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MCMHTF Extinguishes Fire Threat



By Timothy Budz, MCMHTF Hospital Administrator

MCMHTF First Responders: (front row, left to right) Lisa Fitch, Nursing Supervisor; Ugochi Diokpa, RN; Psychiatric Nursing Assistant Schlonda Kizzie (back row, left to right) Philip Rickard, Safety Supervisor; Safety Officer Eric Bracken; Maintenance Tech Darrell Cobb; Jeff Rone, Asst. Hospital Administrator; (not pictured) Stan Lentz, Director of Nursing; Psychiatric Nursing Assistant Taliota Reed-Bolton and Safety Officer John Baker.

On Monday, December 15th, CCRS Montgomery County Mental Health Treatment Facility experienced a total loss of power to its 100-bed forensic psychiatric treatment facility in Conroe, Texas.

Shortly after the switch to emergency generator power, alert direct care staff on one of the living units began to smell something burning. They immediately called a Code Red and evacuated 14 patients with mental illness off the unit to a safe location within the hospital.

As the patients were being evacuated, smoke began to enter the unit and Safety Control called 911. The Conroe Fire Department responded and conducted a search and sweep of the unit for the cause of the smoke and odor, but found no active flame. They determined that a power surge caused a motor on a roof-top air conditioning unit to malfunction, resulting in the smoke. The Fire Department deployed smoke exhaust fans to clear the unit of residual smoke and gave the all clear. Patients were returned to the unit without incident.

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Congratulations to Sue Pischetola-Medina and Lindsay Peabody, two of our amazing and dedicated nurses at Orange Regional Juvenile Detention Center in Orlando, FL.

Sue has been working with us for several years as an LPN. While working full time, she took advantage of our tuition reimbursement program and went back to school. We are so very proud of Sue and her amazing commitment to finish RN school and successfully pass her boards!

Lindsay has also been working with us for several year as a RN, beginning at Brevard and then transferring to Orange. She also works full time with us and decided she was going to take advantage of our tuition reimbursement program. We are proud of Lindsay and her successful completion of her BSN program!

These 2 nurses are incredible examples of how to positively continue your education with CCS!! Way to go! Thanks for all you do.

For more information on CCS Education/Tuition Reimbursement, please see page 12



**By Jerry Boyle,
Founder and Executive Chairman of Board**

Dear CCS Family,
I am thrilled to have the opportunity to share some thoughts with you today about our future together.

It is hard to believe that this past October we began our 13th year of operation. We have grown from a company with one statewide contract to an organization employing over 11,000 team members in 37 states and Australia. Now, I know having walked around and listened to numerous team members that our growth isn't always viewed as a positive thing. In fact, while growth may be exciting, it also means change and change can make people nervous.

Processes that work when you have one contract, 10 contracts or 20 contracts are simply not as effective when your organization grows and evolves.

So let me explain why we believe you should care about our growth and why that growth requires us to overcome some challenges along the way.

Thirteen years ago the team that founded our company wanted it to accomplish four objectives:

- ▲ Build a business where team members were proud to work
- ▲ Create an organization with whom clients wanted to do business
- ▲ Develop a workforce that engaged with every community in which we did business
- ▲ A company whose team members asked the question at each site "What if this were my family member?"

I can tell you that these four objectives still resonate with me and represent our highest goals.

Close to four years ago, we were at crossroads in our organizational development. At that time, we were positioned to begin expanding into different product lines. First, we had to ask two questions:

Do we want to be a corrections company that started in healthcare?

Do we want to be a healthcare company that started in corrections?

Option one meant we would be pursuing correctional food service, canteen, transportation or security monitoring companies as expanded product lines. That was not us.

Instead, we believed CCS would be truest to its founding objectives and was best suited to be a public health company with roots in corrections. Since that time, we integrated many more operations and organizations into our service offering. As a result we have incorporated five cultures, benefit plans, payroll platforms, IT systems, finance organizations, business development strategies and legal support while our team tripled in size. All of this was done while integrating and restructuring our operational and clinical organizations. So WHAT is our company trying to become?

Through our acquisitions and business development success, we now provide services to state prisons, private prisons, jails, detention facilities, juvenile facilities and the Federal Bureau of Prisons. We are part of a healthcare industry that cares for 2.1 million incarcerated or detained patients.

With Correct Care Recovery Solutions, we have expanded our services into operating state forensic hospitals, civil commitment facilities, competency restoration programs and sex offender treatment services. Today, states have greater needs than ever in delivering behavioral health care service.

