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NEW RECRUIT CLASS NAMED IN HONOR OF CORRECTIONS OFFICER CLARENCE HAMMOND III

The Michigan Department of Corrections started its first Officer Recruit Training Class of 2012 on Monday, April 9 at the Michigan State Police Training Academy. The class has 120 officer recruits from all across the state, but focuses on filling positions in the Upper Peninsula and Women’s Huron Valley Correctional Facility. The recruits were focused and upbeat during the first morning, which included a visit from Deputy Directors Tom Finco and Randy Treacher as well as a review of class rules and protocols to be followed during the academy.

The Clarence Hammond Class will spend the next eight weeks at the academy completing 8 hours of classroom study, skills training, and physical training each day. Once the recruits graduate from the academy, they will complete a two-month on-the-job (OJT) training program where they will put their academy knowledge to use inside a correctional facility under the supervision of the facility’s training officer, veteran officers, and a mentor. If they satisfactorily complete the OJT phase of their training, they will be able to work a multi-officer prisoner contact assignment for the remainder of their first year. After completion of their first year, they may be assigned to any position on any shift within the facility.



F.Y.I. is a publication of the Michigan Department of Corrections, Office of Public Information and Communications. Please submit articles through your supervisor to John Cordell at cordellj@michigan.gov

CLARENCE HAMMOND CLASS (Continued from page 1)

Overall responsibility of the Officer Recruit Training program falls to Training Manager Craig Czinder. Captain Shane Gray, the Officer Recruit Training Coordinator, handles daily operation of the program, ensuring that all of the training officers, field training officers (FTOs), specialized training staff and recruits are ready to go each day. In addition to Captain Gray, the training staff assigned to this class are: Administrative FTO Kirk Bussell (Carson City Correctional Facility); 1st Platoon - Lt. Maki and FTO Badger (Chippewa Correctional Facility); 2nd Platoon - Lt. Murray (Pugsley Correctional Facility) and FTO Swain (Thumb Correctional Facility); 3rd Platoon - Sgt. Schweikert (Charles Egeler Reception and Guidance Center) and FTO Huntley (Lakeland Correctional Facility); and 4th Platoon - Lt. Price (Newberry Correctional Facility) and FTO Downs (Special Alternative Incarceration). The Training Division offered their thanks to each of the facility training staff, wardens and administrators for their support and assistance during the Clarence Hammond Class.



Special Alternative Incarceration Corporal and 4th Platoon's Field Training Officer Kirk Downs observes officer recruits who are standing at attention for the first time together. They still have a long eight weeks ahead of them.

2012 OFFICER OF THE YEAR BANQUET IS MAY 9 AT MSU'S KELLOGG CENTER

The Michigan Corrections Officer of the Year Banquet is quickly approaching. This year the event will be on Wednesday, May 9, 2012 at 6 p.m. at the Kellogg Hotel and Conference Center in East Lansing, MI. The banquet will formally recognize Officer Robert McGaffigan (left) and Investigator David Sharp (right) as the 2012 Corrections Officers of the Year. It will also recognize the other three finalists and the Officers of the Year from each correctional facility throughout the Department. To get tickets, please contact Jai Deagan at deaganj@michigan.gov or 517-636-



6115 or Cindy Kogut at Michigan Corrections Organization 517-482-3310. Please join the Department and Michigan Corrections Organization as we recognize these officers for their tremendous accomplishment.



**PERFORMANCE MANAGEMENT
RESULTS IN MEASURABLE
IMPROVEMENTS**

The State of Michigan and the Michigan Department of Corrections have adopted “performance management” in order to create a culture of quality governance. According to Governor Rick Snyder, “Our state government has to be innovative and efficient in order to deliver the services citizens deserve with the revenue it has available. As Governor, I will implement the billions in structural reforms, bring innovation to government, and a new level of transparency and accountability in Michigan.”

To ensure accountability, each Department must have a set of performance measures that can be evaluated over time to determine the level of improvement. Over the past year, the Michigan De-

partment of Corrections has developed a scorecard to measure performance. The scorecard (see insert below) has 15 metrics that are measured at a set frequency to determine whether the Department is meeting its goals. Different colored indicators easily distinguish between areas the Department is doing well and areas where there needs to be improvement. Targets are established by the Department and are created with a certain goal in mind. For instance, the Department places significant importance on prisoner escapes and prisoner/staff assaults. The goal is zero for each. The metrics shaded in light blue are emphasized in the public safety dashboard at the state government level.

