



We Are Agents of Change







FY 2021 Annual Report

Submitted by: Bruce Vander Sanden District Director



Sixth Judicial District Department of Correctional Services FY'21 Annual Report



Serving Benton, Iowa, Johnson, Jones, Linn, and Tama Counties

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Message from Director



Bruce Vander Sanden District Director

On behalf of the staff of the Sixth Judicial District Department of Correctional Services (DCS), I am pleased to present the 2021 Fiscal Year Annual Report.

The Sixth Judicial District Department of Correctional Services continues to provide an array of services: pretrial interviews and supervision, presentence investigations, probation and parole supervision, residential placement, and other specialized supervision services such as the Iowa Domestic Abuse Program (IDAP), Drug Treatment Court and Sex Offender Program.

Our staff are "Agents of Change" that strive to balance accountability and treatment in order to facilitate positive change while increasing community safety. This is accomplished through the work of all 6th DCS staff. Our Vision is "An Iowa with no more victims." We do this by incorporating Evidence-Based Practices (EBP) in a cost effective manner that allows us to maximize the use of available resources.

The international pandemic of COVID-19 has created an unprecedented challenge for the current correctional practitioners in the 6th DCS. The flexibility and resiliency of staff during this time has been remarkable. They are our greatest asset.

Accomplishments this past year include:

- > Creation of a new Five Year Strategic Plan
- Derecho recovery efforts
- Continued sound fiscal planning and budget practices
- > Continued navigation of the challenges created by the COVID-19 international pandemic

Future goals and strategies include:

- > Sharing our success stories
- Championing our "Agent of Change" philosophy
- > Recruitment and hiring marketing campaign
- Strategy development resulting from cultural work and feedback

This report is submitted for filing with the Board of Supervisors of each county in the Sixth District, per Iowa Code 905.4. This document reflects activities of the Sixth Judicial District Department of Correctional Services, from July 1, 2020 through June 30, 2021.

I would like to recognize and express my gratitude to the Board of Directors for placing their confidence in me as the Director; the work of our advisory committees; and most importantly, the staff of the Sixth Judicial District Department of Correctional Services. I am also grateful to our community partners who continually strive to improve our outcomes.

Respectfully submitted,

Bruce Vander Sanden, District Director

Sixth Judicial District Department of Correctional Services

951 29th Avenue SW • Cedar Rapids, Iowa 52404 • (Office) 319-398-3675 • (FAX) 319-398-3684 Visit our website at https://sixthdcs.com/

Vision / Mission Statement / Strategic Plan

Our Vision

An Iowa with no more victims

Our Mission

To enhance community safety and facilitate positive change in adult offenders

Our Values & Beliefs (P.R.I.D.E.)

Professionalism: Every person will be treated with dignity and respect

Resourcefulness: People can change with the use of evidence-based practices and interventions

Interdependence: Collaboration is essential to success

<u>Dialogue:</u> Teamwork is vital as evidenced through effective communication

Efficiency: Staff is our greatest asset and through our efforts we make communities safe



Strategic Plan

Strategic Priorities:

A. Culture

Fostering an inclusive culture where we care about our work and each other

B. Creativity

Acknowledging that engagement comes through self-direction, the flow of ideas, and conditions for people to do their best work

C. Competence

Emphasizing evidenced-based practices, data collection, and performance measurement

D. Commitment

Embracing our roles as agents of change and developing a personal connection to the work

District Overview

The Sixth Judicial District (6JD) covers a six county area in Iowa (Benton, Iowa, Johnson, Jones, Linn and Tama). The 6JD had its early beginnings in March of 1973 with the Community Court Services Project, funded by a Law Enforcement Assistance Administration grant. The Project resulted in three integrated programs: pretrial release on recognizance, pretrial release with supervision, and probation services.

In July 1977 Chapter 905 of the Code of Iowa went into effect restructuring Iowa community-based corrections. Under the new law, a local Board of Directors supported by an Advisory Committee administered community-based corrections. In 1983 the legislature created a separate Iowa Department of Corrections, but transferred parole and work release administration to local control, under the 6JD.



William G. Faches Center • 951 29th Ave. SW, Cedar Rapids Dedicated in May 20, 1992 The Faches Center houses administrative offices along with pretrial, probation and parole services.

In FY'21, the 6JD served 7,486 unduplicated offenders. Four facilities are now in place in the 6JD, with a total bed capacity of approximately 250 offenders. There were 81 employees in 1983; as of June 30, 2021, we had 172.80 FTE employees. While we continue to provide the services specifically required by the Code of Iowa, the 6JD also prides itself in keeping up with evidence-based practices, as well as being innovative with our service delivery.

Locations

Sixth Judicial District DCS Offices

Iowa County Courthouse

150 W. Marion Street, PO Box 365

Marengo Office

Marengo, IA 52301

FAX: 319-642-5247

319-642-3145

Anamosa Office

Jones County Courthouse Anamosa, IA 52205 319-480-5301 FAX: 319-730-1259

Vinton Office

811 D Avenue #25 Vinton, IA 52349 319-423-1816

John R. Stratton Center

2501 Holiday Road

Coralville, IA 52241

FAX: 319-625-2659

Richard C. Wenzel Center

Cedar Rapids, IA 52404

901 29th Avenue SW

FAX: 319-730-1267

Lary A. Nelson Center

1001 29th Avenue SW

FAX: 319-297-3590

Cedar Rapids, IA 52404

Sixth Judicial District Department of Correctional Services

FY'21 Annual Report

319-625-2650

319-398-3907

319-398-3600

Coralville/Iowa City Offices

Hope House 2501 Holiday Road Coralville, IA 52241 319-625-2202 FAX: 319-625-2659

Cedar Rapids Offices

William G. Faches Center 951 29th Avenue SW Cedar Rapids, IA 52404 319-398-3675 FAX: 319-398-3684 or 319-730-1259

Gerald R. Hinzman Center 1051 29th Avenue SW Cedar Rapids, IA 52404 319-398-3668 FAX: 319-398-3671