Our expansion into these product lines paved the way for us to explore other public health initiatives such as veteran services, university healthcare and drug and other substance abuse initiatives.

In business, most companies talk about WHAT they do, HOW they do it and WHY they do it. Despite all the noise, change and perceived chaos, we have a vision for CCS that starts specifically with the question of WHY we do what we do.

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CCS POTLIGHT



Stephanie Peskowitz, Regional Manager and **Renee Bingham**, HSA, represented CCS in support of the Pasco Sheriff's re-election campaign.



Sarah Maynard, LPN, **Marie Gerry**, Program Manager, and **Linda Leitz**, LPN (pictured left -to-right) received awards from the York County jail in recognition of their life-saving efforts for two patients within their facility. In both circumstances the nurses administered Narcan. Excellent work!

It's the "Territory 3 SC/GA Leadership Legacy Conference... WOO WOO" held mid January in Clayton County, Ga. All HSA's and DON's attended.



Front Row: DeAndra McNair-Mason, Naila Dobbs, Wanda Streeter, Barbara Pedersen, Chavonn Davidson-Smith
Back Row: Ashley Smithline, Pam Westbrook, Roy Gooden, LaTyrus Pugh, Norma Richards, Leah Hunt, Michelle Scott, Kim Hitchman, Devin Ruffin, Lena Starks, Bambi Plumlee



CCS CORRECT CARE SOLUTIONS

AA Training Attendees

- Adrienne Tate, Arapahoe – CO
- Allison Rice, CCNO – OH
- Callie Cook, Louisville Metro – KY
- Catherine Cisneros, Nueces – TX
- Cesarine Parham, Shelby Juvenile, TN
- Christy Waudby, Yakima – WA
- Claudia Navarro, Pima Juvenile – AZ
- Danielle Connelly-Burton, Alexandria – VA
- Donna Spoerl-Copenhaver, El Paso – CO
- Elizabeth Feeley, Monmouth – NJ
- Gretchen Elkerson, Durham – NC
- Kathy Duke, Shelby Co. DOC – TN
- Nancy Windemuller, Ottawa – MI
- Rachel Atkins, Shelby Co. DOC – TN
- Shannon Kennedy, Worcester – MA
- Sharon Davis, SCORE – WA
- Tenelle Smith, Hampton Roads, VA
- Tina Schmitt, Onondaga – NY
- Tonia Dixon, AR DOC Regional – AR
- Toni Mata, Benton – WA
- Utopea Fant, Mahoning – OH

1283 Murfreesboro Rd., Suite 500 • Nashville, TN 37217

AA Training held at the home office January 25th - 29th

CCS POTLIGHT



The facility Warden of Maine State Prison presented awards to **Kella River** and **Shawn Furey** for professionalism and courage.

Mrs. Rivers was recognized for exercising good judgment at the Maine State Prison when a patient she was treating became verbally abusive and began behaving aggressively. Thanks to Mrs. Rivers for maintaining control in a situation that had the potential to escalate into a bad scenario. We greatly appreciate your professionalism!

Shawn Furey was also recognized for his team effort and willingness to work alongside the correctional professionals to ensure safety within the facility. Nice job Shawn!

Laurie Keele, LPN was named Employee of the Month for January 2016 at the Northwest Arkansas Work Release.

Laurie was recognized for her efficiency and ability to accomplish her goals and objectives. Congratulations to Laurie and thank you for your dedication and commitment. We're proud you're on the team!

Pictured Left to Right: Lt Stephen Simmons, Laurie Keele, LPN and Warden Jason Nichols



The last weekend in January some of our Maryland sites staff took the Polar Plunge sponsored by the Maryland State Police for Special Olympics. Their goal was to raise \$1,000 and instead they doubled that amount.

Pictured are: Jessica Pruitt, Connie Dennis, Erim Smith, Kathy Katulis, Toni Satchell, Jen Foxwell, and Crystal Larrimore

Thank you for your brrrrific effort!



Together, we can save a life

CCS held a blood drive at the Home office—the donations made by our staff will save up to 57 lives in the Middle Tennessee area! The American Red Cross was extremely thankful for us as almost all of their blood drives were cancelled that week due to weather conditions.

Thank you to all who donated!

Be part of a lifesaving journey.
Donate blood.

