



# IMCC ANNUAL REPORT 2020

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*2700 Coral Ridge Ave.  
Coralville, IA 52241*

*319-626-2391  
[www.oakdaleprison.com](http://www.oakdaleprison.com)*

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## *Values/Vision and Mission*

### *We believe:*

- In the value of honesty, integrity and transparency throughout our organization
- Staff is to model the kind of behavior we expect to see demonstrated by our incarcerated individuals
- Incarcerated individuals are sent to prison as punishment, not for punishment
- Rules and discipline are about managing, teaching and effecting change; and, they must be driven by evidence-based practices in the field.
- The focus must be on continuous improvement in our day-to-day problem solving, as we strive to be proactive and oriented toward the future.
- In our staff operating as a team, where all ideas and contributions are respected.

### *Our Vision:*

- To be the leader in creating a safer Iowa with no more victims, by providing excellence in classification, medical and mental health, security, treatment and successful reentry through evidenced-based practices.

### *Our Mission:*

- Creating Opportunities for Safer Communities

## PRISON OVERVIEW/HISTORY

**1967** - The State Legislature authorized the creation of the Iowa Security and Medical Facility at Oakdale. This facility was to take the place of the Iowa Security and Medical facility (formally the Criminally Insane Unit) at the Iowa Men's Reformatory in Anamosa, Iowa, but would be a more humane environment. The property was originally part of the Oakdale Campus for those who were infected with TB.

**1969** - When the facility was completed in 1969, receiving the first 24 patient and 6 aides on September 2, the building consisted of three patient units totaling 81 beds. At the time of its completion, IMCC was considered to be part of the country-side, away from the major populations of the cities of Iowa City, Coralville and North Liberty.

**1984** - In 1984, the facility's capacity was increased to 300 beds by the construction of a reception/classification center and the institution officially became known as "The Iowa Medical and Classification Center." The facility provided services both to the DOC Incarcerated Individual population and to the psychiatric hospital units.

**1990** - In 1990 and 1991, the facility's capacity was again increased with the construction of four dormitory units, two for reception and two for general population.

**2005:** Renovations to one of the old hospital units renewed 23 beds for a separate special needs unit in bringing the total capacity to 528 beds.

**2006 - 2007** - We began to renovate our Dietary Department. This renovation enabled us to deliver trays directly to the units instead of having Incarcerated Individuals come to the dining hall.

**July 2007:** We opened our Special Needs Unit, which has since been dedicated as the Lowell D. Brandt Unit, which added another 178 beds for a total of 706. The planning for this unit began in 1998. The building contains an outpatient health clinic and offices, three medical housing units and four celled behavioral units. The celled behavioral unit included a Therapeutic Community for Incarcerated Individuals from Blackhawk County with a dual diagnosis of mental illness and substance abuse until it closed March 7, 2014, a secured observation unit and two larger units for Incarcerated Individuals with mental health diagnosis

**2008:** A complete laundry renovation/expansion began in February 2008. The laundry was moved to the vacated 'dead records' area that had been moved to the Powerhouse. In August of 2008 our address changed from "Oakdale" to "Coralville" as the Oakdale Post Office closed. Even now, years later, we are still known as "Oakdale".

**2011:** - Our Admit area was remodeled to be more open and friendly toward the public.

**2016:** - In late FY16 plans were formulated to change our FPH to one unit and utilized East Unit as a Transgender/Dog Program unit. The Transgender Unit was later dissolved.

**2018:** - On April 3, 2018, the Youthful Incarcerated Individual Program was transferred from ASP to IMCC. The FPH Program was moved to East Unit so the Youthful Incarcerated Individuals could reside on West Unit until they turn 18. We have two education rooms along with a Recreation Room. The Dog Program was moved to T Unit.

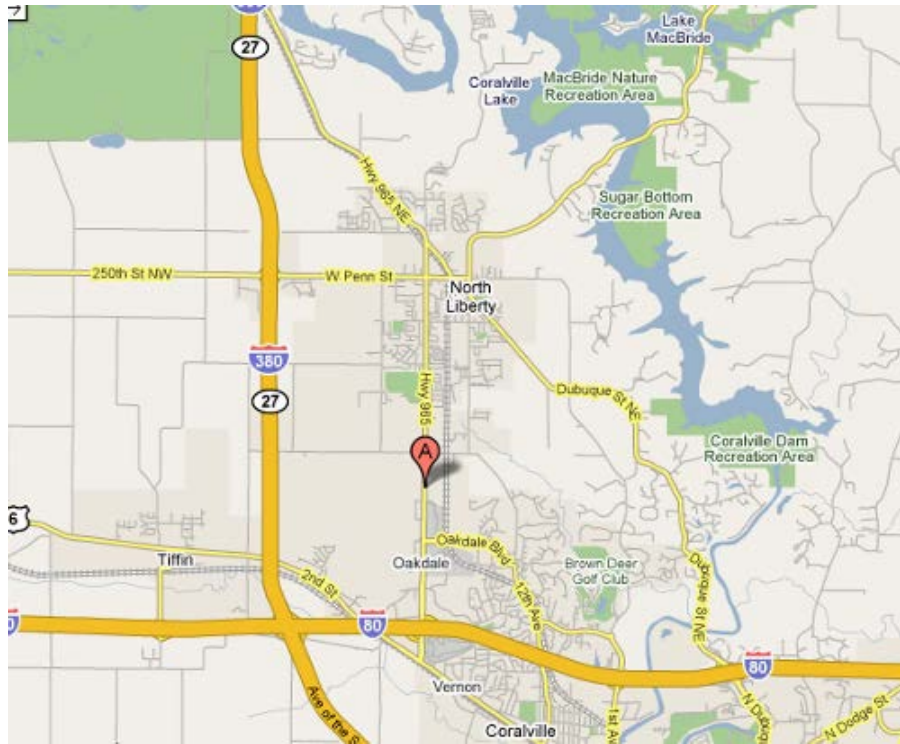
**2019** - IMCC will celebrate 50 years of serving the public starting when the building officially opened in 1969 as the Iowa Security Medical Facility when the Unit for the Criminally Insane transferred to Oakdale.

