

GEO World

4TH QUARTER 2020

A GEO Publication for Employees and their Families.



CONGRATULATIONS



GEO EMPLOYEES



THE YEAR





Chairman's Letter

George C. Zoley, Chairman, CEO and Founder

The recipients of our GEO Employees of the Year awards are the embodiment of dedication and professionalism. Please join me as we congratulate them and as we extend our gratitude to the approximately 23,000 GEO employees worldwide.

To the GEO Family,

As we near the end of 2020, it is important for us to take time to reflect on the strength and perseverance of our employees around the globe, who continue to make daily sacrifices to care for all those in our facilities and programs.

For the last three decades, The GEO Group has partnered with government agencies throughout the United States and around the world to deliver private-sector solutions to meet public-sector challenges.

Our high-quality services have been underpinned by the unmatched dedication of our employees and an unwavering organizational commitment to operational excellence across all our service lines.

Over the course of this year, that determination and commitment have been tested like never before, as our employees have met the significant challenges of the COVID-19 pandemic.

From the beginning of this crisis, our corporate, regional, and field staff have taken important steps to mitigate the risks of COVID-19 and have worked with our government

partners to implement the guidance issued by the Centers for Disease Control and Prevention.

Notwithstanding these unprecedented challenges, we recently accomplished several positive milestones. During the third quarter of 2020, we began the activation of our company-owned, 700-bed Golden State ICE Annex in California under a 15-year contract with U.S. Immigration and Customs Enforcement (ICE). Additionally, we entered into an operational contract modification to continue the process of activating our company-owned, 750-bed Desert View ICE Annex in California, also under a 15-year contract with ICE.

Our GEO Care business unit recently completed the reactivation of our company-owned Parkview Center in Alaska, under a new 112-bed contract with the Alaska Department of Corrections. GEO Care also recently activated 11 new day reporting program sites in Tennessee with a capacity to serve approximately 2,900 participants, under a new contract with the Tennessee Department of Corrections.

Finally, in September 2020, GEO published our second Human Rights and Environmental, Social and Governance (ESG) report. This important report incorporates updated disclosures and metrics for the calendar year 2019 related to the development of our employees; our adherence to ethical governance practices; and our efforts to advance environmental sustainability in the construction and operation of our facilities.

The report also highlights our continued commitment to improving the lives of those entrusted to our care by providing enhanced rehabilitation and post-release support services through our award-winning GEO Continuum of Care program.

All these important milestones are the result of the dedication and professionalism of our diverse employees. The recipients of our GEO Employees of the Year awards are the embodiment of that dedication and professionalism. Please join me as we congratulate them and as we extend our gratitude to the approximately 23,000 GEO employees worldwide.

Table Of Contents



4TH QUARTER 2020
Volume 28
Issue 4

EDITORIAL STAFF

Editor-in-Chief & Designer
Audra E. Birt
abirt@geogroup.com

Contributors

George C. Zoley
Pablo E. Paez
Christopher V. Ferreira

Employees of the Year

- 02** Secure Services
- 06** International Services
- 09** GEO Care

Articles

- 13** Secure Services
- 22** International Services
- 25** GEO Care

Features

- 14** **National Federation of Federal Employees and GEO Group Announce Reentry Success DC Program for Returning Citizens**
 Reentry Success DC is a partnership that assists returning DC offenders by providing skills while in custody and support following release, to include job placement.
- 24** **New Milestones in Fulham Expansion Project**
 Staff at Fulham Correctional Centre have celebrated two new milestones with its \$80 million expansion project, which will deliver increased capacity and new, modified facilities for staff and inmates.
- 31** **Luzerne County DRC Celebrates Ten Years of Reentry Services**
 Luzerne County Day Reporting Center (DRC) celebrates ten years of service to the county, providing reentry services to 554 graduates who now have the tools to succeed as contributing members of society.



FACILITY ADMINISTRATOR OF THE YEAR

CHARLES MAIORANA

Blackwater River Correctional and Rehabilitation Facility

emergency preparedness and readiness at BRCRF and is respected by his peers as one of the finest leaders in this arena. Chuck’s expertise has been invaluable the past couple of years as he has set the standard for others in preparing for and responding to Hurricanes, most notably, Hurricane Michael, which ravaged the Panama City area.

Facility Administrator Charles “Chuck” Maiorana began his career in corrections in 1991 with the Federal Bureau of Prisons (BOP). After serving in various positions at the BOP with increased responsibility, he joined GEO in 2016 as the Facility Administrator at the Blackwater River Correctional and Rehabilitation Facility (BRCRF) in Florida.

Facility Administrator Maiorana has successfully improved operations year over year during the four years of his tenure. The Facility has produced positive results and outcomes for the customer and those in our care as a result of his leadership. For example, the Facility has seen significant improvements in staffing levels, educational programming rates, grievance reduction rates, reduced customer audit findings, and improvements in GEO Corporate Audit findings. Chuck has been instrumental in making considerable improvements in

Facility Administrator Maiorana also understands the importance of effective programming at the Facility and continues to focus on this area. He encourages his staff daily to communicate and resolve inmate complaints at the lowest possible level. Under the direction of Facility Administrator Maiorana, the leadership team at BRCRF tours the facility frequently to interact with staff and the population to evaluate “Purpose and Place” throughout the Facility. This effort and focus on GEO’s Continuum of Care has led to decreases in resident discipline and grievances concerning gain time and property.

Facility Administrator Maiorana has an impeccable relationship with the on-site Contract Monitor and Florida Department of Management Services leadership. This has led to zero non-compliant findings in the last 18 months.



Facility Administrator Maiorana and his staff sponsor at least one community project each year. This includes sponsoring a nursing home for Christmas, an “Angel Tree” for the Santa Rosa Kid’s House and Family Promise, and a school supply drive for local schools in the area.

Furthermore, Facility Administrator Maiorana understands the importance of positive community relations and giving back to the local community. He maintains a very positive working relationship with the community relations board and interacts with community leaders frequently, as well as local law enforcement and other emergency personnel. Chuck goes above and beyond to represent the facility and the company. His leadership and expertise don’t go unnoticed and he is more than deserving of being selected as the Facility Administrator of the Year.





EMPLOYEE OF THE YEAR

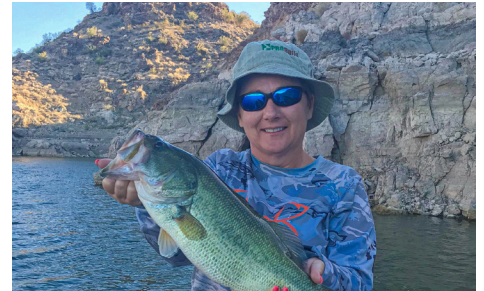
SHANNON HILTON

Kingman Correctional and Rehabilitation Facility

projects outside her normal range of responsibilities.

In the past year, KCRF's aging wastewater treatment plant experienced significant challenges. This occurred at a time when the facility's plant operator resigned and no certified staff were available to manage the plant. Shannon immersed herself into the role of wastewater treatment plant project coordinator. She engaged in countless communications with the Arizona Department of Environmental Quality, a temporary contract operator, other vendors, and GEO's Western Region and Corporate Office to expedite necessary repairs. Due to the numerous issues, the corrective actions involved a prolonged process, but Shannon has persisted every step of the way to help restore the plant to a high level of operating standards.

During the past year, the MIS Department experienced staff turnover that created a backlog of work orders. Shannon plunged into the role of the MIS Department supervisor, and MIS staff responded with amazing results. Work efficiency improved and backlogged issues were eliminated. Shannon has continued in her supervisory role with MIS staff, and today, it is a highly respected department at KCRF.



A serious challenge faced the facility when the Maintenance Manager position was vacant for an extended period. Shannon, a former construction project manager for seven years, assumed the role of acting Maintenance Manager, and productivity in the department increased significantly. When the customer expressed concerns about the length of time to rectify some work orders, Shannon organized a sharedrive spreadsheet and coordinated meetings to develop a stream-lined process for submitting, monitoring, and documenting repairs of critical items. As a result, dramatic improvement occurred in work order response times.

Whenever staff or inmates have voiced any concerns about operational issues with the Facility Administrator's office, Shannon has always been willing to help find a resolution to the issue as quickly as possible. Her personality will not allow a problem to go unresolved.

GEO is blessed with outstanding staff who perform exceptional work every day. Among the staff at each facility are key people who are recognized as "go-to" staff for resolving unique issues. Shannon Hilton, Executive Assistant, Kingman Correctional and Rehabilitation Facility (KCRF), is one of those key "go-to" staff members. Regardless of the issue at hand, staff at KCRF know that if they need help, they can call on Shannon to find the solution! Because of Shannon's extraordinary efforts, she is being recognized as GEO's Employee of the Year.

Shannon Hilton joined GEO in 2015 when GEO assumed management of KCRF. She immediately demonstrated a very high level of energy and tenacity to resolve any issues that faced the facility. She has consistently thrived on the overwhelming demands of her workload. Moreover, Shannon has demonstrated amazing leadership initiative on work



Another critical role Shannon has admirably performed is liaison between KCRF and the community. KCRF is actively involved in numerous community partnerships, and Shannon plays a central role in our engagement with community organizations. Congratulations Shannon and thank you for all you do to improve the culture at KCRF!



OFFICER OF THE YEAR

DANIEL GALLO

Moshannon Valley Correctional Facility

by the CERT team. Officer Gallo always takes time to train other officers on their daily assignments for any post at MVCF. He takes every challenge in stride and has a demeanor that motivates others.

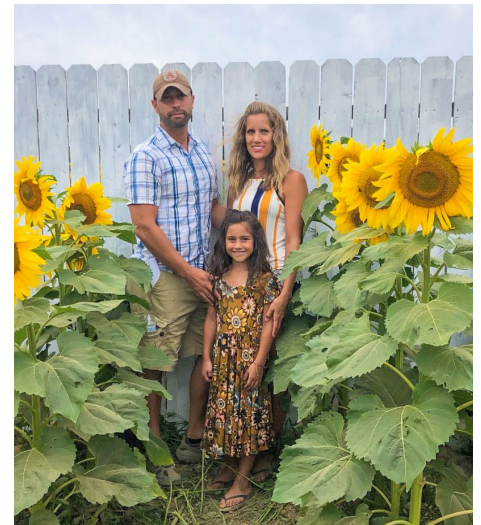
Officer Gallo demonstrates leadership each and every day and pushes fellow officers to exceed expectations. He is the type of officer everyone wants to work with. Staff trust him and believe in the decisions he makes.

Daniel Gallo, an Officer at GEO's Moshannon Valley Correctional Facility (MVCF) has been selected as GEO's Secure Services Officer of the Year. Officer Gallo began his career in February 2006 as a Correctional Officer. He is very dedicated and a great asset to the Facility. He has a great work ethic, always stepping up to assist with every task in any area of the Facility.

