



Contents:

Honor Guard to Celebrate 25th Anniversary2

CQI Applied to Food Service Operations3

Interested in a Hockey Team?.....3

Building Trades Donates to Habitat for Humanity ..4

Embedded Agents are Making a Difference4

Harvest Gathering Early Results.....5

People Make the Difference.....6

Reentry Roundtable8

GOOD GOVERNMENT STARTS WITH EMPLOYEE FOCUS GROUPS

In the August 16th F.Y.I. newsletter, I provided a link to view the Department’s employee engagement survey results and was hopeful you would study the marks and begin thinking of suggestions to help increase our level of employee engagement.



Employee engagement along with performance management, service and process optimization and change management are the four fundamental elements of Governor Snyder’s plan to create Good Government and reinvent Michigan. The Governor recently displayed his commitment to creating Good Government by launching his Bureaucracy Busters Web site and indicating that state employees “should be empowered to help reshape state government so that it not only fulfills its mission to Michigan taxpayers, but provides a professionally satisfying work experience for all employees as well.”

The Governor and I are committed to creating a customer-focused government and a work environment where all employees are respected and valued. Employee engagement is a key component to moving forward with this change. This means listening to you, the employees of the Michigan Department of Corrections, to get an understanding of what you think the State of Michigan is doing right and what you think we need to improve upon.

I believe that collecting this insight from you is extremely important in beginning to make positive change within this organization. I also strongly feel that we need to create an atmosphere where you feel comfortable providing accurate, meaningful feedback which can be acted upon without fear of retribution. To do this, I have enlisted the assistance of PricewaterhouseCoopers (PwC) LLC, the company who conducted the survey earlier this summer, and have asked them to begin conducting focus groups with MDOC employees to solicit your ideas for improving employee engagement within the MDOC.



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



GOOD GOVERNMENT (Continued from page 1)

Some of you will soon be notified of your selection to these focus groups and I truly hope you agree to participate. This process will be thoughtful and professional, and your ideas for improvement WILL be respected. PwC serves as an independent third party to speak with you confidentially and will only share feedback in aggregate. We plan to listen, collect your thoughts and ideas and engage PwC to develop action plans to create a more positive work experience within the MDOC. I will also continue to keep all employees of the Department updated on the progress of this project.

Thank you all for the outstanding work you do every day. I look forward to working collectively to enhance employee engagement within our organization.

Director Dan Heyns



MDOC HONOR GUARD TO CELEBRATE 25TH ANNIVERSARY ON DECEMBER 7



The Michigan Department of Corrections Honor Guard turned 25 years old this year. The unit was formed in 1987 to provide funeral services for Officer Josephine McCallum, who was killed by a prisoner at what was then the State Prison of Southern Michigan in Jackson.

In those 25 years, over 80 members who have served in the unit have provided funeral details for hundreds of corrections and law enforcement personnel, and attended ceremonial details, recruit graduations, corrections officer of the year banquets and so many parades their boots needed new soles. They have received awards and recognition throughout Michigan for their drill and ceremony skill. They have saluted Michigan's only U.S. President as he was laid to rest and provided a uniformed backdrop for the National Law Enforcement Officers' Memorial Service in Washington D.C. their accomplishments and service are nothing less than exemplary and deserve recognition.



Unit members honor fallen Department Officer of the Year Steve Houck of Carson City Correctional Facility.

On December 7, please join the Honor Guard in celebrating 25 years of integrity, excellence and service at MSU's Kellogg Hotel and Conference Center. The unit will have a charitable fund-raiser to support unit operations and the families of fallen officers. The festivities consist of dinner, dessert, music and a silent auction. There will be a reception at 6 p.m. with dinner at 7 p.m. and music until 12 a.m. For more information or to reserve a seat, please contact Kathy Keiffer at:

keifferk@michigan.gov

or (517) 335-1385.

The unit looks forward to enjoying the evening with you and sharing 25 years of history and experiences!



