



# AROUND THE BLOCK

MASSACHUSETTS DEPARTMENT OF CORRECTION NEWSLETTER



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### Central Inmate Disciplinary Unit

By David J. Kenneally

In January 2006, the Central Inmate Disciplinary Unit was formed as a result of the Governor's Commission on Correction Reform. The mission of the Central Inmate Disciplinary Unit (CIDU) is to enforce clear, consistent rules and to apply the most appropriate consequences to positively impact inmate behavior while modeling respect for fair and impartial administrative procedures.

Since the inception of the CIDU, in correlation with the release of a revised inmate discipline policy, an average of 20,500 formal disciplinary reports and 4,000 informal disciplinary reports have been processed and adjudicated each year.

The new regulation contained numerous changes that proved to be beneficial to the Department as well as to the inmate population. One of the most important and under utilized changes is informal discipline. Swift discipline through the informal process is one of the most effective tools that staff has at their disposal. With the informal process, staff may immediately discipline an inmate and impose one of the following sanctions: 1-3 days loss of a leisure activity, 1-3 days of room restriction, 1-5 hours of extra duty or a written warning. A form of the informal process of discipline has been in effect for years between staff and inmates. The new policy sets guidelines, which protect both staff and inmates. Another positive change is that all disciplinary reports are now subject to a dual review process, prior to being forwarded to the Institutional Disciplinary Officer. The first review is conducted by an immediate supervisor and the second is by the Shift Commander. This added control serves to ensure a better quality of report.

Prior to the Unit's creation, each institution acted independently without the knowledge of what procedures, practices and rules others were enforcing. Inmates at one institution would typically be sanctioned differently than inmates at another facility. Inconsistent practices could open the door for legal action by the affected inmates. Inmate discipline is a continuously evolving process. A centralized unit helps to identify issues of concern as they arise at one institution, so resolutions can be offered prior to the same issue affecting other facilities.

Currently the CIDU is staffed with a Director, two Regional Hearing Supervisors, support staff, one Captain who serves as the Special Hearing Officer for Department Disciplinary Unit referred matters, and eight Hearing Officers. At the present time, all Hearing Officers are supervisors holding the rank of Sergeant. The CIDU staff has brought with them a wealth of departmental expertise from different areas, including the legal division, investigations, operations, grievances, food services and institutional disciplinary offices.

During the last four years, the Unit has established a database for scheduling that greatly improved efficiency, and has reduced the average number of days that an inmate waits in segregation for a hearing by 30%. The Unit has additionally conducted training for Disciplinary Officers, developed a system to notify reporting staff when an inmate is found not guilty, reduced the number of open disciplinary reports, streamlined the process of obtaining evidence from the Office of Investigative Services, and developed training for supervisors.

With the recent changes in the mission of various institutions, coupled with the release of the Hayes Report and staffing challenges at the institutions, the CIDU must constantly adjust to assist the institutions to follow best practices.

While the CIDU currently works hand in hand with the Institutional Disciplinary Officers, the CIDU staff are always willing to work with any and all institutional staff in need of input. This unit strongly encourages departmental staff to reach out to the office at anytime.



Front row, left to right: Sergeant Rebecca Donahue, Sergeant Rose Boucher, Sergeant David Malone, Administrative Secretary Chrissy Masse, Sergeant Ernie Therien and Director Philip Silva.

Back row, left to right: Sergeant Greg Bedard, Sergeant Steve Rawlinson, Captain Scott Brown, Sergeant Kevin Farley, Regional Supervisor Dave Kenneally, Sergeant Robert Almeida and Regional Supervisor Dave Hammond.

### Band Aid Drive: Thank You

By Dave Kenneally

I would like to thank all of the staff that participated in this year's Band Aid Drive for the Floating Hospital for Children at New England Medical Center.

Thanks to the generosity of all those who participated, we were able to collect over 530 boxes of colorful band aids for children with cancer. Even without the Walk/Run collection and the current economic times, where some staff have been affected by furloughs, the Department was able to collect almost as many band aids as last year. Some staff went above and beyond by getting donations from local businesses and even at their local VFW hall.