In addition to his officer duties, Officer Gallo is one of our top CERT members dedicated to the Tactical Operations mission at MVCF. He has dedicated a great deal of time and effort in to making the CERT program as successful as possible. For example, he helped develop our breaching plans project. This project was developed so that new members of the CERT team would be capable of using and understanding all tactical strategies that may be employed

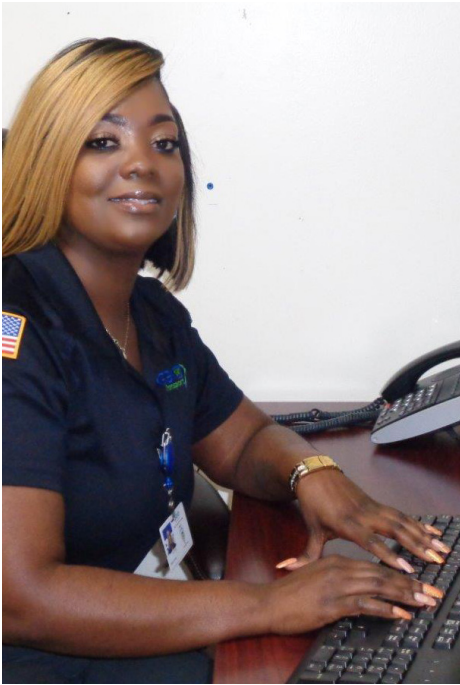
His ability to organize and motivate staff does not go unnoticed. He is committed to the goals of both the Facility and the company as a whole. He is always willing to take on extra projects, and usually does so with little or no instruction. His rapport with the inmates makes him a very effective officer. The inmates know he is fair, firm, and consistent on a daily basis. They know what to expect when he is working in their area and they have respect for the way he carries himself. officer Gallo knows his duties and is very comfortable interacting with visitors and answering their questions.

Officer Gallo's dedication to the Facility can be seen every day as he carries out assignments. He can be assigned any task in the Security Operations division



and is always able to complete it in an effective and timely manner without supervision. He understands that being an officer is all about teamwork and he knows the team is only as strong as the weakest link. Officer Gallo's overall dedication to MVCF is recognized by all. He remains professional and is a great team player. His ability to communicate with staff and inmates allows him to be very successful in his daily duties. He has the ability to communicate with newly hired officers in a way that motivates them to strive for operational excellence. He also communicates with supervisors in an effective manner and is always willing to assist them in achieving the goal at hand. He is a great example of a model officer and wears the uniform with pride. He also demonstrates great leadership qualities and has a positive, selfless, "can-do" attitude, making him a well-respected officer amongst his peers. All of these attributes demonstrate why Officer Gallo is deserving of the Secure Services Officer of the Year Award. Congratulations Officer Gallo and well deserved!





GTI OFFICER OF THE YEAR

PACIOUS LOVE

Rio Grande Processing Center

Congratulations to Senior Transportation Officer Pacious Love, this year's recipient of the GTI Transportation Officer of the Year Award. On an annual basis, this prestigious award is intensely competed for by approximately 400 elite GTI Transport Officers throughout our Company. Considering that there is an abundance of well-qualified GTI Transport Officers in the ranks, the selection process is extremely challenging.

Upon conclusion of the rigorous selection process, Pacious Love was deemed most deserving of this award for many reasons. Ms. Love is assigned to the U.S. Marshals Service (USMS) transportation contract for the Southern District of Texas. The success of this contract is measured daily by GTI's

performance and ability to successfully conduct complex transport missions in adherence to a grueling, constantly evolving schedule. One of Officer Love's most demanding responsibilities is the successful execution of the weekly USMS airlift. This paramount airlift operation entails the safe and punctual transport of USMS pre-trial detainees along with their proper legal documentation, medical records, any necessary prescription medications, and personal property. Ms. Love meticulously coordinates these transports in advance with an attention to detail that is flawless. Her efforts have not gone unnoticed, as she has received numerous accolades from our customer in recognition of her superior performance. This impeccable execution of her duties has proven to be vital to the success of this immensely important GTI mission.

Pacious Love leads her team by example and is a perfect role model and mentor to newly hired Transport Officers. On a daily basis, Ms. Love is committed to excellence, and incessantly delivers exceptional service while constantly striving to improve her team's overall performance. When faced with a last-



minute transportation mission change or any challenging situation, Ms. Love will successfully adapt and implement modifications to ensure the success of the mission. As Ms. Love repeatedly states, "failure is never an option".

"Officer Love's work ethic and dedication to the GTI mission is the best I have ever seen," Supervisor, Senior Manager Rich Hunter



Senior Transportation Officer Love brings a high degree of dedication and professionalism to work with her every day. Congratulations to Pacious Love for all her accomplishments and on being awarded the very prestigious GTI Officer of the Year Award.



AUSTRALIA EMPLOYEE OF THE YEAR

HANNAH LONNEE

Fulham Correctional Centre



Fulham Correctional Officer Hannah Lonnee has been recognized as the GEO Australia Employee of the Year for her outstanding contributions to GEO Australia. Hannah's acclaim is not just for her unwavering dedication to the job, but her commitment to delivering better outcomes for inmates – and ultimately their families and communities. Hannah joined GEO as an Activities Officer at Fulham, moving into a custodial role at the Centre's Nalu Unit in 2018, and in her time at GEO, she has won six employee recognition awards.

"I firmly believe that Hannah is the epitome of, what I believe, a Correctional Officer should be... she put faith in me that the prison system could help rehabilitate people," Office Manager Michael James.

Exemplifying GEO's Continuum of Care model, Hannah has demonstrated exceptional case-management practices, often going above and beyond to support inmates with their post-release reintegration needs. She recognises how her role could more actively support better outcomes.

Hannah has been commended particularly for her part in resurrecting the Nalu Bird Program, keeping inmates entertained and engaged during the festive season, and for assisting several transitioning inmates in successfully securing private rental accommodations despite challenging circumstances. For example, her efforts ensured one particular inmate left Fulham with an offer of employment, a new home, and renewed hope that he could reconnect with his son. Today, he reports being happily employed, paying his rent, and proudly seeing his son every week.

National Director Rehabilitation and Reintegration, Dr. Sarah Gray said, "Hannah is a glowing example of how custodial staff can make a significant contribution to positive rehabilitation and reintegration outcomes."

Acknowledging the efforts of her fellow nominees, Hannah said, "This is an absolute honour and a great achievement for each nominee. Congratulations to all! The drive behind my work is to be the change I want to see in the world, so I started by striving to bring GEO's Continuum of Care philosophy to the Nalu Challenge Community and the

inmates on my caseload. It is my hope that my efforts, and the efforts of all of us here at GEO, can lead to better lives for people, breaking cycles of negativity and giving them skills for the future."

"On a daily basis, praise is heard around the Centre for the extensive work and dedication Hannah shows." Fulham General Manager Natalie Greenfield.





UK EMPLOYEE OF THE YEAR

GILLIAN BYRNE

Dungavel House IRC

keeping the centre running safely and effectively by taking on extra duties and responsibilities. They have had to work quickly at times, reacting to the changing situation and they have all worked additional hours and late shifts to make sure that there was never any disruption to service due to the cleaning regime necessary to keep the centre safe. Gillian and her team also took on the responsibilities of ensuring that each area was always stocked appropriately with PPE and cleaning materials.

Gillian has been a valued member of the Housekeeping team for 13 years and was promoted to Housekeeping Supervisor in 2019. Her appointment made a noticeable difference almost immediately as she worked tirelessly to raise morale and improve standards within a very short space of time. Gillian's upbeat attitude and bubbly personality have kept her team motivated throughout a very challenging year.

Housekeeping, cleanliness and sanitisation are always a crucial underpinning to operating a removal centre and protecting those residing within. This came into sharp focus this year with the global pandemic affecting every aspect of normal operations. Gillian made sure her team were prepared to meet the challenge and they have done a tremendous job keeping the Centre infection free and constantly going above and beyond. Gillian and her team have been fundamental in

Sarah Lynch, the Centre Manager for Dungavel stated "This year has been a challenging one for all and the dedication of Gillian has not gone unnoticed. Her team have taken cleanliness and hygiene more seriously than ever this year and with the support of the senior management team were encouraged to think outside the box and continuously look for ways to improve how they delivered services. I'm delighted to award Gillian GEO UK employee of the year in recognition of how she is valued by customers and colleagues. This award is well deserved for her dedication and diligence."

This is echoed by Gillian's line manager, Residential Manager, Iris Jamieson. She gives high praise to her motivation to deliver, saying, "She seeks to deliver



excellence, seeing tasks through, and helping, supporting, and developing others. She sees how effective teamwork makes a difference and notices when people need extra support. She knows when the team needs a boost and acts upon it with her unstinting enthusiasm. Gillian makes suggestions for improvement, but never forgets the importance of fun. She is a team player and a great role model for commitment and drive."

Gillian was thrilled by the award. Without her team, Lorna Weir, Seona Hunter and Elizabeth Sommerville, she could not have achieved the high standards being recognised.

In Gillian's own words: "The safety of the staff, visitors and detainees has been our top priority. This is a team effort! The team are very deserving of recognition; I can't thank them enough for all of their hard work."



Gillian is a keen animal lover and in her spare time, she enjoys long walks with her family dog, Kacey. She also loves spending time with her family and is a grandmother to five boys who keep her very busy when she isn't working to ensure delivery of service within Dungavel.

SOUTH AFRICAN EMPLOYEE OF THE YEAR

TSHIWELA DECIMA MPHENEMENE

Kutama Sinthumule Correctional Centre



South African Custodial Management's Employee of the Year, Tshiwela Decima Mphenemene, was born on 20 June 1985. She is the third child in a family of four of the late Mr. Wilson Mphenemene and Mrs. Joyce Mphenemene.

She was born and grew up in Madombidzha Zone 2 where she attended Litshovhu High School. She completed her formal education in 2003 and was awarded a certificate for being the best student in Business Economics.

Tshiwela then furthered her studies at the University of Venda for Science and Technology where she studied for a Bachelor of Commerce and Accounting degree, which she completed in 2006. She then continued her studies with an Honours Degree in Commerce and Accounting at the University of Limpopo (Turffloop) in 2007. In 2009 she passed her

Pastel Accounting Course at Rosebank College with flying colours. She then continued to extend her knowledge in 2010 at Santam, South Africa's largest short-term insurance company, where she achieved 130 credits for short-term insurance.

She worked for Murovhi Financial Services in 2014 as a short-term client service consultant before joining SACM in 2015 as a Payroll Clerk. As a result of her due diligence and commitment she received the Employee of the Month recognition in September 2015 and again in January 2019.

Tshiwela says working for SACM is her greatest achievement, as the work she is doing on a daily basis assists her in learning new skills.

