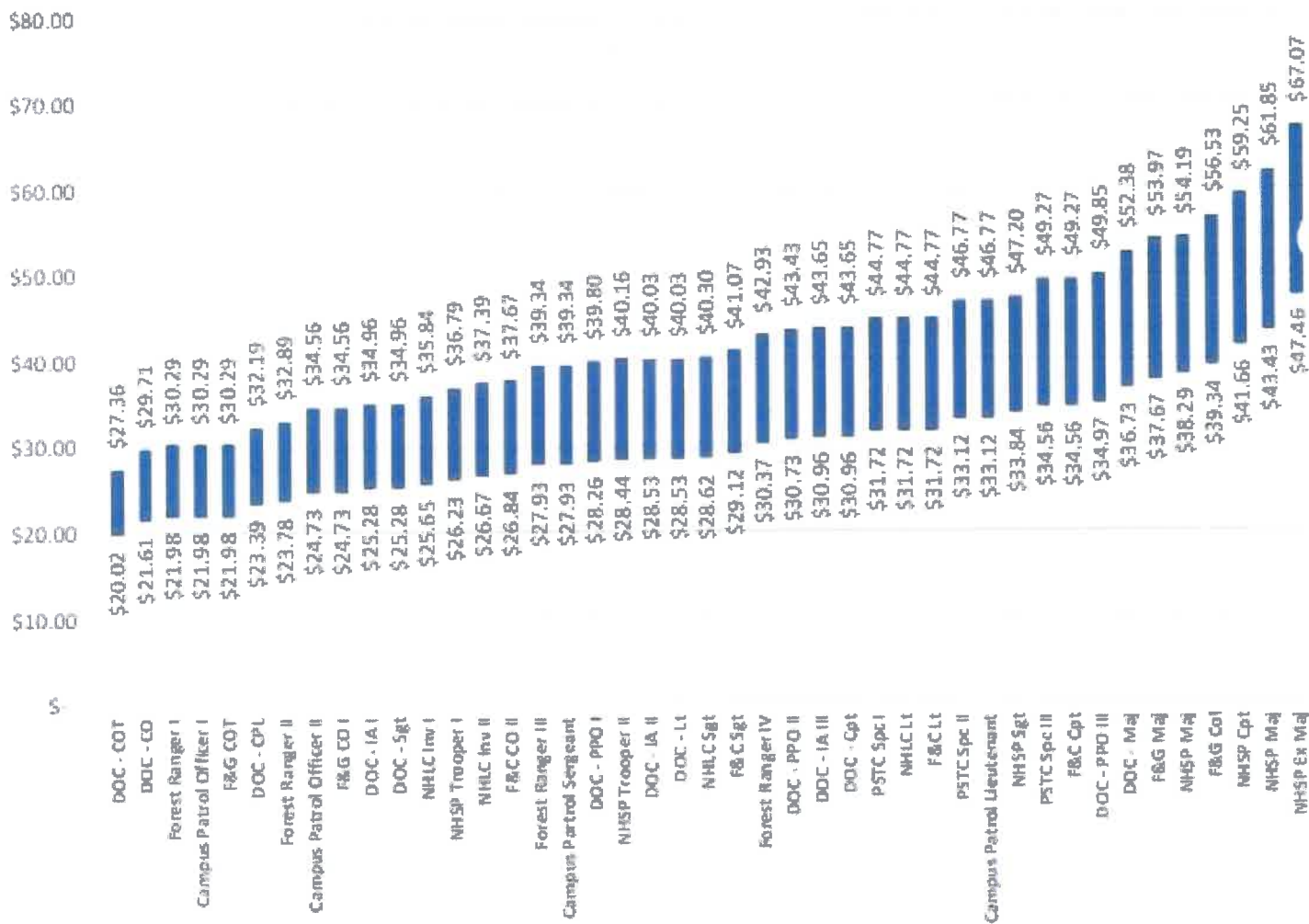


State of New Hampshire Department of Corrections

Challenges

- Disproportionate entry wages given the nature of the law enforcement work. Corrections Officers have the lowest base pay of all state law enforcement.
- Same entry standards for corrections officers as all law enforcement under Police Standards and Training Council

Current Pay Wages – As of 7/15/2022





State of New Hampshire Department of Corrections

Accomplishments

- Implemented a corrections specific employee wellness program
- Increased capacity to provide residential substance use disorder (SUD) treatment through our Focus program, SUD is the #1 driver of reincarceration
- Have continued to be proactive in our treatment of those with Opioid Use disorder including but not limited to the use of medications, clinical group therapies and multi-leveled treatment paths aligned to the American Society of Addiction Medicine. Implemented harm reduction principles through the voluntary distribution of Naloxone HCl upon release for those with OUD
- Have been accepted into the Federal Second Change Pell Grant reauthorization partnering with White Mountain Community College and NHTI, creating pathways to post-secondary courses for those incarcerated
- Participation with Prisons Evolving as Connected Communities (PEACC). PEACC will engage community stakeholders to develop a prison model of a connected community that will address information and communication technology issues.
- Member of the newly formed New England Commission on the Future of Higher Education Behind Bars
- Implemented the Choose Love programming, serving as a model for other correctional institutions across the US, by integrating the Universal Design for Learning Network(UDL) set of principles, which develop learning environments that gives all individuals equal opportunities to learn
- Remitted and pending review by the Centers of Medicare and Medicaid, an inclusion element for billable re-entry services for those exiting prisons, in our State 1115(a) Medicaid Waiver

Impact by Type of Education Program

Based on the 105 highest quality estimates included in this meta-analysis, four types of educational offerings in prisons were considered individually:

- Adult Basic Education: Remedial reading, writing, mathematics etc.
- Secondary Education: GED or high school diploma
- Vocational Education: Job skills training and job preparedness
- College Education: Associate's, Bachelor's or Master's degrees