These kids face shots on more than a daily basis. The opportunity to pick a colorful, fun band aid helps both the child and the parent. This donation will keep this opportunity for the kids for another year.

This is the sixth year that the DOC Wellness Committee has conducted this drive in memory of my stepdaughter, Sophia Donnarumma, who passed away on December 23, 2004 from neuroblastoma, a childhood cancer. It means the world to my family to have Sophia remembered this way.



Sophia and her sister

# 2

## **DOC Research & Planning Receives Award from Northeastern University Co-op Program**

By Rhiana Kohl, Ph.D, Executive Director of Strategic Planning & Research

On May 5, 2010 the Department's Research and Planning Division was presented with an award by Northeastern University in recognition of our strong support and employment of the Student Cooperative (Co-op) Program. The award was presented by Stephen Williams, Esq, Associate Co-op Faculty Coordinator for the College of Criminal Justice, celebrating 100 years of the Co-op program. Mr. Williams gave special recognition to the value the program has had at the College of Criminal Justice and the numerous criminal justice majors who had the great fortune to have worked at the Department of Correction. He expressed his gratitude to the Research Division for our continued participation and the Department as a whole for embracing the program going back many decades.

This invaluable experience has resulted in the DOC hiring numerous Northeastern students. We know of many current employees who originally interned in the Research Division, including Colleen O'Brien Rosales, Hollie Matthews, Rebecca LeBeau Cincotta, and Robert Tenaglia. I have since learned that many more past and present DOC staff came to the Department via Northeastern's criminal justice program, including Abbe Nelligan, Colette Goguen, Diane Winston Silva, Emily O'Connor, Gina Sousa, Meg Macomber, Michael Corsini, Michael Devine, Michael Thompson, Paul DiPaolo, Peter Pepe, Rebekah Samuels, and Robert Murphy. I am sure there are many more throughout the ranks of the DOC. Not surprisingly, our current Co-op student, Michael Searles, has been stellar and essential in his contribution to our work.

From the perspective of the Research Division, the co-op students have been an integral and essential part of our operations. We have been consistently impressed with the caliber of the students and each opportunity to hire has proved most positive and successful. After learning how many other Department staff also were co-op students, it is clear that the DOC has benefitted tremendously from this applied educational experience. We look forward to a continued partnership with the newly renamed "School of Criminology and Criminal Justice" at Northeastern University.



Left to right: Susan McDonald, Rhiana Kohl, Eva Yutkins-Kennedy, Stephen Williams (Northeastern University), Hollie Matthews, Michael Searles (Co-op Student), Pam McLaughlin and Lisa Sampson.



A comment from a DCF participant in response to their experience of the MCI Framingham event:

*"I really felt it expanded my learning, my thinking about incarcerated women, and the importance of the preservation of connection between incarcerated mothers and their children. It was quite an experience. Also, the compassion (and professionalism) of the staff there was especially impressive. I have been with DCF for almost 20 years now. I am selective when it comes to attending trainings, but I must say this one impacted me. I feel more empathy for these women as mothers, and less judgmental of their circumstance."*

## **National Correctional Officer/Employee Week brings DOC together**

By Michael Grant

*We gather together with the promise of a better tomorrow as we remember those loved ones we lost over the past year.*

Commissioner Harold W. Clarke has often times been heard to speak of the DOC as a healing environment. On May 3, 2010 at St. Jude's Church in Norfolk, MA, no truer words could have described the DOC's Eighth Annual Ecumenical Service-Celebration of Life.

Correctional staff from all over the state with their families came to share, pray and celebrate the lives of staff members lost in 2009. Nine staff were remembered on this day by eulogies, video tributes, and musical expressions.

The service celebrated the lives of Thomas Connolly (Re-entry), Michael Coyne (Tech Services), Stephen Grumbach (MassCor), Stephen Kazarian (MCI Norfolk), William Ketchen (Core Services), Michael Membrino (NCCI), Scott Migala (MCI Concord), Donna Monfredo (Division of Inmate Training), and Richard Rivers (MCI Shirley).

The Ecumenical Service-Celebration of Life also marked the start of Correctional Officer/Correctional Employee Week for the DOC. During the week, DOC staff were recognized for their contributions to public safety.

