

“Can You Tell Me How to Get to Sesame Street?”

Childhood Memories Evoke Philosophy of Care



By Patrick Cummiskey, President

Mr. Roger’s Neighborhood and Sesame Street were my favorite shows as a small child. Of course, options were very limited back then as we only had four to six television channels and no Netflix, VCR,

DVR, or DVDs to allow unlimited opportunities to watch programming. Big bird, the grumpy dude in the trash can, Bert and Ernie, and the mysterious Snuffleupagus were all extremely familiar to me as a child in the early 70s. With only a few channels, and one TV in the house, I am sure my whole family became accustomed to these shows and hummed the theme songs (I know you can, too): “It’s a beautiful day in the neighborhood, a beautiful day in the neighborhood,” and, “Can you tell me how to get, how to get to Sesame Street?”

Not too long ago, Sesame Street (yes it is still airing new programs) introduced a new Muppet named Alex. Over more than 46 seasons, Sesame Street has proven kids are able to relate more closely with Muppet characters than human characters. Alex the Muppet is often placed in tough situations when asked about his dad - because his dad is in prison. This makes Alex feel sad, frustrated, mad, and embarrassed. Although his feelings continue to swirl, his journey to acceptance and understanding is ongoing and a subject mainstream TV has avoided for way too long. National statistics on this subject are staggering:



Sesame Street’s newest character, Alex

- Almost 7.5 million minor children have a parent in jail or prison; 58 percent are younger than 10;
- 70 percent of children who have an incarcerated parent will likely become incarcerated themselves and are five times more likely to commit a crime;

Continued on page 12

Compliance Programs at Core of What We Do

Helps CCS Excel as Industry Leader

By Don Houston, President State & Federal Division



As you know, Correct Care Solutions operates under five “Ps” with focus on Patients, Partners and People. Processes and Performance may not seem as important as the first three - but without them the others cannot be properly maintained. We need effective policies, procedures, and practices to meet high operational standards and to meet the objectives of our company, our contracts, and our clients. Compliance with both internal and external audits determine whether we are meeting those objectives.

Solid compliance programs lay excellent foundations for continuous improvement and risk reduction and assist in ensuring we meet federal and state regulations. More importantly, well-developed compliance programs demonstrate our division and company commitment to employing professionals who understand the dynamics of providing healthcare in diverse, and sometimes challenging, environments. For any site where we provide services, compliance programs offer an increased sense of security that clinical professionals will, ultimately, help reduce the possibility of negative patient outcomes or legal issues.

The recent audits throughout the Private Prisons Division (seven prisons so far this year have achieved 100 percent on all ACA medical standards) document the success in our efforts to achieve the highest level of compliance and maintain that level continuously. We are concerned about efficiency in the delivery of care, do not want to waste resources, and do not want to perform functions unrelated to outcomes. Part of our success is attributed to consistently reviewing our processes to determine if there is a better way.

Success does not happen overnight. Success happens when we work as a team and each team member knows he/she has a job to do and does it to