Her family resides in Louis Trichardt and consists of her husband, Phomotso Caiphus Kganakga, her daughter, Thato Praise Kganakga, and her son Tiisetso Moloko Wisdom Kganakga.

She is a born-again Christian who believes "I can do all things through Christ who strengthens me" Philippians 4:13.



In her free time Tshiwela likes reading magazines and newspapers to broaden her horizon and to participate in adventurous activities. Congratulations on being recognized as the South Africa Employee of the Year!





BI EMPLOYEE OF THE YEAR

BENEDICT IGBERAESE

BI Incorporated

BI has proven to be an excellent fit for Ben, who previously worked with a company that created maps for internet use. After coming to BI in 2016, he was able to combine his talent for engineering and manufacturing with his ability to communicate well with others. He gives credit to Greg Wilson, Vice President of Internal Operations, whom he is grateful to for giving him the freedom to work on developing improvements to the manufacturing of BI products, along with his talented team of co-workers.



Congratulations Benedict Igberaese, Manufacturing Engineering Technician at BI, for being awarded Employee of the Year for his outstanding performance in the manufacturing department. His willingness to confront challenging engineering projects with ease and aptitude, as well as being a team player, make Ben (as he is often referred to) an efficient and reliable worker. His curiosity for problem solving and engineering has been with him since childhood when he grew up in Nigeria where his father was employed as an engineer. Ben came to this country at fourteen and, after realizing his aptitude for technology, decided to make it a career path. He graduated from Colorado State University (CSU) in Pueblo in 2012 with a B.S. degree in Industrial Engineering, and he is currently pursuing a Masters degree in Systems Engineering at CSU.

"I am very grateful to Greg Wilson, our VP of Internal Operations, Marilyn Valdez-Campbell, Manager of Manufacturing Process Engineering, Kyle Kingrey, Manager of Manufacturing, and Roberto Veloz, Methods-Procedures Analyst, for their inspiration and encouragement," said Ben.

"I am proud to be part of a productive and supportive team. They are approachable and inspire career growth and trust. What I like most about working here is my team, who support each other as we anticipate the challenges of upcoming manufacturing projects."

Ben and his team recently taught themselves code and invest time on their own to further their professional abilities. Together, with Dominik Walker, Software Engineer, they developed the BISync application, a unit tracking database that resulted in a 30% reduction in operator processing time. Ben helps in developing manufacturing for new products, improving existing products, and has been instrumental in designing layouts. He holds meetings, welcomes the feedback of others, and gathers his findings to publish test reports. He interacts with almost all of the various departments at BI and is a member of several multi-functional teams.

Ben puts his energy into attaining manufacturing efficiency with his team. Current and past projects have resulted in more products, quicker turnarounds, and faster data delivery. He hopes he is seen as hard-working, trustworthy, and someone to rely on to get the job done.

Ben is also a soldier in the National Guard, which he says has helped him with confidence and leadership. He also enjoys playing soccer in his spare time. Thank you, Ben, for your efforts to keep BI and GEO on the cutting edge of technological development!



REENTRY SERVICES OF THE YEAR

KEITH HOOPER

Delaney Hall



Keith Hooper, currently the Assistant Facility Director at GEO Reentry's Delaney Hall in Newark, New Jersey, has demonstrated professionalism, care, and a "service first", approach continuously for his 23-plus years of working in the reentry services field. Mr. Hooper is known for upholding the highest standards of providing reentry programming in all aspects of facility operations.

During most of his time in the reentry services field, Mr. Hooper worked at Talbot Hall as the Supervisor of Operations. His commitment to providing the best reentry services, adhering to the needs of the New Jersey Department of Corrections and residents, setting an example that reentry works, and assuring that those transitioning to the community have the tools and aftercare necessary for a new start, has been unparalleled. He has been known to arrive to work early at 6AM and stay until midnight if needed, filling in for all roles and covering all shifts. During times of crisis at Talbot Hall, through Hurricane Sandy, flooding, and other emergency situations, he was dependable and always ready to do the right thing to protect residents and staff, never hesitating to assist in any way possible.

Respected by all, he is considered a "go-to" person at the facility. He is often looked up to by residents, who see him as fair and stern. He is regularly approached in the community by former residents or their family members, who thank him for his support throughout their transitional process. Mr. Hooper is adamant about being truthful and consistent in providing the message of reentry.

"Mr. Hooper is a dedicated employee. He is loyal, determined, and proactive. I never have to ask him to do anything. He sees a need, and he addresses it," Area Manager Melissa Craten

He began his career at Harbor House in 1997, after being one of the first State residents to graduate from a New Jersey reentry treatment program in 1994. He was asked by Harbor staff to help start an alumni group, a service that would help others like himself transition to a positive lifestyle upon reentering society. A consummate team player, he put his energy into establishing an alumni membership that is based on a foundation of mentorship. Now known as GEO Alumni Services, monthly meetings still attract 20 – 30 volunteers in New Jersey who share their stories of hope with those planning to reenter society.

After helping set up alumni services with the late Alan Hoffman of Talbot Hall and Sheila Leonardo of Bo Robinson, he was asked to come on board at the Harbor as an Operations Counselor. He was soon promoted to Shift Supervisor and later



to Supervisor of Operations at Talbot Hall, where he worked until coming to Delaney Hall in 2019. He is proud to have been the first alumnus from a New Jersey reentry program to be hired as staff. He had found his vocation and considers establishing GEO Alumni Services as one of his biggest accomplishments.

Mr. Hooper has a clear understanding of both sides of the reentry journey, which makes him a powerful advocate of reentry programming. He has helped countless individuals prepare to reenter society and begin a life that is crime and drug free.

Mr. Hooper lives in Newark, and firmly stands in his belief of helping the community you wronged. He continues to help others, set a good example, and uphold the message of hope. He has four children between the ages of thirteen and thirty. His thirteen-year-old wants to be a doctor, and he is ready to go to any length to make that happen. Thank you, Mr. Hooper, for being there to guide and uphold so many others! You are an icon of hope amongst us! Congratulations, and well-deserved!



YOUTH SERVICES EMPLOYEE OF THE YEAR

RENEE FIELDS

Southwood Interventions

Healthcare Organizations (JCAHO) and Division of Substance Use Prevention and Recovery (SUPR) certification and licensing requirements for medical services. Also, during our survey and inspection by the Drug Enforcement Administration (DEA), Renee was the primary contact, representing the medical services department and providing all necessary documentation as requested by the surveyors and auditors.

Congratulations to Licensed Practical Nurse Renee Fields on being selected as Youth Services Employee of the Year. Over the course of her 17 years with Abraxas Youth and Family Services, her exemplary work ethic and professionalism have played a pivotal part in the lives of countless people on their road to recovery.

While Renee is instrumental as a Licensed Practical Nurse, she is always willing to take on additional responsibilities and to make herself available to interview candidates and assist with training.

She utilizes her experience to mentor staff by providing direct support and training to ensure new hires are set up for success and current staff become more effective in their roles.

Renee is responsible for providing quality care to the residents at Southwood Interventions. Her clinical knowledge, thoroughness, and readiness to remain flexible with staffing needs have made her stand out over the years and demonstrate her strong commitment to helping others. In the absence of a Nurse Manager, Renee stepped up as the natural leader of the nursing team to assure the detox unit and residential units continued to meet The Joint Commission on Accreditation of

Outside of Southwood Interventions, Renee is a Co-Pastor at her local church where she is active in community fundraising. She is also in the process of creating a nonprofit in remembrance of her father to help fatherless children.



Renee is truly an exceptional professional who is dedicated to the success of Southwood Interventions, and we are proud to have her as the Youth Services Employee of the Year!



IDENTITY THEFT—IT CAN HAPPEN TO YOU!

Written By **Susan Napolitano, Corporate Human Resources**

How many times in recent months have you heard about a data breach that occurred? What did you think when you heard about it? Data breaches have become so common that they barely get attention in the headlines anymore. But it isn't because they are not a big deal. 14.1 million Americans fell victim to identity theft in 2018 alone! Each day, cybercriminals are using more sophisticated methods to commit identity theft and fraud. If you have a Social Security number, you are a target. As many as 1 in 10 people are now victims of identity fraud on an annual basis, with 21% of these individuals having been victimized multiple times.

Who and How?

Everyone with a Social Security Number is at risk for identity theft. But some groups are targeted more often such as children, seniors, military service members, social media users, and deceased individuals.

The cybercriminals have increased their activity due to COVID-19 and the increase in people working or attending school from home. The top cyber scams of 2020 include:

- Fraudulent e-commerce vendors for masks, sanitizers, and test kits
- Fraudulent investment sites
- Phishing and vishing through update emails, texts, and voicemails
- Fake government and health organization communications
- Fake vaccines or "miracle cures"
- Scam employment posts
- Phony charity donation offers

These scams have grown in popularity, but mail theft, medical identity theft, and online shopping theft have not stopped!

Resources at your fingertips

Identity theft is devastating for the victim. Repairing the damage of identity theft can take a lot of time and resources and takes an emotional toll on you and your family. On average, it can take from 12-25 full working days to resolve identity theft. We recognize this serious threat to our employees and have added new resources to our 2020 benefits program to provide you with an added layer of protection.

Norton LifeLock

This service will monitor and detect any unauthorized use of your identity and alert you to any breach. It will also restore stolen funds and freeze your credit if fraud has occurred. Your devices will be protected as well from viruses, malware, ransomware, and phishing.

Legal Shield

Our legal plan also has identity theft services through IDShield. This coverage will provide identity and credit monitoring, online child monitoring, alerts, and consultation for identity fraud.

Protect Yourself

Frequently monitoring your accounts and reviewing your personal information is the best way to stay on top of potential threats. Here are a few tips to keep your personal data safe:

- **Secure your home network:** Strong, unique, and long passwords and encryption are the best ways to

secure your home network. Change your default administrator password before a hacker discovers the manufacturer's default.

- **Be extremely careful where you click:** Always hover over links before you click to make sure the hyperlink is the same as the link-to address. Be extra cautious about emails from unknown people — especially if they seem random, illogical, too good to be true or threatening.
- **Be skeptical of job offers:** Cybercriminals use bogus employment posts to trick people into money laundering schemes ("money mules") and collect their personal or financial information.
- **Protect your devices:** Make sure that your anti-virus and anti-malware software is up to date.
- **Discarded computers and mobile devices** that haven't been wiped clean of your personally identifiable information can be another point of access for a thief. Seek the services of a reputable professional to wipe your devices of all personal information.
- **Targeting children online:** Kids can give away personal information online without realizing it. Help protect your children online - be vigilant in monitoring the sites they visit and the information they share when using an internet-connected device.

These are just a few simple methods to keep your identity safe online. Remember, this is a real, ongoing threat! Take precautions and use the resources available at GEO to provide a greater level of security.



