



Georgia Department of Corrections

INMATE SERVICES IMPACT REPORT

Fiscal Year 2019

GEORGIA DEPARTMENT OF CORRECTIONS



MISSION

The Georgia Department of Corrections protects the public by operating safe and secure facilities through the development of professional staff and effective offender management.

VISION

We set the exceptional standard for protecting the public through our people, processes and infrastructure.

CORE VALUES

*Courage
Determination
Teamwork*

www.gdc.ga.gov

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Timothy C. Ward
Commissioner

On behalf of the entire team at the Georgia Department of Corrections (GDC), it is with great pleasure that I present to you the Georgia Department of Corrections' Impact Services report. This report highlights our progress toward effective offender management through education and evidence-based programming, implemented by our team of Inmate Services professionals.

GDC has continued to develop educational programs, job skills training, and evidence-based programs for offenders by cultivating partnerships with multiple agencies. In FY 19, our Academic Education Unit exceeded their goal by awarding more than 3,000 high school diplomas and equivalencies. In addition, our partnerships with outside agencies have contributed to the 161% increase in the Career, Technical, and Higher Education (CTHE) program enrollments, while successful program completions almost tripled in the last two years, from 6,090 to 18,659.

A structured, statewide offender mentoring program was deployed in FY 19 to allow for better selection of offender mentors. Through the process, offenders must apply, interview, complete seven to 14 week standardized training written by Central Georgia Technical College, and be evaluated annually for mentorship consideration. Upon completion of the training, offenders are equipped with developmental, interpersonal and facilitation skills which will provide them the tools necessary to train others on how to develop the skills needed to be successful during incarceration, as well as in society once released.

GDC Chaplaincy Services was successful in providing worship programs and pastoral counseling to offenders around the state. A new branch of the New Orleans Baptist Theological Seminary program was established at Whitworth Women's Facility for the female inmate population in conjunction with Heartbound Ministries. It is a two-year program that grants graduates a degree in Christian Ministry.

In addition to offender focused programs, a new volunteer certification process was developed, allowing for greater efficiency, security, and functionality for individuals interested in volunteering within GDC facilities. Now, volunteers can complete and submit a secure application online prior to attending the required training class. More than 1,200 volunteers were certified and trained in FY 19.

Our agency is committed to providing effective offender management through offender education, and evidence-based programming. I am proud of the achievements our Inmate Services team has made this fiscal year, and I am looking forward to seeing them accomplish even more successes as we enter 2020 with a continued commitment to assisting offenders with successful reentry into their communities upon release.

Sincerely,

A handwritten signature in black ink that reads "Timothy C. Ward". The signature is fluid and cursive, with a large loop at the beginning of the first name.

Timothy C. Ward, Commissioner

BENEFITS OF CORRECTIONAL PROGRAMMING AND EDUCATION

Benefits of Correctional Programming and Education

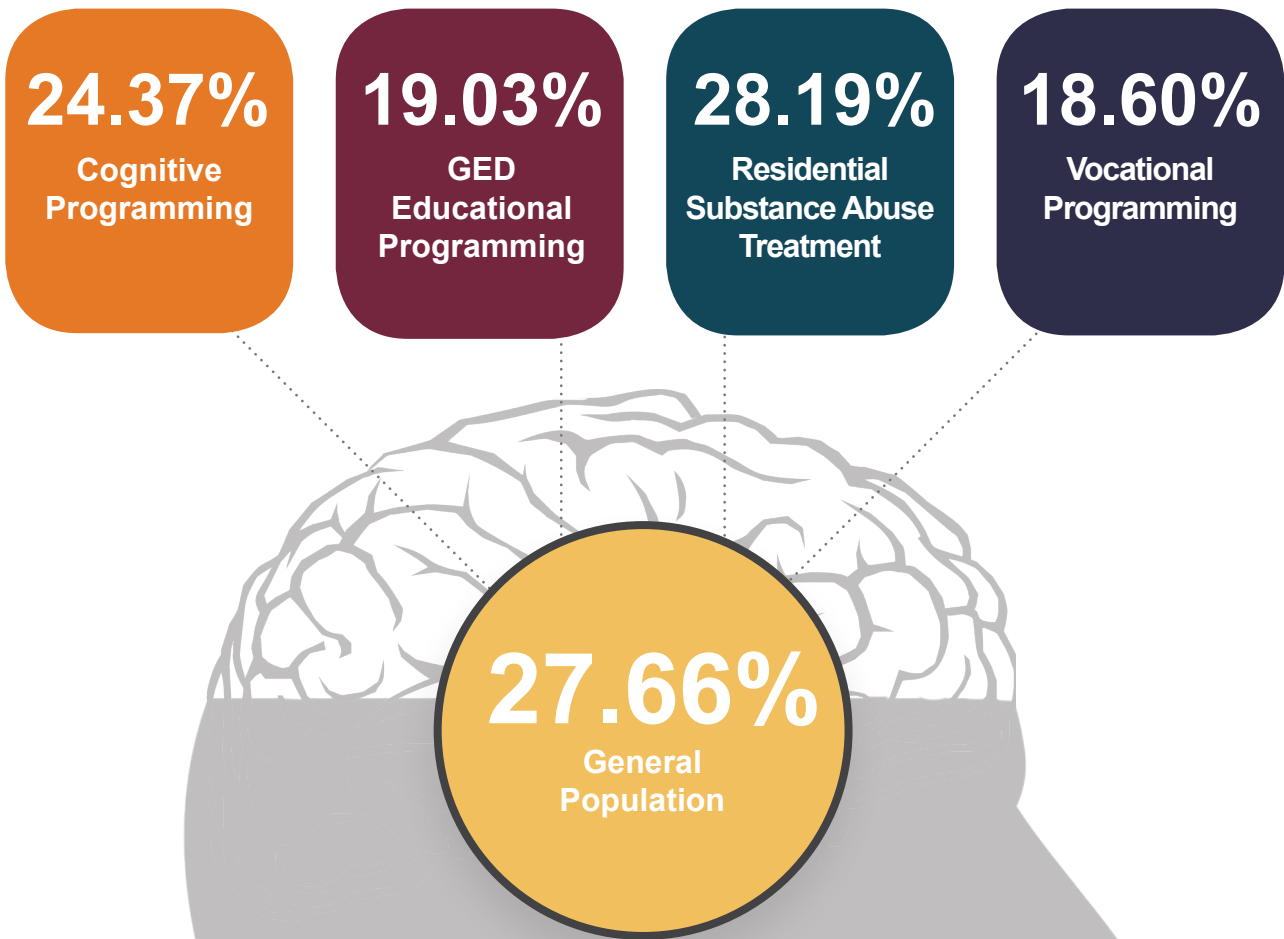
In 2014, the Rand Corporation and the Bureau of Justice Assistance (BJA) conducted a study entitled “How Effective is Correctional Education, and Where Do We Go from Here?”. Denise O’ Donnell, former BJA Director, stated “...the study shows that correctional education for incarcerated adults reduces the risk of post-release, re-incarceration by 13%, and does so cost-effectively, a savings of \$5 on re-incarceration cost for every dollar spent on correctional education.”

Overall, this study shows that the debate should no longer be about whether correctional education is effective or cost-effective, but on where the gaps in our knowledge are, and opportunities to move the field forward.