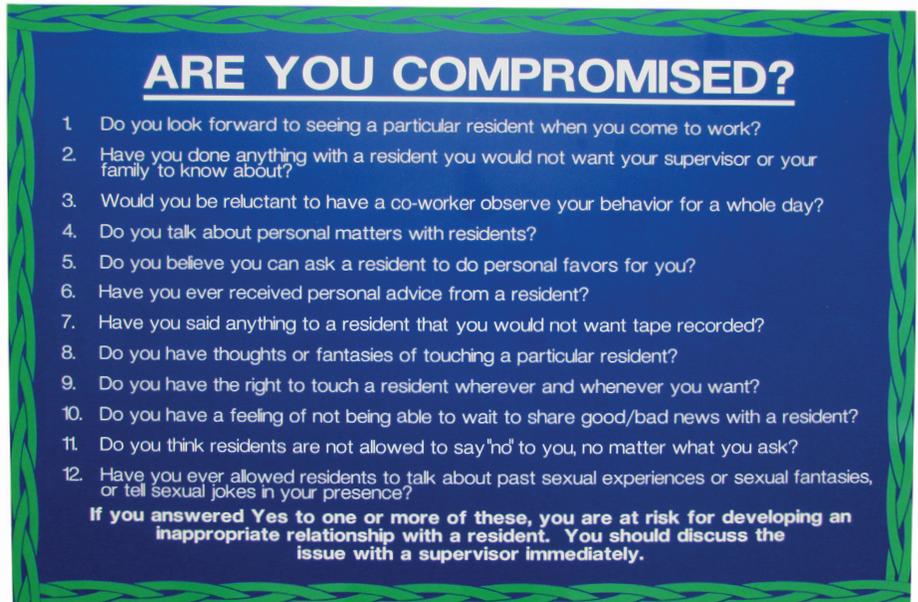
Continued on page 10

Is Your Staff Compromised?

Training and Recognition of Vulnerability is Key

By Dr. Rebecca Jackson, Clinical Director, Florida Civil Commitment Center

Compromised staff present a significant security threat in any secure facility. Staff who become comprised in secure settings engage in the introduction of contraband, escapes and escape attempts, and in sexual relationships with the individuals under their care. The Florida Civil Commitment Center, a secure treatment facility for men detained under the state's Sexually Violent Predator statute, addresses these potential boundary violations with staff from the first week of new employee training. Refresher courses are offered annually with specialized topics, such as manipulation tactics and grooming techniques, delivered at mandatory staff meetings. The poster, shown here, hangs at the entrance to the secure facility as a daily reminder for all staff to monitor their risk of being compromised.



A critical message to deliver to all staff is that anyone can be vulnerable to manipulation and at risk of becoming compromised. Many employees will not believe they could ever become compromised and, therefore, ignore the signs. Our trainings try to help staff recognize that each of us has vulnerabilities that inmates or residents can identify and attempt to exploit. Recognizing what one's vulnerabilities are provides an important avenue for prevention. We encourage our staff to report any incident of potential boundary violations to their supervisor immediately before a line is crossed. Through coaching and support, valuable employees can resist efforts to compromise them and avoid disastrous consequences to themselves and the facility.

Texas Civil Commitment Center Opens in Littlefield, TX

September Ribbon Cutting Celebrates Successful and Safe Opening

By Kerry Mangold, CCRS Business Development Manager

On July 31, Correct Care Recovery Solutions was awarded a contract with the Texas Civil Commitment Office as a result of recently passed legislation. The new laws, relating to the civil commitment of sexually violent predators (SVP), transformed the nation's only exclusively outpatient SVP program into a tiered treatment program with inpatient and outpatient components. CCRS successfully renovated an existing facility, outfitted the entire operation, interviewed more than 120 people, then hired and oriented 85 new staff within 30 days of contract signing. The Texas Civil Commitment Center began operating on September 1, after safely transporting over 175 residents from halfway houses across the state. All residents were admitted and assessed within 16 days. Congratulations and thank you to all the CCRS staff and CCS staff who dedicated their hard work, time, and efforts to meet the tight deadlines and get this program off to a great start.

The ribbon cutting ceremony was held on September 24 and attended by members of the City of Littlefield, Texas Civil Commitment Office, Texas Senate, and CCRS. Pictured above from left to right front row: Salvador Delgado, Patrick Fauls, Pilar Pico, Marta Prado, Manny Fernandez, Genna Brisson, Judy Dowdie, Lisa Spiro, Craig Jenkins; back row: Scott Pustizzi, Philip Mahalik, Cassandra Newkirk, Kerry Mangold, Jeremy Barr, and Jason Hodges.



Correct Care Australasia Accredited For Another Four Years

Process of Accreditation is Similar to U.S.

By Anne-Maree Szauer, Executive Manager, Strategy, Business and Service Development and Christine Fuller, Chief Nursing Officer

The Australian Council on Healthcare Standards (ACHS) is an authorized accreditation agency with the Australian Commission on Safety and Quality in Healthcare that has developed standards for healthcare organizations since 1974. The ACHS standards are recognized and implemented internationally and are accredited by The International Society for Quality in Health Care (ISQua).

ACHS accredits agencies against the National Safety and Quality Health Services Standards (NSQHSS) and the Evaluation and Quality Improvement Program (EQuIP),

which is a stand-alone ACHS accreditation program. The EQuIP program guides organizations through a four-year cycle of self-assessment, organization-wide survey and periodic review to meet the standards.