In total, IMCC has 22 housing units which have multiple specific functions. In addition, the facility has a warehouse which holds the recycling program and large equipment. The Power Plant, which houses the Pharmacy, the DOC File Repository, loading dock, maintenance shops and power generators, is attached to the main building by way of a tunnel. Attached to the original main building is the administration building which holds the Warden's office area, the Business Office, IT and Human Resources offices in addition to the Training Room, Mailroom and CERT Training Room.

**2020** - IMCC Management Team changed with new Associate Warden of Treatment, Interim Warden and Deputy Warden. In March, Covid-19 brought us the "New Normal" and changed the institution. Visiting stopped, temperatures taken, screening questions, staff working from home, face shield, masks, quarantining and the entire state shutting down. Working together we strive to get through this pandemic.

## Location

IMCC is located north of Coralville and south of North Liberty on Hwy 965, also known as Coral Ridge Ave, 1 mile north of I-80 exit #240.



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# PROGRAM / TREATMENT SERVICES

## OVERVIEW -

IMCC manages six unique Incarcerated Individual populations; Reception Program, General Population Program, Forensic Psychiatric Hospital (FPH), Health Services/Medical Units and Mental Health Services - LBU (Lowell Brandt Unit) and the Youthful Incarcerated Individual which was added in April 2018

### Reception Program

The largest of our programs is the Reception Program with an average count of 500-550. Within 30 days, these Incarcerated Individuals will have completed the Classification process, which includes: custody level, housing, mental health, educational and health assessments. Incarcerated Individuals will complete psychological testing (BETA III, TABE). All available information on the Incarcerated Individual is compiled in a comprehensive Reception Report to assist Institutional Operations in placement decisions and the receiving institutions in case planning with Incarcerated Individuals for a successful reentry.

### General Population

IMCC houses approximately 300 general population Incarcerated Individuals who make up the institution's Incarcerated Individual workforce. Many of these Incarcerated Individuals are housed at IMCC as they wait to get into sex offender or substance abuse programming. An Incarcerated Individual's first job assignment is generally working 90 days in dietary. After satisfactorily completing their first job assignment, Incarcerated Individuals can apply for other job openings around the institution. Staff work supervisors accept job applications/resumes from Incarcerated Individual workers and they determine if the Incarcerated Individual will be hired. An Incarcerated Individual's second, and subsequent job assignments, is for a minimum of 9 months. Satisfactory job performance is directly related to advancing within the Transition Incentive Program (TIP).

Job assignments include: Dietary workers, housekeeping workers, laundry workers, unit clerks, Incarcerated Individual runners, testing room clerks, activities & recreation department clerks, library clerks, education tutors & clerks, Incarcerated Individual mentors (on the mental health units), SSIP observers, ADLA workers, peer health workers, and 13 minimum outs workers.

IMCC Incarcerated Individuals are also involved in the IDOC's Core Treatment Program, Moral Reconciliation Therapy (MRT), apprenticeship opportunities, the Dog Program and college credit classes through the University of Iowa and Iowa Central Community College.



Incarcerated Individuals' Organizations include New Directions Club, Job Club, Running Club, Incarcerated Veterans Group, Pen & Paper Club, Volunteers facilitate AA/NA, Piano lessons, Tai Chi, Yoga Alternatives to and the Oakdale Community Choir.

## Forensic Psychiatric Hospital

Forensic Psychiatric Hospital In Iowa, the Department of Corrections holds the distinction of operating a licensed Psychiatric Hospital. This hospital is located within the Iowa Medical and Classification Center and is called the Forensic Psychiatric Hospital (FPH). Those in this unit have not been adjudicated to serve prison sentences. They are court-ordered to the FPH for evaluation for competency to stand trial or for restoration to competency to stand trial, and also for “insanity” evaluations. There are also patients who are civilly committed to this unit due to their high risk for assaultive and/or self-injurious behavior to the point that no other providers are equipped to adequately care for them, and there are additionally a few patients who reside at the FPH who have been found, “Not Guilty by Reason of Insanity.” (NGRI). The Forensic Psychiatric Hospital is licensed by the Iowa Department of Inspections and Appeals, and is required to abide by the law as defined in the Iowa Administrative Code, Section 481, Chapter 51, “Hospitals.” The FPH continues to show improvement in the amount of critical incidents. Incidents are less dangerous than in the past and require fewer “uses of force.” We credit the consistency of staffing for the progress in changing the overall culture allowing for the positive changes. Primarily, all security staff who work in the FPH have volunteered to do so, and it appears to have made a significant difference in the lives of the patients we serve. The staff in the FPH will continue to strive for improvements in the culture of the facility as well as improvements within the lives of the patients. Youthful Incarcerated Individual Program In April of 2018 the Youthful Incarcerated Individual Program was moved from ASP to IMCC. These are young men under the age of 18 sentenced as adults. They go through the reception process when they enter the prison system. Education Classes are held on the unit. As much as possible they are kept away from sight and sound of incarcerated adults. Health Services/Medical Units IMCC has three medical housing units, including 2 hospice beds, an outpatient clinic area, and a Skilled Nursing Unit. The Skilled Nursing Unit has 24 beds and houses those Incarcerated Individuals who require nursing services 24/7. There is Long Term Ambulatory Unit (LTA) that houses up to 32 Incarcerated Individuals who need assistance with their daily activities such as ambulation, feeding, dressing, step down care for those with major issues or post-op, and those who don't require Infirmary care, etc. Short Term Ambulatory, STA now houses General Population Incarcerated Individuals that are able