TREATMENT EFFECTS FROM PROGRAMS

Three-Year Felony Reconviction Rates for Program Completers vs. General Population

Based on FY 16 Releases

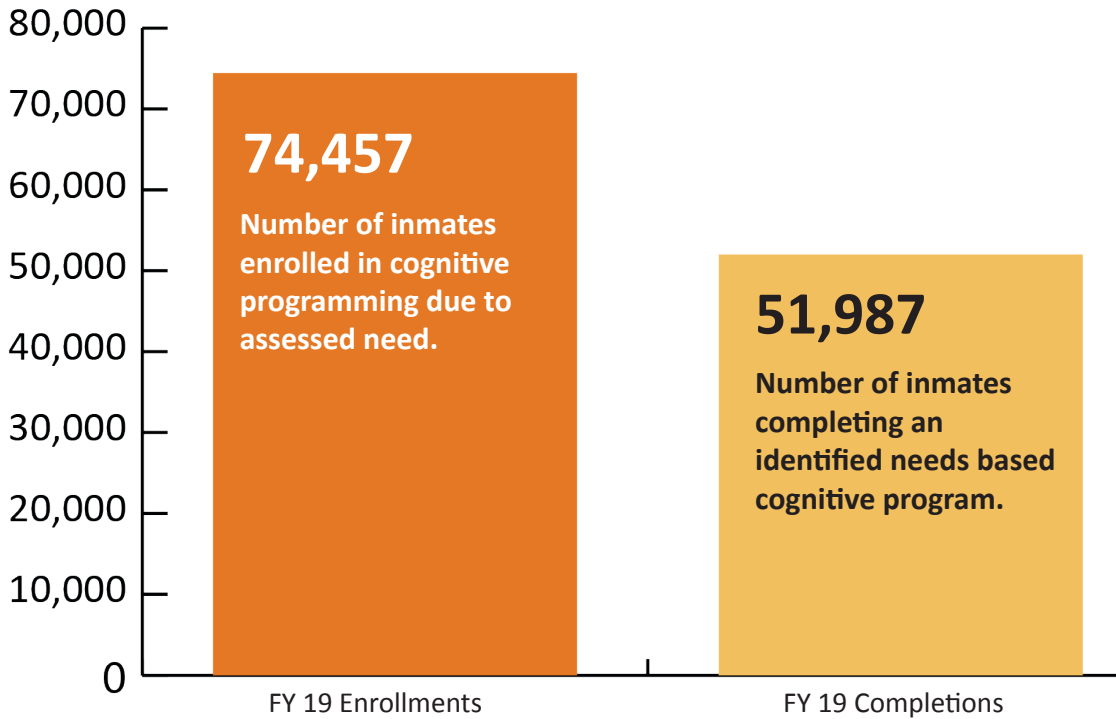


Three-year felony reconviction rates for inmates who have successfully completed GDC programming, versus the inmate population who did not participate in programs offered by GDC.

RISK REDUCTION SERVICES

Initial Correctional Counseling Training

Initial Correctional Counseling Training (ICCT) is a seven-day comprehensive training designed to introduce and provide entry level Counselors and Multi-Functional Officers (MFO) with basic knowledge and skills to better understand their responsibilities and the inmate population to whom they are providing services. During FY 19, 142 newly hired Counselors and MFOs completed this training, which is required, within 12 months of their hire date.



Program Counselor Testimonial

“ When inmates complete their case plan, they feel that they have accomplished a lot and are looking forward to more educational and program opportunities that will help them advance before their release. We are hopeful that our impact with programs will help the inmates become productive citizens in their communities when released and work towards a positive change while they are still serving their sentences. ”

449

Facility Site Visits
conducted by Social Service
Program Consultants

38

Audits

40

Regional Inspections

Addiction Certification Preparation Program

The Addiction Certification Preparation Program (ACPP) was created to identify, train, and develop staff into becoming certified addiction counselors. This intensive 12-month program provides participants with the educational hours required for certification.

When graduates pass the exam, they become Certified Alcohol and Drug Counselors, a certification internationally recognized by 76 states and countries through the International Certification and Reciprocity Consortium.



Fidelity of Implementation

Risk Reduction Services launched the Fidelity of Implementation (FOI) for Moral Reconciliation Therapy (MRT) beginning February 2019. The FOI is an evaluation process designed to be used interactively with facility staff and Risk Reduction Services staff to evaluate the implementation of a program. All persons at a site involved in the delivery of MRT will work together to assess the program's fidelity utilizing the FOI tool. The goal of the measurement tool is to provide feedback critical to a process of continuous quality improvement.

Trauma Informed Program

Risk Reduction Services trained 67 staff members to become certified facilitators of Seeking Safety, a trauma informed program designed to address trauma and substance abuse issues for male and female inmates. Currently, 40% of male inmates and 35% of female inmates have been assessed as high-risk and high-need due to past trauma, and are in need of trauma related programming. The official launch date of the program was November 1, 2019.

95 = **2,151**
 Trainings Conducted Number of Staff Trained

Residential Substance Abuse Treatment

The Residential Substance Abuse Treatment (RSAT) program is mandated to reduce recidivism by providing research-based programs. GDC partners with federal, state and county agencies, non-profit and community-based organizations to provide these services. The GDC RSAT program is one of the largest in the country with almost 2,500 beds. RSAT implements evidence-based programs which target crime producing behavior and focus on changing criminal thinking and reducing actions associated with the criminal mindset.

RSAT Program Overview

RSAT Facilities

Bainbridge PSATC*	Lee Arrendale State Prison
Bleckley PSATC*	Northwest RSAT
Coastal State Prison	Paulding PSATC*
Coastal PSATC*	Pulaski State Prison
Johnson RSAT (A)	Turner RSAT
Johnson RSAT (B)	Valdosta State Prison

*Probation Substance Abuse Treatment Center

- Evidenced based cognitive-behavioral curriculum
- Goal is to learn real-life ways to help live a pro-social, productive life free of alcohol, drugs, and crime
- All RSAT participants are housed separately from the general population
- Based on Modified Therapeutic Community Model

2,428

Capacity

3,313

Enrolled

9 months

Program Duration

3,409

Completions

92%

Completion Rate

Research, Evaluation, Assessment, and Development Unit

In support of the GDC's mission, the Research, Evaluation, Assessment, and Development Unit (READ) strives to provide supportive services that enhance staff members' professional development and develop new methods to effectively manage inmates. Through a combination of support services, their roles in facility audits, regional inspections, program overrides, and the revamp of Transitional Center (TC) programming (Odyssey), the READ Unit continues to be proactive in risk reduction service delivery.

- R** - Research emerging trends and evidence-based correctional practices
- E** - Evaluate program effectiveness and support the needs of the staff in the field
- A** - Assess inmate programming for strengths and areas of improvement
- D** - Develop new inmate programs and training opportunities to enhance staff professional development

Odyssey Program Development and Implementation

The Odyssey program was based on a Georgia Program Assessment Inventory conducted at each TC. Odyssey helps inmates focus on relevant life skills needed for successful transition back to their communities. The Odyssey program development and implementation included Process Action Team (PAT) meetings to discuss transitional center needs, staff training on the new program, as well as culture change training with staff in their use of effective communication skills. TC staff across 14 facilities were trained to facilitate the Odyssey program and have been a critical part of the program's success.