Toledo Office

105 E. Carleton Toledo, IA 52342 641-484-4822 FAX: 641-484-2683

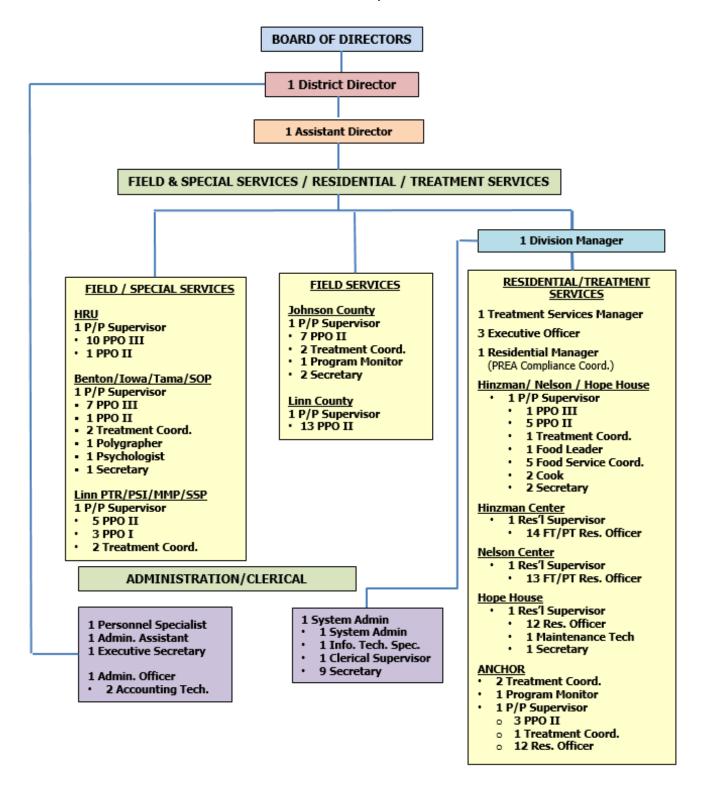
Kirkwood Office 509 Kirkwood Avenue Iowa City, IA 52240 319-351-3303 FAX: 319-337-0506

ANCHOR Center 3115 12th Street SW Cedar Rapids, IA 52404 319-297-3500 FAX: 319-297-3533

Jones Tama Linn Benton Vinton Cedar Rapids Anamosa Belle Plaine Toledo DISTRICT 6TH Iowa Johnson Marengo Coralville

Table of Organization

Sixth Judicial District Department of Correctional Services As of June 30, 2021



Management Team

As of June 30, 2021

Bruce Vander Sanden, District Director

- Vickie Kindl, Administrative Officer
- Michelle Azevedo, Personnel Specialist
- Jodie Stoessel, Administrative Assistant

Laura Strait, Assistant Director

Field Services

- Ron Erwin, P/P Supervisor
- Drew Konicek, P/P Supervisor

Special Services

- Malinda Lamb, P/P Supervisor
- Gabe Schaapveld, P/P Supervisor
- Jenny Geiger, P/P Supervisor

Residential

- Rob Metzger, Division Manager
 - Melanie Steffens, P/P Supervisor
 - ★ Cynthia Dennis, Residential Manager
 - Suzi Fabian, P/P Supervisor
 - Brian Mullinnix, Residential Supervisor
 - Lainie Smith, Residential Supervisor
 - o Justin Wheatley, Residential Supervisor

Treatment Services

- ★ Shari Miller, Executive Officer
- ★ Patrick Butler, Executive Officer
- ★ Todd Roberts, Executive Officer

Support Staff

- ★ Mark Achey, Systems Administrator
 - Lisa Larkey, Clerical Supervisor

Board of Directors

As of June 30, 2021

Keith Rippy, Chair *

Judicial Appointment Cedar Rapids, IA 52404

Richard Primmer

Benton County Board of Supervisors Benton County Courthouse Vinton, IA 52349

John Gahring

Iowa County Board of Supervisors 970 Court Ave Marengo IA 52301

Royceann Porter *

Johnson County Board of Supervisors 913 S. Dubuque Street Iowa City, IA 52240

Joe Oswald, 1st Vice Chair *

Jones County Board of Supervisors 500 W Main St Anamosa, IA 52205

Ben Rogers *

Linn County Board of Supervisors 930 1st Street SW Cedar Rapids, IA 52404

Bill Faircloth

Tama County Board of Supervisors 104 W State St Toledo, IA 52342

Shane Kron, 2nd Vice Chair *

Law Enforcement Advisory Coralville Police Department Coralville, IA 52241

Michele Canfield

Northern Advisory Atkins, IA 52206

Monica Challenger *

Cultural Competency Advisory Iowa City, IA 52245

Shelly Kramer

Client Services Advisory Iowa City, IA 52240

Ryan Schnackel

Southern Advisory Iowa City, IA 52240

Shelby Humbles, Jr. *

Judicial Appointment Cedar Rapids, IA 52405

Jan Kazimour

Judicial Appointment Cedar Rapids, IA 52403

W.F. (Fred) Mims

Judicial Appointment Iowa City, IA 52242

Susie Weinacht

Judicial Appointment Cedar Rapids, IA 52404

* Executive Committee member

Advisory Committees

NORTHERN

(Established in 1978)

Michele Canfield, Chair

Liaison to Board of Directors

Jim Unzetig, Vice Chair

Kelzye Bedwell

Jan Kazimour

Myrna Loehrlein

Teel Salaun

SOUTHERN

(Established in 1978)

Tracey Mulcahey, Chair

Michelle Heinz

Dale Helling

Royceann Porter

Steve Rackis

Ryan Schnackel

Liaison to Board of Directors

CLIENT SERVICES

(Established in 1995)

Shelly Kramer, Chair

Liaison to Board of Directors

Carla Andorf

Jeannette Archer-Simmons

Michelle De La Riva

Fonda Frazier

Gabe Gluba

Elley Gould

Theresa Graham-Mineart

Shannon Jamison

Rachel Leach

Laura Martin

Terry Rhinehart

Danielle Rodriguez

Shirley Schneider

Lowell Yoder

LAW ENFORCEMENT (Established in 2001)

Shane Kron, Chair

Liaison to Board of Directors

Lisa Feuerbach

Brian Gardner

Wavne Jerman

Mike Kitsmiller

Brad Kunkel

Dustin Liston

Diane Venenga

Chris Wyatt

CULTURAL COMPETENCY

(Established in 2009)

Monica Challenger, Co-Chair

Liaison to Board of Directors

Janet Abejo-Parker, Co-Chair

Shelby Humbles, Jr.

Kenneth Morris

Leadership Council

The Leadership Council was established in 2017 with the goal of furthering the mission and vision of the Sixth Judicial District Department of Correctional Services. The Council is comprised of individuals from various job classes and units within the agency who have a passion for creating a healthy and effective workforce and developing as a leader. The Leadership Council works to discover both the strengths and opportunities that exist with the agency, with a focus on creating solutions collaboratively.

The Council's priority area this year continued to be assessing the agency's work climate and addressing any areas of need. The group named this work the *Greater Together Project (The GT6 Project*) because "we are greater together in the Sixth District." Through funding from the National Institute of Corrections, KSL Research, Training and Consultation conducted a climate assessment throughout the Sixth District. In October 2020, the assessment went live with an 83% participation rate amongst staff. In March 2021, the results were made available to the entire district.