OPEN MICHIGAN (Continued on page 4)

MiScorecard Performance Summary							
State of Michigan MDOC Department-Level Scorecard							
Department Name:		Corrections	Legend:	Green	Better than or inside 10% of target		
Executive/Director:		Daniel H. Heyns		Yellow	Within 10% and 25% of target		
Period:		March 8, 2012		Red	More than 25% outside of target		
Metric		Frequency	Status	Target	Previous	Current	Trend
1.	Escapes from MDOC Custody - # Prisoners	Quarterly	Green	0	2	0	↓
2.	Serious Assaults by Prisoners (Staff Victim) - # Incidents	Quarterly	Red	0	1	3	↑
3.	Serious Assaults by Prisoners (Prisoner Victim) - # Incidents	Quarterly	Green	60	63	64	↑
4.	Jail Inmates Housed as Part of Public Safety Project - # Average Per Day	Quarterly (F)	Yellow	110	91	97	↑
5.	Recidivism - % Parolee Return to Prison Within 3 years	Annually	Yellow	28.0%	33.2%	31.5%	↓
6.	Parole Absconders at Large - # Absconders	Quarterly	Green	1,800	2,120	1,939	↓
7.	Court Writ Teleconferences (Telephone/Video Combined) in Lieu of Transport - % of T	Quarterly (F)	Green	41.0%	35.9%	37.0%	↑
8.	Administrative Segregation - # Bed Days	Quarterly	Green	345,700	381,921	353,280	↓
9.	GED Certificates - # Prisoners Receiving	Quarterly (F)	Green	1,487	1,620	1,500	↓
10.	CTE/Vocational Programs - # CTE Tier Completions (Tier 1, 2 or 3)	Quarterly (F)	Green	2,400	2,793	2,344	↓
11.	Post Incarceration Employment (Parolees) - % Employed or Unemployable	Quarterly	Yellow	29.0%	27.1%	24.5%	↓
12.	Post ERD Prisoners on AOP, VPP and SOP Program Waiting Lists - # Prisoners	Quarterly	Green	680	474	696	↑
13.	Average Prisoner Per Diem - Custodial Costs (Staff, Programs, Health Care, Utilities, etc)	Annually (F)	Green	\$85.00	\$94.84	\$92.52	↓
14.	Prisoner Health Care Costs - All Costs Across All Categories - \$ In Millions	Quarterly (F)	Green	\$283.7	\$292.5	\$290.0	↓
15.	Parole Violator New Sentence Admissions/1,000 - # Parolees	Quarterly	Yellow	67	81	77	↓
16.	Probationers Sentenced to Prison (Violations or new Crime)/1,000 - # Probationers	Quarterly	Yellow	37.4	41.6	46.5	↑

Notes: (e.g. noteworthy instances that may skew a metric's results for the reporting period, changes in metrics (additions/deletions), etc.)

1. Metric #'s highlighted in LIGHT BLUE reflect those that are also included on the Governor's Public Safety Dashboard.

**OPEN MICHIGAN** (Continued from page 3)

The goals of Government Reinvention are to create a more customer-focused government and ensure a work environment where employees are valued and can work to their full potential. We cannot achieve these goals without the input and involvement of all employees. Your views of your job, your leadership, the work environment, resources, and communications will guide our change efforts. Your overall evaluation of what we are doing well, what we need to do better, and where we need to make significant changes will serve as the baseline for tracking our improvements over the next few years.

In order to systematically get your input, The Governor's Office has asked an independent, third-party organization, PricewaterhouseCoopers (PwC), to administer an anonymous, online survey to State employees. The survey is comprised of approximately 60 questions designed to measure employee job perceptions, standard demographic items, and an open-ended question that enables further comment.

Based on the survey responses, reports will be produced by PwC for each agency and will include comparisons of agency responses with the rest of the state. Results will be integrated into agency scorecards and used as the basis for making changes. The 2012 data will serve as the baseline for monitoring future changes and ensuring accountability and follow-up. The survey will be re-administered regularly to assess the impact and the effectiveness of the change efforts and their overall relationship to Government Reinvention.