EQuIP standards are organized into clinical, support, and corporate functions that are assessed using a five-level rating scale. The clinical function sets out the standards that are mostly associated with patient care. The support function contains standards in which all areas of the organization sectors are required to work together to achieve quality improvements and the corporate function identifies those standards for which the governing body and senior executives of the organization are generally responsible.

The EQuIP program contains 47 criteria (15 of which are mandatory) that are reviewed and evaluated during the self-assessment and on-site survey. Correct Care Australasia has been accredited under the EQuIP program since 2007 and, in May, underwent an organization-wide survey, achieving an additional four years accreditation. The survey was conducted over five days and performed by seven surveyors (in the United States these are called auditors) visiting eight (of our 13) prison locations. Surveyors spent time with health service managers and staff at each of the prison locations. All members of the senior management team were also involved.

Correct Care was assessed as meeting "Extensive Achievement" (EA) in four areas: appropriate care, medication management, health promotion, and managing diverse needs/backgrounds. Achieving an EA rating is an outstanding outcome, as it must be supported by benchmarking, research, advanced strategies and/or excellent outcomes. Six recommendations for improvement were made by the surveyors and action is already underway. The surveyors were very impressed with the quality of care provided to patients, the commitment of Correct Care staff, and recognized the extraordinary and challenging environment in which we all work.

7 Minutes to Save

A CCS Patient and Staff Advocacy Campaign

By Dr. Carl Keldie, Chief Clinical Officer

A campaign is perhaps best thought of as a series of actions taken and issues highlighted to change the "what is" into the "what should be."



"7 Minutes to Save" is a campaign of training modules being developed to save lives and improve the skill set and job satisfaction of our staff. These modules represent high risk and high frequency clinical encounters and opportunities for improved care. CCS understands we have to be both resourceful and respectful of the time requirements for providing guidance and education for our healthcare staff.

The focus of the campaign is to reduce the number of preventable adverse outcomes with an unmitigated focus on:

- Critical thinking
- Suicide prevention
- Optimizing care for patients with alcohol and other drug withdrawal
- Standardizing our approach to trauma evaluation

CCS is developing, and will deploy, an initial library of 10 to 12 "7 Minutes To Save" training modules. Each module will be a short presentation that reflects evidenced-based medicine with clinical vignettes to aid in the learning process. These presentations will become a core component of onboarding for clinical staff and will be a focal point of our strategy to further enhance and improve our patient safety-focused culture.

The Institute of Medicine has "identified a critical need for all healthcare settings to improve proper diagnosis and care for patients. The delivery of healthcare has proceeded for decades with a blind spot: diagnostic errors – inaccurate or delayed diagnoses – persist throughout all settings of care and continue to harm an unacceptable number of patients." (IOM, Improving Diagnoses in Medicine, Sept. 22, 2015.)

Improving the diagnostic problem is not only possible but also represents a moral, professional and public health imperative. CCS through the "7 Minutes to Save" campaign is committed to the improvement of care for all of our patients.

IN MEMORIAM
Barbara Holder
 1952 - 2015

It is with many sad hearts that we recently laid to rest our friend **Barbara Holder**. She was an amazing woman who was so passionate about all those she cared for and her love forever touched each person she met. Barbara was a single mother, who was the first single woman in Broward County, FL, to adopt a child. She then adopted a second child on her own and continued to foster many other children in need throughout the years. Her love and joy for caring for children carried through in her day-to-day work at the Duval Regional Juvenile Detention Center. Not only did she see those children as being "her kids" to care for, she was also an amazing mentor, leader and support system for each nurse who came into that facility, teaching them about the impact they have on those children's lives. For those of us who had the opportunity to meet Barbara, to work with and to have her as our friend, we have been forever changed by who she was and what she taught us. She has made all of us better people. She will always be in our hearts and in our minds as a strong mother, nurse, co-worker, leader, and friend. – **Stephanie Peskowitz**, Regional Manager



The ACA audit at Phoenix West concluded with medical receiving 100 percent on all healthcare standards. This is the seventh private prison this year to achieve this outcome. Results like this do not just happen; it takes dedication, attention to detail, and a commitment to excellence at the local level. It also takes clear direction, high expectations, and support by the private division's leadership team to achieve results like this on every audit. The bar was set high early on and the teams accepted the challenge and are delivering. Thanks to all of you for the hard work and effort that makes CCS an industry leader.