The remainder of the fiscal year was centered on interpreting the results of the survey and starting to generate possible solutions for the areas of identified need, which were centered on Decision-Making, Respect/Value, Trust and Communication, and Traumatic Stress Management. KSL will continue to work with the Council in the coming year to develop and carry out an implementation plan for addressing challenge areas.

The Council's intention is to repeat the survey every two to three years, and then respond to challenge areas and celebrate growth.

In addition to this project, the Council takes an active role in employee recognition, serves as a liaison between units and upper management, and assists in addressing agency challenges as they arise.

Leadership Council Members:

- Mark Achey
- Dave Boote
- Frank Bowman
- Shannon Hoffman
- Vickie Kindl
- Alyssa Klein
- Drew Konicek
- Zach Melchert
- Shari Miller
- Trace Nebel
- Julie Rathjen
- Heidi Schroeder
- Jodie Stoessel
- Tracy Weems

Financial Information

Expenditure Report/Expenditures by Cost Center

EXPEN	DITURE DETAIL	
101	Personnel	15,828,536
202	Personnel Travel – State	20,971
203	Vehicle Operation	43,057
205	Out of State Travel	3,515
301	Office Supplies	34,278
302	Facility Maintenance Supplies	11,283
304	Professional & Scientific Supplies	26,344
306	Housing & Subsistence Supplies	33,678
308	Other Supplies	83,128
311	Food	246,501
401	Communication	92,373
402	Rentals	68,681
403	Utilities	186,526
405	Professional & Scientific Services	450,782
406	Outside Services	92,638
407	Intra-State Transfers	0
408	Advertising & Publicity	274
409	Outside Repairs	640,400
412	Auditor of State	0
414	Reimbursement to Other Agencies	143,273
416	ITS Reimbursements	72,372
417	Workers Comp	0
501	Equipment Inventory	122,884
502	Office Equipment	0
503	Equipment Non-Inventory	52,730
510	IT Equipment/Software/Leases/Supplies	304,384
602	Other Expenses & Obligations	92,049
901	Plant Improvements	0
TOTAL	EXPENSES	\$18,650,657

Expenditures by Major Cost Center/Special Projects by Revenue Source

TOTAL EXPEN	DITURES	
1110	ADMINISTRATION	1,582,179
1120	Т-Т	0
1140	PROBATION/PAROLE	7,747,428
1160	RESIDENTIAL	8,102,601
1210	DRUG COURT	248,168
1260	SEX OFFENDER	905,216
1270	IDAP (DOMESTIC VIOLENCE)	65,065
1330	NEIGHBORHOOD BASED SUPERVISION	0
TOTAL		\$18,650,657

Offender Fees Collected

REVE	NUE	TOTAL GF (POS)	TOTAL LOCAL FED OTHER	GRAND TOTAL
04B	Balance Forward		270,497	270,497
05A	Appropriation	15,069,674		15,069,674
201	Federal Grants		249,966	249,966
202	Local Grants		220,416	220,416
204	Intra State Receipts		1,025,551	1,025,551
301	Interest		5,021	5,021
401	Enrollment Fees (Supervision Fees)		563,725	563,725
402	Fees & Licenses			
501	Miscellaneous Revenue (Res'l Rent)		2,179,323	2,179,323
602	Sale of Equipment		49,908	49,908
704	Other Revenue (Program Fees)		593,059	593,059
Total	Revenue	15,069,674	5,157,466	\$20,227,140

NOTE: Enhanced services provided to Drug Court offenders funded through Federal grants Financial information is unaudited

Iowa Department of Corrections FY 2021 Financial Status Report

		Department Revised Budget	Year to Date	Projected Remaining Revenue / Expense	Projected Total	Total Projected Percentage
	FTE Positions			,,		
	Correctional Officer	-				
	Total Staffing	172.80				
	Resources Available					
04B 04B	Balance Brought Forward - Drug Forfeite Balance Brought Forward - Local Funds	264,780	270,496.52		270,496.52	102.16%
04B	Balance Brought Forward - General Fun		270,490.32	-	270,490.32	102.10%
05A	Appropriation	15,069,674	15,069,674.00	-	15,069,674.00	100.00%
	Appropriation Transfer	-	-	-	-	
	Legislative Adjustments			-		
	Federal Support	340,000	249,965.95	-	249,965.95	73.52%
	Local Governments Intra State Receipts	220,416 987,690	220,416.00 1.025.551.57	-	220,416.00 1,025,551.57	100.00% 103.83%
	Reimbursement from Other Agencies	307,030	1,023,331.37	-	1,025,551.57	103.6376
	Transfers - Other Agencies	-	-	-	-	
	Interest	8,500	5,021.25	-	5,021.25	59.07%
	Fees, Licenses & Permits	-	-	-	-	
	Enrollment / Supervision Fees	450,000	421,175.19	-	421,175.19	93.59%
	Sex Offender Fees IDAP / BEP Fees	60,000 30,000	89,199.35 53,350.29	-	89,199.35 53,350.29	148.67% 177.83%
	Other Client / Group Fees	30,000	33,330.29	-	- 33,330.29	1//.03/
	Tuition & Fees	-	-	-	-	
501R	Refunds & Reimbursements	-	127,567.78	-	127,567.78	
501R	State Offender Rent	750,000	597,289.44	-	597,289.44	79.64%
	Federal Bed Rent	980,000	1,425,820.65	-	1,425,820.65	145.49%
	Federal UA Contract Reimbursements	35,000	28,645.00	-	28,645.00	81.84%
	Sale of Equipment & Salvage Rents & Leases	-	49,908.05	-	49,908.05	
	Agricultural Sales	-	-	-	-	
	Other Sales & Services	-	-	-	-	
	Unearned Receipts		-	-	-	
	Miscellaneous	420,000	593,059.45	-	593,059.45	141.20%
	Total Resources Available	19.616.060.00	20.227.140.49	-	20.227.140.49	103.12%
	Funds Expended and Encumbered					
101	Personal Services-Salaries	16,223,853	15,828,536.29		15,828,536.29	97.56%
202	Personal Travel (In State)	65,150	20,971.15	-	20,971.15	32.19%
203	State Vehicle Operation	45,380	43,056.85	-	43,056.85	94.88%
204	Depreciation	-		-		
205	Personal Travel (Out of State)	16,000	3,514.74 34,278.32	-	3,514.74	21.97%
301	Office Supplies	44,000	11,283.30	-	34,278.32	77.91%
302	Facility Maintenance Supplies Equipment Maintenance Supplies	16,500	11,205.50		11,283.30	68.38%
304	Professional & Scientific Supplies	40,000	26,344.19		26,344.19	65.86%
306	Housing & Subsistence Supplies	50,000	33,678.51	-	33,678.51	67.36%
307	Ag, Conservation & Horticulture Supply	-	-	-	-	
308	Other Supplies	70,000	83,127.62	-	83,127.62	118.75%
309	Printing & Binding	-	-	-	-	
310	Drugs & Biologicals	-		-	-	
311	Food	288,382	246,501.45	-	246,501.45	85.48%
312	Uniforms & Related Items	-		-	-	
313 401	Postage Communications	97,950	92,372.58	-	92.372.58	94.31%
402	Rentals	70,030	68,680.64	-	68,680.64	98.07%
403	Utilities	205,000	186,525.78	-	186,525.78	90.99%
405	Professional & Scientific Services	502,368	450,781.97	-	450,781.97	89.73%
406	Outside Services	85,849	92,637.81	-	92,637.81	107.91%
407	Intra-State Transfers	-	274.00	-		
408	Advertising & Publicity	100	274.00 640,399.60	-	274.00	274.00%
409 412	Outside Repairs/Service Auditor of State Reimbursements	685,000 500	640,399.60	-	640,399.60	93.49%
414	Reimbursement to Other Agencies	148,414	143,272.74	-	143,272.74	96.54%
416		80,475	72,372.18	-	72,372.18	89.93%
417	Worker's Compensation		-	-	72,372.10	05.5576
418	IT Outside Services	-	-	-	-	
419	Intra Agency Reimbursement	-	-	-	-	
433		-	-	-	-	
434	Transfers - Other Agencies Services	475.000	122,884.46	-	100 004 45	70.220
501 502	Equipment Office Equipment	175,000	122,004.40	-	122,884.46	70.22%
503	Equipment - Non-Inventory	80.000	52,729.93	-	52,729.93	65.91%
510	IT Equipment	447,712	304,383.93	-	304.383.93	67.99%
601	Claims		-	-	-	
602	Other Expense & Obligations	143,397	92,048.58	-	92,048.58	64.19%
604	Securities	-	•	-	-	
701	Licenses	-	-	-	-	
702	Fees Petunds Other	-	-	-	-	
705 901	Refunds-Other Capitals	35,000		-	-	0.00%
201	Support Totals	3,392,207.00	2,822,120.33		2,822,120.33	0.00%
			2,022,120.00			
	Balance Carry Forward - Local Funds	-	-	-	1,576,483.87	
				-	-	
	Balance Carry Forward - General Fund	-	-			
	Reversion	-	-	-	-	
		-				