CCS POTLIGHT



Dakotha Chandler, RN was recognized with a Leadership Award for consistently demonstrating outstanding leadership qualities. Ms. Chandler works at our site in El Paso County, Colorado and is assigned to the Sheriff's Office CJC Infirmery as a Charge Nurse. Ms. Chandler maintains a cool, level head bringing a sense of calm to intense and stressful situations that most sworn and civilian staff members at CJC are not equipped to handle; specifically as it pertains to suicide attempts, cardiac stress, assaults involving serious bodily injury and injuries to staff.

In March 2014, Ms. Chandler was the primary responding medical staff member for a detox client that suffered from cardiac distress resulting from methamphetamine toxicity. Ms. Chandler responded and provided CPR until she was relieved from her position by AMR Staff. Once relieved, Ms. Chandler directed medical staff where to go and where she needed assistance and information. Ms. Chandler is admired by her coworkers and supervisors for her work ethic and leadership within the medical section.

Congratulations Dakotha Chandler! This award has only been given to two civilians at EPSO.

On 12/12/15, **Chris Bove**, **Melissa Henderson**, HSA at St. Mary's County, **Wendy Drys**, CRNP, and **Michelle Autrey**, RN supported the St. Mary's Sheriffs Office for the St. Mary's Splash to support the Special Olympics of Maryland.

Thank you for helping such a worthy cause!

The leadership team at the Davidson County Sheriff's office presented **Melinda Stephens**, HSA with a certificate of recognition for being an Exemplary Leader. Great Work Melinda. We're very proud of your hard work!





The Worcester County Jail in Snow Hill, MD Christmas celebration



NNCJ Staff celebrating Christmas

Dozier Katherine LPN is the present in the box.

Group picture: LPN Leonard Sharon, LPN Dozier Katherine, MT Almond Misti, MT Eley Latoya, LPN Owens Deidre.

Ottawa County Correctional Facility, MI wishing everyone a Merry Christmas!

Front row left to right: Stephanie Paauwe, Sandra Foote-Lucas, Megan Vink, HSA, Nancy Fauser, Lacey Tober
Back row left to right: Rick McCullick, Nancy Windemuller, AA, Melinda Navis





The Clayton County medical staff were involved in making sandwiches, packaging up toiletries, socks, gloves and hats to give to the homeless in Atlanta, Ga. Recipients were very appreciative and the **Clayton County** team was very excited to be a part of this important initiative. Great work folks!



TOYS for Tots

South Florida Evaluation and Treatment Center collected and donated three huge boxes of toys for the US Marine Toys for Tots Foundation. A very special thanks to **Bob Quam, Nancy Mojica, Romaine Anderson, Lashawn Haggins, Dr. Heranan Diaz, Staff Sargent Erick Diaz, Maricela Rivera, Naileen Noa, Monty Dunbar, Frances Virella, and Ellen Martinez** for making this all possible. Also pictured is one of our U.S. Marines who picked up the boxes.

The Nashville Home Office came together to provide Christmas gifts for 75 angels in our community through the Angel Tree program.

Thanks for the overwhelming support and generosity. This is yet another great example of our CCS family giving back to the community!



CCS POTLIGHT

Correct Care Solutions is a proud supporter of **Operation Stand Down Tennessee** which empowers Veterans to achieve their American Dream. Since 1993, Operation Stand Down Tennessee (OSDTN) provides a wide range of supportive services for honorably discharged veterans and their families throughout Tennessee – all at no cost to them. OSDTN assists all Veterans with personal ID needs, referrals to community agencies, benefits counseling, legal assistance, military records assistance, transitional housing, transportation, clothes and personal care items. The service center, located in Nashville, is also an employment hub that offers job placement assistance, computer training, resume development, professional development workshops, interview preparation and budget counseling. This Veteran Service Center is the only one in Tennessee recognized by the US Department of Veterans Affairs. Last year, 87 cents of every \$1.00 donated helped more than 1,800 local Tennessee Veterans!



CCS Salutes Our Veterans: Shelly Peterson, LMSW

Current Position at CCS: Director of Social Services

Previous Branch of Service: United States Army

"While in the service I learned about team work and professionalism. I gained valuable skills in leadership and a strong work ethic. My time in the service, leadership training, and experience work with a diverse group of individuals plays a key role in my work with CCS. I was promoted to Director with less than a year of experience in my field (outside of internship) and I strongly believe this is due to what I learned while in the service. I have applied my leadership skills in many ways while at CCS. CCS values their vets and they have provided me with many chances to grow and learn."