South Bay Piranha Tank Business Competition Winner Overcomes Challenges Amidst Pandemic

Written By **Wayne Bisso, South Bay Correctional and Rehabilitation Facility**

Congratulations to Wayne Bisso, the winner of the first ever Piranha Tank Business Competition, which was sponsored by The GEO Group Foundation, at the South Bay Correctional and Rehabilitation Facility (SBCRF). Wayne's business is Atlantis Rising Media Inc., a printing and embroidery company. The grant that Wayne received for winning the Piranha Tank enabled him to start his business.

Wayne was originally a part of the work release program at SBCRF but being a part of the Piranha Tank competition allowed him to have a cell phone during work release, which made a world of difference in Wayne being able to develop his business sense. He was able to watch a multitude of instructional videos about the type of printing business he was getting into and was able to go to industry websites to research all aspects of his future business venture. Because he had access to a cell phone, Wayne was able to pre-sell his services and start networking before his doors actually open. With the corporate paperwork in place, he was able to acquire the required computer systems to support his business operations. Wayne was also able

to quickly find living arrangements, often a challenge for those with a felony record. Before he even left the work release program, he already had \$50,000 worth of business set up and was well prepared for his reentry into the community. Wayne was excited about the possibilities but like many others, his business was impacted by COVID-19. He lost all the business he had previously lined up because of the shutdowns, but he was able to use his grant from the Piranha Tank to keep his business afloat as he searched for new business opportunities.

He was able to hit the streets and start getting small accounts. These produced some cash flow but barely managed to pay the bills. As the pandemic got worse, business got tighter. Little by little, Wayne began to find people interested in his services and started networking again. He applied everything that he was taught in the business class at SBCRF to his start-up business. He knew he had to build the business one "Hello" at a time. No one was placing orders, but his printing service fit into many other businesses' plans for future growth and promotion. Now all he had to do was keep on plugging away, build his mailing list, and maintain relationships with the network of clients he was building. Networking kept the business just barely alive, but Wayne kept moving forward even when it would have been easier to quit.

He was also able to connect with a friend who owned a large printing business. He had all

the other equipment and processes in place that Wayne didn't; however, Wayne had a Direct-to-Garment machine which his friend didn't have. This relationship helped triple the sales potential, and Wayne was able to tap into his friend's network of established customers. Atlantis Rising Media Inc. now had the ability to print on almost anything and at any volume, and through his own company, Wayne's friend had the ability to produce instant full color prints on shirts with no set up or minimum orders. Even better was the fact that this all came about through networking. The strategic business alliance between the two businesses cost neither one anything out of pocket and both benefited.

Now that the COVID-19 restrictions are loosening up, Wayne is finding that the people that he kept in contact with over the course of the past year are now slowly beginning to place orders. Within the next year, he is hopeful that he will be able to fulfill all of the orders that were postponed because of the pandemic.

Wayne maintains that if it weren't for the GEO Piranha Tank business grant and the opportunity to teach in the SBCRF business class, he would have never been able to bring his business into reality. He tells other entrepreneurs that "when you start your own business, please keep in mind that problems can only turn into successes with consistent work and the application of creative problem-solving strategies."



HTCF Donates to Local High School Scholarship Fund

Written By **Selina Lewis, Heritage Trail Correctional Facility**

Through The GEO Group Foundation, Heritage Trail Correctional Facility presented a check to the Plainfield Community High School in the amount of \$8,000. These funds are used to support the school's scholarship fund. Plainfield Community High School has enjoyed the support of the Facility for several years now and values its partnership, which helps meet the needs of students preparing for college.

National Federation of Federal Employees and GEO Group Announce Reentry Success DC Program for Returning Citizens



On November 9, 2020, the National Federation of Federal Employees (NFFE), a labor union representing government workers across the country, and GEO Group (GEO), a leading private-sector provider of enhanced in-custody rehabilitation and post-release support services, announced **Reentry Success DC**, a partnership that assists returning DC offenders by providing skills while in custody and support following release, to include job placement.

First piloted in 2018, Reentry Success DC equips Washington DC inmates at the Rivers Correctional Facility with the training, skills, and support they need to be productive members of society after having completed their sentence. The collaboration between GEO and NFFE, alongside government agencies and non-profit community organizations, enhances existing pre- and post-release services by connecting returning citizens to gainful employment.

GEO's Continuum of Care (CoC) rehabilitation and reentry programming is offered to all in-custody offenders, providing academic, vocational and cognitive behavioral programming, as well as personalized case management. Following release, CoC provides tailored post-release support services, ranging from housing, transportation, and other needs, including the Reentry Success DC employment services.

As part of the program, case managers help participants assemble the proper paperwork to receive benefits, educate and enroll participants in existing DC employment programs, and provide training to those interested and qualified, in order to place participants in high-paying, skilled jobs.

"This is the closest partnership that we've experienced, and more intricate. It's unique and works to accomplish something that's really important, so it's special to us," said Randy Erwin, NFFE National President.

The program has helped more than 250 participants returning to DC, and is proving successful in combatting recidivism. Since 2018, the rate of participants from Rivers returning to federal custody was just two percent during their first year following release. By comparison, a study from the United States Sentencing Commission noted that 16.6 percent of offenders are re-arrested within the first year of release.

"In my 30 years in corrections, this is probably the most dynamic program that I've ever seen," said Brick Tripp, Rivers Correctional Facility Administrator for The GEO Group. "I believe one of the successes of the Continuum of Care program actually occurs upon release from Rivers because we partner with the National Federation of Federal Employees plus government agencies like CSOSA and MORCA and community non-profits. Together we provide the final piece to the equation, which are job opportunities to citizens returning to DC."

Criminal justice reform is a bipartisan issue, with the 2018 First Step Act receiving broad bipartisan approval. Reentry Success DC is unique in that it brings together a private company, government agencies, and community non-profits, in collaboration with NFFE to solve pressing criminal justice challenges. NFFE is an affiliate with the Machinists Union (IAMAW), AFL-CIO. The goal is for the partnership to serve as a model for programs across the country. For more information about Reentry Success DC, visit www.reentrysuccessdc.com.

About National Federation of Federal Employees

Established in 1917, the National Federation of Federal Employees is the oldest union representing civil service federal employees. NFFE represents 110,000 federal employees in 35 departments and agencies government-wide. NFFE is affiliated with the International Association of Machinists and Aerospace Workers, AFL-CIO. For more information, go to www.nffe.org.



Matthew McDowell was born and raised in Buffalo, NY and moved to Washington, D.C. in the early 80's. He is now a resident and house manager at the Nehemiah Project, a nonprofit dedicated to helping returning citizens transition to society following a jail or prison sentence.

Mr. McDowell last served time at The Rivers Correctional Facility, participated in GEO's Continuum of Care program there, and vows not only to never go back to jail, but also to aid others in their pursuits to overcome criminogenic thinking and re-enter society successfully.



PLUS Program Walks For St. Jude Children's Research Hospital

Written By **Selina Lewis, Heritage Trail Correctional Facility**

The PLUS Program at GEO's Heritage Trail Correctional Facility (HTCF) recently organized a walk to support St. Jude's Children's Research Hospital. The event is held to raise awareness for childhood cancer. As part of the event, inmates are provided an opportunity to color signs with the names of children, family, or friends who have suffered with cancer. The signs are then placed along the pathway of the walk in their honor. St. Jude's has led the way in research of childhood cancer, and their treatments have helped to push the survival rate from a frightening 20% to nearly 80%. The hospital is funded by generous donors, which allows the families to never be billed for their treatment, housing, or food while in St. Jude's care. Quanetta Cobb, HTCF PLUS Program Manager, reported that over 315 inmates and several staff members supported the walk. Altogether they raised \$2,215 in donations for St. Jude's Children's Research Hospital.

Teamwork at its Finest

Written By **James Watts, Western Region Detention Facility San Diego**

One of the most important aspects we have working for us at the Western Region Detention Facility (WRDF) is Teamwork. To be clear, the COVID-19 pandemic has been burdensome on facility operations and has impacted almost everyone's individual job with increased labor tasks. One of the most versatile departments in this facility that has helped during this pandemic has been the Transportation Team. From the on-set, Transportation Officers have vigorously combed through the intake and 1st floor housing area, cleaning, sanitizing and painting all surrounding areas, to include renumbering bunks. Transportation Officers have been maintaining minor vehicle maintenance and up-keep, graffiti removal and painting the perimeter areas of the facility, and most recently, giving a hand with the laundry department in folding linen.

The above-mentioned extra duties were on top of their expectant duties where they have been tasked with in-facility court services, escort and utility jobs, providing staff relief for breaks, sanitation, and accountability.

The Transportation Team has provided outstanding assistance since the pandemic began to impact our facility back in March of this year.

Those whose jobs weren't immediately impacted were transitioned towards lending a helping-hand towards others, oftentimes outside of their normal scope of duties. We here at the WRDF have learned to adapt and change with the incoming tide of this "new normal," and leading the way has been the Transportation Department, a Flagship of versatility in a complex time.

Heritage Trail Correctional Facility Donates Funds to Child Advocacy Center

Written By **Selina Lewis, Heritage Trail Correctional Facility**

Local not for profit child advocacy center, Susie's Place, is a safe place for children to speak in a neutral, non-leading, non-suggestive location during the search for truth regarding allegations of crimes against them. While their mission is to seek the truth during an interview, they also work diligently toward the goal of preventing the reason for the interview in the first place.

Through staff involvement in the local Rotary Club, we learned that a special program was in need of funds called "Darkness to Light Stewards of Children," which is facilitated by Susie's Place through the local school district. Heritage Trail Correctional Facility immediately stepped up and pledged \$700 to their cause.

The program is a revolutionary evidence based child abuse prevention training program designed for parents, schools, churches, coaches, and youth organizations. Stewards of Children educates adults to prevent, recognize, and react responsibly to child sexual abuse and motivates them to courageous action.

Susie's Place is truly where "Nurture & Protection Come Together" and HTCF is proud to be a supporter of such a worthy cause.

9/11 Stair Climb

Written By **Jennifer Harris,**
**Bay Correctional and
Rehabilitation Facility**

On Saturday, September 12, 2020, Bay CRF RRT and other staff participated in the 9/11 Stair climb held by the International Association of Fire Fighters. The Climb was in remembrance of the Fire Fighters, Law Enforcement and EMTs that lost their lives on 9/11/2001. At 10:30AM staff began the 110 story climb at the Edgewater Beach Resort in Panama City Beach, Florida. Each Participant was given a fallen hero to climb in honor of. The Climb was preceded by a BBQ for all participants and volunteers. All proceeds go to Family Members of America's Fire Fighters, EMTs, and Law Enforcement who lost their lives on duty. "We Climb Because They Climbed."



Cheers to 20 Years!