Pretrial Services

PRETRIAL INTERVIEWS

This program was established as an alternative to the traditional bail bond system. As a service to the Court, arrestees are assessed for likelihood to appear for court. Historically, a standardized interview has been conducted to advise judges as to issues related to stability (residence, employment/support, family ties, criminal record, community protection, etc.). This interview process is still in use in Johnson, Benton, Iowa, Jones, and Tama counties, but was modified in Linn County as part of research on the Public Safety Assessment (PSA). The goal of the PSA project was to develop a research-based assessment tool for courts to refer to when making bond decisions. The PSA was discontinued on December 31, 2018, due to a change in state law.

Since January 2019, an information report has been utilized, incorporating factors from the PSA that showed promise for prediction of pretrial success. The information reports are provided to judges so they can readily access information relevant to bond decisions, but do not contain any type of score or recommendation. This information report is utilized only in Linn County at this time.

Pretrial Interviews Conducted - 3,281

⇒ Benton, Iowa, Tama County: 259

⇒ Johnson County: 494

⇒ Linn/Jones County: 2,528

PRETRIAL RELEASE WITH SUPERVISION

Release With Supervision (RWS) provides pretrial supervision for some defendants prior to disposition of their criminal charges, to ensure all court appearances and obligations are met. Probation/Parole Officers supervise RWS offenders to help ensure that offenders meet all court appearances and to inform the Court of significant violations of release conditions during the pretrial period.

New Admissions: 920
 Closures: 815
 Active on 6/30/21: 412
 Offenders Served: 1,236

PRESENTENCE INVESTIGATION

Presentence investigations are prepared as mandated by the Code of Iowa and as ordered by the Court. The purpose of the report is:

- 1) To provide background information on defendants to assist the judiciary with determining appropriate sentences; and
- 2) To provide information to probation officers/institutional personnel to assist in determining appropriate case planning/correctional programming for defendants.

Presentence Investigations include a variety of information such as criminal record, medical/psychiatric history, risk assessment, employment, social/marital status and defendant's attitude that enables the Court to make an educated decision on sentencing.

Additionally, in reports completed on persons convicted of sex offenses, the defendant's sexual history and relevant evaluations/assessments are included. Mitigation efforts due to the COVID-19 pandemic have impacted court processes. This delay in the processing of criminal cases has impacted the number of Presentence Investigations ordered during the fiscal year.

Presentence Investigations – 447

<u>Johnson County</u> = 126

Long: 52 Short: 58 Pre Plea: 2 Post-Conviction: 14

Jones/Linn County = 255

Long: 148 Short: 90 Pre Plea: 6 Post-Conviction: 11

Benton, Iowa, Tama Counties = 66

Long: 34 Short: 27 Pre Plea: 0 Post-Conviction: 5

NOTE: If the associated PSI charge was modified after the PSI was submitted, the table below reflects the modified charge.

Offense Type	Total	Percent
Violent	74	16.6%
Property	175	39.1%
Drug	84	18.8%
Public Order	111	24.8%
Other	3	0.7%
Total/%	447	100%

Offense Class	Total	Percent
A Felony = 1; B Felony = 8	9	1.9%
C Felony	74	16.6%
D Felony	340	76.1%
Aggravated Misdemeanor	19	4.3%
Serious Misdemeanor	5	1.1%
Total/%	447	100%

Field Services

PROBATION/PAROLE

As the largest program in Community Corrections, probation serves as an alternative to prison and jail incarceration. Parole supervision is provided when the Board of Parole determines offenders should receive periods of supervision following prison incarceration. The average daily cost of supervising a probation/parole offender in the community is \$5.38 versus \$94.23 (FY 2021) for an incarcerated offender.

Offenders on traditional probation and parole undergo objective assessment processes to determine appropriate levels of supervision to address community risk and case planning needs. Supervision levels range from Level 1 (low risk) to Level 5 (high risk), and may involve electronic monitoring. Referrals to correctional programs, local treatment providers, and other resources occur as appropriate. Re-entry case plans are developed with active offender participation; Core Correctional Practices (CCP) are utilized to confront factors contributing to criminal behavior and to enhance offender strengths.