Graphic 1: Effects on Recidivism and Employment by Education Type

Education Type	Effect on Recidivism	Effect on Employment
ABE	-6.30%	1.47%
Secondary	-7.17%	1.21%
Vocational	-8.37%	6.64%
College	-27.70%	10.55%

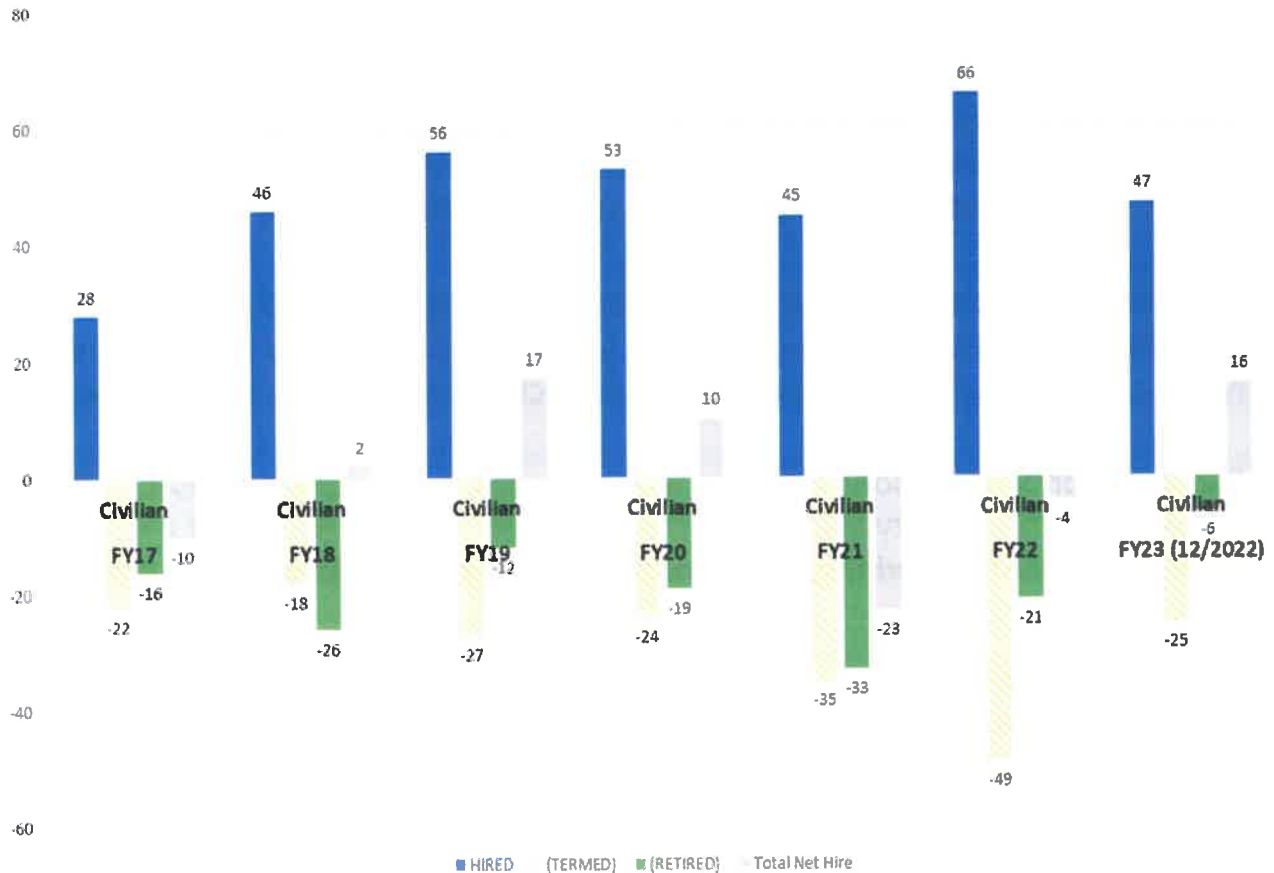


State of New Hampshire Department of Corrections

Accomplishments

We are seeing an increase in filling our non-corrections officer positions.

NH Department of Corrections Civillian Staff Trending by Fiscal Year



Our most recently published annual report provides a great overview across the department of our on-going accomplishments: (<https://www.nh.gov/nhdoc/divisions/publicinformation/documents>)



State of New Hampshire Department of Corrections

Primary Infrastructure Challenges

NH State Prison for Men, Concord

- Built in 1878, partially remodeled in the 1980's
- Substantial concrete and steel structural issues in elevated areas over food services and mechanical areas
- Remnants of the old coal fired boiler area and coal pocket are creating issues with ground stability
- Building fatigue-facility wide, issues with ceilings, floors, steam lines, electrical wiring, plumbing of all types, ductwork, fire suppression systems, doors, locks, windows, etc.
- Electrical issues with unique direct buried electrical lines under buildings and courtyard areas
- 8 electrical transformers, 8 generators supply partial emergency power to the facility, needs replacement

High pressure steam lines running through approximately 11 acres of buildings with problematic access points

- Perimeter security concerns with the main building and north yard within 30 feet of Route 3, N State Street
- Over 2,000 feet of chain link perimeter fence, 12 and 14 feet high with razor wire needs to be replaced
- North and South vehicle sally ports, need redesign and expansion to manage larger trucks and equipment
- Reception and Diagnostic Unit built in 1941 is a "Van Dorn" modular building melded into the original building, this building is one of the last of its kind and was built to last at most 50 years
- Food services area has leaks from the above ramps and walkways that will potentially cost over \$12 million to rebuild
- Aged arched brick storm water and sewer lines need replacement



State of New Hampshire Department of Corrections

Retention and Recruitment

Recruiting strategies:

- A dedicated part-time recruiting corrections officer
- Reassignment of a full-time sergeant now dedicated to job fairs, school events, security on-boarding, and retention efforts
- Updated marketing materials
- Job fairs/speaking engagements – 63 in CY 2022, 91 in CY 2023 YTD through 11/16/22
- Introduction to Corrections Program – course offered at Berlin High School and Groveton High School
- Part-time corrections officer certification program
- Social media presence
- Participate in local community events
- Created jobs website to streamline hiring process
- Continuous quality improvement of hiring process
- Detailed Summary of Activities will be shared as a separate document

Start Changing Lives Today!