Written By **Rosalie Smith & Tiffany Hartley,** **Western Region Detention Facility San Diego**

The Western Region Detention Facility (WRDF) celebrated its 20-year anniversary on June 29th, 2020; we received our first group of U.S. Marshals Service detainees during the first week of July 2000. Twenty years later, we are standing stronger than ever, successfully adapting to the ever-changing population and challenges of the pandemic.

Our soirée was held in our indoor recreation area, and we adorned the space with black, gold and silver decorations. A wall dedicated to staff who have served 20 years or more reflected two photo ID badges for each individual: one on their date of hire and one 20 years later. What a transformation for many! A photo booth with fun props (disposable of course) was enjoyed by all; keeping in mind social distancing. We also included a 'In Memoriam' wall which hosted photos of dear colleagues we've lost throughout the years.

Recognition was given to all current employees with service up to 5 years, 5-10 years, 10-15 years and 15-20 years. There was a huge shout out to those 37 employees who had 20+ years of service including Facility Administrator Eric Noonan and Assistant Facility Administrator Christopher Carney, both with 23 years of service with GEO. Facility Administrator Noonan hosted the event which included a presentation about WRDF's history and involved a trivia game section including prizes. Certificates and plaques were awarded, and every employee received a 'goody bag' consisting of various company issued office necessities. The celebration ended with a fabulous lunch, door prize raffles, and cupcakes-a-plenty. 2020 has indeed been a memorable year, and this celebration will be remembered by all.

Diaper Drive for 3 Expecting Co-Workers at Phoenix West

Written By **Lisa Allen,** **Phoenix West Correctional and Rehabilitation Facility**



We are honored to have two outstanding employees, who have hearts of gold and deserve recognition! Ms. Shelby Mannino and Mrs. Nikia Battle knew there were three co-workers who were expecting at our facility, with one of the three expecting twins! Therefore, these ladies decided to organize a Diaper Drive, due to how many people have faced hardships during this excruciating period of COVID.

The ladies got permission from our Facility Administrator, Mrs. Blanca Ochoa, and they diligently set off to create a sign, send emails to everyone at our facility and collect a box, which they placed in the lobby. They set up their sign, that was very creative! The sign had cards with different sizes of diapers for us to pick/buy! Many of the employees participated.

The diaper drive was a huge success! The three expecting co-workers received quite a few boxes of diapers each, which they were so grateful to receive. Yet, these ladies wonderful act of kindness and giving demonstrated a strong human kindness that we all felt during this time of COVID!



Lawton Correctional and Rehabilitation Facility's P.U.P Program

Written By **Amanda Lien, Lawton Correctional and Rehabilitation Facility**

A program at the Lawton Correctional and Rehabilitation Facility (LCRF) saves the lives of both puppies and their handlers. When the program first started, the inmate handlers worked tirelessly to develop a new P.U.P. training area. KSWO news, a local Lawton News Station, came and toured the Facility and met some pups during a training session. According to Dean Caldwell, Assistant Facility Administrator of Programs, "The inmates gain from the program because they learn self-respect and responsibility. They have risen to the challenge and have gained purpose." The inmates have to meet several requirements in order to participate in the program. The puppies come from Rainbow Bridge Can Wait, a local rescue that gives these pups a new beginning and makes sure they have had their shots and any needed medical care.

Jefferson, a schnauzer mix, had surgery on his windpipe after he was mistreated and abused. The trainer, Matt, who is renowned for his training of military service dogs on the Air Force base in Wichita Falls, Texas, as well as the Fort Sill Oklahoma Army base, loves to share his compassion and expertise with the dogs. Matt comes to the Facility once a week and reviews their weekly progress. COVID-19 has not stopped the handlers or their trainer. They have continued training and follow guidelines set by the Centers for Disease Control. At the end of the ten weeks, the pups go through the adoption process and are placed in loving homes. In the most recent adoption cycle, families came from Connecticut, New Hampshire, and Illinois. Although parting from their pups can be challenging for the handlers, they become part of a much bigger process and give back to the community. The program is in its

eighth rotation and has located and placed 40 dogs in caring and loving homes.

The pups leave the facility and their handlers, but they also leave a lasting impression on their handlers and other inmates. According to Priest, one of the handlers in the program, "The program is awesome. It takes me back to the days I spent in the real world. The dogs help to relieve stress, and we appreciate being able to work with them." Many of the employees at LCRF go to see the pups, and some even apply for their adoption. To quote a line sent to one of the handlers from a family that adopted one of the pups, "He has done great and we love him. He gets along so well with our other pets and fits in perfectly with our family." Appreciation like this is what makes contributing to this program so meaningful for the inmate participants.

Graceville Correctional K-9 Makes the Cut

Written By **Charles Linderman, Graceville Correctional and Rehabilitation Facility**

K-9 CARBON from the Graceville Correctional Facility's Canine Development and Performance program has been accepted into Federal service.

The puppy was trained at Graceville Correctional and Rehabilitation Facility by inmates assigned to the K-9 program. The K-9's are trained in basic detection skill and become proficient in working independently to seek out and locate a designated target odor.

After leaving Graceville, the puppies are evaluated on their working ability, intelligence, independence and response to odor. They move on to the next phase where they are imprinted on six basic explosive odors.

The K-9's are evaluated by national and international agencies seeking to obtain premier detection dogs. These agencies

include federal law enforcement, security and transportation as well as several branches of the US Military.

K-9 CARBON was a part of this evaluation group and performed extremely well. CARBON was identified as a superior K-9 and was selected by America's premier law enforcement agency. CARBON will be sent to that agency's K-9 training facility for specialized instruction to meet that agency's needs.

CARBON was just the latest of many Graceville's K-9's that have been rated as superior and are currently serving in the US and on battlefields around the world.

Due to the nature of these dogs' service with federal law enforcement agencies and the US military, we are asked not to divulge the name of the agencies or military branches utilizing our K-9s.



*Pictured: CARBON's Primary Handler
Garrett Juhler-Robbin*



HTCF – Plainfield Rotary Club President

Written By **A. Reaves**,
Heritage Trail Correctional Facility

Heritage Trail Correctional Facility (HTCF) is proud to announce that this year's Plainfield Rotary Club President is one of their own, Selina Lewis, Compliance Manager and Public Information Officer for HTCF. Ms. Lewis has been giving service to our community through the Rotary Club as a representative of the Facility for four years.

One of the major fundraising events of the year for the club is an annual, nightly Golf Outing. Glow in the dark golf balls, flashlights, and golf carts lit up by neon lights always makes for an eventful, fun filled evening.

HTCF participated as an event sponsor at the \$1,500 level with the event raising approximately \$6,700 in total. These funds will be used to meet a variety of community needs in the upcoming year.

Contract Compliance Launches New Team Dedicated to U.S. Secure Services Facilities Supporting U.S. Immigration and Customs Enforcement

Written By **Jared Kleiman**, **Contract Compliance**

In recognition of GEO's commitment to operational excellence, the Contract Compliance Department is excited to introduce its new team dedicated to executing our industry-leading quality control program at facilities supporting U.S. Immigration and Customs Enforcement (ICE).

A respect for human rights is a core corporate value and by fostering a safe and secure environment we are able to help maintain our customer's high confidence in our services. As our ICE Processing Centers (IPCs) confront the operational challenges of an unprecedented global pandemic, it should come as no surprise that GEO has continued to invest in its audit and monitoring capabilities to consistently deliver the operational excellence that our customers have come to expect.

The ICE team is led by Patrick Contreras, a recently retired ICE field office director with decades of experience with the agency and the preceding Immigration and Naturalization Service. "As a former field office director, compliance with regulatory standards was critical to ensuring the safety, welfare, and security of staff, visitors, and

those in our care," Mr. Contreras said. "I know this unit will work every day to meet the standard of excellence we have set for ourselves and our customers."

Other team members include, Vicki Bauer, a registered nurse; Ann Casey, a long-time corrections professional; Jared Kleiman, a lawyer; and Sergio Ugazio, a former ICE officer with years of experience. Together, they coordinate on-site field deployments, training workshops, robust remote inspections, and special projects as necessary in order to produce high-quality audits and corrective action plans at IPCs from coast to coast.

The new office is overseen by Executive Vice President of Contract Compliance, Daniel Ragsdale, and Vice President of Contract Compliance, Morgan Kim, who also recently joined GEO. Ms. Kim brings both public and private sector experience as a former federal prosecutor, general counsel, and acting inspector general. She looks forward to supporting GEO and its operations to promote and maintain the highest level of compliance and operational excellence.

GEO Heroes

Written By **B. Ochoa**, **Phoenix West Correctional and Rehabilitation Facility**

On August 17, 2020 at approximately 2017 hours, Incident Command System was led by Sergeant Cherelle Hughes due to an inmate being unresponsive in Dorm #5. The inmate was rushed to the medical lobby and placed on the floor by Correctional Officer Larry Contreras assisted by four inmates. The inmate was not breathing and did not have a pulse. Staff began lifesaving measures immediately.

CO Anna Lupson initiated chest compressions while CO Justes Eguchi administered mouth to mouth rescue breaths. LPN Alicia Powell assisted LPN Kenblin Harris administer two doses of NARCAN to the inmate with negative response. Control Officer Nakoi Coleman placed a phone call to 911 at approximately 2020 hours. Lifesaving measures continued for approximately seven minutes by the following Correctional Officers: Liliana Martinez,



Kyle Baldwin, and Richard Miller. At approximately 2025 hours, the inmate started to become responsive and placed in the recovery position. Phoenix Fire Department arrived on site. The inmate was transported to the local hospital for further treatment.

Phoenix West is very proud of all our staff. It was noted that all staff involved in this incident acted quickly and worked as a team which resulted in saving a life. We are proud to work with all the above-mentioned GEO Heroes!



Supporting our Community

Written By **Emiel Ross, Guadalupe County Correctional Facility**

The Guadalupe County Correctional Facility (GCCF) loves supporting our community. Santa Rosa is a small, remote town located in the third poorest county in New Mexico. The town is over 100 miles away from any large city. We may be small and have limited resources, but we are rich in heart and community. Santa Rosa loves its youth and so does GCCF. This year, we were able to give \$6,000 in scholarships to high school seniors and \$5,000 to students involved in agricultural programs such as FFA and 4-H. We have been very visible in our community since the Facility opened in 1999. Our GEO logo can be seen on every athletic team shirt in town.

In addition to the annual contributions we give for scholarships and agriculture, we also partner with the community on other initiatives. In the last 12 months, we gave over \$30,000 to local schools to support programs and activities related to the arts, cultural awareness, e-sports, youth sports leagues, Business Professionals of America, technology, academics, agriculture, a variety of sports tournaments, and drug abuse prevention. Prior to the pandemic, we contributed the funds to the local elementary school for the 5th grade girls to attend a live ballet performance of the Nutcracker in Albuquerque. Additionally, in order to show our appreciation for our local essential workers, we made and delivered over 500 cinnamon rolls to essential workers in the community. GCCF will continue to support the community and the youth, as they are the key to our future success.