– **Don Houston**, State and Federal Division President



Kudos to the team at South Florida Evaluation and Treatment Center! They raised over \$1,150 for St. Jude Children's Research Hospital. A group of employees participated in a walk recently in support of the fundraising campaign. A big THANK YOU to all the team members who helped with this effort. CCS is proving to be a great partner in the communities it serves.

Congratulations to **Janet Dobson**, Regional Manager for Territory 7, who just received her doctorate in health science.



Congratulations to CCS employees RN **Jamie Simpson** and EMT **Xaisongkham Phonexaiya**! They both received the South Correctional Entity's (SCORE in Des Moines, WA) "Red Star Award" recognizing their key role in saving the life of a female patient who became unresponsive in her cell earlier this month. This is the first time SCORE has presented this award to non-SCORE employees. Their immediate, lifesaving measures are the reason this person walked out of the hospital a week after admittance. Shown here L-R: HSA **Eric Nelson**, Jamie, Director of SCORE Penny Bartley, and Xaisongkham.



Congratulations to our Monroe County, NY, team lead by **Christine Ross**! They recently received a 100 percent on their NCCHC audit. According to Local Detention President Chris Bove, "this is a true reflection of the high quality care we provide to our patients at the site each and every day." Thanks to all of you for your commitment to our People, our Partners, and, most importantly, our Patients.

CCS Home Office employees worked hard for several weeks to raise money for the American Heart Association. Nearly \$18,000 was raised after setting a goal of \$10,000. HR SVP **Scott Pustizzi** and Director of Talent Acquisition **Judy Fabling** were "Pied" in the face as part of an AHA fundraiser and several employees participated in the October 3rd walk.





A donation was made to Menchville House on behalf of the Newport News Sheriff's Office, for deputies going above and beyond to render assistance to a CCS employee. Pictured (from left to right) NNSO Sheriff Gabe Morgan, Executive Director of Menchville House Sylvia Jones, Case Manager of Menchville House Jessica Tubaugh, NNSO Executive Director of Outreach and Programs Peggy Howard, Regional VP **Lisel Browe**, HSA **Lolita Padgett**, and NNSO Chief Deputy Col. Eileen Sprinkle.

Correct Care Recovery Solutions is participating in the Broward County, FL, NAMIWalks. NAMI (National Alliance on Mental Illness) promotes awareness of mental illness and relies on funds raised to provide free trainings and programs to those in need of information, help, and hope. To help CCRS meet its fundraising goal, please visit www.namiwalks.org.



Congratulations to Home Office employees **Megan Pratt, Heather Clemons, Nicole Watts, Adolfo Cisnero, Kelly Briggs, and Laurel Sweeney!** They all recently achieved the Certified Correctional Health Professional (CCHP) certification.

Thanks to all of you who attended and coordinated administrative assistant training held mid-September at the Home Office: **Pearl James, Megan Pratt, Patrice Mixon, Sheila Golden, Kathy Lumpkin, Jessica Wechter, Denise Margino, Cortni LaBombard, Vivian Jurado, Pamela Mathis, Jacqueline Beckworth, Katina Carter, Sheryl Nezat, Lucy LaPenta, Carolyn Townsley, and TJ Stevenson.**



The first ever “ERMA University” students successfully graduated with honors last week. Attendees included **Lee McGaha** (IT team), **Sheryl Nezat** (Operations), **Timothy Ford** (Clinical Business Analyst), **Michael McDonald** (CQI Program Manager), **Kathleen Holmes** (HSA Washtenaw, MI), **Daniel Ritter** (HSA LC Maine), **Melissa Henderson** (HSA St. Mary’s, MD), **Trish Dietrich** (IT Trainer) and **Vipul Tyagi** (BI – not pictured). The day-long course gave an overview of ERMA functionality and capability. It provides valuable tools to the students to better manage our patient population. The right people, doing the right things!