<u>Probation</u>	<u>Parole</u>
------------------	---------------

\Rightarrow	New Admissions:	1,382
\Rightarrow	Closures:	1,654
\Rightarrow	Active on 6/30/21:	2,087
\Rightarrow	Offenders Served:	3,746

⇨	New Admissions:	150
\Rightarrow	Closures:	247
\Rightarrow	Active on 6/30/21:	325
\Rightarrow	Offenders Served:	566

NOTE: Totals above include all probation cases (sex offenders, low-risk probationers, etc.).

Each section below has the individual totals for the supervision status.

NOTE: Totals above include all parole cases (sex offenders, special sentences, etc.).

Each section below has the individual totals for the supervision status.

INTERSTATE COMPACT

The Interstate Compact for Adult Offender Supervision (ICAOS) is a formal agreement between the 50 states and 3 territories that seeks to promote public safety and victims' rights by systematically controlling the interstate movement of certain adult probationers and parolees. The Interstate Compact Offender Tracking System (ICOTS) is a web-based system that facilitates the transfer of supervision. ICOTS also serves as a conduit for miscellaneous communication exchanges and helps to promote effective supervision strategies for offenders under supervision in another state. Each state is responsible for implementing and administering ICOTS in its jurisdiction.

 ⇒ New Admissions:
 56

 ⇒ Closures:
 48

 ⇒ Active on 6/30/21:
 113

 ⇒ Offenders Served:
 160

SELF-SUPERVISED PROBATION (LOW RISK PROBATION)

The Sixth Judicial District developed a program to divert low-risk offenders from traditional supervised probation in response to a legislative mandate to reduce services to misdemeanant offenders. This practice aligns with Evidence-Based Practices (EBP). The self-supervised probationer must fulfill court-ordered obligations just as offenders on supervised probation; however, the offender is responsible for completing these obligations on their own. The Department of Correctional Services staff are responsible for preparing probationary compliance reports, which are sent to the judge to determine closure.

From fiscal year 2020 to fiscal year 2021, there was a decrease in the number of individuals being supervised by the Self-Supervised Probation Program. Due to COVID-19 pandemic, court processes were impacted, decreasing the number of admissions into this program.

New Admissions: 858
 Closures: 982
 Active on 6/30/21: 841
 Offenders Served: 1,824



William G. Faches Center • 951 29th Ave. SW, Cedar Rapids Dedicated in May 20, 1992 The Faches Center houses administrative offices along with pretrial, probation and parole services.

Residential Services

RESIDENTIAL FACILITIES:

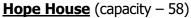
The District has four residential facilities that offer the highest structure and monitoring; therefore, designed for higher-risk offenders who require enhanced supervision. The residential facilities also offer short-term placements for offenders under supervision in the community in an effort to stabilize the offender, thus avoiding possible revocation. Residential facilities in the Sixth Judicial District provide housing for adult male and female offenders on probation, parole, work release, and Federal offenders.

Gerald R. Hinzman Center (capacity – 86)



Linn County provides services to male offenders which include:

- Federal BOP, Public Law and Pre-trial
- State Work Release (returning to the community from a State institution as ordered by the Iowa Board of Parole)
- 2nd and 3rd Offense drunk drivers as ordered by District Court
- Probationers and Parolees





Johnson County provides services to male offenders which include:

- State Work Release (returning to the community from a State institution as ordered by the Iowa Board of Parole)
- 2nd and 3rd Offense drunk drivers as ordered by District Court
- Probationers and Parolees

Hinzman Center

New Admissions: 145
 Closures: 119
 Active on 6/30/21: 53
 Offenders Served: 190

Hope House

New Admissions: 62
 Closures: 49
 Active on 6/30/21: 24
 Offenders Served: 83

Lary A. Nelson Center (capacity - 93)



Linn County provides services to male offenders which include:

- State Work Release (returning to the community from a State institution as ordered by the Iowa Board of Parole)
- 2nd and 3rd Offense drunk drivers as ordered by District Court
- Probationers and Parolees

ANCHOR Center (capacity - 26)



ANCHOR Residential Facility opened April 20, 2015

Linn County provides services to female offenders which include:

- Federal BOP, Public Law and Pre-trial
- State Work Release (returning to the community from a State institution as ordered by the Iowa Board of Parole)
- Probationers and Parolees
- Significant mental health and substance use disorders

Nelson Center ⇒ New Admissions: 127 ⇒ Closures: 114 ⇒ Active on 6/30/21: 51

Active on 6/30/21: 51
 ⇒ Offenders Served: 183

ANCHOR Center

\Rightarrow	New Admissions:	45
\Rightarrow	Closures:	34
\Rightarrow	Active on 6/30/21:	26
\Rightarrow	Offenders Served:	67

In October 2018, ANCHOR Center transitioned to an all-female facility housing probation, parole, state work release, OWI and federal clients. The ANCHOR Center for Women is a gender responsive, evidence-based, and trauma informed program that aims to stabilize and empower justice involved women to live crime free and maximize their potential.

All women at the ANCHOR Center residential correctional facility participate in a clinical assessment to identify and address their needs. The assessment is an in-depth, multi-sourced, psycho diagnostic process that helps identify and prioritize interventions in collaboration with the case managers working with the resident. The process helps identify potential unmet bio-psychosocial needs as well as add clarity in cases where there have been multiple mental health diagnoses or no diagnoses at all. The assessment process includes an extensive interview, thorough records review, and tests such as the Burns Depression Checklist, Burns Anxiety Inventory, Drug and Alcohol Screening Test, and the Michigan Alcohol Screening Test.

Description of key programs: The program builds safer communities by educating and empowering women. Our aim is to utilize evidence-based programming and practices to facilitate growth. Programming offers women the opportunity to develop the skills to regulate themselves emotionally, set healthy boundaries in their relationships and to be empowered to advocate for themselves in a prosocial manner specifically in areas related to mental health, substance abuse, and trauma. A fundamental piece of this program is to build a community for these women to define their values and realize their own potential.

Programming in All Facilities

Each facility resident is involved in a treatment program designed for that individual. The goal is to enhance that resident's ability to be successful in the community, meet their personal goals and reduce the likelihood of them re-offending. Accountability is stressed and enforced at a high standard. There are numerous program and treatment opportunities for each resident based upon their assessed need including:

- Education Hi-Set, High School, College opportunities
- Sex Offender Programming
- Substance Abuse Counseling and Treatment (individual and group settings)
- In-house AA
- Cognitive Restructuring
- Mental Health/Intervention and Referral
- Iowa Domestic Abuse Program (IDAP)
- Recreational activities
- Community Service opportunities
- Job Development
- Money Management
- Life Skills
- Dialectical Behavior Therapy (DBT) and Mindfulness

COVID-19 Mitigation

The driving force behind the District's residential mitigation strategies is to minimize any possible spread of COVID-19.