13

PAT
Meetings
Conducted

95

TC Staff
Member
Trained

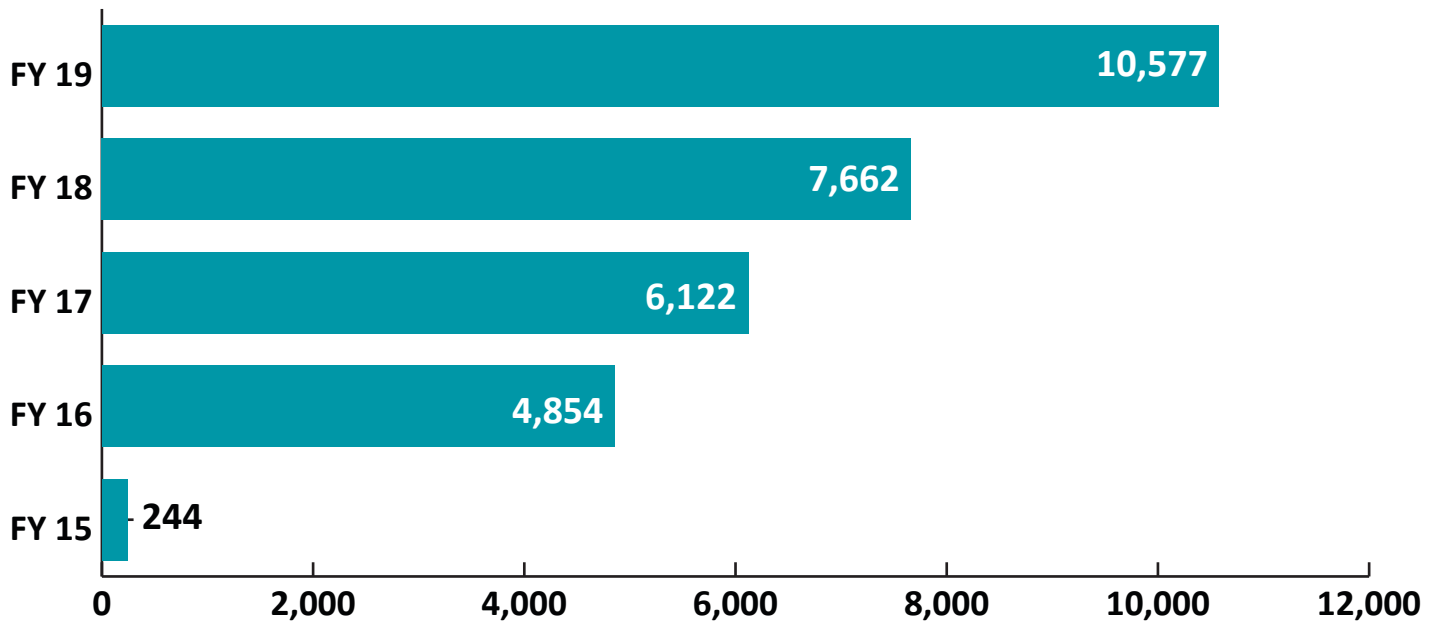
1,547

Transitional Center
Residents Completed

Program Treatment Completion Certificate

The Program and Treatment Completion Certificate (PTCC) is a reentry tool issued to inmates who meet the established criteria. This certificate provides the inmates with a historical account of the accomplishments/programs they have completed while incarcerated. Upon their release, inmates are able to use the PTCC as a tool to highlight their programming accomplishments during their incarceration.

PTCCs Issued by Fiscal Year

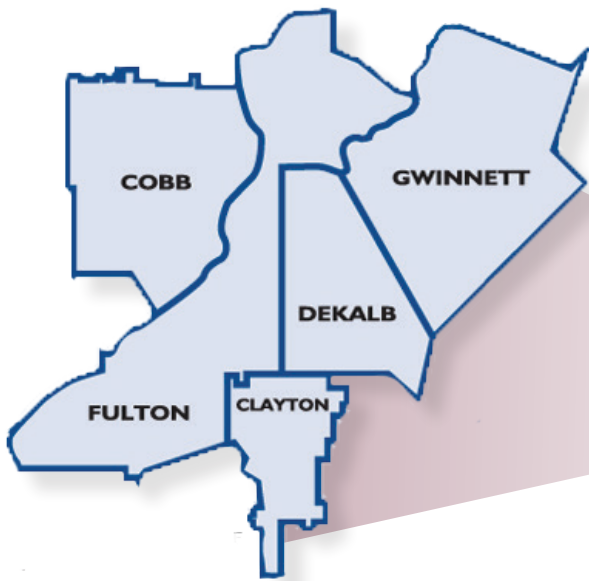


*Per OCGA 42-2-5.2(c) – Not all inmates released are eligible to have a Program Treatment Completion Certificate awarded to them. An inmate who was convicted of a serious violent felony, as such term is defined in Code Section 17-10-6.1, is not eligible for a PTCC.

TRANSITIONAL SERVICES

Metro Reentry Facility

The Metro Reentry Facility (RF) opened in May 2018 and utilizes a comprehensive behavioral health and substance use curriculum to address the criminogenic needs of returning citizens. All returning citizens within the program are high-risk and high-need and receive a minimum of 20 hours of programming each week. The program is 12 months long and has four levels that prepare the returning citizens for successful reentry into the community. After returning citizens complete a level of the program, a graduation ceremony is held to congratulate them and continue to motivate the participants. The program utilizes mentors to assist with community meetings, family day events, peer-mentoring, groups, program organization, and more.



355 Metro RF
Returning Citizens

**Returning citizens will
return to these five
metropolitan counties**



Pictured: Returning citizen housed at MRF painting a mural of the iconic The Varsity restaurant in Atlanta, Georgia.

Reentry Assessment Center

Located within Georgia's prisons and Transitional Centers (TC), Reentry Assessment Centers (RAC), formerly known as Career Centers, provide tools and support needed to assess, inform, prepare, and connect the returning citizen with a solid plan of reentry during their final months of incarceration.

By providing relevant and up-to-date information and resources, peers guide and assist the returning citizen in building a solid reentry plan in the following areas:



IDENTIFICATION DOCUMENTS

- birth certificate
- social security card
- driver's license
- identification cards



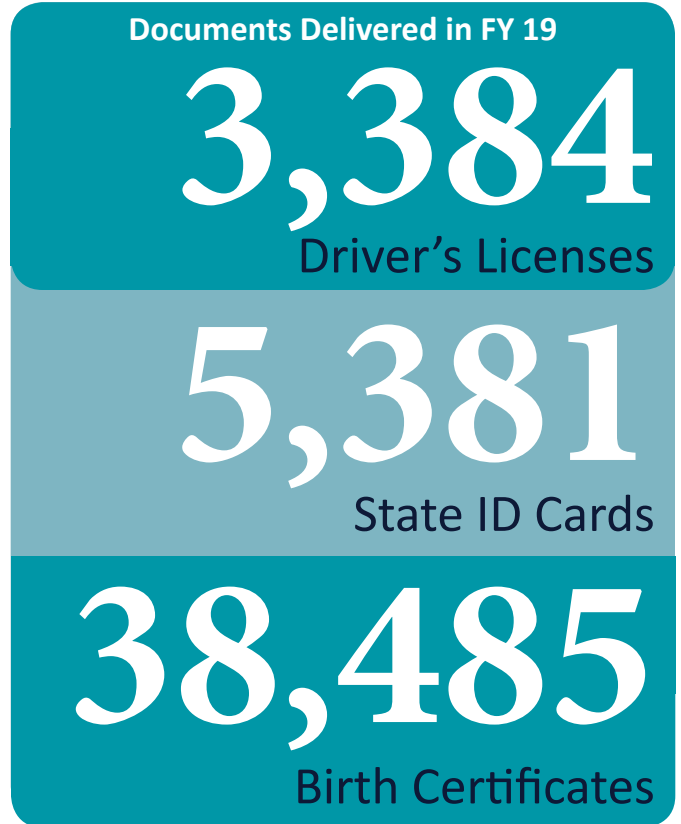
CAREER EXPLORATION TOOLS & ASSESSMENTS

- resume preparation
- practicing interviewing skills
- job market trends
- location of outside career centers
- job interest and skills matching assessments
- development of typing and computer skills

Release Document Repository

The repository provides a secure location for GDC to collect and store reentry related documents vital to inmates at release such as Department of Driver Services (DDS) identification cards, driver’s licenses, and birth certificates. The documents are sent to the releasing facility 180 days before the inmate’s release. During FY 19, the repository staff delivered 12,822 packets containing these documents to facilities to be given to inmates.