First Responder Virtual Climb

Written By **Kourtney Johnston, Karnes County Residential Center**



On September 11, 2020, two staff members from the Karnes County Family Residential Center (KCFRC) participated in the 2020 Virtual Tower of the Americas 9/11 Memorial Climb in San Antonio, Texas. They decided to do the climb at their training facility in Karnes City, TX. The purpose of the climb was to honor and pay their tributes to the 343 fallen firefighters who lost their lives during the course of the 9/11 attack.

Danielle Houser Finds The Best of Both Worlds

Written By **John Oliver, New Castle Correctional Facility**

Danielle Houser vividly remembers riding bikes and playing outside with her friends as a young child. She never felt worried about her surroundings, because she knew her community was safe and welcoming to everyone. This is one of many reasons why Danielle has continued to call Henry County home after college graduation.

Following high school, Danielle continued her studies at Ball State where she majored in education. She then received her master's degree in human resources from Indiana Wesleyan. It was important to Danielle that she have a career where she would have the opportunity to help others. Her drive to help others led her to accept a job as the Human Resources Manager for GEO Secure Services.

"Every day brings a new and exciting opportunity to provide services that create a positive change in our local community," Danielle explained.

Outside of work, Danielle enjoys being a part of the Henry County community. She has served as a business representative for the Downtown Christmas Walk and volunteered with organizations like Victory Lane. Danielle continues to try and make a positive impact in keeping her community safe and welcoming.

"I enjoy the small town feel of Henry County, with the local farmers market and thriving potential for businesses," continued Danielle. "Life in Henry County is the best of both worlds- there are local attractions for entertainment, a community that supports family, and a beautiful countryside view to go home to."





Riverbend Canine Program Partners with K9's For Warriors

Written By **Vanessa Hawkins, Riverbend Correctional and Rehabilitation Facility**

Every 65 minutes, an American Veteran commits suicide. K9's For Warriors is the nation's largest provider of service dogs for disabled American Veterans.

They train dogs for veterans with service-connected PTSD, traumatic brain injury, and/or military sexual trauma. Veterans are not charged for any of the services provided by K9's For Warriors.

Each veteran accepted into the program is provided with a service canine, equipment, training, certification, seminars, legal instruction, vet care, housing, home cooked meals, unconditional love and listening, and a lifetime of wrap-around services.

Typically, K9's For Warriors scours shelters across the country, looking for dogs that meet stringent standards of age, breed, and temperament. The dogs receive basic obedience training similar to the training conducted at Riverbend Correctional and Rehabilitation Facility.

After a 4-5-month basic obedience course, dogs are then partnered with a pre-selected veteran for an intensive 3-week service dog training/certification. Both the dog and veteran live and work together at the organization's Jacksonville facility in Florida.

In 2020, K9's For Warriors reached out to the Riverbend Correctional and Rehabilitation Facility to partner for the purpose of bringing dogs that graduate from our basic obedience program into their Service Dog training program.

In this partnership, we complete the basic obedience portion of a dog's training which saves K9's For Warriors the resources they would put towards the usual 4-5-month basic obedience training program.

On Thursday July 16, 2020, our dog Storm, who graduated in May 2020, was tested by a representative from K9's For Warriors. Storm and his trainer, Samuel Capers, performed brilliantly and Storm was accepted into the K9's For Warriors Service Dog Program.

Storm departed Riverbend that morning and is settling in at the Jacksonville training facility where he will soon meet his veteran and commence training to become a Certified Service Dog.

Riverbend Correctional and Rehabilitation Facility is honored to be part of the K9's For Warriors mission on behalf of our brave American Veterans. We are very proud of Storm and his dedicated trainer, Mr. Capers, for their hard work and focus.

Withstanding Hurricane Laura

Written By **Deborah Lucas-Stevens, South Louisiana ICE Processing Center**

GEO's South Louisiana ICE Processing Center (SLIPC) endured Hurricane Laura the night of August 26, 2020, and the early morning hours of August 27, 2020, which left many people in its path homeless. Though the Center is approximately 45 miles north of the impact zone, effects of the hurricane were felt by the Center and its staff. In preparation for the storm, the staff, along with employees from the LaSalle ICE Processing Center, worked as a well-oiled machine to secure the Center and evacuated the population to ensure their safety. The morning of August 27th was a great morning after all staff were accounted for, without any injuries.

SLIPC staff accomplished much in very little time in the aftermath of the storm. Staff pulled together to clean the water and all the debris that the wind and rain littered the Center with. After a couple of days of cleaning, and the great work of the power company for getting the electricity restored quickly, even with the immense amount of damage and downed power lines, the staff were able to get the population settled back in, without any injuries.

That's the SLIPC way, that's the GEO way. We roll up our sleeves, go to work, and get the job done.



BEFORE

AFTER

9/11 Fallen Hero Walk

Written By **Brittany Machado, Karnes County Detention Facility**

For the past several years, Officer Gable Tovar of the Karnes County Detention Facility (KCDF) has shown his support for our fallen heroes with a walk from city to city. This year, Sergeant and Army Veteran Brian Petersen wanted to show his support and join Officer Tovar. Together they approached the Facility's executive secretary about making the walk bigger than previous years. They wanted to support not only local law enforcement, but also the military, first responders, health care workers, correctional personnel, and most importantly our community members.

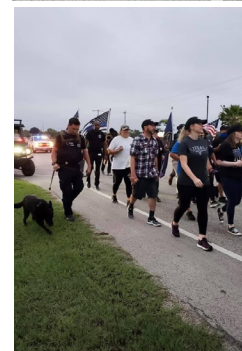
With devastating news around the world showing division amongst one another, these two men sought to find a way to come together, demonstrating that no matter our differences, we will stand together, united in honoring our fallen heroes. With only seven days to coordinate the event, the support of our KCDF Facility Administrators, the TDCJ John B. Connally Wardens, and the Karnes County Sheriff made all the difference. Our vision was to challenge all agencies in the county and surrounding areas to come together as one and walk united, not only for the fallen heroes of 9/11, but most importantly for each other, showing that as brothers and sisters in arms how we always have each other's backs. We further honored our brothers and sisters in uniform by wearing our own uniforms during this 10.6-mile walk. We wanted to show our community that there are no divides, only unity. We also opened the walk up to members of the community, giving them an opportunity to walk hand-in-hand and side-by-side with us, so that they may show their support in remembrance of their fallen heroes or loved ones.

Every 1.6 miles we set up refueling stations at local businesses that wanted to be a part of the effort as well. At each station we had a different entity vehicle displayed. Our Lead Rover vehicle, driven by our Transport Supervisor D. Bullard along with his team, featured a unique flagpole that displayed every military branch, the POW flag, Texas flag, GEO flag, and American flag.

On September 11, 2020 starting at 0700, we honored all those fallen heroes, their families and loved ones. A total of 74 participants walked in the event and over 30 volunteers helped organize and facilitate the walk.

Every entity was present and represented. Officer G. Tovar and Sgt. and Army Veteran Brian Petersen started the walk each holding a flag. Little did we know that each flag held its own significant meaning. During the walk, Sgt. Petersen was asked why he held this particular flag, being that we had the rover vehicle. His reply was nothing anyone expected. This particular flag was flown over a combat outpost in Iraq and Afghanistan from 2008-2009 and 2013-2014 during his deployment. We also learned that he passed this flag down to his daughter. Officer Tovar also carried the flag he held every year he walked. This flag displayed the names of every life lost on 9/11. During the walk we had everything from cars pulling over to show respect, honking to say thank you to grateful veterans and individuals standing outside of businesses to watch, wave, and hold up their flags.

"If we learn nothing else from this tragedy, we learn that life is short and there is no time for hate." ~Sandy Dahl



Push-Ups for a Good Cause

Written By **Lyndell Coutts**,
Ravenhall Correctional Centre



Staff from each GEO Australia Correctional Centre and Head Office joined this year's 21-day Push-Up Challenge to raise more than \$4,000 AUD for the Headspace National Youth Mental Health Foundation. The Challenge began in 2018 to raise awareness for mental health in Australia. Teams were encouraged to collectively complete 3,046 push-ups in recognition of the 3,046 lives lost to suicide that year.

This year, GEO Australia pledged to donate \$2,000 AUD on behalf of the Centre which would corral the largest group of staff to complete push-ups, while adhering to COVID-19 social distancing rules.

Staff were creative in the way they undertook the challenge, but it was Ravenhall staff who were victorious with over 44 employees collectively completing at least 20 push-ups together! The Push-Up Challenge was a great way to bring staff together from across the country while supporting such an important cause.



Boardroom Tables Feature Koori Art

Written By **Lyndell Coutts**, Fulham Correctional Centre

Traditional Koori art has been 'burnt' into a series of handcrafted boardroom tables by Aboriginal inmates at Fulham Correctional Centre and will be displayed at a new \$30 million regional employment hub, the Latrobe Valley GovHub, when it opens later this year.

The project was co-funded by Regional Development Victoria and developer Castlerock Property. It was facilitated by the GROW Gippsland program, along with a local wood craftsman from Tarwin Lower and The Torch, an initiative providing support to Indigenous inmates and former inmates through art, cultural, and vocational programs.

Fulham General Manager Natalie Greenfield said the project had given inmates training in traditional Koori art and a chance to reconnect with their culture through engaging, meaningful work. "It has also enabled us to support the men's development and skills, which will improve their employment opportunities post release, and reducing their likelihood of reoffending," she said.

The tables feature designs made using traditional burning techniques and are based on the history of the artists' communities. They are already generating interest with the prospect of future artwork being commissioned. One of the artists has also been engaged by Castlerock to continue work on the project post-release.

The Torch program appraises and manages the sale of the work on behalf of the artist, and all proceeds go to the artist post-release.

Junee Dog Agility Park Officially Opened

Written By **Lyndell Coutts**, Junee Correctional Centre

A new Dog Agility Park, built by inmates from GEO's Junee Correctional Centre, was officially opened on August 29, 2020 by the Member for Cootamundra, Steph Cooke. Creating the Junee Dog Agility Park was a collaboration between GEO Australia, the Junee Shire Council, and the Junee Consultative Committee.

At the opening, Junee General Manager Scott Brideoake said the inmates involved in the park's construction — using materials recycled from the current expansion project — spent more than 1,000 hours on the venture. They also gained valuable skills in the areas of fencing, spray painting, welding, and construction.

"Projects like these are an important part of an inmate's rehabilitation, providing opportunities for them to give back to the community," Mr. Brideoake said. "GEO is proud to be able to deliver and maintain such a great Dog Agility Park for Junee and the surrounding area for the community to enjoy with their four-legged friends."