A five-member detail attends the National Law Enforcement Officers' Memorial Service in Washington, D.C. in May 2009. The MDOC has nine employees on the memorial wall, more than all but four other law enforcement agencies in the state of Michigan.



CONTINUOUS QUALITY IMPROVEMENT APPLIED TO FOOD SERVICE OPERATIONS

Since its inception in 2009, the Foodservice COST Continuous Quality Improvement (CQI) Full-Team has held bi-weekly work sessions to align statewide foodservice production and to improve prisoner nutritional health. The team is comprised of 16 part-time and 10 full-time members. Utilizing a whole foods approach, their goal has been to create a 100% nutritional menu while capturing total lowest cost for foodservice. As a result of their work session, the Hazard Analysis Critical Control Point (HACCP) Program has been fine tuned to consist of a variety of steps, forms, procedures, record keeping and trainings within a Production Packet and Order Guide. A Statewide Standard Menu has been implemented, which includes 6 Special Event Meals. An Offender Meal Count and Inmate Tracking System has also been implemented to align computerized tracking of both prisoners and staff who consume meals in foodservice, which also gives facilities a tool to greatly increase their options for prisoner count.



As part of the CQI process the Full-Team has participated in taste testing potential beverage bases, entrées, and sauces for use in Michigan Department of Corrections kitchens. Coke beverages were removed from dining areas as part of the beverage strategy, and a variety of flavored beverage bases took their place. Soy based entrées and sauces were also introduced. Therapeutic Diets have and are being written by Registered Dietitians. Policy Directives and Operating Procedures have and are being reviewed and revised to ensure compliance. A perpetual Opportunity Log captures suggestions and recommendations submitted to the Full-Team by Foodservice staff; which is reviewed and implemented when and where feasible. An informational newsletter, On the Front Burner, was initiated as a media tool to provide for increased communication between the Full-Team and foodservice staff statewide. Multiple Sub-Teams have been created to specialize in areas of the CQI Process which include a Therapeutic Diet Sub-Team (TDST), Metric, Contract, Transportation, RGC-DWH, Laundry & Fleet, and Religious Sub-Team.

The COST CQI Full-Team has been working diligently and systematically with leadership to create performance metrics and track progress. Great progress has been made to-date and even greater progress will be made moving forward!

INTERESTED IN PLAYING A LITTLE HOCKEY?

Would you like to represent the MDOC on an ice hockey team? Officer Bolan is looking for talented hockey players to form an all-MDOC employee team to play in charity events, tournaments and the D League at the Arctic Coliseum in Chelsea. For more information and to discuss participation, contact Officer Bolan at: mdocicehockey@gmail.com.





BUILDING TRADES PROGRAM DONATES AUCTION ITEMS TO HABITAT FOR HUMANITY

The Michigan Department of Corrections Building Trades Career and Technical Education programs donated several items made by prisoners for Habitat for Humanity to auction at the Affiliates in Motion Conference on October 26, 2012. The silent auction raised funds for Habitat for Humanity. Rick Sheppard, Lester Smith, Bruce Aldrich and Roger Slavik represented the MDOC, Education Section at the conference.

***Pictured Left to Right:** Rick Sheppard (Pugsley), Lester Smith (Parnall), Bruce Aldrich (Bellamy Creek), Roger Slavik (Central Michigan).*



EMBEDDED AGENTS ARE MAKING A DIFFERENCE

The Michigan Department of Corrections made a decision this year to embed field agents in local law enforcement agencies to collaborate on issues related to offenders in the community. By any measure, the effort has been a success. Not only is the Department building valuable relationships with our partners in law enforcement, we are collaborating to make communities safer.

An excellent example of this collaborative relationship is in Saginaw County. Field Agent Walt Wysopal has been an embedded agent since April 2012. During that time, he has produced some statistics that definitely support a safer community.