## **MCI Framingham Offers Learning Opportunity for DCF Staff**

by Michelle Donaher and Donna Ruelbach, DCF Associate Commissioner

On February 4, 2010, 50 staff members from Massachusetts Department of Children and Families (DCF) visited the only committing state facility for women offenders, MCI Framingham. The day-long event was hosted by the Superintendents of MCI Framingham, Lynn Bissonnette, and South Middlesex Correctional Center, Kelly Ryan, and their staff. It was structured to provide DCF staff with firsthand knowledge of the comprehensive array of programming and services offered to women during incarceration, many of whom are parents. The day opened with introductions and a co-presentation by DCF and DOC of a case scenario illustrating collaboration between a DCF social worker and DOC staff on behalf of a female offender parent. The day progressed to tours of the facility and presentations by panel members consisting of DOC staff who represented a spectrum of disciplines. They described the delivery of gender-specific programming and services at the facilities for women. As a special treat, mid-day, women offenders demonstrated their skills as they prepared and served a delicious lunch as part of the Culinary Arts program.

This event is just one of the ongoing initiatives which have grown from the work of the Incarcerated Parents' Working Group. Other work the two agencies are currently involved in includes work with incarcerated fathers. This effort has been made to ensure that fathers have the opportunity to stay connected to their children.

All of these programs reenergized collaborations between DCF and DOC under the leadership of DCF Commissioner Angelo McClain and DOC Commissioner Harold W. Clarke.

## **Community Project at MCI Framingham**

By Judy Dandenault, AA II

The students of St. Anselm confirmation class were looking for a community project as a part of their class. The teenagers came up with the idea to hold a donation drive to provide the visiting children of mothers incarcerated at MCI Framingham with toys, games and puzzles to enhance the visiting experience for these children.

The class arrived on Friday, April 2, 2010 with car loads of donations. It was amazing to see how well they did as we watched them carry in many boxes of goods: stuffed animals, toys, children's books, a high chair and board games.

Family Preservation staff and Director of Treatment Lynn Lizotte met with the students to thank them, and to explain to them the importance and value of the donations received. These donations will play a valuable role in maintaining and strengthening the bond between the mothers and their children.



CO Jamie Proctor and his wife perform "Good Riddance" by Green Day at the ceremony.



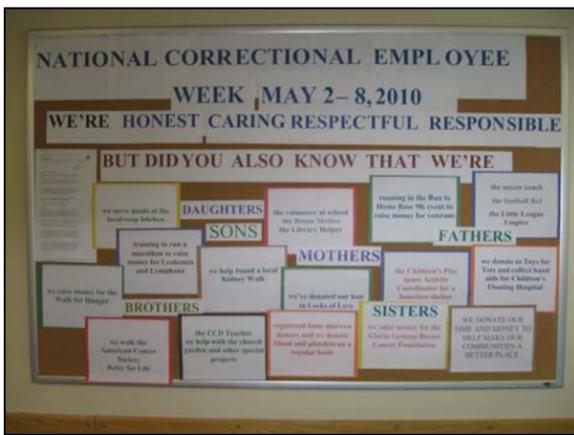
# SPOTLIGHT ON SMCC

## SMCC Gives Back in Many Ways

By Karen Swank, Director of Treatment

"I am a 27 yr old, first time marathon runner. I have raised close to \$3,000 and I am committed to this challenge in order to help find a cure in the fight against Leukemia and Lymphoma." Messages like these, are the kind of thing that you see posted by the time clock at SMCC on a regular basis. Someone at SMCC always seems to be doing something to give back to their community. These fundraisers are in addition to the usual things the Department endorses, such as food donations around the holidays, band aids for Children's Hospital and Toys for Tots, just to name a few.