Dr. Karen Galin, Chief Behavioral Health Officer, recognizes **Dr. Robyn Hodges**, Regional Mental Health Director and **Dr. Sarah Miller**, Clinical Supervisor (Maine DOC) for their presentation at the American Psychological Association’s annual conference. They presented on *Gender Issues in Corrections – Perspectives from Practitioners*.



The second class of ERMA University graduated with honors on Thursday, October 8, under the direction of ERMA educator **Trish Dietrich**. Those participating were Regional Manager for the NW **Mandy Forsmann**, Mohave County HSA **Margaret Saltsgiver**, DeKalb County HSA **Ashley Smithline**, and Metro Louisville DOC HSA **Teresa Wallace Zeitz**. These individuals are a great example of the right people doing the right things!

Great Work by Territory 3 RVP **Bill Kisse!** Upon discovering that our Columbia, SC, based Alvin S. Glen facility/client was without drinking water, Bill borrowed labor and a truck from our valued partner in Charlotte, NC (Mecklenburg), then bought every bottle of water Walmart had in stock (over eight pallets). He and a Mecklenburg County deputy transported it the 90 miles to Columbia, SC, where severe flooding has crippled the city.



Recently, the Shelby County Division of Corrections had a men’s health fair. New DON/RN **Richard Holliday** and RN/House Supervisor **DeShannon Williams** participated to educate inmates on PREA, healthy living, STDs, and more. This was the first opportunity for CCS to participate in this annual event. These nurses are excellent teachers and are truly dedicated to patient care. They are awesome representatives of CCS and an example of the right people doing the right things!

– Shelby Division of Corrections HSA **Janice Staggs-Webb**.



Congrats to **Dr. Brenda Lavar**, CCRS Community Representative at Montgomery County (TX) Mental Health Treatment Facility! Last month, at their annual meeting, she was elected as a member of the NAMI Greater Houston Board of Directors. The election is a two-year term that will begin on January 1, 2016.



Congratulations to Wrightsville ADOC DON **Crystal McCoy**! She was recently nominated as a "Healthcare Hero" in the category of "Women's Health and Wellness." Arkansas Business presents the "Healthcare Heroes" awards program to honor individuals, companies, and organizations that are making a significant impact on the quality of healthcare in Arkansas. Their acts of heroism represent a display of dedication to excellence in the area of expertise beyond the scope of their jobs. Through their commitment to their profession and their community, they serve as an inspiration to others in an effort to improve the quality of healthcare and discover new ways to assist those in need. The four finalists in this category, along with finalists in seven other categories will be recognized and the winners announced at a luncheon in Little Rock on November 18.



Congratulations to **Valerie Holcomb** (Smith County, TX – new site) for being appointed as a part of the Texas Joint Committee of Forensic Work Group and Advisory Panel. She was selected due to experience and expertise in forensic matters for the State of Texas. The group's charge is to develop, make recommendations, and monitor the implementation of updates to a bed-day allocation methodology (ensuring each designated region in TX has a certain number of state-funded beds in state hospitals and other inpatient mental health facilities for forensic patients). Additionally, the committee will make recommendations for a comprehensive plan for forensic service coordination.



News from Maine: Please join us in congratulating HSA **Kim Partridge** and her incredible Charleston Correctional Facility team on Wednesday's ACA Re-Accreditation Audit. The Medical and Mental Health Services Mandatory & Non-Mandatory Standards received 100 percent compliance and the facility as a whole received an overall score of 100 percent. The lead auditor in his closing statements said, "There is a real presence of genuine team here and the medical and mental health services are very good, if not better, than my own healthcare services." Additionally, I want to thank our Maine regional team: Regional Administrative Assistant **Esther Riley**, Regional Manager/RN **Brian Castonguay**, and Regional Director of Behavioral Health **Dr. Robyn Hodges**, for all the countless hours of assistance in making this a successful audit. And last, but certainly not least, thanks to the CCS home office for your support and assistance provided from **Karen Sugden-Kundar**. Kudos to our fantastic team in Maine!



IDEAS? COMMENTS? SUGGESTIONS?



This is your *CCS LifeLine*! CCS LifeLine is for all employees, so this publication highlights CCS activities and interests happening all across the organization.