to care for themselves and go to the Main Pill Room for the medication. IMCC also house Incarcerated Individuals from other institutions that require frequent trips back and forth to the University of Iowa Hospitals and Clinics. The clinic area is used more for the general population incarcerated individuals that may have appointments with the medical practitioners, dentist or optometrist. Our hospice unit is located on the same floor as the short term general population incarcerated individuals. Each week there are multidisciplinary team meetings that discuss Incarcerated Individuals living on both the medical, (Admissions Meeting) and mental health units, (Health Care Bed Utilization Review Committee Meeting) of the LBU. These weekly team meetings discuss movement on and off the units as well as requests from other IDOC institutions for Incarcerated Individuals who require a higher level of care.

### Youthful Incarcerated Individual Program

These are young men under the age of 18 sentenced as adults. They go through the reception process when they enter the prison system. Education Classes are held on the unit. As much as possible they are kept away from sight and sound of incarcerated adults.

### Health Services/Medical Units

IMCC has three medical housing units, including 2 hospice beds, an outpatient clinic area, and a Skilled Nursing Unit. The Skilled Nursing Unit has 24 beds and houses those Incarcerated Individuals who require nursing services 24/7. There is Long Term Ambulatory Unit (LTA) that houses up to 32 Incarcerated Individuals who need assistance with their daily activities such as ambulation, feeding,



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### Mental Health Services

IMCC houses mental health Incarcerated Individuals whose level of functioning falls within one of three categories. Acute Incarcerated Individuals are those who are on observation for mental health concerns and who are working with psychiatry and psychology staff in order to stabilize their symptoms. Once stabilized they move into one of our two sub-acute units, where they are given increased access to programming as they advance through our level system. To be successful with this process the Incarcerated Individual must be compliant with their treatment plan and attend unit activities. Those Incarcerated Individuals who have shown appropriate behavior and adjustment to programming will be designated at an intensive outpatient level of care and moved to our most privileged living unit. On this unit Incarcerated Individuals are able to participate in all activities allowed our other general population units and are considered for transfer into less restrictive programming at any of our IDOC facilities.

# TREATMENT SERVICES

## Education Program

### General Equivalency/HS Diploma

A total of eighteen (18) incarcerated individuals took at least one high school equivalency test in fiscal year 2019-2020, and fourteen (14) of them completed and passed all five high school equivalency tests with an average test score of 14.9. The department's passing rate was 97% with two registered fails out of 65 total tests taken. The department served 86 students and recorded 9,543 total contact hours in high school equivalency. Four high school students were served and recorded 205 contact hours in high school. All individuals with five completed HiSet tests passed the high school equivalency exam, generating a 100% completion rate for the department. The department had no high school diploma graduates in 2019-2020.

Subject	Number of Tests	Number of Fails	Average Scores	Passing Rate	Last year's Pass Rate
Writing	11	0	12.7	100%	92%
Social Studies	12	0	15.9	100%	100%
Science	11	0	15.1	100%	100%
Reading	12	1	14.7	92%	89%
Math	17	1	12.5	94%	91%
<b>Total</b>	65	2	14.2	97%	94%
<b>Completions</b>	14	0	14.9	100%	100%

### Literacy & ESL

The literacy program recorded a 14% completion rate this year. A total of 101 individual incarcerated individuals participated in literacy programs and seven of them earned their Literacy Completion Certificate by scoring above 537 on the Test of Adult Basic Education 11/12 (TABE). This program recorded 8,250 total contact hours.

## **Vocational Education**

This fiscal year 42 incarcerated individuals participated in vocational education programs. Vocational students logged 1,351 contact hours. There were eight landscape contractor completions, four Microsoft Office Specialist completions, and one pesticide applicator completion. Certificates for pesticide applicators are awarded through the Iowa Department of Agriculture.

The Iowa Medical and Classification Center had three graduates from the apprenticeship program: one plumbing, one materials coordinator, and one housekeeping apprenticeship certificate. Apprenticeship offerings included: baker, barber, cook, electrician, housekeeper, industrial sewing machine operator, job printer, maintenance/repairer/builder, painter, plumber, upholsterer, welding.

IMCC had 27-30 incarcerated individuals participating in apprenticeships in 2019-2020. Landscape contractor and Microsoft Office Specialist Certificate vocational programs were offered this year. Additionally, pesticide application certificate testing continued in FY 2020.

The National Career Readiness Certificate was discontinued because the Work Keys software used for testing preparation moved online.

## **Special Education**

Thirty-three individuals participated in special education programs in 2019-2020. Twenty-one of those students worked on literacy, nine worked in high school equivalency classes during the year and three were working on a diploma. No special education students earned a high school diploma and two earned their high school equivalency diplomas in 2019-2020. The department recorded 403 total contact hours in special education. The department employs .5 special education instructors.