In May, during National Correctional Employees Week, the visiting room bulletin board was used to show visitors that our staff are more than just corrections professionals who give their all each day at work. Our staff are valued community members. The display shared with visitors that staff are also soccer coaches, football referees, little league umpires, room parents at school and library helpers. Many staff teach CCD and volunteer at churches. They run in Ryan's Cup, a 5K for the Martha's Vineyard Hospice and the Run to Home Base 9K. Not only are staff training for their first marathon to raise money for leukemia but they walk the Relay for Life and the Boston Walk for Hunger. Some staff volunteer at a soup kitchen, donate blood, register as bone marrow donors and coordinate play activities for homeless children. One staff member even helped create a kidney walk. With the staff at SMCC, there's just no telling what charitable event they'll be donating their time, money and talent to next.



## A CPO's First Stop

By Mari Lou Whalen, Deputy Superintendent

Whenever new Correctional Program Officers (CPOs) graduate from a RTC class, SMCC knows what that means. There will soon be new CPOs to train at SMCC. It may not be a well known fact, but staff at SMCC (and Pondville Correctional Center—PCC) know a big part of their job entails training newly graduated CPOs at this level of security. SMCC and PCC are minimum/pre-release facilities that run their facilities solely with CPO's. SMCC CPOs need to know all aspects of the job, particularly the security part of the job. The CPOs perform all counts, searches, urinalysis, transportation, inmate care and custody, staff the control center and command posts in the housing units, handle "Return To Higher Custodies," in addition to the classification aspect of being a CPO. CPOs at SMCC must staff the facility, 24/7, 365 days a year.

There is constant staff turnover as transfer lists are posted and transfers are granted. As more senior staff transfer out, newly graduated staff arrive. It is not unusual to have six to seven new recruits start at the same time. Training someone can be time consuming and yet everyone's regular work must still be completed. Luckily, SMCC staff are more than up to the challenge, and provide excellent training, and a core of experienced staff continue to remain at SMCC to provide the guidance and expertise needed to those new staff. The vast and varied training provided at this type of facility produces a well rounded, knowledgeable CPO who is equipped to handle whatever tasks they may encounter at their next stop in their DOC career. This would not happen if not for the dedicated, knowledgeable staff at SMCC who provide the building blocks for the new CPO's of the DOC.

## Building Stronger Families

By Jennifer Mathieu, Parenting Coordinator

Although it is well known that female inmates will re-enter society, it may not be understood that a large majority of these women are returning to their children's lives. From a child friendly play area in the visiting room to the "Book from Mom" Program which allows women to select books for their children and give them to the kids, SMCC does what it can to maintain and enhance the relationship of mother and child.

SMCC is unique in offering the Family Reunification House (FRH) program where female inmates can have extended day and overnight visits with their children. After completing the facility's Parenting Education Program, a four week structured program focusing on concepts that help women build communication skills, guidance techniques and positive discipline strategies, the women can then practice those skills in a home-like setting and build on the relationships with their children. The women utilizing the program receive further guidance and support through the FRH Journaling Program, which requires them to reflect on their visits with their children, and the facility's weekly Parenting Support group. The women in the FRH program are also working on a cookbook to pass on better nutrition skills to their children and a scrapbook to learn how to preserve positive memories for their kids in the future.

These activities are just the start of what SMCC does to help build families back up. We also work closely with agencies in the community that help to engage and promote positive relationships between inmate, child and caretaker, including Girl Scouts Beyond Bars (GSBB) and mentoring programs. The facility also hosts two Family Reunification Events each year, one in June and the other in December. These events are used to promote the importance of family and provide the women with examples of positive activities that they can engage in with their children.

## SMCC Reaching Out so Others Can Reach In

Daniel MacDonald, CPO C, Re-entry

*Take the time while you are incarcerated to better yourself, to make yourself more marketable to employers, to make connections with community providers that you can use when you are home, because when you find yourself on the street, with no one to help you, you are going to need this information.*

This is the driving force behind re-entry at South Middlesex Correctional Center. For the past several years, the staff at SMCC, particularly those staff in charge of re-entry and related programs, have provided its female population with the opportunity to meet and work with numerous community resources throughout Massachusetts.

Since 2005, SMCC has held a Community Resource Day, where representatives from ten sober homes and long term residential programs attended a "job fair" type informational session. Approximately three quarters of the inmate population attended and were able to ask questions and actually get to meet the program directors, who provided pictures of their houses as well as brochures and informational handouts regarding their programs.