The Residential facilities reduced their populations to approximately 60% to enhance safer social distancing, staff and residents employed the wearing of personal protective equipment (PPE), sanitation equipment was added to the cleaning protocols and heating and cooling upgrades were installed. Residential continues to make adjustments to mitigation strategies as new information becomes known and community levels fluctuate.

The Sixth Judicial District community based correctional facilities will continue to monitor local and national developments pertaining to COVID-19, and will rely on guidance from The Centers for Disease Control and Prevention and Iowa Department of Public Health.

Residential Total (Includes VT Beds)

\Box	Now	Admissions:	383
∽⁄	new /	Aumissions:	302

⇒ Closures: 367

⇒ Active on 6/30/21: 234

> Offenders Served: 536

Special Services

HIGH RISK UNIT



- Provides support services to both field and residential units
- Conduct checks in all six counties of the district
- Ensure offenders are complying with the conditions of supervision
- Detect violations and allow for interventions before new victims are created
- Collaborate with local law enforcement (i.e., information sharing, special projects)
- Execute warrants and apprehend absconders
- Supports department approved programs (i.e., WARN, Drug Court)
- US Marshal Task Force to support Department approved programs

⇒ Arrest New Charge:	27	⇒ Public Field Check:	101
⇒ Arrest Violation:	156	⇒ Transport Courtesy:	59
⇒ Curfew/Furlough:	10	⇒ Transport Medical:	4
⇒ Employment:	34	⇒ Transport Security:	300
⇒ Home Placement Investigation:	165	⇒ Warrant Absconder:	33
⇒ Home Search/Visit:	2,864	⇒ Warrant New Charge:	42
⇒ Home Visit Attempted:	2,093	⇒ Warrant Violation:	73
⇒ Other Agency Assist:	83	⇒ Warrant Check Attempted:	261

ELECTRONIC MONITORING

Electronic monitoring equipment is used to supplement supervision of offenders who may require daily monitoring of their activities or are required by court order or law to be monitored by this system. There are three different types: Radio Frequency; SCRAM Remote Alcohol; Global Positioning utilized within the district. Electronic monitoring does not replace correctional supervision, but provides correctional professionals with another tool to enhance the supervision process.

Due to the COVID-19 pandemic, electronic monitoring has been utilized at a higher frequency to monitor offenders.

New Admissions – 282	
⇒ GPS:	208
⇒ SCRAM (Alcohol Monitor)	35
⇒ Federal Home Confinement: Specialties	39

Treatment Services

SEX OFFENDER PROGRAM

The District provides treatment, monitoring and surveillance (including GPS) to those offenders who have been convicted of a sexual-based offense. Treatment services are provided to offenders in accordance to validated sex offender specific risk assessment scores along with the use of polygraph and psychological assessment. The SOP Unit provides ongoing treatment groups which vary in frequency and length in accordance with offender risk and needs.

The Sex Offender Program also has a contract with the Federal Probation for the Northern District of Iowa to provide treatment services to individuals who have been convicted of sexually based offenses in the federal system and are returning to the Sixth District. We work in collaboration with their federal probation officers to ensure services meet the needs of the offenders served.

We had 94 new state sex offenders admitted into the program, and 149 sex offenders serving their special sentence parole at the end of the fiscal year.

Supervision – Sex Offenders

\Rightarrow	New Admissions:	63
⇒	Closures:	50
\Rightarrow	Active on 6/30/21:	238
⇒	Offenders Served:	289

Special Sentence – Sex Offenders

	New Admissions: Closures:	31 28
⇒	Active on 6/30/21:	149
⇒	Offenders Served:	164

During this fiscal year there were:

- 130 sex offenders on electronic monitoring
- 95 polygraph/CVSA exams completed (52 State, 43 Federal)
- 22 psycho-sexual exams completed

IOWA DOMESTIC ABUSE PROGRAM (IDAP)

Men's Programming:

Male domestic assault offenders participate in the 24-session curriculum, Achieving Change Through Value-based Behavior (ACTV). It incorporates essential components of Acceptance and Commitment Therapy/Treatment (ACT), an empirically-based psychological intervention that uses acceptance and mindfulness strategies to increase psychological flexibility. This includes increasing participants' awareness of factors that influence their behavior (e.g., past experiences, unwanted mental experiences, barriers to change) and then guiding them in using that increased awareness to learn new workable behaviors consistent with their values. The facilitator stance is non-confrontational and uses a collaborative approach in equipping participants to shift from ineffective to effective behavior.

The curriculum is being used in districts and institutions throughout the state of Iowa. The cost of the program is \$500.

Women's Programming:

The Moving On curriculum, also 24-sessions in length, is offered to women convicted of domestic assault. This gender-specific program addresses many risk factors that contribute to women's criminal behavior. It provides women with alternatives to criminal activity by helping them identify and mobilize personal and community resources. The fee for this program is \$500.

Alternative Programming:

When severe mental health disorders, medical concerns, or other uncommon factors preclude an individual from participating in the ACTV or Moving On groups, these individuals are referred to a local provider for individual sessions. Fees are also \$500 for alternative programming.

 New Admissions:
 259

 Closures:
 146

 Active on 6/30/21:
 586

 Offenders Served:
 776

MENTAL HEALTH JAIL DIVERSION/PRETRIAL RELEASE

The Pretrial Mental Health Jail Diversion Program is available for clients residing in Linn, Jones, and Benton Counties. This program was established to provide jail diversion and re-entry services for people struggling with symptoms of mental illness. This program originated in Linn County and has expanded to others in our region via partnership with the East Central Region (ECR) Mental Health and Disabilities Services (MHDS) office. As a result of this and other collaborations, jail diversion is now an available service throughout our judicial district and mental health region. The numbers below reflect the number of defendants served in the corrections-involved program only and reflect combined information collected from Linn, Benton and Jones Counties.

Potential defendants seeking admission to the program typically meet the following criteria:

- Arrested for felony, aggravated or serious misdemeanor offense(s).
- Agree to participate in all aspects of the program, including signing all applicable releases of information.