Part Time
Corrections Officer
Certification now
available!
*29 hours per week
*Nights & Weekend
Academy

SERGEANT
NEW HAMPSHIRE
DEPT. OF CORRECTIONS

Nurses
Chefs
Teachers
Maintenance
Social Workers
Corrections Officers

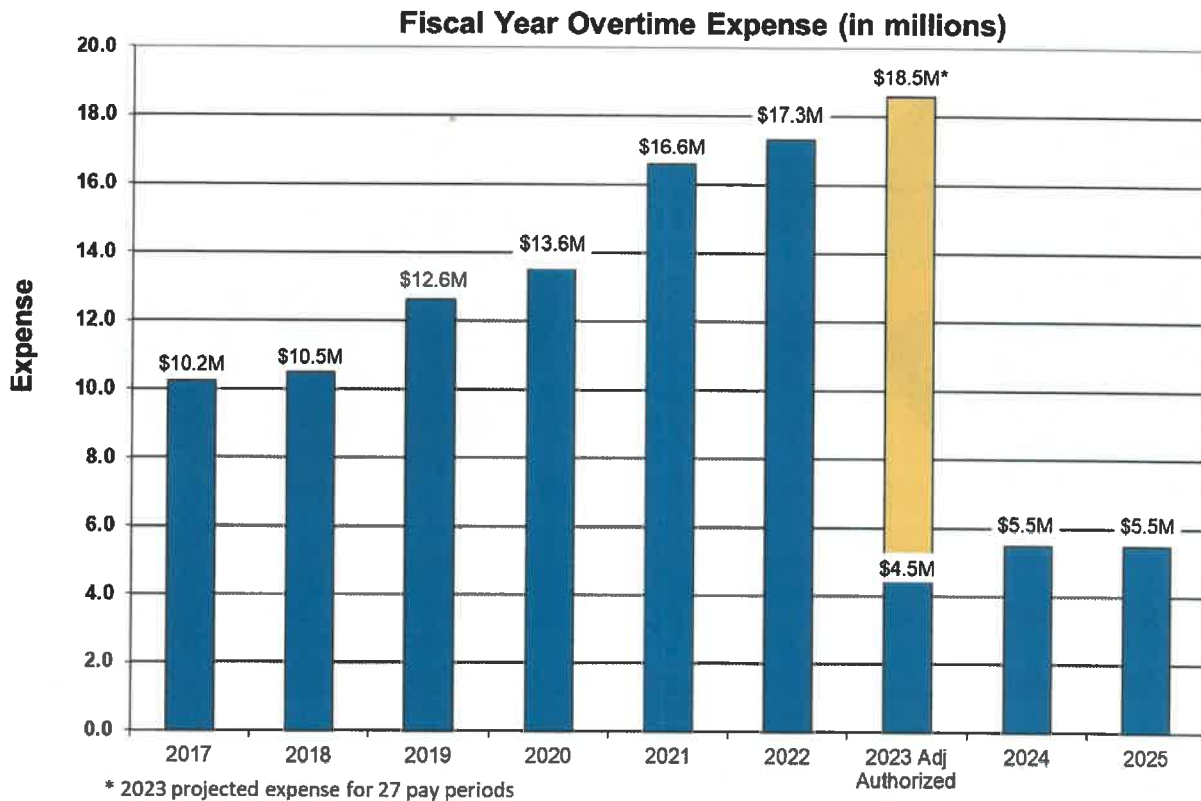
APPLY ONLINE @WWW.NHDOCIJOBS.COM/APPLY
(603)271-5645 DOC-Recruitment@doc.nh.gov



State of New Hampshire Department of Corrections

Overtime

Overtime results from vacant positions, filling posts due to leave (annual, sick, workers compensation, FMLA), required training, hospital duty, direct observation and military deployment. The need for overtime, as a result of vacant positions, creates the potential for a vulnerable working environment and challenges quality of life issues for staff.



Overtime strategies:

- Offer all corrections officers, leaving the Department in good standing, the opportunity to continue working in part-time officer positions.
- Established a part-time Corrections Officer Academy through PSTC.
- Created the following certifications for correctional line personnel in Group II as classified by NH RSA 100-A:1 VII(b):
 - Dual certification to work part-time as a corrections officer in addition to their full-time positions
 - Certification to fill non-armed posts including one-on-one observation, control rooms, and transitional housing units
- Close housing areas, when possible, to reduce required posts