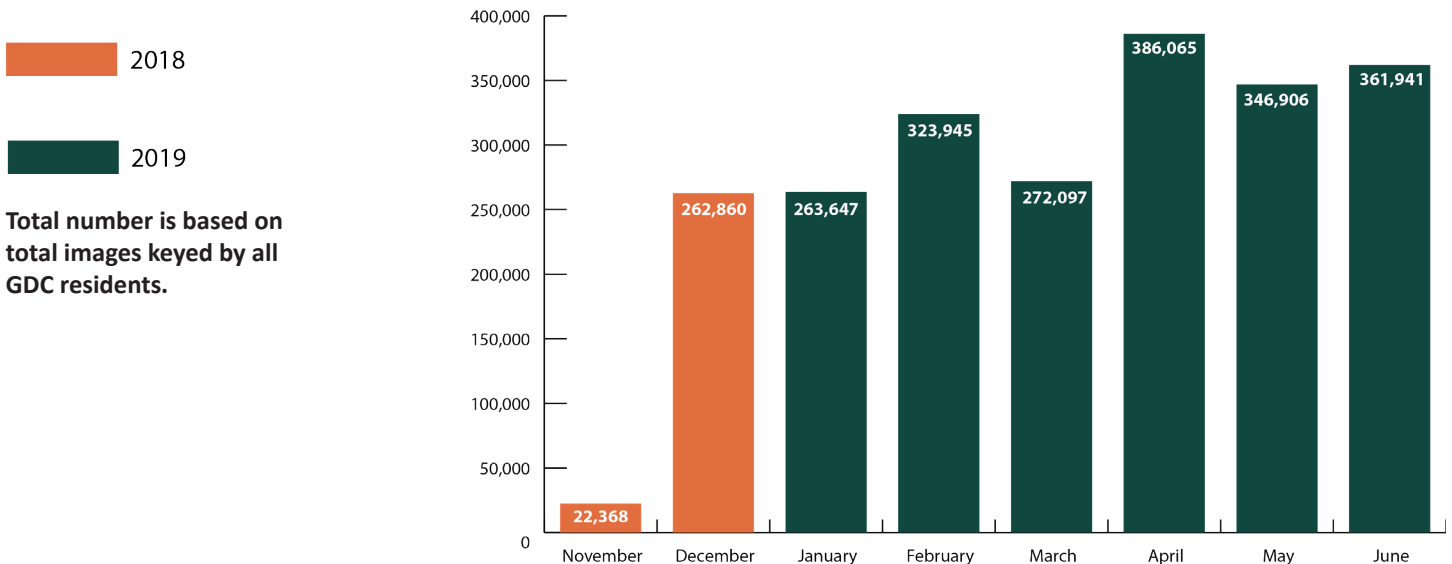
Since the process began in 2016, more than 23,200 identification cards or driver’s licenses have been issued. Annually, GDC’s TC facilitated an issuance of over 1,678 additional identification cards or driver’s licenses.



Peach Pass Partnership

The GDC and the State Road and Tollway Authority (SRTA) entered into an agreement to provide employment opportunities to returning citizens housed at Metro TC. The program was implemented in November 2018 and focused on image review for the Peach Pass Lanes. During FY 19, the program employed 10 returning citizens and reviewed almost 2 million images!

Total Images Reviewed Per Month



VOLUNTEER AND CHAPLAINCY SERVICES

Volunteer Services

Volunteer Services incorporates both religious and secular activities through, community stakeholders, concerned citizens, civic organizations, and business partnerships that support services presently offered and others not provided to inmates throughout all facilities by traditional agency programming. The goal for Volunteer Services is to educate the community on how to best support inmates as they transition back into their lives post-release.

Volunteer Services has over 9,200 trained volunteers to assist the inmates and returning citizens inside and outside correctional facilities statewide.

Volunteer Services implemented changes to their Recruitment and Training Processes in FY 19.

- Website Improvements
- Standardized Training
- Developed Training Curriculum
- Updated Standard Operating Procedures
 - Data Collection
 - Documentation
 - Information Sharing
- Identifying Staffing Needs
 - Oversight and Accountability
- Developed an Implementation Plan

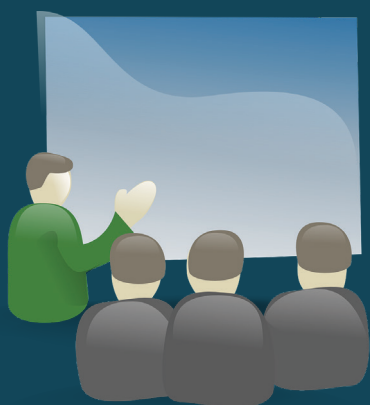


GDC Volunteer Testimonial

“It was so easy to complete the application process at home, online. I am excited that I will get my ID today at training.”

VOLUNTEER SERVICES

AT-A-GLANCE



1,283

Volunteers trained
in 21 training events
during FY 19

Gideon
Volunteers
are utilized
in Tier
Facilities

3,563

monthly
volunteers
across the state

8,211

Inmates attend weekly
volunteer services

36,950

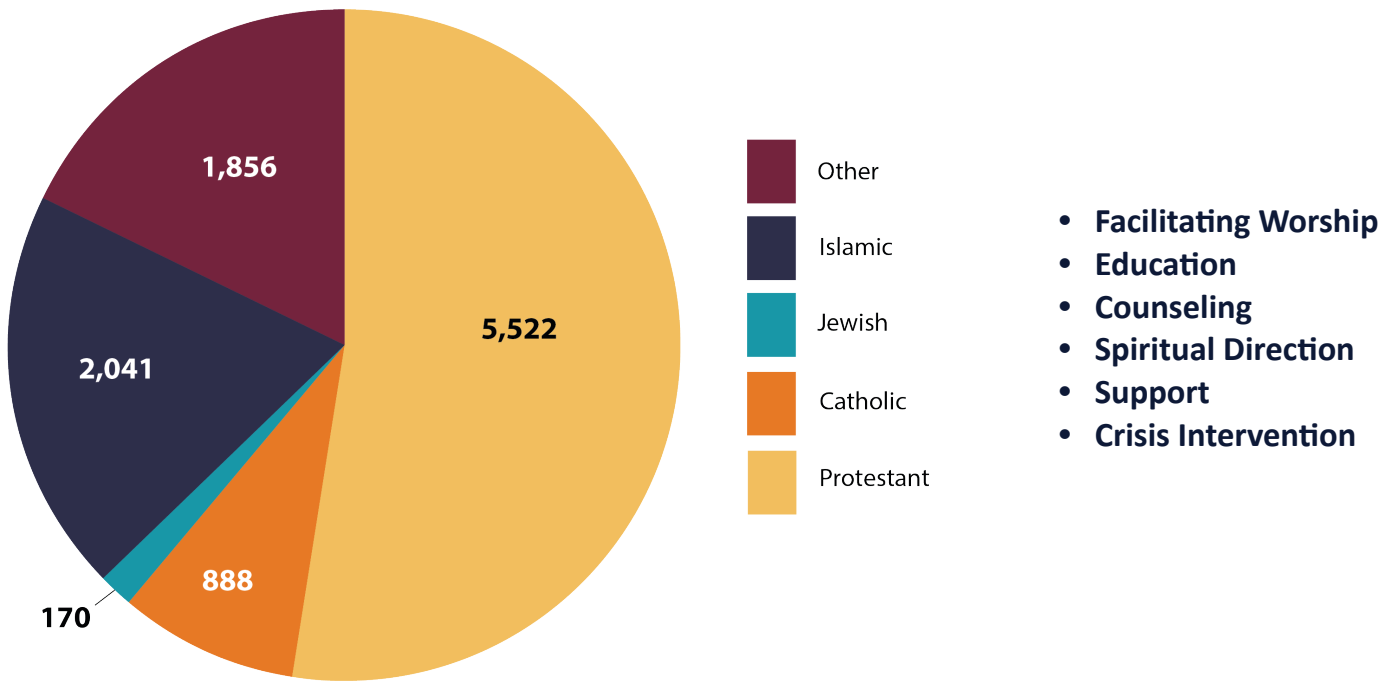
*Inmates attend
monthly services on
an average basis