Jail Diversion staff provide services including but not limited to:

- Review mental health screening forms completed by all inmates booked into jail.
- Coordinate and complete thorough, multiphase process to fully evaluate needs of each defendant as well as initiate process to access funding for critical services.
- Develop and coordinate release plan from jail to meet most imminent needs, establishing as many protective factors as possible prior to release.
- Serve as the primary case manager/pretrial agent for the defendant until their final case disposition, including coordination of all services necessary to meet client needs.

In addition to day-to-day coordination of care and supervision activities, Jail Diversion staff have also been an integral part of facilitating the Stepping Up Initiative in Linn and Benton Counties. These collaborative initiatives have resulted in numerous systemic changes that positively impact mentally ill defendants throughout the system as well as the community as a whole.

FY'21 Mental Health Jail Diversion/Pretrial Release Program Statistics

⇒ Released from jail to the program:	45	
⇒ Successful discharge:	35	
⇒ Revoked and returned to jail:	6	
⇒ Mental Health Assessments completed:	84	
⇒ Jail inmates (received services but not released to program):	17	
⇒ Total jail days saved in FY'20 (calculated from jail		
discharge date to sentencing date):	8,254	

In the past year, the estimated cost savings for county jails made possible via reduced jail population was \$495,240, based on an average cost of \$60 per day to detain participants who were able to remain in the community vs. jail. The success rate (non-revocation) of this program for the past year was 82.9%.

DRUG TREATMENT COURT (DTC)



The Drug Treatment Court was established in 2007 within the Sixth Judicial District from funding appropriated by the state legislature.

The Sixth Judicial District Drug Treatment Court (DTC) Program is a prison diversion program based in Linn County. It is designed to provide intensive community supervision, with the incorporation of substance abuse treatment through a collaboration with community providers, to probation offenders who would be sent to prison if the program did not exist. This program follows the evidence-based practice of targeting high-risk, high-need offenders who have abuse and dependency issues related to one or more substances. The DTC program operates based on the Risk-Needs-Responsivity principle and implements interventions in accordance with their risk and needs according to validated risk assessments. DTC participants attend court hearings as often as weekly, appearing before the judge and a multidisciplinary team of professionals, allowing rapid responses to problematic behavior as well as swift recognition of positive changes.

The DTC program has continued to benefit from a 5 year grant from the Substance Abuse and Mental Health Services Administration worth approximately 1.9 million dollars. These funds are primarily utilized to provide improved access to stable, secure housing for participants in the program, operating in alignment with the housing first model. Participants work closely with a dedicated housing specialist who provides comprehensive support designed to secure and sustain quality housing to enhance the attainment of protective factors and program success.

 ⇒ New Admissions:
 18

 ⇒ Closures:
 18

 ⇒ Active on 6/30/21:
 28

 ⇒ Offenders Served:
 47

Interventions

In the past year interventions throughout the District have looked quite different than in most years. Due to health considerations with the COVID-19 pandemic, we adapted to provide a significant number of interventions via online instruction. This process was time consuming and is a point of ongoing refinement, but allowed us to continue to meet the needs of our clients during this challenging time. In almost all instances the number of participants in interventions were lower in this past year due to the pandemic as mitigation efforts significantly impacted the referral process and intervention capacity. Some interventions such as the Community Accountability Board, are not well suited for adaptation to online delivery, thus were temporarily discontinued.

Throughout the past year we have continued to adapt to current needs while looking forward to the future. Most notably, we have developed a master intervention plan. This plan will serve as the blueprint for significant expansion of our intervention offerings. We have received funding approval for additional positions to execute the goals of this plan, which will afford every probationer with a case plan the opportunity to engage in at least one corrections based intervention throughout their supervision experience. The plan also features development of an orientation group for persons new on supervision, gender responsive programming, and other interventions targeted to specific needs of our probation, parole, and work release clients. Implementation of this plan will begin in the next fiscal year.

Other Services

COMMUNITY ACCOUNTABILITY BOARD (CAB) / VETERAN'S INDEPENDENCE PROJECT (VIP)

The Community Accountability Board (CAB) is a collaborative effort that consists of a variety of community partners gathering to support the growth of offenders on supervision. The program is designed for and primarily works with offenders struggling with effects of a mental health condition. The CAB model has been successfully utilized for over a decade and served as the foundation for the Veteran's Independence Project (VIP) that works specifically to assist veterans on supervision.

Neither CAB nor VIP met during this fiscal year due to the COVID-19 pandemic. These two interventions rely on community partners to have an active role in meeting directly with clients. In the early stages of the pandemic, we lacked the necessary technology to take these groups virtual. The resources we did have for virtual group facilitation was prioritized for court ordered interventions.

As technology became available, we explored going virtual with these two community involved groups. However, with community partner feedback we found that most agencies were still challenged to modify their own practices and services and could not fully commit to supporting these interventions at the time. We also found that in-person is the preferred and likely most effective format for this particular community intervention. With regard to the clients served, we learned quickly many faced the digital divide such that accessing virtual services was challenging for them. Often clients on supervision would have access to government supported cell phones but lacked necessary connectivity to support video conferencing.

Throughout the gap in services, providers with the VIP and CAB programs maintained contact for sake of sharing and coordinating resources as offerings frequently shifted. This helped maximize opportunity for clients despite the boards not meeting in a traditional way. We look forward to resumption of inperson meetings as soon as feasible in support of each other and mutual clients.



Human Resource Center (HRC) 901 29th Ave. SW, Cedar Rapids Dedicated on May 20, 1992

HRC was renamed/rededicated to the Richard C. Wenzel Center on June 24, 2011

This Wenzel Center has several conference rooms which are used for group facilitation.

FIELD EMPLOYMENT SERVICES

This fiscal year was like no other due to the impact of the COVID-19 pandemic on the employment sector. The entire job market was flipped on its head. The landscape of unemployment benefits was drastically altered to help people meet their needs. The Iowa Workforce Development office, a frequent partner in normal times, was completely repurposed to support people accessing unemployment, as a critical part of early mitigation efforts.

As a result, a complete programmatic shift took place. The key foci of the program switched to identifying resources and encouraging clients to access unemployment during this timeframe. If a client was interested and able to seek gainful employment during the pandemic, processes were significantly modified. Every effort was made to provide different assessments remotely while taking into account varied levels of access to technology. Contacts for intake, screening, and job leads were completed via phone or email.

Community partner endeavors like expungement clinics, job fairs, etc. were modified to reduce in person contact. The modifications were unprecedented and in some cases will actually lead to potential permanent changes to how some of those endeavors will take place in the future. While the past year has posed many challenges, we are fortunate to have a robust economy and strong job market to continue this important work of finding second chance employment opportunities. We look forward to resuming a number of highly effective strategies as we go forward to facilitate quality employment opportunities for our clients.