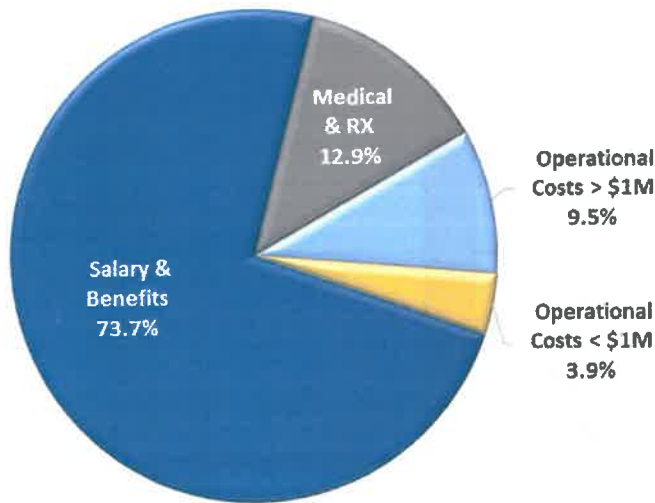


State of New Hampshire Department of Corrections

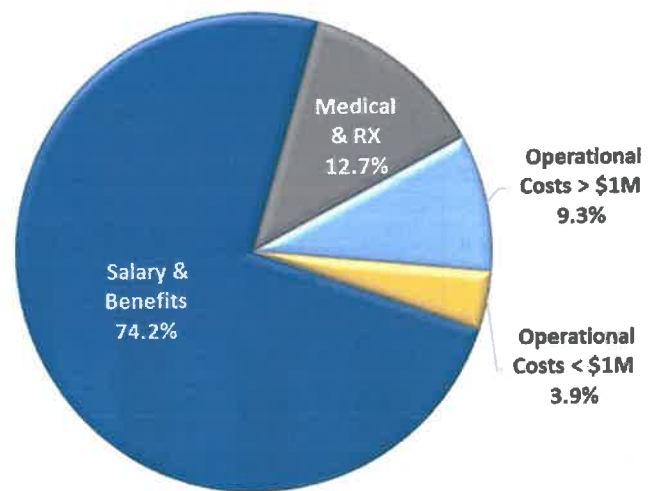
FY 2024-2025 Efficiency Expenditure Request

The Agency has been prudent in spending the State's general funds. We have created a budget that funds statutory requirements and will allow the Agency to carry out its mission and serve the citizens of New Hampshire.

FY 2024
\$149,234,959



FY 2025
\$152,430,988



Major Expense Classes General Funds (excluding Parole Board)	FY 2022 Actual	FY 2023 Adj Auth	FY 2024 Efficiency Expenditure Request	FY 2024 Addl Prioritized Needs	FY 2025 Efficiency Expenditure Request	FY 2025 Addl Prioritized Needs
Salary & Benefits	87,958,724	107,989,194	104,504,107	-	107,627,430	-
Overtime	17,325,269	4,489,526	5,489,526	-	5,489,526	-
Total Personnel Services	105,283,993	112,478,720	109,993,633	-	113,116,956	-
Prescription Drugs	2,882,944	2,956,118	3,331,813	-	3,501,736	-
Medical Payments to Providers	12,769,565	10,573,174	15,849,735	-	15,789,647	-
Total Medical/RX	15,652,509	13,529,292	19,181,548	-	19,291,383	-
Heat, Electricity & Water	4,316,431	4,303,359	4,432,461	549,381	4,432,461	701,933
OIT Expense	2,967,924	3,966,911	4,221,993	1,080,516	4,370,008	1,052,726
Food Institutions	2,665,078	2,827,618	2,838,828	-	2,871,328	-
Current Expense	1,436,768	1,547,240	1,573,823	-	1,573,823	-
Equipment	662,634	553,920	1,100,979	-	890,744	-
Total Operational Costs > \$1M	12,048,835	13,199,048	14,168,084	1,629,897	14,138,364	1,754,659
Total Operational Costs < \$1M	4,669,369	4,781,970	5,891,694	248,811	5,884,285	291,295
Total General Funds	137,654,706	143,989,030	149,234,959	1,878,708	152,430,988	2,045,954