Reports will be made available to all employees electronically, and employees will have the opportunity to provide additional input regarding opportunities for using the survey data to



make changes in their agencies.

Funding for the project was provided by the W.K. Kellogg Foundation, which is a strong supporter of workplace innovation and work life quality.

It is the Department's intent that each employee have a State of Michigan Outlook Email account, which you will need to take the survey. If you are not sure if you have an Outlook Email account, please contact your warden's or administrator's office today to obtain one prior to the release of the survey, April 23rd.

Survey Objectives

1. To utilize this Employee Survey as a foundational element of the Reinvention of Government
2. To collect baseline data measuring employee job perceptions across agencies of the State of Michigan (SOM), while ensuring the anonymity of responses
3. To provide agencies with detailed reports regarding their agency's responses vs. the state as a whole
4. To incorporate survey data into our Performance Management program, developing metrics for improving employee job perceptions and linking those changes to specific organizational outcomes over time
5. To further use the data and metrics to develop action plans/interventions/training and other change strategies at both the state and agency levels to address specific issues identified in the survey

Why is the State doing an employee survey? Employee surveys are very important tools that can provide valuable information about what is important to employees. As indicated in the communication from the Governor, he wants feedback from all employees that can be used to create a work environment that supports you

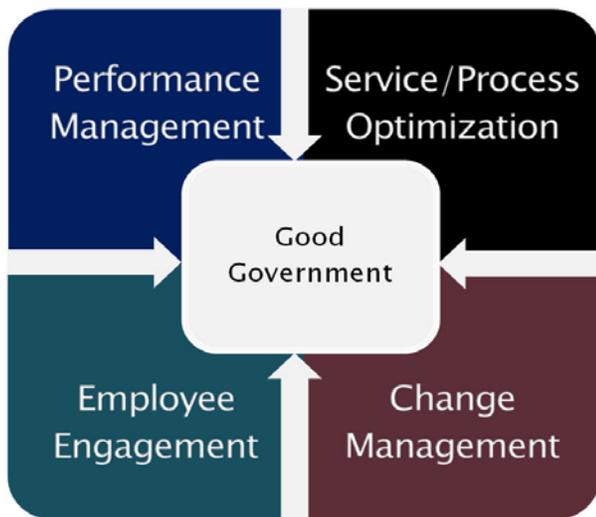
OPEN MICHIGAN (Continued on page 5)



OPEN MICHIGAN (Continued from page 4)

in doing your best work in a customer-focused organization. Your input on what works, where we can improve, the leadership and support you receive, and what barriers we need to eliminate will be a major component of government reinvention.

Performance Management and Employee Engagement are only two components of Good Government. It also includes Service/Process Optimization and Change Management. Independently each area could improve government through incremental change; but when all areas are addressed together, we are reinventing government through lasting, transformational change.



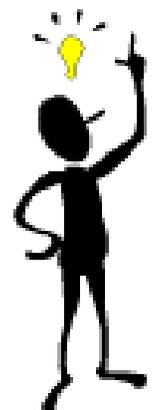
Understanding each component is important to supporting Good Government:

- Performance Management - Dashboards and scorecards connecting strategy to measurable outcomes and holding ourselves accountable.
- Service/Process Optimization - Using information on outcomes to improve services and processes.
- Employee Engagement - Engaging employees at all levels of the organization – helping people see how they fit into the big-picture mission and inspiring them to go above and beyond the call of duty to get the job done. (Upcoming Employee Engagement Survey)
- Change Management - Approaches this as a long-term cultural transformation. This kind of change takes time, if it is truly going to last.

For more information on Open Michigan, please visit www.michigan.gov/openmichigan. For information related to the MDOC's Scorecards, please contact R. Cole Bouck in the Office of Research and Planning at 517.241.4279 or bouckr@michigan.gov.

GREAT IDEAS? LET US KNOW

Do you have a cost-saving idea the department can implement? If so, please share it with us! You can send any ideas to Cole Bouck at: bouckr@michigan.gov. While not every idea is one that can be implemented, some of the best cost-saving ideas have come from conscientious employees who see ways to save in the workplace. Send us your idea today!