 ⇒ New Admissions:
 4

 ⇒ Closures:
 7

 ⇒ Active on 6/30/21:
 1

 ⇒ Offenders Served:
 8

VOLUNTEER ASSISTANCE PROGRAM

Community Volunteers

Each year volunteers contribute to the success of community-based corrections by assisting the District in delivering quality programs and services. Due to the risks related to the COVID-19 pandemic, there were no volunteer activities within the District for the first ten months of FY 2021. Although academic internships resumed in May 2021, general volunteer activities are still on hold. There have been two interns from the University of Iowa Criminal Justice Program since academic internships restarted. The District is committed to rebuilding the volunteer program to full capacity, as it is safe to do so.

Student Employment Program

In spring of 2021, the Sixth District joined forces with the University of Iowa Criminal Justice Program to pilot the *Student Employment Program*. Five Criminal Justice students are currently participating in temporary part-time paid work over a period of six months. The students serve as Residential Officers within the District's residential centers, while at the same time receiving course credit. The program is beneficial for the students who gain practical experience in a field they are interesting in pursuing, and in addition, gain college credit while being paid.

The program is valuable for the District because it provides the opportunity to evaluate and screen prospective long-term employees, while serving as an effective recruitment tool. The plan is to continue the student employment program solely with the University of Iowa Criminal Justice program for the first year, with the intention of opening to other colleges and universities in the coming years. One goal of the program is to recruit diverse employees into the District workforce.

VICTIM SERVICES

The District is dedicated to serving victims and survivors through infusing victim sensitive practices in all areas of community-based corrections. Victim safety is a priority and is considered in all decisions related to offenders. Staff work with each offender to take action to acknowledge and repair the harm done to their victims, to the extent possible. Victim services include but are not limited to referral for victims to get registered.

NATIONAL CRIME VICTIMS' RIGHTS WEEK 2021

Every April, National Crime Victims' Rights Week (NCVRW) is held to promote victims' rights and to honor crime victims and those who advocate on their behalf. This year's NCVRW was held April 18-24 with the theme, "Support Victims. Build Trust. Engage Communities."



This year was primarily virtual again due to the risks related to the COVID-19 pandemic. Both the Survivors' Candlelight Vigil and Go the Distance for Crime Victims 5K were held virtually.

Representatives from the Sixth District participated in "A Heart for a Loved One" at the Cedar Rapids Police Department on opening Sunday.

Families and friends decorated hearts and crosses in honor of their loved ones lost to homicide, vehicular homicide, domestic violence, or violent crime. The outside event was well attended, and the hearts and crosses were displayed throughout the week as a reminder of those no longer with us.

During the week, video messages from key officials supporting victims were displayed on the Iowa Department of Corrections website. In addition, a special video that acknowledges those Iowans who have lost their lives to violent crime was posted on the website.

Continuous Quality Improvement (CQI)

During this last fiscal year, the 6th District has invested immensely in developing and growing a high quality CQI program that serves the mission of the district; to enhance community safety and facilitate positive change in adult offenders. Additionally, the CQI program will assist the district in meeting performance and accreditation standards required statewide of all the CBCs.

We now have a team of management level staff that are progressively increasing the frequency and depth of file reviews for probation and parole officers throughout the district; case managers that provide direct service care for our client population. Two executive officers with decades of combined experience in case management and in risk assessment are now fully committed to building a team-oriented district wide effort to embrace all aspects of CQI.

The CQI team was formed mid-way through the fiscal year and has worked to create a tailor made CQI program based on industry best practices that is designed to develop and improve the high quality skillsets of our staff across the district. The design is to provide a high volume of quality audits of risk assessments, to review the quality and quantity of required case manager documentation, and to evaluate the qualitative demonstration of case manager usage of effective communication skills that advance positive client change towards success. While early efforts have primarily focused on case manager performance, this will serve as a model for other CQI efforts designed to support the growth of staff working with clients in residential settings and staff providing group facilitation.

Current CQI practices include:

- Increased volume and intensity of case manager audits and reviews specifically with the Iowa Risk-Revised assessment, the DRAOR (Dynamic Risk Assessment for Offender Re-entry) and Case File reviews.
- Data-driven observations that allow targeted training to meet needs of staff, facilitating their professional growth and skill development.
- One-on-one case manager coaching and development sessions modeled on evidence based best practices to foster enhanced motivation, engagement, and optimized skill development.
- Booster training and coach development for Core Correctional Practices in the residential units.

Ongoing Development:

- The CQI team continues to develop and finalize procedures for a manualized CQI program that will be the foundation for future continuity of this program in the district.
- The CQI team will begin exploration of what measurable elements of the audit process are most correlated to successful client outcomes.

	Audits Completed FY'21					
⇒	Iowa Risk-Revised (IRR):	179	IRR Proficiency:	81%		
⇒	Formal DRAOR:	92	DRAOR Proficiency:	91.3%		
⇒	Iowa Tool/Intervention Groups:	14	Intervention Group Proficiency:	100%		
⇒	Case Reviews(CR)	37	CR High Proficiency	88%		
N.						

Training



Training:

Training staff to be competent in the requisite knowledge, skills, and competencies is directly related to our ability to achieve successful results with offenders. In March of 2020 in person courses ceased due to COVID-19 pandemic. All training transitioned to an online format.

FY 2021: Training focus was on the BizLibrary Curriculum Development, IA DOC Learning

Plans, Diversity & Inclusion training

Benchmark: 170 (99%) employees complete mandatory training per policy

Benchmark: 5000 Total Training Modules

Internal training included:

• Bud to Boss for new supervisors (6 new supervisors are completing the BizLibrary curriculum)

- Management Team completed BizLibrary: The Rules Have Changed Diversity and Inclusion Curriculum
- Implicit Bias online training for all staff through IA DOC LEARN 100% completion rate
- New Employee Orientation Biz Library 100% completion
- 170 employees successfully completed 3266 E-learning training modules through IA DOC LEARN, 67 employees completed 2381 BizLibrary modules for a total of 5,647 training modules.

Other initiatives included:

- HRU annual courses per ILEA standards
- PREA Audit (Passed/met all requirements of audit)
- Learning Plans developed for specific units in IA DOC LEARN platform

Priorities for fiscal 2021-2022 include:

- A.L.I.C.E. training
- Safety Training
- E-learning Benchmarks
- BizLibrary modules (Advanced Staff Development, New Supervisors, Advanced Leadership Academy)
- BizLibrary curriculum development (Work Groups, Management Team, New Employee Orientation)
- PREA Audit
- New Employee Orientation
- Emotional Intelligence training
- Soft Skills (communication, leadership, conflict resolution, team work, work ethic & courtesy)