If you would like to submit articles, information, ideas, or photos for future newsletters, please contact:

Karla R. West, Director of Communications
KRWest@correctcaresolutions.com

October Means “Pink Out” Day for CCS

The annual CCS “Pink-Out” Day to raise awareness for breast cancer research, to honor breast cancer survivors and victims, and to promote breast cancer screenings will be Friday, October 23. To participate, simply wear pink that day. You can also go above and beyond by raising money for your local American Cancer Society, Susan G. Komen Center, or other breast cancer non-profits in your area.

In the past, sites have participated in local walks/runs, had bake sales, and other team activities to raise money. Feel free to take some group pictures of everyone dressed in pink (make sure to follow your site’s rules about cameras, phones, etc.). If you do have photos, please email them to Karla West (krwest@correctcaresolutions.com) so they can be posted on CCSmgr/social media.



Decrease Your Chances of Getting Breast Cancer

By Charles Parker, Clinical Dietetic Technician, South Florida State Hospital

- 1. Get Moving** – Exercise can protect against breast cancer through weight loss and estrogen metabolism. The Women’s Health Initiative found that women who walked briskly for one to two and a half hours a week had 18 percent less risk of breast cancer.
- 2. Know Family History (Even Dad)** – Studies show five to 10 percent of breast cancer is hereditary. In assessing risk, look at both your mother and father’s medical history along with first degree relatives. Also take a look at second and third degree relatives, such as aunts, uncles, cousins, great-grandparents, and grandchildren.
- 3. Minimize Radiation Exposure** – Mammograms are the staple of breast cancer evaluations, yet ionizing radiation (the kind used in screening tests) is a risk factor due to its ability to mutate your cells’ DNA. Studies show taking vitamin C before your appointment could offset radiation.
- 4. Consider Breastfeeding** – A study in the American Journal of Clinical Nutrition showed women who breastfed for the first six months have a 10 percent reduced risk.
- 5. Eat the Right Foods** – Harvard researchers recently found that women who had the highest carotenoid blood levels (found in leafy greens, carrots, and red peppers) had a 19 percent lower risk of breast cancer. Phytonutrients from vegetables such as broccoli, kale, and collard greens may also protect against breast cancer. Limiting red meat while choosing whole grains helps reduce risks. Limit alcohol to one drink per day - more than that increases your breast cancer risk to one and a half times that of someone who doesn’t drink at all.

CCS Employee Finds Escapee at Hospital

Thoroughness of Daily Tasks Aids in Discovery

By Karla West, Director of Communications

Last month, RN and Regional Care Manager (Kentucky) Jane Ann Richmond received a call from University of Louisville hospital stating they planned to transfer a patient to another hospital. When she looked the patient up in the system, it showed him as a state patient in a county jail.

“On Monday, I received clinical from the hospital and contacted the county to explain they would probably want to do a movement because the treatment needed by this patient was going to be long-term and more than they could handle,” Richmond explained. “I was asked how I found out about this patient – he was an escapee of theirs.”

The rest of the story? This particular patient escaped while in state custody at a county facility and then was arrested again on another charge. He was detained by Louisville Metro, then admitted to the hospital. Since the county and city custody systems are independent of one another, the county had no way of knowing he had been arrested and sent to the hospital while an escapee.

Thanks to the thoroughness of Jane Ann, this individual is back in state custody.

“This is what I do every day; research patient circumstances, make sure everyone involved knows about the patient, ensure the patient is getting appropriate care, and assist on any discharge needs. I have great working relationships with all of the Kentucky hospitals so they contact me quickly,” Richmond said. “It is important to do complete follow-through so we can get these patients the right care, in the right setting, at the right time - without delays. I don’t really see it as extra effort. It’s my job. All of us work hard and deal with difficult cases every day.”



the best of his/her ability. For us to continue on a successful path means each site staff member completing their assignment to its fullest, following processes, procedures, and policies; each HSA and DON training their folks and holding them accountable; each provider documenting every encounter and using sound clinical judgment in keeping with established protocols; each manager and home office staff member providing the tools and support necessary to meet the goal; each auditor and compliance division member not only conducting audits, but also teaching and training for a better methodology; each company leader providing direction, motivation, and the support to succeed. All of these elements and key players provide the aggregate for our winning team and solid reputation to our clients throughout the industry.