## **Testing and Assessments**

Incarcerated Individuals who arrive at IMCC are given TABE tests administered by DOC assessment center staff. Incarcerated Individuals who are unable to test in a group setting are referred to education for testing. Post testing is done per Department of Education

guidelines. TABE tests, HiSet pre-tests and post-tests are also part of the testing hours administered by education staff. Total hours for all testing was 457 hours.

### **Staffing**

A new part time life skills teacher was hired in January 2020. Life skills instruction was to begin in session five, but education staff were locked out for COVID on March 18<sup>th</sup>. A full time instructor transferred to Anamosa State Penitentiary's open position at the end of the year; the full time position will be filled in the new fiscal year.

Education students were provided with weekly packets and instruction in English, math, and life skills while education staff were out of the building.

The IMCC Education Department's total contact hours for fiscal year 2019-2020 were 20,190.

NOTE: Contact hours declined due to limited offerings because of COVID restrictions.

# SECURITY

Our Security Staff are everywhere in the institution. You will find security staff from the front door to the intake area. Security staff are supervising living units, conducting searches, communicating with Incarcerated Individuals, taking counts, (after count, after count), and patrolling the institution and yard areas. You can find Security staff teaching fellow staff how to defend themselves, assisting Health Services and Treatment staff, teaching a MRT class and on the bus trips or taking a nervous Incarcerated Individual to the hospital for tests. Our Security Staff are fully engaged in the treatment programs of the facility, practicing CCP (Core Correctional Practices) and involvement in MRT Group. We also have an administrative assistant who arranges the trips the officers take to transport Incarcerated Individuals to other institutions, and several other clerical staff who run the switchboard, finger print Incarcerated Individuals, checks the mail for contraband and helps get the facility ready for the annual security audit.

## *Security Audit*

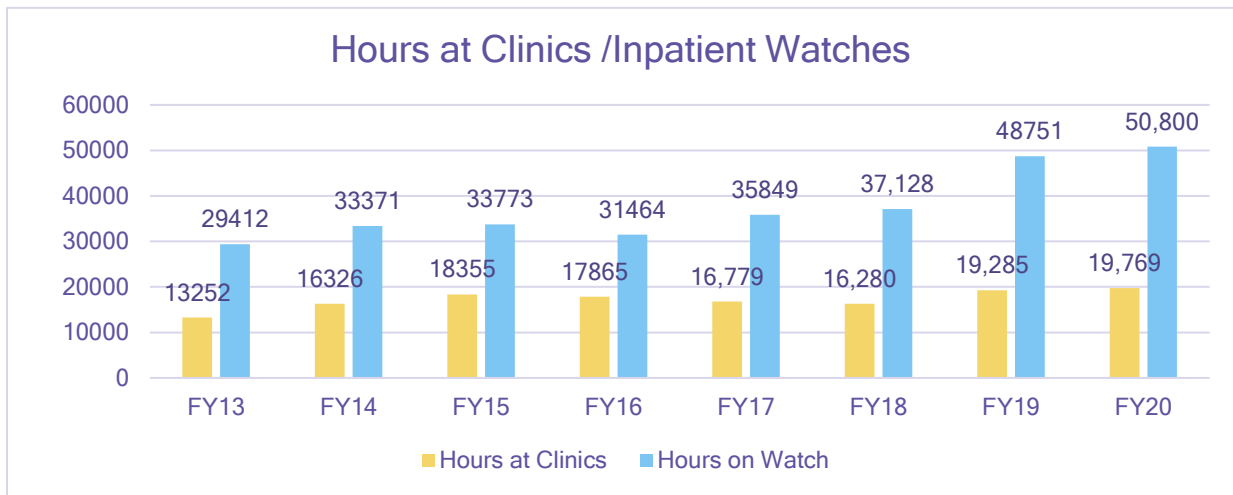
Our annual Security / ICS Simulation Audit and Vulnerability Assessment was not conducted in FY20 due to Covid-19.

## *Iowa Transport*

The IMCC Security Department transported 5,260 Incarcerated Individuals to destinations other than IMCC. We picked up 2,220 incarcerated individuals along the trips. During FY20 our Transport Officers took 466 transport trips and drove 168,817 miles, 3,996 hours.

## *University of Iowa Hospitals and Clinics (UIHC)*

We made medical trips to UIHC to transport 3,421 Incarcerated Individuals to hospital appointments for a total of 19,769 hours at the University of Hospitals and Clinics. This was in addition to the 50,800 hours spent on watch for UIHC admissions. This was up 2,149 hours from last fiscal year.



## ***CERT (Correctional Emergency Response Team)***

The IMCC Correctional Emergency Response Team has 20 members as of this moment. We have staff who are certified in many different tactical aspects of Corrections such as Advanced Chemical agents, riot formations, Electronic Immobilizing devices, cell extractions, building clearance, area clearance, cell extractions and hostage negotiations.



Although the IMCC CERT strives to be ready at any given moment to respond effectively to tactical situations inside our facility, or any other facility, we also understand that situations often arise due to difficult situations that Incarcerated Individuals may be dealing with, we understand that we can have a positive effect on incarcerated individual's

moods by paying attention to these individuals every day, getting to know them and developing an effective rapport with them.

When the IMCC CERT show up to an incident they strive to de-fuse the situation and use their best judgment guided by experience to result in the best possible outcome, this mix of tactical experience and knowledge along with the ability to effectively intervene during crisis events make IMCC CERT a valuable asset to the institution and the Iowa Department of Corrections.