Working with the Saginaw Police Department’s Community Policing Division and the Saginaw County Major Crimes Task Force (which includes Michigan State Police, Saginaw County Sheriff’s Office, the City of Saginaw, and Saginaw Township Police, Wysopal has made a positive impact. He has participated in 15 details during that time. Here are some of his num-

bers through mid-October:

- 201 attempted home calls;
- 154 home calls;
- 121 in-person contacts;
- 195 collateral contacts with people who can share information about the offender;
- 43 arrests;
- Assisted with 16 murder investigations; and
- confiscated 14 guns from offenders.

These statistics are just one example of how embedded agents and collaborative efforts are making a difference and keeping communities safer. From providing information on murder cases and sex offenders to making offender contacts and identifying gang affiliations, these embedded agents are proactive and goal-driven to keep offenders doing the right thing and to take decisive and appropriate action when they don’t.



HARVEST GATHERING MAKING A DIFFERENCE!

Harvest Gathering activities and collections continue throughout the Department and it is making a big difference for those in need. Here are some of the early activities shared by work sites so far:

St. Louis Correctional Facility

Employees at St. Louis Correctional Facility did an outstanding job collecting and donating 360 pounds of food and \$300.00 for their local food banks. On a very positive note, one day they had a citizen come into the facility to drop off a visitor application. He left the facility and returned about an hour later with 7 bags of food and donated it to our collection.



L to R: Warden Steve Rivard, Bev Murdock, Linda Moffett, Sharon Zeien, Doug Dingeldey and Kathy Wiles.

Saginaw Correctional Facility

Due to the extreme generosity of the employees at Saginaw Correctional Facility (SRF), \$1,124 and 480 pounds of food were collected for the Michigan Harvest Gathering!! SRF Harvest Gathering co-coordinators RaeAnn and Nancy (pictured below) offered a big thank you to everyone who donated food, time, money and extra effort to make SRF's Harvest Gathering a HUGE Success!! All of the money and food will be locally donated to help those in their area have a brighter and healthier upcoming holiday season!!



Local food banks throughout Michigan need the help so please continue donating throughout the year. Your generosity will help stop hunger and feed those in need.

VETERAN'S DAY RECOGNITION

Veteran's Day was Sunday, November 11, and many state and government workers had Monday off as a holiday to reflect and honor the veterans who have served and sacrificed to defend and protect our country. If you haven't had the chance to do so, please take a moment to thank the veterans you know for their service. It is only because of them that we are a free nation with so many constitutionally protected rights.



**MDOC HELPS HONOR FALLEN MSP TROOPER**

On July 11, 1994, Michigan State Police Troopers Bryon S. Egelski and Danielle Teunion-Smith were struck broadside by another vehicle while responding to a reported rollover accident. The impact of the collision resulted in Troopers Egelski and Teunion-Smith being trapped inside of their burning vehicle. Officer Gary Holowitz of the Marysville Police Department responded to the accident and quickly extinguished the flames, but the trauma suffered by Trooper Egelski was too great and he died from his injuries at the hospital. Trooper Teunion-Smith sustained serious injuries and retired from the State Police with a disability retirement.

In 1994, a memorial cross was initially placed at the scene of the accident to remember the fallen Trooper. Over the years, the cross came into a state of disrepair and needed some serious help. Macomb Correctional Facility Building Trades Instructor Kevin Fisher was contacted about renovating the cross. Mr. Fisher and prisoners in the Building Trades Program designed and built a new memorial cross that now displays the State of Michigan shield insignia.



Building Trades Instructor Kevin Fisher with Michigan State Troopers B. Pauly and J. Robe.

On the anniversary of Trooper Egelski's death, a dedication ceremony of the new memorial cross was held at the scene of the accident with Warden Ken Romanowski, Building Trades Instructor Kevin Fisher and Michigan State Troopers B. Pauly and J. Robe present. Trooper Egelski's death is a sad reminder of the dangers faced by law enforcement officers, and in all those who knew him, his legacy lives on.

MSP Sgt. D. Stokes deserves recognition for coordinating this worthy cause.