January 2023 | Prepared By: Tina Thurber, Administrator



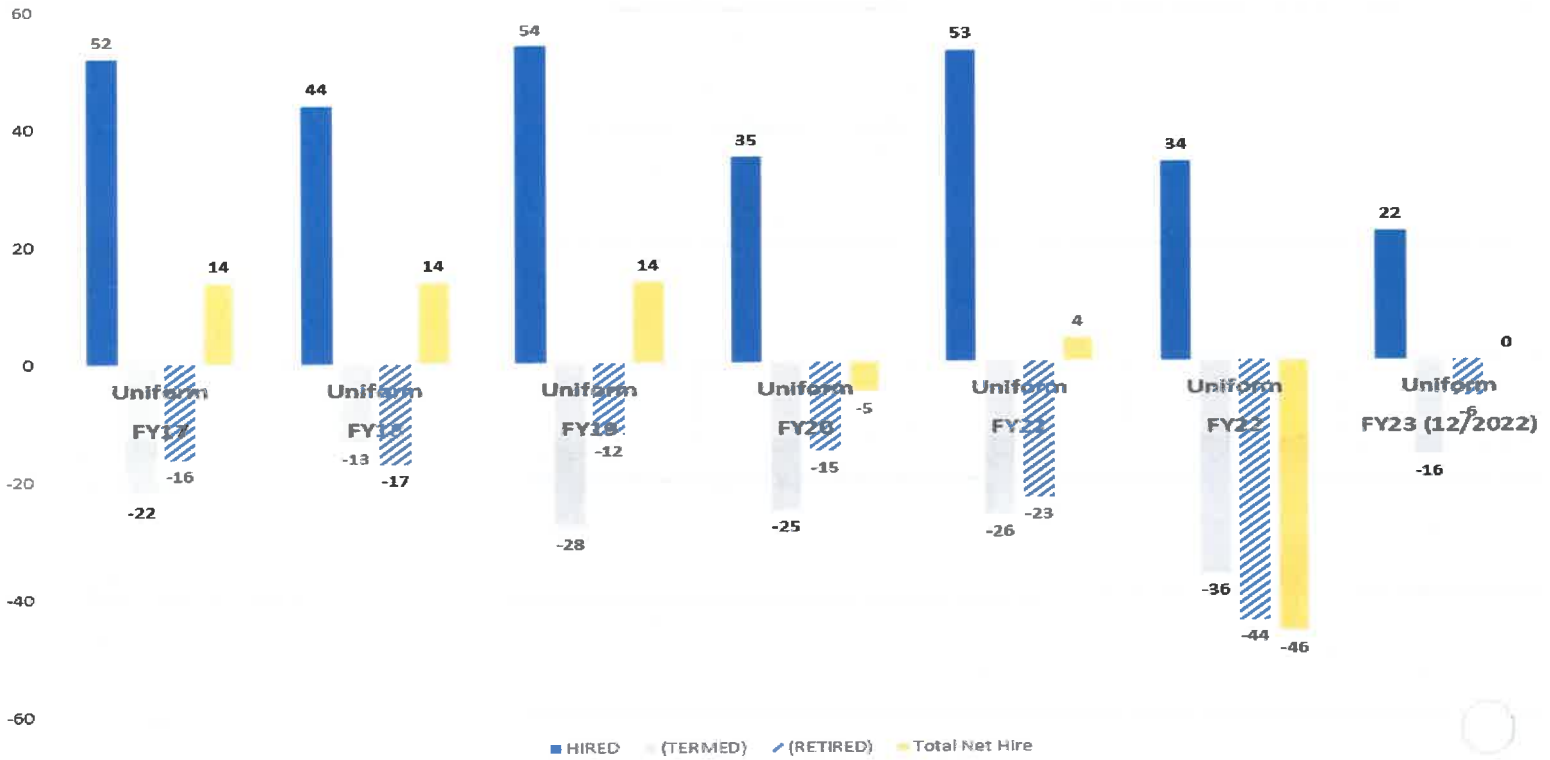
Recruitment & Retentions Initiatives

NH Department of Corrections Employee Services

NHDOC Recruiting and Retention Efforts

Through analysis of patterns of hiring and departures from employment, the Department continues to advance internal systems with a focus on retention without losing traction on recruitment – we have identified key areas of opportunities to improve. These areas include our onboarding process, offboarding process, employee recognition, staff training, employee enhancement, and internal communication efforts.

NH Department of Corrections Security Staffing Trending by Fiscal Year



NH Department of Corrections Civilian Staff Trending by Fiscal Year



Recruitment Initiatives:

NHDOC Recruiting and Retention Teams:

NHDOC has actively involved our incredible staff in our recruitment initiatives. The department has created regionalized Recruitment and Retention Teams. These teams, located at NCF and at NHSP-M are comprised of corrections officers who have adopted a recruitment/mentorship model. These teams attend job fairs and other community activities and promote positions with interested candidates. They are paired as a recruitment mentor with individuals who are interested in becoming a Corrections Officer Trainee and guide them through the application and on-boarding process, which includes becoming a certified law enforcement officer through attending the NH Corrections Academy. This program, which began as a pilot initiative at NCF has seen great success as we continue to increase our application rate.

In addition, the department has reassigned a Sgt. Level Corrections Officer to work in a temporary assignment as a dedicated Recruiter/Community Engagement Officer. This officer has had positive contact with 70 schools and has the goal of attending 2 career events per week in the last year. Multiple schools have requested he attend either a career fair or class talks, and the feedback has been fantastic.

NHDOC also employs a retired part-time team member in both regions to support the efficient processing of new applicants for specialized testing specific to hiring law enforcement officer candidates.

Job Fairs, Speaking Engagements: 63 Events were attended from January 1, - June 30, 2022.

Below are SFY 2023 events:

DATE:	EVENT:	DATE:	EVENT:
7/1/2022	Gorham 4th of July Celebration	11/1/2022	Capital & Southern Virtual Fair
7/2/2022	Gorham 4th of July Celebration	11/3/2022	Lakes Region VJF NHES
7/3/2022	Gorham 4th of July Celebration	11/8/2022	Seacoast VJF NHES
7/30/2022	Lancaster Block Party	11/8/2022	Groveton HS Tour
8/5/2022	Jericho ATV Festival	11/9/2022	Colby Sawyer -Share Table w/ HSEM
8/6/2022	Jericho ATV Festival	11/10/2022	NEC Class Talk
8/23/2022	NNHCF Career Fair	11/10/2022	Franklin Pierce Career Fair
8/30/2022	Colebrook NH Job Fair	11/10/2022	Monadnock VJF NHES
9/1/2022	Hopkinton State Fair	11/11/2022	NEC Career Fair
9/2/2022	Hopkinton State Fair	11/15/2022	New England VJF
9/3/2022	Hopkinton State Fair	11/16/2022	New England VJF
9/4/2022	Hopkinton State Fair	11/16/2022	Kingswood Career Fair 9-11am
9/5/2022	Hopkinton State Fair	11/16/2022	PMHS 1-2:30pm
9/1/2022	Lancaster Fair	11/17/2022	White Mtn. VJF NHES
9/2/2022	Lancaster Fair	11/19/2022	Concord Christmas Parade
9/3/2022	Lancaster Fair	11/22/2022	CRTC CJ Class Mock Interviews
9/4/2022	Lancaster Fair	11/25/2022	Berlin Parade of Lights
9/8/2022	Groveton High School	11/25/2022	Littleton Christmas Parade
9/13/2022	NEC Presentation	11/30/2022	Kingswood Career Fair 9-11am rescheduled from 11/16
9/13/2022	Capital & Southern Virtual Fair	11/30/2022	WMCC CJ Presentation
9/15/2022	Lakes Region VJF NHES	12/1/2022	Capital & Southern Virtual Fair
9/16/2022	Concord HS CJ Presentation	12/5/2022	Jay, Me paper mill career fair 1500-1900 (Canceled date TBD)
9/20/2022	Lisbon High School Presentation	12/6/2022	Lakes Region VJF NHES
9/22/2022	Keene State College Night out	12/8/2022	Seacoast VJF NHES
9/23/2022	Palham HS	12/9/2022	Souhegan High School Job Fair
9/27/2022	Portsmouth High CJ Presentation	12/13/2022	Monadnock VJF NHES
9/29/2022	Alton Library Event	12/15/2022	Great North Woods VJF
9/30/2022	Nute HS Presentation	12/19/2022	Newfound High School Career Tour NHCFW
10/4/2022	WMRHS visit	12/21/2022	Dover High School Presentation
10/6/2022	NEC Criminal Justice Club	1/5/2023	Kennett High School Presentation
10/7/2022	Berlin High Criminal Justice Class	1/5/2023	Capital & Southern Virtual Fair
10/11/2022	Capital & Southern Virtual Fair	1/10/2023	Lakes Region VJF NHES
10/13/2022	Lakes Region VJF NHES	1/12/2023	NCF Tour Kennett High School
10/19/2022	Newfound High School Career Fair	1/17/2023	Colebrook HS Tour NNHCF
10/19/2022	Gilford High School Career Fair	1/17/2023	Monadnock VJF NHES
10/19/2022	Interlakes High School Career Fair	1/18/2023	Berlin High School Presentation
10/20/2022	Laconia High School Career Fair	1/19/2023	Great North Woods VJF
10/20/2022	Beimont High School Career Fair	1/19/2023	UNH Law Public Interest & Gov Career Fair 11-12:15
10/20/2022	Winnisquam High School Career Fair	1/22/2023	Cannan Mtn. Military Appreciation Day
10/21/2022	Berlin High School	1/25/2023	Berlin High School Tour
10/25/2022	Alvirne HS CJ Presentation	1/27/2023	Tetstar High School Presentation
10/26/2022	Alvirne HS CJ Presentation	1/31/2023	Berlin High School Presentation
		2/2/2023	Capital & Southern Virtual Fair
		2/8/2023	SNHU Career & Internship Fair