I am proud the Private Prisons Division is part of the State and Federal Division. This division is a dynamic, growing, and contributing member of our company's overall success – fully supporting the CCS core mission and values we can all find in the five Ps.

Did You Know?

The Private Prison Division is comprised of four regions: Eastern, Central, Western, and a region which oversees the Immigration Customs Enforcement (ICE)/United States Marshal Service (USMS) operations.

In the various regions there are several jurisdictions under both state and federal umbrellas. State sites include three prisons in Arizona, one in Oklahoma, and four in Florida; BOP sites include four in Texas and three ICE/USMS sites in Southeast Texas.

Nearly 500 CCS Private Prison Division employees serve 30,000 patients daily.

CCS Nurse Katie Edmonds Gives Gift of Life

Donates Kidney to Employee of the Kentucky DOC

By Tania Pineiroa, Eastern Kentucky Regional Manager

It was another routine night at Northpoint Training Center in Burgin, Kentucky. Nurse Katie Edmonds had recently begun working the 3 p.m. shift at the prison. As she went about her daily routine, she heard the medical officer ask a lieutenant how his doctor's appointment had gone. The lieutenant shared with the officer that he had been diagnosed with stage IV renal failure. This immediately caught Katie's attention and she had a brief dialogue with the lieutenant. Over the next several months, Katie watched as the lieutenant continued to work and occasionally joke around with staff asking about their blood type. One evening, the lieutenant asked Katie what her blood type was, she stated, "O negative." He laughed and said, "Oh, I am O positive." He thought nothing of it, but at that moment, for the first time, Katie thought maybe she should get tested to see if she was a match.



Katie Edmonds

A few days later, and nearly a year after learning about the lieutenant's illness, Katie asked what she would need to do to find out if she was a match. When the lieutenant realized that she was sincere, he told her what she needed to do. In April, Katie had her blood drawn and it was sent to the University of Cincinnati Hospital for the necessary testing. Within a few weeks, she was notified that she was a match. For several weeks, Katie traveled to the University of Cincinnati Hospital to have further testing. The testing included CT scans of both kidneys, EKG, labs, and a 24-hour urine test. She was also offered psychological support in preparation for the procedure.

In June, Katie and the lieutenant were admitted to the University of Cincinnati Hospital for the kidney transplant. The procedure was successful and the lieutenant received a healthy new kidney. Katie spent three days in the hospital and an additional 12 weeks recovering at home. She returned to work last month. The lieutenant is doing well and continues to recover at home. He plans on returning to work with his Northpoint family soon.

On September 9, Nurse Katie Edmonds was given the "Hero Award" at the 2015 Kentucky Council of Crime and Delinquency Banquet in Louisville, Kentucky. The award was presented by Kentucky Department of Corrections Commissioner Ladonna Thompson. Katie was the first contract employee to ever receive this award. Her selfless act inspires all of us to be better and to do better. She inspires all of us to partner on a whole new level. Katie has made her CCS family proud.

Congratulations

We congratulate these team members on their recent promotions:

CONGRATULATIONS

Name	Position	Location
Lauri Anderson	HSA	Sheridan County, WY
William Benton	HSA	North Central Unit, ADC
Dawn Chewning	HSA	Wicomico County, MD
Holly DeHaven	HSA	Delaware County, OH
Alexis Gendell	Sr. HSA	Westchester, NY
LaShauna Grier	HSA	Baltimore County, MD
Christina Griffith	HSA	Carroll County, MD
Taylor Hensley	HSA	Kerr County, TX
Kimberly Jackson	HSA	Talbot County, MD
Sarah Lawson	HSA	Big Spring, TX
Quinton Meek	Director of Psychiatry Services	KY Regional Office
John Mike	Medical Executive Director	Treasure Coast Forensic Center, FL
Marjorie Hall Reed	HSA	Maximum Security Unit, ADC
Devin Ruffin	HSA	Richland County, SC
Billie Jo Selph	HSA	Alexandria, VA
Erica Weichart	Operations Manager	Wisconsin (Territory 1)
Alexes Walker	HSA	New Orleans Parish, LA
Lynn Ward	HSA	Outagamie County, WI
Teresa Wallace Zeitz	HSA	Louisville Metro, KY

CCS Salutes Our Veterans: Dan Ronay

Current Position at CCS: Vice President, Private Prisons Division
Previous Branch of Service: United States Marine Corps/United States Army



Dan Ronay

Dan Ronay served in the United States Marine Corps/United States Army for 32 years before joining CCS. Dan's military service helped him have leadership skills, situational awareness, decision making skills, and discipline skills that have helped him during his career at CCS. We thank Mr. Ronay for his service and are proud to have his dedication to our patients and employees at Correct Care Solutions.