Since that time, SMCC has been providing inmates with in-reach assistance including:

**South Middlesex Opportunity Council:** SMOC makes quarterly presentations to the inmate population. Women's Transition Program (WTP) has been an outstanding partner and has been assisting women at both SMCC and MCI Framingham for over a decade. In addition, quarterly Section 8 presentations are given where the application process is discussed and inmates are able to get their questions answered.

**SPAN Inc.:** has been providing in-reach every month at SMCC for the past six years and works with ex-offenders upon their release. Additionally, several former SMCC inmates have returned to the facility to share their success stories with the inmate population.

**Boston Reentry and Employment Project:** Career counselors from The Workplace in Boston teach an employment class once a month and provides the population with resume, interview, and cover letter assistance.

**One Stop Career Centers:** Staff from the Marlboro Career Center provide bi-monthly presentations to the inmates and have taught several Job Search Bootcamps to provide releasing inmates with the knowledge and skills needed to secure and keep a job.

Other agencies providing services to SMCC inmates include: Steppingstones-Fall River; McGrath and Kingston Houses-Boston; Meadows House-Ashland; Place of Promise-Lowell; Sally's Place-Amesbury; Jimmy Camp House-New Bedford; Transitions at Devens-Fort Devens; various 12-steps programs; A Suitable Image-Framingham; MassRehab-Natick; SafeLink-Boston; Department of Revenue- Child Support Division; and the Registry of Motor Vehicles just to name a few.

In this and many other ways, SMCC staff and their community partners continue to make re-entry their mission and priority for the inmates at the facility.

# 4

## Medical Assistance for Earthquake Survivors

By Patricia Ruze, MD, MCI Concord

*This story is a summary of the experiences of Nancy Todd, Sarah Maria, and Patricia Ruze who provided medical aid to the Haitian earthquake victims in the Dominican Republic in January and early February 2010.*

Nancy, Sarah and I work well together, so it seemed like a good plan to use Nancy's contacts with an evangelical mission in the Dominican Republic as a springboard to provide assistance to Haiti's earthquake victims. As a physician, I assumed a special commitment to contribute medically to the crisis in Haiti.



Left to right: Sarah Maria, RN, Dr. Patricia Ruze and Nancy Todd, RN.

On January 29<sup>th</sup> we boarded a JetAir flight at Logan Airport bound for Santo Domingo, Dominican Republic. We carried with us \$1000 in donated medical supplies and suitcases of dresses and face towels. We had about \$5000 in cash which represented donations from family, friends, colleagues as well as the coin contributions from the "Haiti Donation" jar at MCI Concord, where the three of us work.

With the help of the Grace and Peace missionary team, we made our way to Barahona, a small city on the southeast coast of the Dominican Republic. Prior to our arrival, we had heard that the city hospital in Barahona was having difficulty providing care for the Haitian earthquake victims. However, we were emotionally unprepared for what we saw when we first arrived there. Some patients had limbs cut off as they were released from under rubble. These had not yet been surgically repaired, despite the fact that more than three weeks had elapsed since the quake. Many patients had huge infected open wounds. There were many broken arms and legs, some having been repaired surgically, but many still awaiting treatment. There were several patients with broken pelvic bones.

Nancy, Sarah and I were able to provide some care and comfort. We cleaned wounds and changed dressings, assessed medical needs and addressed some of the needs described by the nurses and medical doctors. We were able to obtain crutches for about eight or nine of the patients. I used some of my donors' money to pay for a CT scan for a young girl with back pain and leg weakness. We brought in mops and pails to clean patient rooms and bathrooms and distributed medication as needed.

Yet, more valuable than the care we provided, was patient advocacy. It is often difficult to get good medical care in public hospitals in a developing country. Generally, families provide most of the nursing care, including feeding, bathing, simple wound care, laundry and management of urine and stool needs. Unfortunately, few of the Haitian earthquake victims have the resources to ensure good medical care. To make matters worse, they have difficulty communicating with their health providers. While the Haitians spoke Creole, the Dominican nurses and doctors spoke Spanish.