*Cumulative totals - an individual may have
attended service more than once in the same month

Chaplaincy Services

The mission of the GDC Chaplaincy Services is to provide and facilitate access to pastoral care for inmates and staff as appropriate in order to promote and establish a community of peace, hope, safety, and mutual respect, and ensure inmates' First Amendment religious rights. Chaplaincy Services support the mission and vision of the agency through professional leadership providing pastoral care to inmates and staff on an individual and corporate basis.

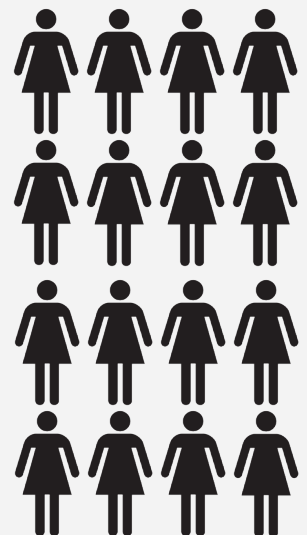
FY 19 Chaplaincy Services Offered



GDC Chaplain Testimonial

“Working within the Chaplaincy Program at GDC has been an uplifting experience. Hearing about the offenders I helped that are now back at home with their loved ones and are model citizens, means I am doing something right.”

Since the inception of the New Orleans Baptist Theological Seminary (NOBTS) on January 15, 2019, 16 Female inmates have completed the 1st semester at Whitworth Womens Facility.



ACADEMIC EDUCATION

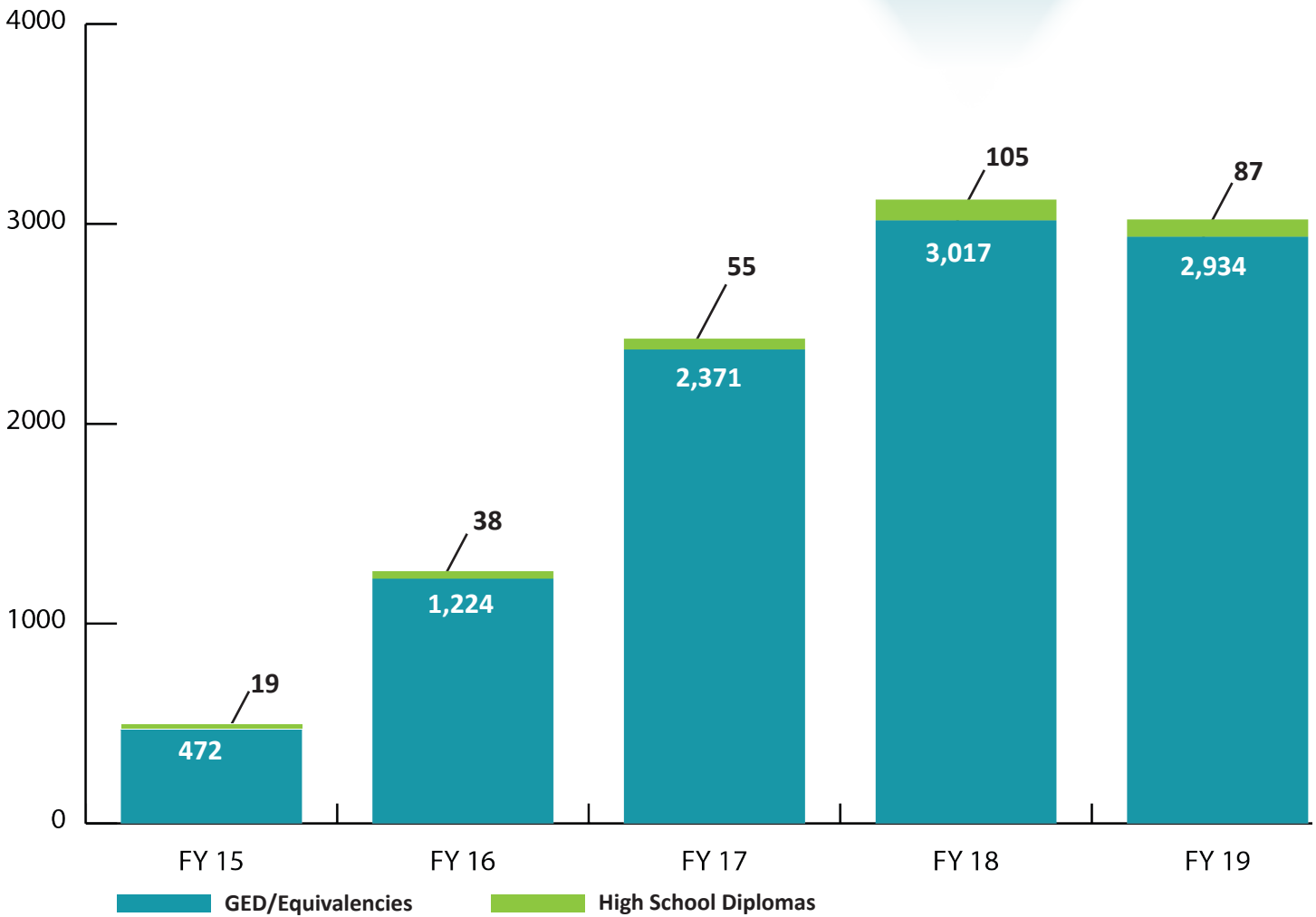
Academic Education

3,021

 High School Equivalencies & Diplomas earned in FY 19

DID YOU KNOW...
Since FY 15, inmates have earned 10,019 high school equivalencies and diplomas.

High School Equivalencies and Diplomas




Special Populations Served

GDC works in conjunction with the Georgia Department of Education to ensure that students who are eligible for Special Education and/or Neglected and Delinquent Youth Services are served per federal mandate. Additionally, education staff provide education services to incarcerated individuals who are housed in the Tier Program.

Special Populations who completed their high school equivalencies

141	Neglected & Delinquent Youth
22	Juvenile
4	Special Education
43	Tier Program



Facilities earning 100+ GED completions

- Coastal State Prison
- Coffee Correctional Facility
- Georgia Diagnostic and Classification Prison
- Wheeler Correctional Facility
- Whitworth Women’s Facility

GDC recognizes the top academic performers each year. In FY 19, 33 facilities exceeded the education goals established. Additionally, five facilities earned over 100 General Education Diplomas (GEDs) at each site. The GDC education staff has worked diligently at achieving this benchmark.