CCS would like to thank **Shelly Peterson** for her service and for being a part of our company.

Fast-Thinking Oakland Team Saves Supervisor's Life

By **Vicki-Lyn Warren**, RN Health Services
Administrator, Oakland County Jail, Michigan



Nurses **William Waling** RN, **Nicole McLeod** LPN, and PRN NP/RN **Teri Massey** were working in their Oakland County clinic when a deputy ran into the room to alert them that a Supervisor was suffering a seizure in the Master Control room.

All three nurses ran to assist and found the supervisor slumped in his chair, struggling for breath. The medical team quickly realized they were not dealing with a seizure.

With the assistance of the deputies, the team was able to get the supervisor to a position on the ground where he could receive treatment. Not finding a pulse, CPR was initiated and the AED was applied twice with CPR and respiration performed between shocks.

After the second shock, a pulse was found and after several minutes the supervisor regained consciousness. By the time the EMS arrived, he was able to communicate slowly but with clarity.

Excellent work to each of these nurses, not only for your life saving efforts, but for your ability to respond under pressure. We're very proud of the work that you do, and your commitment to delivering the very best care on behalf of CCS and your profession!

Message from Jerry Boyle continued from page 2

Our WHY, our vision, is to be the premier provider of outsourced public health services for government entities. That means servicing the most challenging, diverse, and at times disenfranchised members of our communities. This is an exciting proposition which will take years to unfold but will result in endless opportunities for team members to pursue their personal development, advancement and fulfillment. With that in mind, the systems and processes we are building today are being scaled to meet the demands of the company we will become in the future.

I know that when you are experiencing difficulties in getting resolution to day-to-day operational tasks, hearing about the company's vision for the future may not feel like a priority. Please know that as difficult as the integration has been, a tremendous amount of work has been accomplished, and we are extremely close to having a platform that will position our company for future greatness. We are grateful for your patience and we remain committed to pursuing our four founding objectives.

There is an incredible quote attributed to American author Max De Pree, "The greatest thing is at any moment, to be willing to give up who we are in order to become all we can be." The only thing constant in life is change, and we ask for your continued commitment to CCS as we strive to be all we can be.

With warm regards,

Jerry Boyle
Founder and Executive Chairman



Congratulations

We Congratulate these team members on their recent promotions:

CONGRATS

Name	Position	Location
Angela Bashore	Senior HR Compliance Specialist	Home Office
Lisa Brown	Supervisor, Pharmacy	KY State Reformatory
Mackenzey Carter	Staff Accountant II	Home Office
Patricia Dietrich	IT Product Manager	Home Office
Debbie Difrancesco	Accred & Operational Comp Specialist	South Florida State Hospital
Barry Eisenberg	Medical Director	SCI Forest
Eva Fiester	Tax Manager	Home Office
Debra Kirsch	Medical Executive Director	South Florida Evaluation & Treatment Center
Lucy Link	Tax Manager	Home Office
Erik Lorenzen	HSA	Arizona State Prison - Florence West
Bechinger Martin	Supervisor, Federal Business	Home Office
Kathy Rickson	Supervisor, Support Services	KY State Reformatory
Adrienne Salomon	Medical Director	Onondage County Justice Center
Gregory Smith	Regional Behavioral Health Manager	Home Office
Valarie Soto	HSA	Coastal Bend Detention Center
Megan Temple	HSA	Chesapeake Correctional Facility
Christina Thomas	HSA	Lawton Correctional Facility
Christopher Valdes-Fauli	Performance Improvement Coordinator - CCRS	South Florida Evaluation & Treatment Center
Michelle Vann	Director of Nursing	Coastal Bend Detention Center
Zeta Weaver	HSA	Bannock County Detention
Teresa Wood	HSA	McHenry County Jail



Erik Lorenzen
HSA



Megan Temple
HSA



Mackenzey Carter
Staff Accountant
II



Patricia Dietrich
IT Product Manager



Bechinger Martin
Supervisor, Federal
Business



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:

newsletter@correctcaresolutions.com

Who to Contact?