Introduction To Corrections Program:

New Hampshire Department of Corrections, in partnership with Berlin High School began offering a credit-approved course focused on Correctional Law Enforcement in fall of 2021. This class, structured as a 90-minute classroom block, scheduled once weekly for 9 weeks has continued to expand in size as we enter our 4th semester. The class offers a team-taught approach, pairing our North Country Facility (NCF) Warden, Corey Riendeau with a teacher at the school. Special topics include Working with K9's in Law Enforcement, Forensic Services, Correctional Program Delivery, and Probation and Parole. NHDOC provides employee guest speakers who are subject matter experts in each of these areas.

The NHDOC has received positive feedback from students and parents in the community and is pleased to report that we are expanding this program to Groveton High School. These opportunities for positive community engagement serve to create local interest in future law enforcement related careers, and provide a positive path for local youth. We continue to pursue expansion of this model to southern New Hampshire.

NHES Employee Portal:

www.nhjobs.nh.gov

[NHWorks Job Match - Job Seeker Services - Job Search Results](#)

Marketing RFP:

NHDOC had partnered with m5 Marketing in 2018 to enhance our external media presence in a multilayered approach to support recruitment. Work to enhance our digital and media presence continues even as the contract with M5 has concluded. A subsequent Request for Proposal was posted for external bid but received little interest during FY22. The department has decided to suspend a repost and has redirected efforts toward expanding our social media footprint. This decision is based on recruitment data that identified our candidate pool had been influenced by our social media presence. We have expanded our social footprint to include two additional platforms and have increased our post rate and following. We have actively utilized the current incentive program being offered to drive our recruitment efforts.

Rebranding:

The State of NHDOC is 40 this year and our branding celebrates this. We have updated our logo and rebranded all marketing materials to support this milestone. Our marketing assets are central to recruitment and focus on career-relevant videos and photos to support interest in our department. We continue to expand this portfolio and have a daily presence on social media with a fresh updated look and feel to attract candidates.

NHDOC has branded our fleet of vehicles to “drive the recruitment message”. We also utilize posted messaging, such as billboards at our facilities throughout NH.



Start Changing Lives Today



Correctional Officers



Clinicians



Correctional Nurses



Teachers



Logistical Staff

NOW HIRING



NH DEPARTMENT OF CORRECTIONS

NEW YEAR 40 YEARS NEW CAREER

OPEN THE DOOR TO...

- JOB SECURITY
- A CAREER TO BE PROUD OF
- COMPETITIVE SALARY & BENEFITS
- PENSION PROGRAM
- HIRING INCENTIVES

APPLY TODAY
VISIT: WWW.JOBS.NHDOC.NH.GOV

Social Media:

As mentioned above, our social media presence has had a notable impact on our success in recruiting talent. Our social media strategy includes providing information regarding the depth and breadth of opportunities available at the department. Assisting the public in building insight into understanding that NHDOC is the largest law enforcement agency in NH and offers positions across a wide section of professions continues to be a goal of our marketing. Education and insight also serve to reduce the stigma that can be associated with the corrections profession. As we become increasingly interactive through community engagement and our social media presence, we make gains in both these goals. The look and feel of our social media presence has changed over this past year as we continue to showcase our talented staff and our varied employment opportunities.

Want to be in the know?

NH Department of Corrections

NHDOC

NHDOC

NHDOC

NH Department of Corrections

NH Department of Corrections

Follow us!

Start Changing Lives Today!

CALL (603)271-5645 OR TEXT "I'M IN" TO (603)848-4134

⇒ NOW HIRING ←

\$21.36/Hr. Starting Pay
 +Shift Differential
 +Hazard Duty Pay
 +Defined Pension
 +Health, Vision, Dental
 +Sick and Paid Time Off
 And More...
(Must be 18 to Apply)

APPLY ONLINE @ WWW.NHDOCJOBS.COM/APPLY



Start Changing Lives Today!
www.jobs.nhdcc.nh.gov

Now offering a
\$10,000 HIRING INCENTIVE
 for Correctional Officers!