After two full days on the hospital wards, the three of us felt heartbroken and hopeless. We piled into the mission pickup and headed west to the border and over into Haiti to visit the Love a Child rehabilitation camp. Love a Child is a large refugee center which was established by foreign donors to address post-operative needs for Haitian earthquake victims. Here, patients receive high quality wound care, oral antibiotics and pain medications, good nutrition, and physical and occupational therapy. The order within the facility, abundance of supplies, and cleanliness took us by surprise.

Nancy, Sarah and I were invited to volunteer at Love a Child. As a group, the three of us hesitated. While each one of us would have truly loved to be able to be busy and useful as a part of an organized and efficient humanitarian effort, our Haitian patients in Barahona were the ones who really needed us. We got back in the truck and headed back over the border.

There were still about ten patients remaining in the Barahona hospital when we left. I hear these ten remaining patients have been moved to be cared for closer to the border. I fear for many forgotten patients in other hospitals near Barahona, and probably throughout the Dominican Republic.

I have been inspired by the incredible generosity from individuals and from organizations around the world, especially the United States. The financial resources donated to Haiti have been immense. However, while relief aid is being delivered to the medically needy in Haiti, the distribution is uneven and the motives that drive the various efforts are complex, and sometimes difficult to understand. There remains a great need for medical assistance, and it will last for a long time. We are grateful for the support we received from our community and the staff at MCI Concord to be able to contribute directly to the effort.

## Community Correspondents Network

Nelson Alves  
Kathleen Doyle  
Sherry Elliot  
Christopher Fallon  
Sharon Ficco  
Joy Gallant  
Bet Gentz  
Paul Henderson  
Jaileen Hopkins  
Claire Kilawee-Corsini  
Carol Lawton  
Mary Lynch  
Debra Moschos  
Anne Manning  
Gregory McCann  
Brenda Melanson  
John O'Malley  
Chris Pearson  
Cara Savelli  
Kyra Silva  
Gary Temple  
Timothy Tenney  
Michael Thomas  
Mari Lou Whalen  
Diane Wiffin  
Shawn Zoldak



Massachusetts Department of Correction  
DOC Central Headquarters  
50 Maple Street Suite 3  
Milford, MA 01757

Commissioner Harold W. Clarke

## Correction Officers Bringing "Irish Cheer" to the Community

By Sgt. Daniel Sullivan

On March 16, 2010, MCI Cedar Junction staff conducted its 4<sup>th</sup> Annual Saint Patrick's Day -Green Carnation Give-away. In support of this event, MCI CJ sent Correction Officers Michael O'Donnell, Marcelle Christie, Timothy O'Neil and Bruce Tessier to the Harrington House Nursing & Rehabilitation Center and the Walpole Senior Citizens Center. The residents, senior citizens and staff were highly impressed with the Correction Officers as they distributed green carnations and sang Irish folk songs together. In speaking with Officer O'Neil, I felt a genuine sense of joy and appreciation for his involvement in the event. He stated, "It really made me feel good getting out and greeting the elder community during this event. The people were enthusiastic, appreciative and there was plenty of "Irish Cheer" to go around." Before leaving, he looked into the area where the elders were gathered and waved goodbye. He was happy to see that he was leaving their "Irish Eyes a Smiling."



Cedar Junction Correction Officers handing out flowers to Harrington House Nursing and Rehabilitation Center residents.

## Retirements April – May

Brown, Peter J	03/1990	Koenig, Emil J	08/1991
Bruno, Ronald L	04/1978	Latini, Justin L	02/1981
Chita, Donna	11/1988	Macchi, Peter V	12/1979
Cormier, Elaine M	04/1998	Rice, Diane K	03/2005
Hanson, Brian T	04/1990	Rose, Tina M	04/1990
Higgins, Ann V	10/1986	Souza, Christopher	04/1990
Hockey, David H	12/1989	Swank, Richard A	03/1990
		Tessier, Bruce N	01/1990

## Promotions April – May

Alves, Daniel B	Longe, Norma J
Bettencourt, Guy M	Murray, William M
Foley, Sean	Nummela, Alyson G
Silvia, Kate M	Poulos, Vicky L
Donlon, Ryan J	Wilkins, Diane H