**EMBEDDED AGENTS SEE IMMEDIATE SUCCESS**

On April 1, 2012, the first day of a new initiative supporting field agents embedded in police agencies in targeted areas, Detroit Police Department (DPD) Sergeant John Boyle received a stalking complaint from a citizen who was receiving threatening phone calls from a possible parolee in Detroit. The citizen, who happens to be only 15-years-old, indicated she met the offender on a chat line and was talking to him on a cell phone believing him to be a 17-year-old. During one phone call, the girl spoke with a woman in the home who said the offender's actual age is 39 and that he is a registered sex offender. When the girl started refusing the offender's phone calls and requests for obscene photographs, the offender threatened the girl, saying he knew where she lived and that he would hurt her and her family. A computer inquiry confirmed the offender is a registered sex offender.



the offender in for an interview. During that interview, the offender admitted having conversations with the victim in direct violation of his parole conditions. The offender was immediately taken into custody. A search of his GPS tether placed him in the vicinity of the victim's residence, while a search of his phone indicated additional contacts with other young women. On

April 4, 2012, agents also searched the offender's residence, computers and phones for any additional criminal behavior. Because of the collaborative efforts between DPD and Agents Walker and Bowers, the MDOC took a violent sexual predator, who was obviously preparing to harm another child, off the street. Kudos to both the MDOC and DPD for their efforts in protecting Michigan's citizens.

On April 3, DPD reviewed the file with MDOC Agent Matthew Walker, who identified the offender as having a criminal sexual conduct conviction with a 13-year-old child. Agent Walker then contacted the offender's parole officer, Agent Allison Bowers, who immediately called

If you have any information regarding a possible criminal violation by an offender under MDOC supervision, please contact local law enforcement, the Michigan State Police or one of our field offices immediately so proper enforcement action can be initiated.

HELP "MAKE A SMILE" IN NASHVILLE

The *Make a Smile* Charity, supported by the North American Association of Wardens and Superintendents (NAAWS), is helping out Nashville after terrible flooding damaged much of the city last year. People in Nashville have been busy planning and preparing for the Make a Smile project, a new park on land where flood-ravaged homes once stood. The Parks department has cleared a parcel of land that previously held homes destroyed by the flood. The new park will be named in honor of Andrew and Martha England, a retired couple who lost their lives in the flood.

NAAWS needs volunteers and donations to assist with the project. Two corrections officers lost their homes in the flood and every dollar will help. For more information, or to help out, please contact Mel Williams at MeINAAWS@aol.com.



Here is a great link (showing in pictures) of "Make a Smile" transforming a vacant lot into a vibrant park.

<http://www.youtube.com/watch?v=k2MR8JbVWrI>

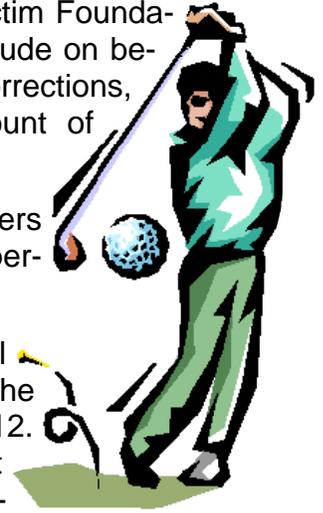


FRIENDS OF THE FOUNDATION - CRIME VICTIMS' RIGHTS COMMITTEE TO HOLD GOLF OUTING

The Friends of the Foundation, a Committee for the Crime Victim Foundation, would like to express their sincere appreciation and gratitude on behalf of the victims of crime to the Michigan Department of Corrections, Central Office staff for the generous donation in the amount of \$851.00 collected from casual day funds.

This foundation is a non-profit organization operated by volunteers and totally funded by charitable contributions. One hundred percent of the foundation funds are used to assist victims of crime.

The Friends of the Foundation will be hosting the 11th Annual Michigan Crime Victim Foundation Golf Outing to be held at The Emerald at Maple Creek in St. Johns on Friday, May 11, 2012. Lunch will be served at 1:00 p.m. with a shotgun tee off time at 2:30 p.m. The cost is \$65 per person (\$260 per team) and includes your lunch, 18 holes of golf, a cart and a certificate for each player to come back and play a free round of golf at The Emerald.