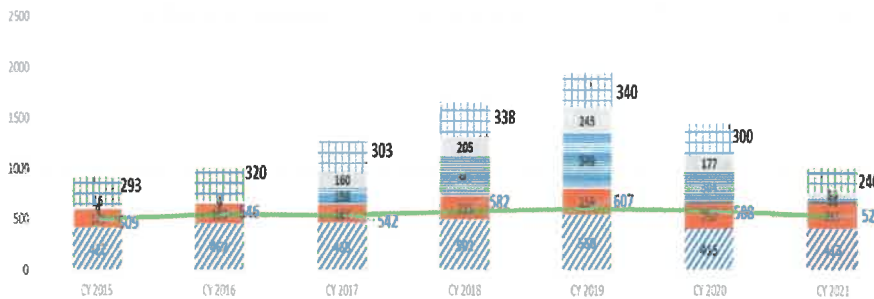


Parole Revocation Reasons

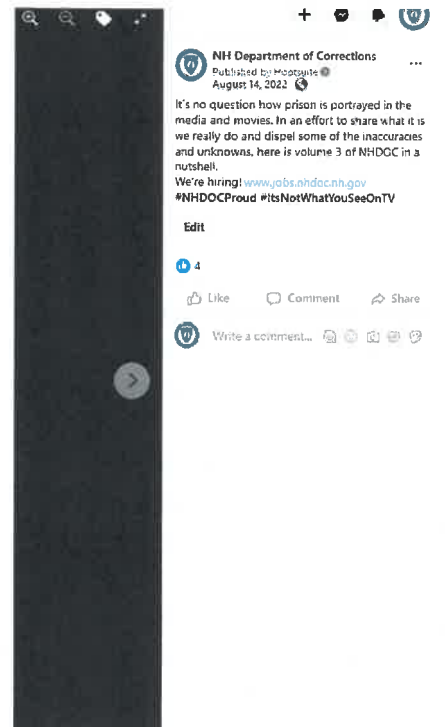
Data Trended by the NH Department of Corrections from -
 Adult Parole Board - Parole Revocation Reason Outcomes
 CY2015 through CY2021



- Revoked-Community Failure
- Revoked-Criminal Behavior
- Revoked-Exhausted Alternatives
- Revoked-Repeated Parole Violator
- Revoked-Substance Abuse
- Total Revocation Hearings



*The Adult Parole Board is an independent agency that reports directly to the governor. The Board consists of five members appointed by the Governor and approved by the Executive Council. Members serve five-year terms and may serve no more than two consecutive terms. Three Board members must preside over each hearing. Members are present at the prison only when scheduled for Parole or Revocation hearings.



Marketing Initiatives:

Ads are run each year in the NHTI Fall and Spring Athletics Calendar.



Posters with take-away cards with recruitment information on them have been created and hung in highly visible areas and bulletin boards around NH.

- A radio ad ran April 1, 2022 using the NHAB NCSA Program and ran for the month. Report: 1,088 messages were aired with a total value of \$26,217.02 for a \$5,000 investment.
- The same \$5,000 campaign ran in July 2022. Report: 1,071 messages were aired with a total value of \$22,947.60! Our \$10,000 investment turned into approximately \$50,000 in on-air messaging value with 0 hires resulting. Though this number only reflects people hired not applications received. They do not currently have a report that can pull by referral source.
- We are working with NHAB to develop new messaging for 2023

Tours:

Tours are offered and given on a case-by-case basis; we work closely with many area high schools and colleges that focus on Criminal Justice-related courses such as Berlin High School. Huot Criminal Justice program and Concord Regional Technical Center Criminal Justice program.

Other Marketing Items:

We are seeking pricing for billboards as well as wraps for our warehouse trucks that run between Concord and Berlin frequently. It would function as a traveling billboard.

Adjustments to Academy curriculum and certifications:

Working with numerous members of our team, we received support to engage in several new activities from the Police Standards and Training Council. These initiatives include: Correctional Line Personnel (Group II Civilian Staff) will now attend 4 ¾ weeks of the academy as part of their law enforcement retirement curriculum certification, this initiative started in January 2022.

We received approval to initiate a part-time corrections officer certification program. Captain Towers and the training team are working through the implementation of this part-time corrections officer academy with the first Part Time Academy anticipated for Spring 2022. Administration has advertised this new opportunity with numerous partners (i.e. colleges, job fairs, and employment security). Human Resources has increased the number of part-time officer positions to accommodate this new opportunity. These will be duty post-limited part-time officers (not like our retired team members coming back and working posts). These positions are currently open for recruitment.

Additional Staff Resource Development:

The Commissioner through Employee Services offers all Correctional Line Personnel (Group II Civilian Staff) at the

recommendation of their supervisor, or at time of hire, can attain through successful completion of the full Corrections Academy dual certification and work overtime posts as a certified corrections officer.

The Commissioner has created a process post successful completion of training and skill acquisition attainment for non-certified staff members of the department to fill voluntarily non-armed and non-direct supervision posts within the department at the direction of each facility to assist in the overtime burden on our sworn law enforcement corrections officers.

Internship Program:

We are slowly regaining the momentum we had established before COVID-19 with our internship program. We have agreements in place with all NH Colleges except SNHU with whom we are working on a mutually agreed upon affiliation agreement.

Retention Efforts:

Correctional Leaders Association Recruitment and Retention Committee:

This is a national working group of correctional leaders and correctional employees analyzing and sharing research and best practices to enhance recruitment and retention. The agency is an active participant on this committee.

Employee Wellness Areas:

Employee wellness areas have been established and/or renovated at each facility to include a gym and break/wellness area. These areas provide a serene “non-prison-like” environment for staff to enjoy and decompress while working many long shifts per week.

Reorganization:

As the NHDOC believes its employees are fundamental to the success of our mission, we have made organizational shifts to address and reinforce key support areas.

In 2021, the department shifted from the Division of Security and Training to the Division of Personnel and Information. Under the leadership of former Director Paul Raymond (now Asst Commissioner Raymond) and current Director Fallon Reed, additional reorganizational efforts have been completed to support the health, wellness, and staff development that we believe are essential to our staff resiliency and development, which are an integral part of our core values and mission.