## *Crisis Negotiations Team (CNT)*

The Crisis Negotiation Team (CNT) is an integral part of the Department's planned response to critical incidents and is comprised of a diverse range of staff members. All members have been, or soon will be formally trained in Basic Hostage Negotiations and some have completed an Advanced Hostage Negotiations course, both of which are taught by the Federal Bureau of Investigation and the Iowa Statewide Negotiation Team.

Currently IMCC - CNT members Pam Fluharty (Team Leader), Kathy Eschen (Team Liaison to Iowa Crisis Negotiators Association) Jennifer Smith, Darla Roe, Cleo Hester, Brian Burch, Mike Boner, Nic Ferin as (CERT/CNT Liaison), Pat Butz (Assistant Team Leader), Jeff Keller, Audra Burns, Ruth Beltz, Michael Potts, Nicholas Goodall, Matthew Sperfslage, Aaron Meader, Shakira Gonzalez, Jessica Melvin, Brandon Wenner, Joshua Klaaren and Dennis Culver.

We are currently transitioning from IMCC Hostage Negotiating Team (HNT) to IMCC Crisis Negotiating Team (CNT) as this has been a statewide transition for all the state. Our training methods will also be going forward working more with our IMCC CERT Team. In May we attended a statewide CNT/CERT training exercise in CTU, where we trained together in hostage situations together as tactical and negotiations. They trained on a bus barricade, multi-site incidents, and riot control. Members participating for IMCC were: Nic Ferin (CERT/CNT liaison) Dennis Culver, Brian Burch, Mike Boner, Pat Butz, and Cleo Hester. Kathy Eschen was part of the coordinators for the State Team working the three day training, Kristin O'Hare (Incident Command), Pam Fluharty (Team Leader), and Darla Roe.



CNT/CIT Training

The Crisis Negotiation Team's goal is to secure the voluntary surrender of individuals who may be refusing to surrender or comply with staff. Even if that goal is not accomplished, the team is able to gather intelligence and buy valuable time that allows for better decision making and tactical

planning by CERT. The de-escalation component of our response to critical incidents is part of the Department's overall goal to attempt to resolve these incidents with as little use of force as necessary - thus preventing injury or loss of life for staff and Incarcerated Individuals alike.

# MEDICAL SERVICES

Each admission receives an intake health screen, laboratory work, dental screening and if indicated a physical or physician exam. The health clinic offers sick call where patients may be seen by a nurse, assessed, treated and referred as medically indicated.

IMCC receives pregnant patients, patients with chronic renal failure, diabetics and patients with some type of infectious disease, cancer and/or cardiovascular disease. Pregnant patients come to IMCC to be housed until they deliver at the University of Iowa and then return after discharge from the hospital to ICIW. Patients who receive dialysis treatment go to the University of Iowa three times a week and return to IMCC after each treatment, which takes appropriately 4 hours to complete each day.

## *Hospice Program (Project Hope)*

Between July 1st of 2019 and June 30th of 2020 Project Hope's volunteer program cared for four hospice patients.

## *Pharmacy*

IMCC has a full service pharmacy that operates Monday through Friday. It is staffed with four full time and one part time pharmacists, and four technicians.

IMCC pharmacy staff also processes medication orders from ASP, MPCF, and ISP. Medications ordered are within the guidelines of our DOC Formulary that was developed for providers to comply with continuity

of care. Forensic Psychiatric Hospital also utilizes and takes advantage of DOC Formulary.

All of our prescriptions are transmitted electronically to the pharmacy. Medications are administered by nursing staff on the medical and mental health units. The rest of the institution reports to a "pill line" to receive their medications. All orders are electronically transmitted to the next institution of assignment.



*Health Services Statistics*

Medical Encounters/Contacts

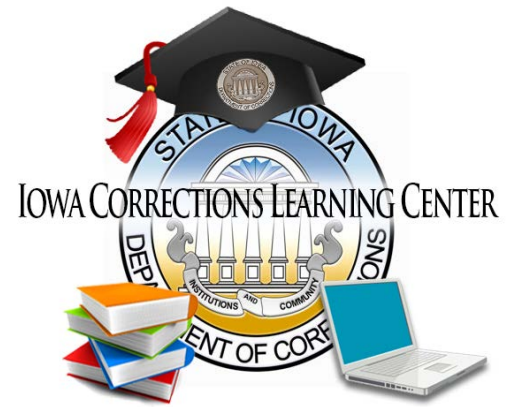
Physicians -----	6,320
Physician Assistants -----	1,159
Nurse Practitioner -----	1,183
Nurse -----	32,194
Psychiatrist -----	6,764
Psychiatric Nurse Practitioner -----	10
Psychologist-----	8,004
Dentists-----	4,684
Dental Hygienist/Assistants -----	1,679
Respiratory Therapist Encounters-----	150
Dietician Encounters-----	303

# TRAINING

The Iowa Corrections Learning Center's eLearning program was utilized to deliver most of our annual IDOC mandatory courses.

Our institution used on-shift training to fulfill our annual mandatory hands-on personal safety training requirement. These classes, conducted by our in-house personal safety instructors, were 8 hours for security staff, 4 hours for supervisors/managers, and all staff with Incarcerated Individual contact, and 2 hours for minimal Incarcerated Individual contact staff

We held our mandatory annual Fire Safety training during fiscal 2020 on-shift using our fire simulator system for our hands-on training. This class conducted by our Health and Safety Officer Alba Quinones and our Field Training Officers (FTOs) included a review of our Fire Response Plan and exit and assembly areas as part of this training for all staff.