"I would highly recommend to service members returning to the civilian sector, especially those in the healthcare specialties, to seriously consider CCS. Our company espouses many core values that are upheld by those of us who have served."

Here We Grow Again New clients started or awarded since October 1

- 10/1 Smith County, TX – Local Detention Division
- 10/5 Worcester, MA – Local Detention Division
- 10/9 Desert View, CA – State and Federal Division
- 10/9 Golden State, CA – State and Federal Division
- 10/9 Central Valley, CA – State and Federal Division
- 11/1 Coffee County, GA (DOC) – State and Federal Division
- 11/1 Silverdale, TN – State and Federal Division
- 11/1 Arapahoe, CO – Local Detention Division
- 11/1 Coleman, FL (FBOP) – State and Federal Division
- 12/1 Nueces County, TX – Local Detention Division
- 12/1 Marathon County, WI – Local Detention Division
- 1/16 Trousdale County, TN (DOC) – State and Federal Division

- 77 percent of mothers in state prisons who lived with their children prior to incarceration provided most of the children’s daily care.

Kudos to Sesame Street for assisting with critical social messaging when it comes to children. I am confident that anyone who has had to talk with a child about a family member’s incarceration can attest to these being unbelievably difficult discussions. Realistically, the conversation doesn’t get any easier with adults as we all want our family members to live successful lives.

We routinely talk about “What if it was your family member?” as a philosophy for respecting our patients. At times, this can be challenging when dealing with our diverse public health population. Next time you are having a bad day, please think about the Muppet Alex, maybe hum that annoying Sesame Street theme song and think of the sons, daughters, nieces, nephews, brothers, sisters, and parents of your patients. Then, realize how we interact with our patients influences lives inside and outside our facility walls. Remember, you have great influence. Use it wisely as many will appreciate it – including Alex.

A LIFE SAVED: Survivor of Civil War Continues on Road to Recovery **Bernalillo County Team Comes to Aid of Burundi Refugee**

*By Rainbow Brockenborough,
Operations Manager, Territory 8*

We recently had a particular patient in our facility for over a year. He was housed on our mental health unit and worked daily with CCS’ MHPs and psychiatrists. This patient is a Burundi refugee. He has severe PTSD from childhood due to witnessing his entire family murdered by rebel forces in Burundi. At age 10, he made his way, unaccompanied, to a refugee camp in Tanzania. The horrors continued as he had no relatives or adults to help him. Ultimately, as a teenager, he left the camp to find work and returned to Burundi, which was still in a state of civil unrest. He was captured by rebel forces and they chopped off both of his hands. Somehow, he made it back to the refugee camp and in 2010 was selected to come to Albuquerque, NM, as a refugee. Needless to say, with his horrific past, combined with a first or second grade education, and very little knowledge of the English language, it was extremely difficult for him.

Last month, his primary psychiatrist, MHP, attorney, case manager, Bernalillo County administration, and others came together to plan his release from jail. Knowing the difficulties he has faced, and knowing the lack of local community support to meet his specific needs, the team began to research options. In the research process, the team found a refugee family in Seattle with refugee services to support him in his transition and future needs.

The team, including CCS employees, had a fundraiser led by the public defender’s office mental health case manager, to ensure



Burundian refugees fled from the ethnic conflict between the ruling minority Tutsis and the majority population, the Hutu; shown here is a Tanzanian refugee camp.

that all costs were covered. The fundraiser was an overwhelming success. His attorney picked him up from jail on September 30 and flew with him to Seattle where he met his refugee family and will get the services and support he so desperately needs.

I am always amazed at the hard work and dedication of the Bernalillo County team. The clinical care CCS provides within the walls of the jail exceeds expectations; however, it is the work they did for the release and safety of this patient that really exemplifies their dedication, heart, and commitment. I could not be more proud to be part of this team.