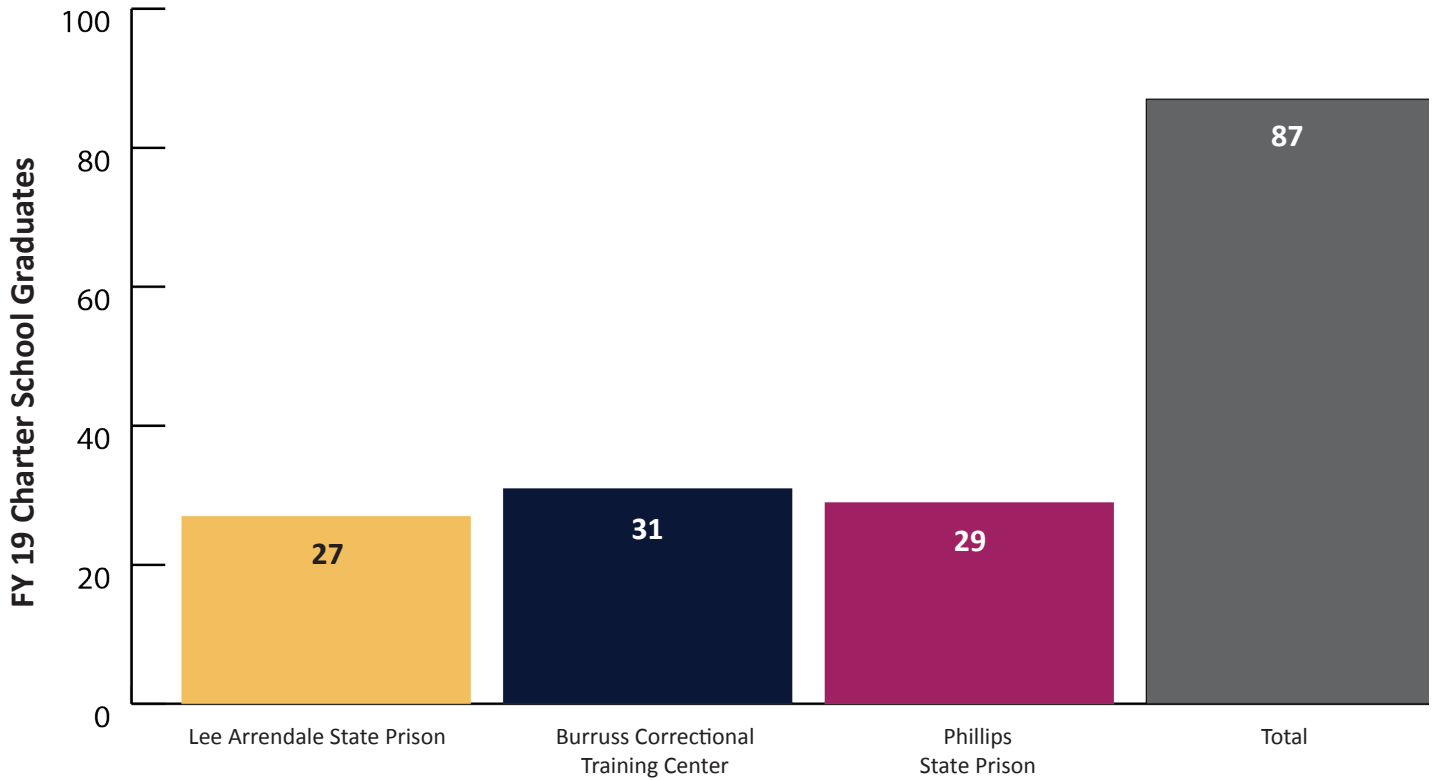
Lifers who have successfully earned their GED or high school diploma for FY 19

	Life without Parole	Life with Parole	Total
Charter High School	0	4	4
GED	19	118	137
Total	19	122	141

Foothills Charter High School

GDC began a partnership with Foothills Charter High School in July 2015. Charter schools offer high school diplomas to inmates ages 18 to 21.

DID YOU KNOW...
 300 high school diplomas have been earned through our charter school partnership.



Successful Academic Completions for FY 19

	County Correctional Institution	Private Prison	Probation Detention Center	RSAT Center	State Prison	Transitional Center	Total
Literacy/Remedial Reading	6	71	21	33	538	16	685
Adult Basic Education	69	391	112	44	1,789	78	2,483
GED Prep	213	358	155	171	2,447	138	3,482
GED Testing	239	348	210	188	1,884	65	2,934
Charter School	0	0	0	0	87	0	87
Total	527	1,168	498	436	6,745	297	9,671

Library Services and Book Donations

GDC is engaged in a strong partnership with the Georgia Public Library System to allow inmates to check out books using the Pines System. Additionally, GDC librarians have received statewide training on Georgia Libraries for Accessible Statewide Services (GLASS) in order to provide accessibility to visually challenged inmates.

GDC Libraries continue to receive book donations from individuals and organizations around the state. This increase in donations has provided inmates with over 50% more library materials.



Pictured: Walker State Prison Library

35,000+

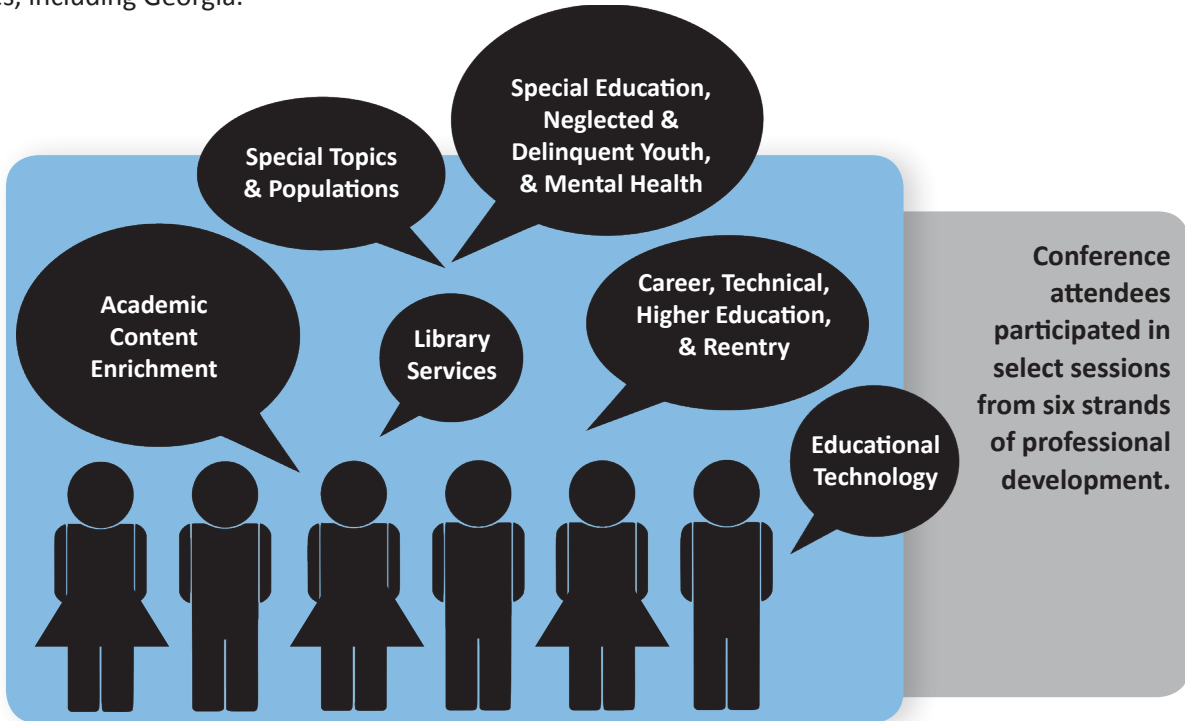
Books have been processed and placed in facility libraries



Pictured: Metro RF Library

GDC Education Conference

The GDC Education Conference was held in Augusta, Georgia in August 2019. The conference was held in collaboration with Region VIII of the Correctional Education Association. Attendees represented correctional education agencies from eight states, including Georgia.