Firearms annual recertification training was held for designated security staff, and initial certification training was held for officers new to positions requiring a weapons certification. This course included classroom training with a review of the Use of Force policy and the Escape Plan, and the utilization of our weapons simulator, with live fire qualification being held at the Anamosa State Penitentiary range and the Cedar Rapids Police Department range. Security Staff who are required to obtain a weapons certification were trained in the use of the shotgun, Transport Officers received training in the shotgun and handgun, and CERT Team members received training in shotgun, handgun, and rifle. These staff were also assigned the "Firearms" eLearning module.

We conducted our bi-annual CPR/AED for the Professional Rescuer Recertification Training during FY20.

Our new full-time employees attended our in-house NET training. This training provided an overview of Iowa's correctional system concepts, structure, mission, and operations. Security staff also attended additional training during NET which consisted of Chemical Agents which includes an exposure to OC pepper spray, Electronics training using the NOVA handheld device, NOVA shield and RACC Belt, and Cell Extraction training.

### ***Specialty Team Training***

Specialty Team Training was scheduled each month for Correctional Emergency Response

Team & Hostage Negotiation Team. The Commander will coordinate and schedule CERT training, in compliance with DOC policy, for all CERT Team members. The Hostage Negotiation Team meets monthly for training in accordance with DOC policy.

### ***Volunteers and Contract Employees***

We continue to use the training sign-off developed for Volunteers and Contract employees. This training includes IDOC and IMCC policies and procedures including those relating to rules of conduct, staff sexual misconduct with Incarcerated Individuals, key and tool control and emergency procedures. We have now incorporated the IDOC PREA PowerPoint for Volunteers and Contract employees in this overview. We also put all of our outside vendors from Canteen Corporation through this training. Volunteers and Contract employees did halt due to Covid-19 in March.



Personal Safety Training

# BUSINESS OFFICE

The Business Office was busy coordinating the many projects that went on at IMCC in FY 2020. Over the past several years, as IMCC becomes more involved in community service, the Business Office has become a Central Hub for collections of many different items. These include Holiday Thanksgiving Baskets, University of Iowa Children's Hospital.

## *Dietary Department*

The Dietary Services Department at IMCC oversee all aspects of the food service operation from menu and recipe development, pre-preparation, preparation, tray service, sanitation, and



clean up. Production, tray assembly, sanitation, and clean-up are completed by a very limited crew of incarcerated individuals. Security is an important part of the CFSC's daily jobs and it is essential in order to maintain a safe environment for the incarcerated individuals, staff, and the public. During FY 2020 we served 980,743 meals at an average cost of \$1.02 per meal. Dietary continues to meet the daily challenge of

having to set up the serving line with three different menu/styles of food each lunch and supper meal. This is necessary to meet the many needs of the incarcerated individuals and patients here at IMCC. The individualized diets are time consuming for the Correctional Food Service Coordinators and the incarcerated individual workers. Approximately 10% of the population is on an individualized and medically ordered modified diet.

Dietary continues to make daily sack lunches for the entire DOC for watch officers at the University of Iowa. They continue to make the liquid diets for the incarcerated individuals who have oral surgery appointments at UIHC.

Covid hit Dietary hard with changes in the way we served meals and limited workers in Dietary with the pandemic outbreaks.



## *Information Technology Department*

- Marc was tied up Aug-Dec rebuilding the failed firewall with John and Jason for ICCC and
- UILABB online classes, TABE testing, and IWD certs.
- We spent two months trying to prep for staff working from home due to COVID. Carmen managed to get her hands on about 65+ used laptops while other facilities and agencies were scrambling to try and find laptops for remote workers.
- Upgraded VPN circuit from 10 Mb to 100 Mb to handle remote work.
- Upgraded VPN software and firewalls to handle additional remote users.
- Went live with TABE online July 1, 2019 using laptops in both Testing and Education for IIs to complete testing.
- Switched from the old ID Works ID software to Badge Pass and added entry/exit badge readers with a display in Master Control to show ID photos.
- Started using Veyon in SS office to monitor college class computer usage.
- Offender worker database to migrate workers for punching in and out via PDA.
- Video visitation via Google Meet was implemented due to COVID.
- Mark wrote several COVID related programming: database to track mask certification, sign up site for tracking shots, log for tracking cleanings, ADHOC queries to track I/I housing and interactions.
- Mark worked with Cassie for an "approved for" database.
- Had to buy and deploy dual 24" monitors to every Records employee.
- Mark and Carmen rebuilt all commonly used ADHOC reports used in the facility and made a central reports page for them.
- Deployed all new kiosks to the living units.
- ICCC handed out Microsoft Surface Go tablets to their students and it became complete chaos trying to make them work correctly.
- Carisa and Mark worked on the contractor volunteer database for ensuring background checks and PREA training.
- Had to install a new Pano x-ray in Dental in Jan.
- Installed new postage system (that had major issues for months) in March.