Junee Shire Mayor Neil Smith said he was proud of the collaborative project. "The partnership between Junee Shire Council and GEO has been terrific over the years. Their involvement in the community has been second to none and the dog park would not be here without their help," Mayor Smith said.



Australian Staff Mark "R U OK? Day"

Written By **Leanne Habeeb & Denesh Visyan, Fulham and Ravenhall Correctional Centres**

GEO Australia staff marked this year's "R U OK? Day" on September 10, 2020 with a range of activities to help raise awareness about the importance of asking others if they are "OK" and how to keep these conversations going.

There was high engagement in Fulham Correctional Centre's "R U OK? Day" activities by staff and they were encouraged to take action to support any person that is not OK – every day!

Activities included the production of a powerful video featuring staff describing what brings them joy, handmade black and gold "R U OK?" ribbons, coffee, breakfast and cookies. It was helpful to have a broad range of information shared on the Loop staff learning platform related to men's health, women's health, mindfulness, wellbeing, and Employee Assistance Program services.

The Senior Leadership Team found great value in visiting all of the different areas across then Centre, checking in on staff and asking

"R U OK?." Fulham has also developed a 2020 cookbook to help raise funds for the Headspace National Youth Mental Health Foundation. "R U OK? Day" Committee members modelled outstanding initiative, teamwork and care, drawing on ideas from the broader staff group in order to develop activities to boost morale, despite the current challenging conditions.

Staff arriving at Ravenhall Correctional Centre on "R U OK? Day" were encouraged to take a KitKat from the Health Desk and at some point throughout the day, take a break and ask someone "R U OK?"

Ravenhall has demonstrated a huge focus on the effects of COVID-19 on staff. From restricted movements and connections with loved ones, the impacts on families' health and wellbeing, to the ability to remain gainfully employed in a pandemic can lead to many setbacks and cause a deterioration in one's mental health. "R U OK? Day" inspired and empowered staff to meaningfully connect with one another to start conversations with anyone who might be struggling.

New RICH Incentives-based Program at Ravenhall

Written By **Rick Dobson, Ravenhall Correctional Centre**



Ravenhall Correctional Centre has introduced a new rewards program for inmates participating in therapeutic employment and educational programs. The idea for the 'Recognition Incentives to Create Harmony' (RICH) program was developed by a group of students and inmates participating in the 'Inside Out' Prison Exchange Program.

The group was asked to brainstorm ideas for an incentives program to be implemented at Ravenhall. The RICH program was developed to motivate inmates to actively engage in programs, work, and good behaviour. These positive actions and conduct are then rewarded using a 'points' and goal setting system.

Rewards include audible books, additional access to the gym, additional desserts from the kitchen, in-cell game consoles and, post COVID-19 barbecues with family during visits, and the ability to purchase a cake to share with visitors.

This is an important initiative which supports inmates' reintegration back into society. It recognises the significance of empowering people through acknowledgement of pro-social behaviour, self-efficacy, and achievement. The RICH program will also help participants remain optimistic, motivated and confident in reaching their goals.

Recognition for Debra Diplock Scholarship Holders

Written By **Leanne Habeeb, Fulham Correctional Centre**

Two Fulham Correctional Centre employees, Prinesh Narayan and Sonia Rowe – successfully completed their Master's of Social Work this year, supported by the GEO Australia Deborah Diplock Scholarship.

Prinesh started at Fulham in July 2014 as a trainee Correctional Officer. In 2015, he took on the role of full-time Correctional Officer and facilitator of Life Skills programs in Fulham's Programs Treatment Community (Wellington Unit), while beginning his Master's of Social Work at Southern Cross University. Prinesh has been recognised by his peers in the Wellington Unit for his supportive nature, facilitation skills, and commitment to the delivery of life skills programs for men in GEO's care. Over the last five years, Prinesh has worked to balance his full-time job, higher education, and family. This included undertaking a four-month placement at GEO's Ravenhall Correctional Centre. He has since been appointed to the role of Clinician on Fulham's Therapeutic Team.

Sonia Rowe joined Fulham's Therapeutic Team as a Clinician in 2016. She adapted well to the prison environment and is recognised for her "can-do" attitude and professional connections with external stakeholders and colleagues across all areas. Sonia was grateful for the scholarship and the opportunity to complete her final placement at Fulham, which provided financial support, and made it possible for her to work full-time, complete her studies, and maintain some work-life balance. Sonia was GEO Australia's Employee of the Year in 2018 and is currently Fulham's Senior Clinician, leading its Therapeutic Team.

GEO Australia established the scholarship in honour of Debra Diplock, who was a former GEO Director of Human Resources and one of the organisation's first employees. The scholarship supports professional development for employees through tertiary studies.



New Milestones in Fulham Expansion Project

Written By **Tim Cross, Fulham Correctional Centre**

Staff at Fulham Correctional Centre have celebrated two new milestones with its \$80 million expansion project, which will deliver increased capacity and new, modified facilities for staff and inmates.

In July, builders Ireland Brown Constructions (IBC) handed over to GEO the newly completed 102-bed accommodation unit and adjoining activities hub.

Fulham Facilities Asset Manager Tim Cross said: "IBC has done an exceptional job with their attention to detail and adherence to construction schedules." IBC also completed a new 35-bed Management Unit in addition to refurbishing the Health Centre, making modifications to the kitchen and laundry areas, and constructing a new TAFE training kitchen.

"Fulham staff are genuinely excited by the prospects of operating these new buildings and the opportunities they bring to improve functionality, safety, and enhance the delivery of the GEO Continuum of Care," Mr. Cross said.

Furthermore, on the August 17, 2020, Fulham Correctional Centre General Manager Natalie Greenfield cut the ribbon to officially open the new Main Reception building, which offers a greater degree of functionality and security for staff and visitors.

The building features an increased level of natural light, ergonomic workspaces for reception staff, dog handlers, and a mail clerk. A new bank of lockers with electronic controls has also been installed, reducing the workload for the busy reception staff while increasing security.

Dauphin County RSC Helps Harrisburg Schools

Written By **Karen Collins, GEO Care Communications**



A job well done by the staff and participants at the Dauphin County Reentry Service Center (RSC) in Harrisburg, Pennsylvania, for a very successful school supply drive. Jacqueline Schap, Program Manager, came up with the idea that would serve to both help the community and involve participants in a productive assignment. Ms. Schap contacted an alumna of her college, Ms. Powell, who is now a learning support teacher in the Harrisburg school system, which was in need of supplies.

"We are inspired by the sense of community shared within the Dauphin County GEO Reentry Services Center," said John Hogan, Area Manager for GEO Reentry Service Centers in Pennsylvania. "The participants demonstrated their willingness to help others in need and be a force for good in the world."

The non-residential programming provided at Dauphin County RSC includes Moral Reconciliation Therapy® (MRT), coordinated by Aqila Webb, Case Manager. MRT programming normally includes community service

as a way for participants to give back to their community. Due to the pandemic and its restrictions, participants at the RSC could not get out to do the usual community service that the center participants usually perform. As a substitute, Ms. Schap and Ms. Webb organized the school supply drive, which gave the participants a shared experience focused on the importance of receiving the right tools for learning and success, whether it be pencils and notebooks, or evidence-based reentry services.

"We were very pleased to see our participants so eager to donate school supplies for the district," said Ms. Schap. "Many of our participants have children in the Harrisburg school system, and our participants did a great job by supplying Ms. Powell with an abundance of donations that will help the children learn and experience a successful start to the school year."

Participants were generous in their donations of school supplies and expressed a sense of gratification and fulfillment that comes with an act of selfless service. The Harrisburg school system began the school year with a hybrid model of in-person and at-home learning. One important item they needed was specific envelopes for the teachers to mail homework to the homes of students. The center donated a score of envelopes which were extremely helpful, as well as ample amounts of hand sanitizer, cleaning supplies, pencils, markers, notebooks, and pens.

Congratulations on the great effort that connected Dauphin RSC participants with their community and helped local students get off to a good start with this challenging school year!

Miami ISAP Staff Learn Creole

Written By **Amber McMahon, Miami ISAP**



In the last year, the Miami ISAP office saw a surge in Haitian Creole speaking participants, surpassing 25% of the active program population. In response to this operational challenge, the Miami ISAP office created a weekly Creole class. The goals of the class were to help build better rapport with the participants, provide a valuable skill to the staff, and reduce the translation expenses for the program.

Miami ISAP Case Specialists Gerson Lindor and David Cenat, who are both fluent in multiple languages, including Creole, partnered to develop lesson plans and present the courses. Case Specialist Lindor said, "We were surprised and honored when ISAP asked if we could teach the Miami ISAP staff Haitian Creole." Case Specialist Lindor is an experienced linguistics teacher, with an infectious enthusiasm for language and culture.

The weekly lessons began in May of 2020, and although they were voluntary, all 18 Miami ISAP staff elected to participate. Within the first few months, several of the staff began communicating with program participants in Creole with ease, and two no longer need translation services altogether. Case Specialist Lindor was excited to report on the progress of his team, saying, "They've studied, done their homework, and practiced Creole on a daily basis. We get a great sense of satisfaction to hear some of the staff members speaking Creole, on the phone and with the participants, after about 13 hours of classroom instruction."

Several other ISAP offices have joined the classes via live stream to help them to adapt to their increasing Creole-speaking populations as well. ISAP is fortunate to have Case Specialists Lindor and Cenat contribute to the betterment of the program. We are also grateful for the dedication that has been shown by all of the staff that elected to learn Creole with us.



Delaney Hall Celebrates InsideOut® Dads Graduates

Written By **Kristin SanFilippo & Karen Collins, Delaney Hall**

Congratulations to Delaney Hall's Family Services staff and residents, who had the privilege of recognizing New Jersey State Parole residents Mr. Williams and Mr. Battle, for successfully completing the InsideOut Dads® program. InsideOut Dads is a program designed to connect incarcerated fathers with their families and prepare them for release by learning positive fatherhood skills, attitudes and behaviors. The program is facilitated by Ms. Linda Woodards-French, Family Services Coordinator.

"We are very pleased to provide this evidence-based, nationally recognized program to our residents," said Kristin SanFilippo, Assistant Facility Director of Programs for Delaney Hall. "Family Services staff have experienced success with the InsideOut Dads program, as we see fathers improve their parenting skills, as well as address the impact of incarceration on the family."

According to Ms. Woodards-French, both men committed themselves to participating in the program for a minimum of six weeks. During the graduation ceremony, Ms. Woodards-French spoke highly of both residents.

"Mr. Williams listened and gave his undivided attention to learning how to be a better dad and partner," said Ms. Woodards-French. "He stated that he wants to do for his son what his father didn't do for him." Ms. Woodards-French further shared that Mr. Battle "wants to have a better life and desires to show his children a better way to live. His outstanding quote was 'love is time'."