Contact Numbers	
CSS Home Office	(800) 592-2974
Benefits Hotline	(844) 378-0630
Payroll Hotline	(615) 312-7290
IT Helpdesk	(866) 631-0051
Operations	(615) 324-5701

Contact Information for Home Office Needs		
Finance	<i>Territory 1</i>	T1finance@correctcaresolutions.com
	<i>Territory 2</i>	T2finance@correctcaresolutions.com
	<i>Territory 3</i>	T3finance@correctcaresolutions.com
	<i>Territory 4</i>	T4finance@correctcaresolutions.com
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	<i>FBOP</i>	FBOPfinance@correctcaresolutions.com
	<i>Private Prison</i>	PrivatePrisonfinance@correctcaresolutions.com
	<i>Accounts Payable</i>	AccountsPayable@correctcaresolutions.com
	<i>Concur Expense</i>	concur@correctcaresolutions.com
	<i>Payroll</i>	CCS-Payroll@correctcaresolutions.com
Operations Support	<i>Operations Services</i>	Operations-Services@correctcaresolutions.com
IT	<i>Help Desk</i>	Helpdesk@correctcaresolutions.com
Human Resources	<i>HRIS</i>	hris@correctcaresolutions.com
	<i>Human Resources</i>	hr-ccs@correctcaresolutions.com
	<i>Provider Contract Request</i>	onsite.contracting@correctcaresolutions.com
Legal	<i>Worker's Compensation</i>	workerscompensation@correctcaresolutions.com
	<i>Safety</i>	safety@correctcaresolutions.com
Claims	<i>Claims Customer Service</i>	ccs_claimscustomerservice@correctcaresolutions.com
	<i>ERMA Corrections</i>	ERMACorrections@correctcaresolutions.com
Care Management	<i>Care Management</i>	Care-Management@correctcaresolutions.com
Nursing Services	<i>Nursing Services</i>	clinicaltraining@correctcaresolutions.com

MCMHTF Extinguishes Fire Threat, continued from page 1

Staff on duty on the second shift after normal business hours did a great job keeping the patients safe and calm throughout the crisis! Their quick thinking to evacuate the unit resulted in no patient suffering distress or injury once the smoke began to enter the living unit.

Hospital Administrator Timothy Budz stated: “We are blessed and grateful that this small fire was contained and no one was injured. It is also a stark reminder about the tremendous responsibility for patient care that is entrusted to us every moment of every day. If not for the competence of all staff on duty, this incident may have had a very different outcome.”

The MCMHTF employees were truly “LifeLines” on this Monday afternoon!



CCS Education/Tuition Reimbursement

Educational assistance will be provided for those incidental courses of study which are directly related to the team member's present job or which will enhance the team member's potential for advancement to a position within the Company which the individual has a reasonable expectation of achieving. In addition, the courses or programs must be offered by accredited institutions of learning, and the employee must be enrolled in a degree program.

Only full-time team members (working a minimum of 30 hours per week) are eligible for tuition reimbursement if they have completed six (6) months of service as a full-time team member, and are not eligible to receive education benefits from other sources, such as grants and scholarships.

Requests for educational assistance must be submitted in writing to your immediate supervisor for review by the department head prior to enrollment. The following factors will be considered when determining approval:

- The nature and purpose of the course of study;
- The benefits to be derived by the team member and the Company;
- The level of responsibility and length of service of the team member;
- The estimated cost; and
- Any potential lost time or productivity while the team member attends the program

The manager will forward a copy of all completed and signed tuition reimbursement requests to Human Resources to be placed in the team member's personnel file.

The maximum tuition reimbursement a team member can receive in a rolling twelve (12) month period is \$2,000. Cash advances to pay for tuition are not approved by CCS. Reimbursement request should be submitted within 90 days of end of course.

A Certified transcript of grades with a grade of "C" or better must be presented in order to entitle the team member of reimbursement at 100% of the cost of tuition. Grades of D or F will receive no reimbursement.

If the team member resigns from the Company or is terminated within one (1) year of completion of the course, the team member must repay a pro-rated portion of the tuition reimbursement.

* NOTE: Administration of Continuing Education Units (CEU) is handled at the site level.

Know Your Numbers

Get smart about your health and avoid a \$50 per pay period increase to your medical plan premiums in April! Complete a free, confidential "Know Your Numbers" screening that measures your cholesterol, triglycerides, blood sugar, blood pressure, and body mass index (BMI). These key numbers provide a snapshot of your overall health and can help your doctor identify – and possibly help you avoid – potential issues down the road.



Don't Wait!

*Complete your screening by
March 1, 2016, to avoid a
\$50 per pay period increase
to your medical plan
premiums (increase to start
April 1, 2016)*