320

Registrants
Attended



Pictured: GDC Education Conference



GDC Teacher Testimonial

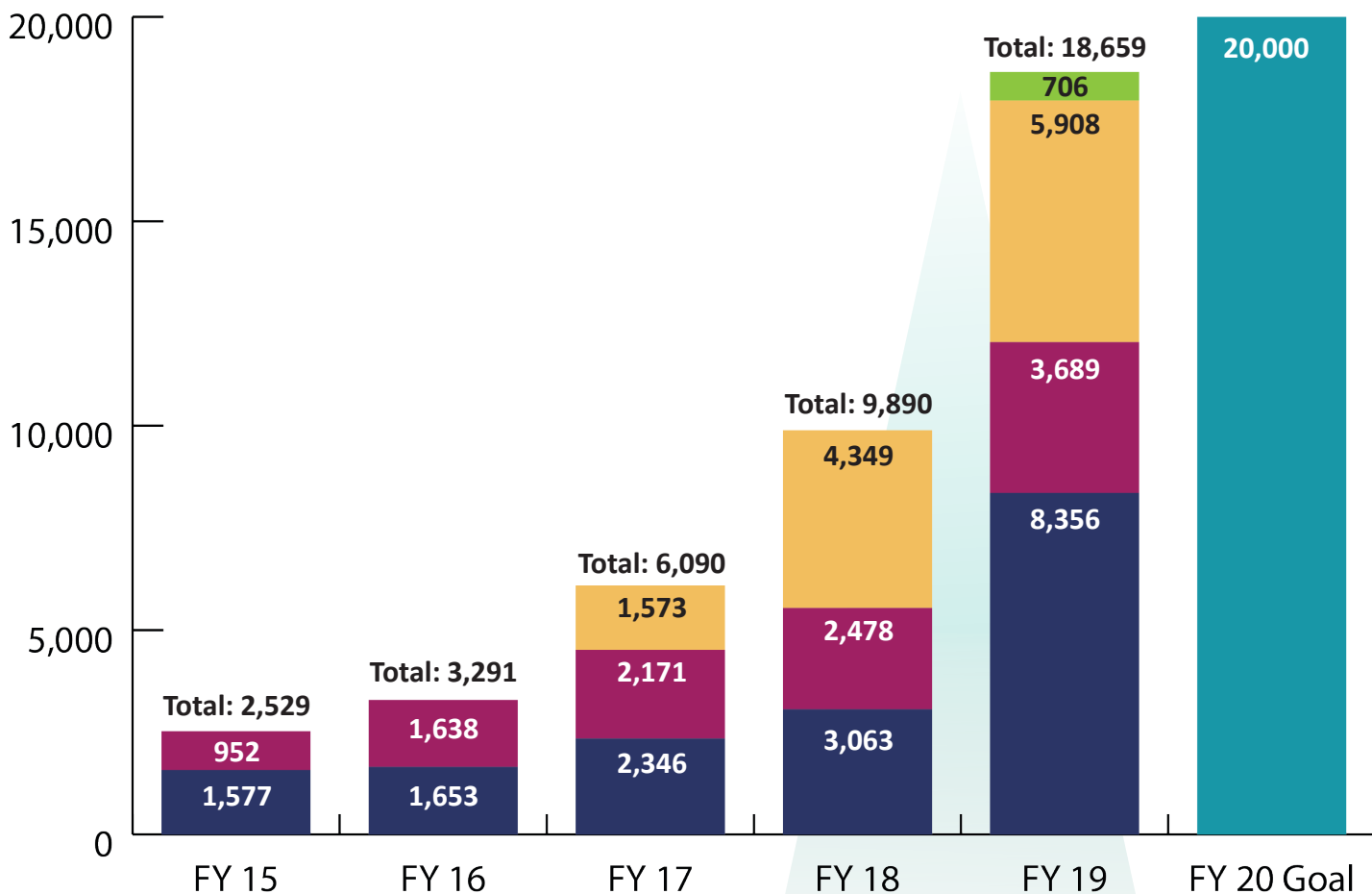
“The annual education conference refreshes my motivation and gives me new ideas for teaching my students every year! I appreciate the focus on all areas of teaching in corrections from security to instructional methods.”

**CAREER,
TECHNICAL,
AND HIGHER
EDUCATION**

Career, Technical, and Higher Education

Successful Career, Technical, and Higher Education (CTHE) completions have exponentially increased from 9,890 to 18,659 in the last two years.

Career, Technical, and Higher Education Completions FY 19



- OJT
- Skills/Trade
- Post-Secondary
- Vocational

189%

Increase of completions from FY 18 to FY 19

Available programs in FY 19 CTHE Services, which is an increase of 37 programs offered since FY 18