## *Personnel Department*

During FY20, IMCC's two staff in Personnel:

- 79 staff left IMCC (retirement, voluntary, involuntarily)
- 79 new Hire, transfers, recalls and promotions were processed
- IMCC tracked FMLA cases based on Reed Group communications
- Successfully processed payroll for approximately 485 employees.
- Assisted with COVID tracking, communicated with staff regarding the MAP, developed an internal tracking system for staff who were unable to work due to COVID-related situations.
- Work comp cases were addressed/processed
- Educated staff on payroll and leave procedures/policies.
- Communicated benefit information to staff.
- Utilized the Neogov system for employment recruitment.
- Filled positions for position openings, ranging from maintenance, medical, administrative, treatment, counseling, security and supervisory positions

## *Maintenance*

Among many other tasks the Maintenance Department completed the following:

- Large number have been done and continue to replace ballast style lights wit LED for high mast lighting.
- Contract replacement of 22 exterior fire exit doors.
- Tore down and removal of garage outside of old boiler room.
- Cleaning and removal of old equipment in and old boiler room.
- Rebuilt #2 chiller contract Johnson Control.
- Replaced old 6 inch fiberglass condensate line in tunnel with black pipe.
- Removal of mop sink - broke out concrete and replaced bad pope on East unit.
- Refurbished weight yard equipment.
- Installed new VFD for chiller pump #2 cooling tower and #3 cooling tower.
- Installed new VFD for AHU 57-1 both done by Johnson Control.
- Many in house projects on living units in regards to Covid, phones, desks, and table dividers etc.



## ***Garden:***

During FY20 the Gardner and his workers planted and harvested 61,924 pounds of produce. The most popular was the watermelon with 12,650 pounds.



# CENTRAL RECORDS

Central Records staff are responsible for several different functions in the Iowa system. They are located on the 2nd floor of IMCC, across the hall from North Unit. The Department consists of 3 Administrative Assistants and 6 Clerk Specialist. Here is a summary of a few things the records staff do on a daily basis:

## Process Intake Packets

- Run criminal history and warrant/no contact order check on incoming Incarcerated Individuals.
- Use Iowa Courts Online to retrieve the trial information, minutes of testimony and sentencing orders for all cases sentenced to prison.
- Enter charges into supervision status.
- Enter charges into time computation to determine the length of sentences.
- Make a generic note for all other pending cases and for every case that has been sentenced in the past two years.
- Add case numbers into our tracking database on those cases still pending.
- Request jail credit for all sentences that Incarcerated Individual had been sentenced to jail within the last two years to make sure that case has been served. If not, run case concurrent to prison sentence.
- If Incarcerated Individual has active warrant, request a copy from the county to see if they wish to place a detainer on the Incarcerated Individual. If they do, write letter to the county and the Incarcerated Individual to notify them of the hold.
- If Incarcerated Individual comes in with a Social Security Card, Driver's License or Health card, make generic note and add the SS info into ICON to notify others that the card is on file.
- Verify all information in ICON is correct.
- Review sentencing order and if errors are discovered, contact the county attorney or judge to get corrections made.

## Additional Sentences

- Additional sentences come from either our tracking database or directly from the counties.
- Obtain documents from Iowa Courts Online and enter charges into ICON.
- Update time computation to reflect the additional sentence added.

## In State and Out of State Warrants

- Come in with intake packet or is faxed/mailed to us from the counties.
- Update notifications to place the detainer on an Incarcerated Individual.
- Write detainer letter to Incarcerated Individual and county to notify them of the detainer placement.
- If Incarcerated Individual is at another institution, make detainer notification and mail the warrant to the institution.

## Jail Credit

- Counties fax, email or send jail credit slip with Incarcerated Individuals.

- Enter the jail credit into time computation to give the Incarcerated Individual the credit for time served in jail.
- Follow the law and the judge's orders on how and when to give credit for time served.

### Other duties include

- Patient visiting approvals
- Property tracking
- Background checks on visitors and new employees
- Entering in residential credit or time loss
- Research of all paperwork coming from intake that is not related to incoming Incarcerated Individual packets.
- Answering all records department phone calls.
- Complete a check-off list for all Incarcerated Individuals being released from IMCC in order to make sure there is nothing prohibiting an Incarcerated Individual from leaving.
- Be proficient in the Iowa Codes and how mandatory minimums are applied to certain offenses.
- Use the mandatory minimum reduction sheet to calculate the reduction of mandatory minimums.
- Judges have the ability to reduce the minimums. Records staff need to know when offenses have an automatic mandatory minimum.

Often the sentencing orders will have errors. If mistakes are found, contact the county attorney and or the judge. Request the attorney or judge make the corrections to the orders so that we follow the Iowa Code.

As of August 2012, all Incarcerated Individual records are now paperless. All record offices have access to the Laserfiche computer system where old files are imaged into the database.

## *Employee Unity and Wellness Committee:*

The Employee Unity and Wellness Committee has had another busy yet rewarding year at IMCC. They have provided sympathy and support in trying times and tried to brighten work days with food events and Payday Popcorn Fridays. They are a dedicated group whose goal is to making working in the Department of Corrections a little easier and less stressful.

### Highlights of FY20:

- They continued the Popcorn Payday, which they provide free popcorn all day to staff members on payday Fridays (until Covid arrived).
- During Correctional Workers Week in May 2019 the committee gave away two \$500 scholarships to high school seniors or staff going for higher education.
- They held several DOC-wide clothing sale, which were very successful.



## *Dog Program*

Fur-Fun Rescue has provided to be an amazing partner for our program, not just providing us many opportunities to train, and rehabilitate rescued dogs.

Community service projects seem to find us. This special opportunity allows us to give back by training dogs to serve in schools, hospitals and clinics all over Iowa.

We will soon be starting our fourth year of partnership with Retrieving Freedom. We are just now seeing the first dogs graduate the program's third state where they are placed as Service Dogs. This serves Veterans with disabilities and children with Autism. We also helped R.F.I to become accredited by Service dogs International. A very big deal in the Service Dog world!!