PEOPLE MAKE THE DIFFERENCE

HELP F.Y.I. BY SUBMITTING AN ARTICLE

Do you have something that you would like to share with F.Y.I.? Send us an article and we will try to get it in the newsletter. Your articles help make F.Y.I. more interesting for all who choose to read. Please send submissions to cordellj@michigan.gov.





WCC STAFF RECOGNIZED WITH MERITORIOUS SERVICE AND LIFESAVING AWARDS

Several staff at Woodland Center Correctional Facility have recently been recognized with awards from Director Heyns. Officers Colby and Pearson were awarded with Meritorious Service Awards for their actions in controlling a prisoner in a local hospital who was trying to gain control of Officer Colby's handgun.



L to R: Warden Roggenbuck, Director Heyns, Officer Colby, Officer Pearson, Deputy Warden Lucille Evans and RPA Curtis.

Officers Hassan and Sata received Lifesaving Awards for intervening in a suicide attempt by a prisoner. Their quick actions and attention to duty saved the prisoner's life.

PEOPLE MAKE THE DIFFERENCE



L to R: Warden Roggenbuck, Director Heyns, Officer Amend, Deputy Warden Lucille Evans and RPA Curtis.

Officers Amend and Krummel received Lifesaving Awards for delivering first aid to a choking victim who became unconscious after having food lodged in her throat. Abdominal thrusts and a finger sweep removed the object and the prisoner survived.

Officers Dean and Malmo were alerted to a prisoner who was choking in the dayroom of the housing unit. Both officers responded and provided first aid to the choking prisoner, saving the prisoner's life.



L to R: Warden Roggenbuck, Director Heyns, Officer Dean, Officer Malmo, Deputy Warden Lucille Evans and RPA Curtis.

Congratulations to each of them for their efforts above and beyond the call of duty to help others and protect Michigan's citizens.





REENTRY ROUNDTABLE

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

I'm the Artist

ArtPrize 2012 was held September 19 - October 7 in Grand Rapids. Part arts festival, part social experiment, part civic project, the event brings visitors in the hundreds of thousands. Unlike any other event, ArtPrize gives away the largest total purse for an art competition—\$550,000 to 16 winners. The public votes on ten winners: 1st place receives \$200,000, 2nd \$75,000, 3rd \$50,000, and \$5,000 each for 4th through 10th.



The Prison Creative Arts Project (PCAP) works with prisoners during their incarceration and facilitates the opportunity to create original works of art in correctional facilities. Artists are invited to join PCAP's reentry arts program, the Linkage Project, upon release. Each year, PCAP hosts the Annual Exhibition of Art by Michigan Prisoners and the annual Linkage Project exhibit. This year, gallery visitors at both shows voted for their favorite pieces. The winners were offered a PCAP-sponsored exhibition space at ArtPrize 2012. PCAP paid the \$50 artist registration fee for the sponsored artist.

The Kent County Parole Office was the venue for three artists exhibiting their art.

Clifford submitted art entitled, "[Ostracized](#)," a pencil drawing. Fernando submitted "Forethought," an acrylic painting. Brian submitted "[Gristmill at Sedona Arizona](#)," also an acrylic painting.

On September 29, PCAP held a reception for the artists and the community. The artists and their supporters were able to register to vote for ArtPrize, enjoy refreshments together, and tour the venue.

Clifford and Fernando attended and were able to talk to the crowds passing by about their work. "I'm the artist," exclaimed Clifford, "my number is 5-2-6-2-4. Please vote for me!"

Being successful post release begins with experiencing success during incarceration. For some prisoners, prison programming is the first time they have had a successful experience on which they can build. Thank you to PCAP for offering programming that helps prisoners discover their talent and puts them on the road to success. We can all celebrate with Clifford that he had the opportunity to share his artist number with the public instead of his prisoner number.

Congratulations to Clifford, Fernando and Brian for painting your own successes!

**Prisoner
Reentry**