Prizes will be awarded to the first place team; men's & women's longest drive; closest to pin on par 3 and longest putt. There will also be 50/50 drawings and auction items to bid on. ALL monies raised will go to the Crime Victim Foundation to assist those victims in need. Please contact Ruth Schueller at SchuellerR@michigan.gov if you have any questions regarding this event or to receive a flyer to register. Registration deadline is April 27, 2012. The Friends of the Foundation Committee and the victims of crime appreciate your support!

PEOPLE MAKE THE DIFFERENCE

DIRECTOR PRESENTS LIFESAVING AWARDS TO EMPLOYEES

On 10/19/11, Maintenance Mechanic Ronald Rabideau heard someone shout from inside the maintenance garage. When he entered the garage, he saw a prisoner laying on the floor. Maintenance Mechanic Terry Honicutt and Maintenance Mechanic James Polly also responded. The prisoner was unresponsive. Mr. Polly called control center, who sent Officer Marc Schrubbe with the AED. Mr. Rabideau began rescue breathing and Mr. Honicutt began chest compressions. Office Schrubbe arrived with the AED, applied the pads, and a shock was advised. CPR and rescue breathing continued until the prisoner began to breathe and show signs of physical response. The quick response and efforts of these four staff members saved the prisoner's life.



From left to right: Officer Marc Schrubbe, Warden David Bergh, Maintenance Mechanic Terry Honicutt, Maintenance Mechanic Ronald Rabideau (retired), Director Daniel Heyns, and Maintenance Mechanic James Polly.





REENTRY ROUNDTABLE

Reentry Roundtable is a continuing column that provides news, facts, and program successes within the prisoner reentry program.

Parolee Wins First Place in Creative Writing Contest

In October 2010, at the age of 34, Sean paroled to Northwest Michigan after being in prison for 10 years. It was clear during his InReach Session, at Pugsley Correctional Facility, that Sean did not waste his time behind bars. He shared with the Transition Team his accomplishments while in prison and his goals for his release. Through a college correspondence course, he completed nearly enough college credits to earn his Associate's Degree in Social Science with a 3.6 grade point average. He also tutored other prisoners to prepare them for GED testing and earned a certificate in Custodial Maintenance. He also shared his passion for writing and his hopes to continue to do so outside of prison, and he did just that.



In January 2012, Sean was notified that he won first place in a statewide creative writing contest. The contest was held by the Liberal Arts Network for Development (LAND), which membership consists of Michigan's community colleges. In order for Sean's essay to even be considered for the LAND contest, he had to first submit his essay for competition at his local community college. His professor and mentor subsequently entered his essay, titled "Letter to Nazim Hikmet," for consideration of the 2012 LAND awards. Below are a few excerpts:

"I found myself in prison. My self...I dug myself out like a fossil; cautious as an archeologist, I brushed off an inch of dirt a day for ten years... Prison gave me occasion to get back in touch with a more genuine nature. The problem was (remains) guilt over what I'd done to get there. I've felt as if every good I've gained was an un-

earned advantage. Like I was privy to some underground knowledge I had no right to be aware of..."

On February 17, 2012 Sean was formally recognized during an awards ceremony at the annual LAND Conference in Traverse City. There to support Sean as he received his award were members of his family, as well as fellow writers and professors from across the state. Here is what a judge had to say about his essay:

"The voice is honest and mature as it takes a short examination of the life and poetry of Hikmet and braids it together with a brave examination of the self. The essay is frank, courageous, and passionate..."

This award is a highlight amongst Sean's other achievements since his release. Through the Prisoner Reentry program, Sean was connected with a Michigan Works! Business Liaison. She established an On the Job Training (OJT) contract with a local bookstore. This resulted in Sean being employed and unsubsidized. He continues to maintain employment while finishing his Bachelors degree in journalism. Sean is also active on campus as a radio and television show host.

Sean's winning essay will be published in the LAND online Creative Writing Journal at:

www.landconference.org

To watch a video interview with Sean and his mentor, in the near future, visit: <http://www.nwm.org/community/michigan-prisoner-reentry/>

This article was submitted by Northwest Community Coordinator Jessica Willis.