## Outside Volunteers

Outside volunteers continue to add resources our current budget will not support. Through volunteers we have been able to facilitate Incarcerated Individual groups/classes. Besides the volunteers listed below, we have volunteers for the Chapel, Dog Program, U of Iowa (Writing Workshope, Songwriter Workshops, etc.), Running Club, Toastmasters, AVP, Yoga, Veteran, Chess Club, Newspaper Club, Pen and Paper Club, AA. NA etc.

## FINANCIAL INFORMATION

### Average Daily Costs

Total Expenditures	Average Daily Population	Annual Cost	Average Daily Cost
\$63,338,766.09	922.86	\$68,633.13	\$188.04

Annual Cost	Incarcerated Individuals Served	Average Daily Cost
\$68,633.13	5,808	\$13.68

### Average Length of Stay

WU CL Work Unit NM	Closures	Months	Avg. Length of Stay
Forensic Psychiatric Hospital			
Iowa Medical and Classification Center - Reception	4,243	5,746.50	1.4
Iowa Medical and Classification Center (General Population)	490	3,485.90	7.1
Lowell Brandt Unit - Medical	317	151.50	1.6
Lowell Brandt Unit - Mental Health	180	1,587.60	8.8
Totals	5309	16,253.60	103

WU CL Work Unit Nm	Prison Stays	Avg Days	Avg. Months
Forensic Psychiatric Hospital	79	52.1	1.7
Iowa Medical & Classification Center	517	205.7	6.8
Lowell Brandt Unit - Medical	327	58.8	1.9
Lowell Brandt Unit - Mental Health	187	264.4	8.7
<b>Total/Average</b>	<b>1,110</b>	<b>161.4</b>	<b>5.3</b>

## PRISON SERVICES SNAPSHOTS

### Program Average

	Average
Psychiatric Forensic Hospital (FPH)	11.67
Reception Units (C, D, E, F, R and S Units)	388.46
General Population (West (YO), East (Trans and Dog Program) , T, V, and North Units)	312.91
B Unit (mix of Reception, special needs and GP) and VC	49.9
Medical	41.24
Mental Health (A, M, P, Q SOU,)	117.24
Segregation (G and H Units)	17.85
<b>Total</b>	<b>939.27</b>

# STAFF SPOTLIGHT

## *Employees of the Quarter*

July 2019– September 2019

Jeff Keller, Nursing Supervisor



Marcus Speakman, Correctional Officer



Mark Krugle, Correctional Officer



October 2019 – December 2019

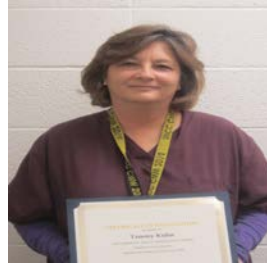
Michael Potts, Correctional Officer



Preston Hobbs, Correctional Officer



Tammy Kuhn, Nursing Unit Coordinator



**January 2020 – March 2020**

Michele Kearney, Senior Correctional Officer



Brian Chapman, Captain



Pat Butz, Correctional Officer





April 2020 – June 2020

Carmen Noska, ITS Specialist 2



Marc Eby, ITS Specialist 5



Jeff Simonson, Correctional Building Service Coordinator



# SPECIAL EVENTS AT IMCC

## *IMCC 9th Annual Holiday Party*

IMCC held its 9<sup>th</sup> Annual Holiday Party on December 4, 2019 at South Slope in Coralville. Several guests attended the party along with Mr. and Mrs. Claus.

## *Security Audit/VA*

Our Security Audit and Vulnerability Assessment was not conducted in FY20 due to Covid-19.

## *Correctional Worker Week*

Correctional Worker's Week was cancelled due the Covid-19.

5 Years of Service	
Matthew Andrews	Ryan Bouska
Logan Butler	Carlos Irias
Jeff Keller	Adam Koopman
Warren Larson	Jessica Nefzger
Aaron Ohrt	Ryne Schrock
David Speltz	Jerry Stahl
Cassy Tusler	Mary Westfall

10 Years of Service	
James Albert	Arnold Anderson
Grant Buxton	Susan Caruthers
Christopher Caster	Scott Earls
Laurie Hegl	Michele Kearney
Gary Keller	Brent Keltner
Lashaun Lacy	Anthony Liechty
Scott Ohrt	Ryan Ott
Todd Pearson	Marcus Pressler
Litasha Primous	Nicholas Schropp
David Sterba	Curtis Strong
Brandon Wenner	William Yohe
Dan Zuniga	

## 15 Years of Service

Ryan Broussard	Dennis Culver
Jacob Ehlers	Carey Fox
Amanda Hinshaw	Amy Holub
Brian Kubicek	Joel Loss
Christopher Obrien	Kristen OHare
Richard Panosh Jr.	Nathan Raner
Martin Ressler	Dennis Richardson
Heather Vantrump	Roger Volkmar
Oral Wright	

## 20 Years of Service

Steve Bickford	Jonathan Burdt
Michael Case	Raymond Craig
Joseph Forbes	Charles Graffunder
Steven Jiras	Patricia Romano
Chad Sauser	Andrea Voyek
Tamie Wensel	

## 25 Years of Service

Michael Andrew	Janet Billerbeck
Matthew Hargrave	Michael Kane
Thomas Krivanek	Chad Oeltjen
Matthew Vantrump	Greg Wagner

## 30 Years of Service

Debra Calkins	Mark Freitag
Derek Rickels	Andrew Robbins
Diana Wenner	