239

CTHE FY 19 Program Completions



Safety, Health & Recreation
3,896



Food Service
3,597



Technology & Design
1,730



Maintenance & Custodial
2,563



Horticulture & Landscape
1,491



Administrative & Office
1,120



Welding & Metal Works
684



Construction Career
684



Diesel & Auto Mechanics
365



Warehouse & Manufacturing
456



Animal Care
232



Carpentry & Wood Working
220



Barbering & Cosmetology
121



CDL, Forklift & Heavy Equipment
521

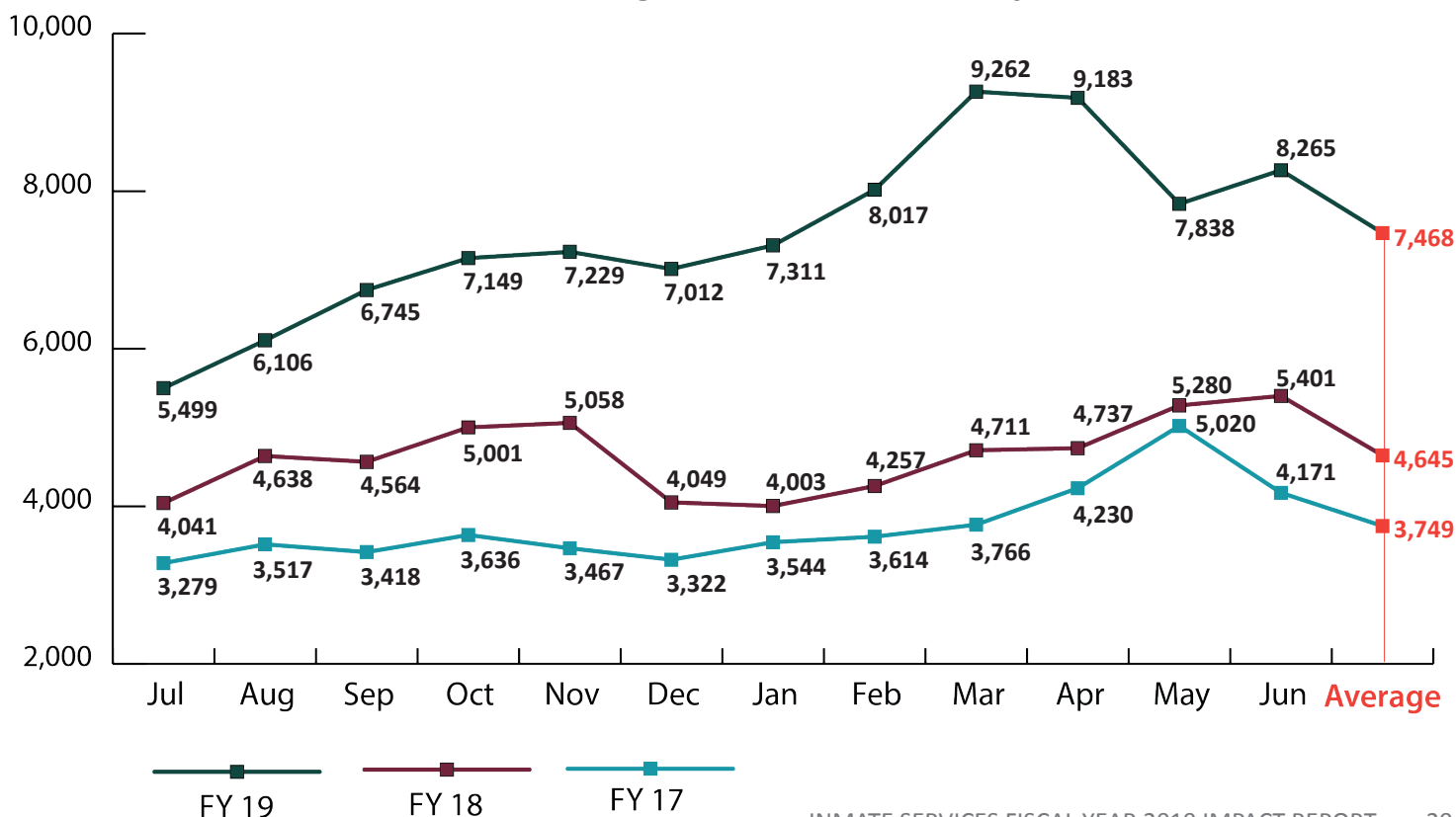


Fire Fighting
50



Post-Secondary
602

Career, Technical, and Higher Education Monthly Enrollment



Ashland University Partnership

In FY 19, GDC began a valuable educational partnership with Ashland University. This post-secondary program utilizes only federal funds and helps GDC to create a safer and more educated citizen by expanding learning opportunities for inmates. Ashland University is a recipient of the Second Chance Pell Pilot Experimental Site Initiative, in which more than 300 inmates have enrolled in fully accredited college classes.

Ashland University

- Employs a Site Director at each facility
- Site Directors meet with students on a weekly basis
- Professors provide instruction through a secure platform on the Georgia Offender Alternative Learning (G.O.A.L.) device

Founded in 1878, the fully accredited university offers the longest continuously operational post-secondary correctional education program in the U.S.



4,851

**completed credit
hours of coursework
completed by inmates**

300+

**Inmates located in these
facilities qualify for the Federal
Pell Grant**

GDC Facilities Offering Ashland University Program

- Calhoun State Prison
- Coffee Correctional Facility
- Dodge State Prison
- Dooly State Prison
- Georgia State Prison
- Hancock State Prison
- Jenkins Correctional Facility
- Metro Reentry Facility
- Pulaski State Prison
- Riverbend Correctional Facility
- Smith State Prison
- Wheeler Correctional Facility
- Whitworth Women's Facility

Preparing Inmates for Employment

- The average monthly enrollment in CTHE programs increased **161%** since FY 18, and **199%** from FY 17.
- In two years, average monthly enrollment increased from an average of **3,749** to **7,748**.
- TC have access to the CTHE programming such as Forklift, Occupational Safety and Health Administration (OSHA), ServSafe, and Commercial Driver’s License (CDL).
- GDC implemented a mobile training classroom designed for inmates to earn Electrician Assistant Certification through Wiregrass Technical College.
- The newly implemented mobile welding lab through the Technical College System of Georgia was also utilized at Riverbend Correctional Facility.
- Inmates enrolled in this program have the potential to earn national certification from the American Welding Society (AWS).
- Common Good Atlanta expanded accredited college courses to the Metro RF.
- Reforming Arts, a non-profit based out of Atlanta, began offering programming at Whitworth Women’s Facility.



Pictured: Inmates participating in AWS program

Animal Care Programs

Through partnerships with Mostly Mutts dog program, City of Augusta, Guide Dog Federation, and Auburn University, GDC expanded rescue and dog training programs to correctional facilities across the state. The goals of these programs are to provide inmates with the education and training needed to facilitate employment and successful return to the community, improve inmate behavior and expand the inmates’ sense of responsibility and care towards others, as well as, provide socialization and training of the dogs to increase their adoptability.

Animal Care Programs

- Veterinary Helper
- Dog Groomer
- Animal Caretaker
- Guide Dog Trainer
- Vapor Wake (Explosive Device Detection)

143

Completions of animal related programs in FY 19

Braille Transcribers Program

The Georgia Prison Braille program, known as the Georgia Braille Transcribers located at Central State Prison, continues to provide benefits even after incarceration. Several former Georgia Prison Braille Transcribers have found promising careers as transcribers, while others are leading productive lives using the soft skills they learned while producing books for Georgia's blind and visually challenged students.

The Braille transcribing program is operating at full capacity, and the Georgia Department of Education (GaDOE) seeks independent contractors to meet the demand. Currently, five former Braille transcribers from the program work as independent contractors for GaDOE and other organizations as well. Others are employed as full-time transcribers in highly regarded institutions such as the American Printing House for the Blind and Georgia Institute of Technology Center for Inclusive Design and Innovation.

GDC's Braille program has now expanded to include Emanuel Women's Facility as of July 2018. Inmates that successfully complete the Braille program are certified National Braille Transcribers, certified through the Library of Congress.

Georgia Braille Transcriber Success Stories



One gentleman has developed a network among the former transcribers to subcontract their services in order to fill critical time-sensitive deadlines and proofread original works. Additionally, he provided technical training via Webcast to the current program participants during their recent 2-day professional learning mini-conference.



Another former member not only runs his own Braille transcription business, but actively supports reentry efforts and has become a certified Mental Health Peer Specialist at Metro RF.



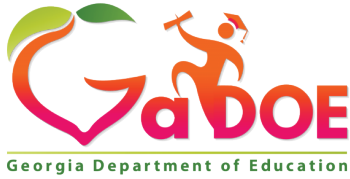
Pictured: Inmate using Brailier to transcribe literature



Pictured: Braille Embossing Press



Partnerships



Technical College
System of Georgia



THE ARTHUR M. BLANK
FAMILY FOUNDATION



Urban League of
Greater Atlanta



REGIONS



PEACHTREE ROAD
UNITED METHODIST CHURCH
ATLANTA



DDS GEORGIA DEPARTMENT
OF DRIVER SERVICES



CKS
PACKAGING, INC.



FOOTHILLS
EDUCATION
CHARTER HIGH SCHOOL



UNIVERSITY SYSTEM
OF GEORGIA



The Gideons
International



CITY OF REFUGE



ASHLAND
UNIVERSITY

Notes



**INMATE SERVICES
IMPACT REPORT**
Fiscal Year 2019