Updating Supplemental Job Descriptions:

Pursuant to State Personnel Rules (Per 102.49 Reallocation; Per 301.03 Supplemental Job Description; and Per 303 Reallocation and Reclassification of Full-Time Positions, appropriate updates have been remitted of the security rank and file’s supplemental job descriptions of multiple NHDOC positions to align to current duties. These SJDs were significantly outdated and did not reflect the accountabilities, certification, and other requirements of the positions both affected by normal progression in correctional practice as well as changes in state law. The Department has additional SJDs to remit and continues to work on this and utilize the

reclassification and reallocation processes through the Department of Administrative Services: Division of Personnel (DOP).

We have completed the Probation and Parole Officer position series which occurred as a result of their last collective bargaining agreement. The department collaborated with the PPO membership as they facilitated this with the Division of Personnel and Employee Relations. We are now working on the Major and Internal Investigator series positions. This process has been long and arduous due to the back and forth with DOP. All other positions are currently awaiting their review, comments, and consideration for adjustment in labor grade.

Employee Recognition:

We have been working hard to increase recognition of our staff internally and externally. Staff now have the opportunity to recognize their peers on the Department Intranet through "Shout Outs" as we branded them. This has been very popular. Longevity, service awards, promotions, and retirements are also posted internally and externally if the employee approves. We are focused on continuing to standardize and improve these events and make them part of our culture.

Our traditional Human Resources Department has been expanded and reimagined as the New Hampshire Department of Corrections Employee Services. Within the area of Employee Services we now have the following divisions:

- Core Human Resources staff, Payroll, Recruitment and Onboarding, as well as our redesigned wellness program. That program, formerly known as "Thrive" had been a stand-alone program housed in a different area of the department. In December of 2022, the department moved this program under Employee Services and recruited and hired a licensed mental health clinician as administrator of these services.

NHDOC has redesigned and rebranded Thrive as NHDOC CORP- Corrections Organization Resiliency Program. Program staff in employee services will provide the following programming and services to our employees:

CORP staff will provide our NHDOC active employees, retirees, and their families with confidential and voluntary assistance in addressing issues that may affect their overall well-being. CORP will work closely to assess and address these concerns to mitigate impacts to a person's personal and professional well-being. CORP has an established and vetted referral network which maximizes our existing health benefits network. CORP is also poised to support delivery of services to our staff in place, understanding the unique challenges that our employees face due to work schedules and locations. CORP Staff are available 24 hours a day and seven days a week, as our organization is built on this schedule as well. We're motivated by a deep commitment to assist our employees, retirees, and their families in times of need.

Additional services related to CORP will include:

Peer to Peer

A group of selected personnel who are formally established and specially trained and recognized as a peer support team within agency guidelines. This team will be called upon to provide peer support, in the form of defusing, providing psychological first aid and Critical Incident Stress Management and Debriefing (CISM) under the advisement or supervision of a mental health professional.

Comfort Dog Program

Under in conjunction with the Peer-to-Peer program, this model is adopted as a support mechanism to augment

CISM and other interventions during critical incidents. This dog will also be used for community engagement and recruitment activities. The Department is in the final stages of implementing the program. A policy has been drafted and approved, a handler has been selected and training of the comfort dog team will take place March 6 – 11, 2023 at Brevard County Paws and Stripes College in Cocoa Florida. (This course prepares K-9 teams to complete the necessary requirements of becoming a Nationally Registered Therapy Dog Team.) Regardless, if it is helping with the recovery of a child victim, helping veterans and first responders suffering from anxiety disorder, or a citizen of our community in need of animal-assisted comfort, this unique program has just the right pet to help just the right person and in the process, the program has saved hundreds of dogs that were at risk of being euthanized. Source: Paws & Stripes College: Brevard County Sheriff's Office (brevardsheriff.com)

Benefit/Resources Education and Utilization

Staff in our facilities have difficulty accessing care based on the demands of the schedule. CORP will introduce opportunities for expanded access to both mental/physical health care through the use of telehealth opportunities and other programs offered in conjunction with our Anthem benefits. CORP staff will work to reduce barriers to our employees, to support their overall health and well-being.

Family Services Organization (FSO)

The FSO is a new, voluntary initiative of the Department of Corrections & Employee families to keep significant others and family members of NHDOC employees informed and supported. The FSO will distribute any relevant command information to the corrections staff family members, Act as a support and communication bridge between DOC leadership and the families of employees, and help connect family to, and advocate for the community resources at their disposal. We have piloted this program at the New State Prison for Men and with great feedback thus far are seeking family volunteers from each of the other units.

In Conclusion:

All employers nationally are struggling with unmet labor shortages including law enforcement agencies and our Department is not immune (Workforce Issues in Corrections | National Institute of Justice (ojp.gov)). Recruiting and retention continue to be a priority for the Department, though, the fact we were able to recruit 53 new officers and 45 civilian staff members during the height of a pandemic demonstrates our continued investment and continued work to draw people to the corrections field.

Please find some additional resources below.

www.nhdocus.com has been moved to a state-run site. www.jobs.nhdocus.com

[NH Department of Corrections | Facebook](#)

[NHDOC \(@NHDOC\) / Twitter](#)

<https://www.linkedin.com/company/nh-department-of-corrections-recruiting>

[NHDOC \(@nhdepartmentofcorrections\) • Instagram photos and videos](#)

<https://www.nh.gov/nhdocus/news/documents/2022-01-14-choose-love-graduation-final.pdf> -NHDOC Hosts First-Ever Corrections Choose Love Graduation

[posting.pdf \(nh.gov\)](#) - The FOCUS Program Saved My Life

[2022-03-24-nnhcf-Intro-to-corrections.pdf](#) – Department of Corrections Launches Intro to Corrections Course at Berlin High School.

[NH Chronicle: Parenting while in prison \(wmur.com\)](#)