Prior to the conclusion of the graduation ceremony, Ms. Mary Graham, Case Manager, was recognized by Ms. Woodards-French for her continued commitment to the Family Services department. Certificates of completion were presented to each of the graduates, after which Ms. SanFilippo, Assistant Facility Director of Programs; Luyona Hawkins, Unit Manager; Monique Baldwin, Teacher; Mary Graham, Dale Mealing and Shante McLoyd, Program Counselors; and Arthur Townes, Alumni Coordinator, all provided words of wisdom and encouragement for the men. The celebration concluded with a luncheon shared by the resident graduates and attending staff.

Berks & Lancaster RSC's Join Voices for Recovery for National Recovery Month

Written By **Kim Reichenbach & Karen Collins, Berks County & Lancaster County RSC's**

Staff at the Berks and Lancaster County Reentry Service Centers (RSC) in Pennsylvania were inspired to share the message of recovery in honor of National Recovery Month. National Recovery Month takes place annually in September and was established by the Substance Abuse and Mental Health Services Administration (SAMHSA). This year's theme was "Join the Voices for Recovery: Celebrating Connections" named for the challenges that 2020 has presented and how connecting with others helps support recovery.

"Connection is the root of recovery – connection to self, to others, and to community," said Kim Reichenbach, Program Manager for both the Berks County and Lancaster County RSC's. "Helping each reentrant connect to themselves, their recovery process, and their sober future is one of the ways that GEO Reentry continues to support and celebrate the achievements of each and every reentrant."

On September 28, 2020, staff made hand-made t-shirts, with unique quotes that exemplify recovery for them, as a sign of connection and giving a voice to each of their respective Center's participants. The t-shirts adorned the Recovery Month logo, while purple ribbons were handed out to reentrants, visitors, and community members. The purple ribbons reinforce the positive message that behavioral health is essential to overall health, that prevention works, treatment is effective, and people can and do recover.

Ms. Martinez, Substance Abuse Counselor at the Berks RSC, baked cake pops to individually wrap with purple ribbons and hand out in celebration of recovery. Each reentrant was also asked to disclose their "clean time," which was captured on a colorful plaque. All plaques were hung in the lobbies of the Centers so that anyone coming through the doors could celebrate the connection, and know that this is a place where their voice of sobriety and recovery is heard!



Residents of Delaney Hall Register to Vote

Written By **Kristin M. SanFilippo & Karen Collins, Delaney Hall**

On Tuesday, September 22, 2020, Ms. Annette Scott and Ms. Susan Mack of the League of Women Voters visited Delaney Hall in order to assist residents in registering to vote. Coincidentally, the fourth Tuesday of every September, this year September 22nd, marks National Voter Registration Day, a day in which citizens are urged to register to vote for the upcoming November elections. Approximately 20 residents completed registration forms, celebrating the new law that took effect in New Jersey allowing persons on probation and parole to vote. After registering, the residents proudly displayed their "I Registered to Vote" stickers.

The registration process was such a success that Delaney Hall invited Ms. Scott and Ms. Mack to return, this time to assist pre-adjudicated Essex county residents in registering. Thus, on Wednesday, September 30, 2020, registration services were made available for this population. By the end of the day, 49 Essex County residents registered to vote. Residents eagerly filled into the lecture hall during the two-hour registration period, completed their registration forms, and proudly displayed their "I Registered to Vote" stickers. Smiles were evident even under the face masks.

New Jersey Governor Phil Murphy signed a bill that went into effect in 2020, that restores the right to vote for those who are residents of the state on parole and probation. This bill reestablishes the right to vote for more than 80,000 individuals. New Jersey joins several other states across the nation that allow individuals convicted of a crime to participate in the democratic process.



Drive-Through Graduation

Written By **Gloria Alcantara, Stockton Day Reporting Center**

On August 27, 2020, Stockton DRC was able to organize a drive-through graduation ceremony for participants who were forced to miss their graduation in April due to the pandemic. Although we did not have our usual ceremony, participants were still just as excited to receive their certificates and take pictures. Graduation music was played in the parking lot and staff vehicles were decorated in honor of the graduates. All of us look forward to these events, as they are a nice reminder of how much of an impact this program can make on lives in the community. Congratulations to all the participants who put in the work to successfully complete the program this year!

Luzerne County RSC Celebrates National Recovery Day

Written By **Stacey Velez & Karen Collins, Luzerne County Reentry Service Center**

The staff at the Luzerne County Reentry Service Center (RSC) celebrated National Recovery Day on September 30, 2020, sporting matching "National Recovery Month" t-shirts, and making coffee and cookies available to all who entered the facility that day. September is National Recovery Month and is celebrated by those in recovery from substance abuse, as well as those working in the field of recovery and mental health services.

"We are honored to celebrate Recovery Month and to acknowledge that the services we provide give individuals a chance to understand the value of a positive lifestyle," said Stacey Velez, Program Manager. "Although it is a small token, participants were pleased to know that their progress does not go unnoticed. At the Luzerne County RSC, we are proud of the work we have done to help participants end a life of substance abuse and criminal behavior."

The Luzerne County RSC is located in Wilkes Barre, Pennsylvania, and in 2020 celebrated ten years of operation, helping hundreds make a new start through reentry programming. The Center has grown over the course of the decade and is always expanding its program offerings.



Tully House Holds Outdoor Ceremony For High School Equivalency Graduation

Written By **Samantha Brooks & Karen Collins,**
Tully House, Newark, NJ

Despite the COVID-19 pandemic, this year's graduating Class of 2020 had their commencement ceremony on August 14, 2020, at Tully House in Newark, New Jersey. There were eight residents who worked diligently to obtain their high school equivalency degree. Although their families could not attend due to the pandemic, they provided continued support and encouragement to the graduates during this time. This event was a memorable occasion. The graduates' hard work, dedication, and perseverance during this challenging time illustrated a desire to not allow this crisis to sway them from achieving their goal of obtaining their high school diploma through GEO Reentry Services.

Ms. Paula Lord, Senior Coordinator at Tully House, opened the ceremony by welcoming all in attendance and acknowledging the graduates, who worked so hard during the pandemic to achieve their goals. Ronald Morrison, Deputy Director of Program Services for EHCA followed by addressing the graduates with an inspiring message of "Don't stop learning," urging attendees to keep being educated and informed about what is going on around them, in

their community, state, and in the nation. Mr. Morrison also gave graduates the opportunity to purchase a free novel from Amazon.

Ms. Samantha Brooks, Education Manager, who guided the residents through preparing and taking the high school equivalency tests, said, "I emphasize the opportunities that they will have outside of Tully House, reminding the residents that this is only the beginning of their journey. Each day, I strive to educate and teach the residents to enhance themselves through education and encourage them to accomplish their goals. I leave them with the thought, 'What do you want to be known for, what is your legacy?' You do not have to be defined by your past but could be known for doing great things moving forward for your children, your family, and community. Whatever your journey is once you leave Tully House, let it be positive, let it be inspirational and believe in yourself as I believe in you."

Manuel Rosa, Program Counselor, presented the graduates with their diplomas and officially announced them as high school graduates, Class of 2020.



When the Going Gets Tough, The Tough Get Creative!

Written By **Jolie Daugherty, Bronx Residential Reentry Center**



The Bronx Residential Reentry Center (RRC) recently began renovations that will go through the end of the year. As such, staff have been working on a rotating schedule from a "pop-up" location until residents can be welcomed back to the facility. With the facility currently still under construction and minimal space for proper social distancing, Program Performance Manager, Tracy Stevens, Facility Director, Magaly Cosme, and Senior Area Manager, Melissa Craten scoured the Bronx for sites that could help keep them safe and socially distant while conducting training. With restaurant closures still very high, one creative solution was to rent an unused cafe, as well as a conference room. Staff were eager to learn and get trained despite pandemic related restrictions. With hand sanitizer, an ample supply of face masks, and social distancing protocols in place, fourteen new employees began a training program to prepare them for working at the Bronx RRC. Enthusiasm and participation remained high despite having to wear face masks all day due to stronger state-wide pandemic directives. A hybrid of in-person training provided by local GEO staff, as well as video conferencing from the GEO corporate team, allowed for smooth learning. The community was eager to have this space used, and we were grateful for the space. This is just another example of how the GEO Family can do anything if we strive together!

Long Beach Holds Back to School Backpack Giveaway

Written By **Tisha McAfee & Karen Collins,**
Long Beach Community Residential Reentry Center



In coordination with Family Services, the Long Beach Male Community Reentry Program (MCRP), part of GEO Reentry's Long Beach Community Residential Reentry Center (RRC) in California, participated in a back-to-school backpack giveaway for the children of the residents' families. Participants filled forty backpacks with pencils, pencil sleeves, erasers, notebooks, folders, glue sticks, crayons, construction paper, rulers, coloring books, puzzle books, and hand sanitizer. Participants were able to set up the backpacks for the children in a safe, socially distanced setting.

While in the MCRP, participants are required to attend structured courses designed to challenge their "old way," of thinking. Among these courses, is the "InsideOut® Dads" program, created by the National Fatherhood Initiative®, which connects fathers with their families by helping to improve their behavior while still incarcerated. The goal of the program is to break the cycle of recidivism by developing pro-fathering attitudes and skills, along with strategies to prepare fathers for release.

"This is the type of 'out of the box' thinking that makes us proud of the Family Services Program in our facilities, and shows that our staff is committed to family reintegration even in these challenging times," said Frank Gonzalez, GEO Reentry

National Manager of Family Services. "The Long Beach Community RRC has shown initiative, creativity, and confidence to put this event together in the face of California wildfires, virtual and in-person schooling, a global pandemic, and all the other challenges facing our nation today."

Tisha McAfee, Security Manager at the Long Beach Community RRC, coordinates all the family events with participants. Ms. McAfee has held many family events and this year, with the help of the staff, organized the Back to School Backpack Giveaway.

"I love working with the children and believe in the importance of reunifying families," said Ms. McAfee. "I would do anything to continue that." She is committed to the promise of the words of Eleanor Roosevelt: "The future belongs to those who believe in the beauty of their dreams".

David Taylor, Facility Director at Long Beach is proud of the legacy of successful family services events at the center, and values family programming. "We are so proud to hold successful family services events that benefit our residents and support strengthening family bonds," said Director Taylor. "I have seen productive results from this programming and we are very pleased to have supplied our families with extra help to start the school year off well."

New Jersey Alumni Carry the Message of Recovery During Pandemic

Written By **Karen Collins,**
GEO Care Communications

Members of New Jersey Alumni Services celebrated National Recovery Month by carrying the message that "recovery works," to audience members at "Turning Point," a large New Jersey addiction treatment center. On October 6, 2020, members of GEO Reentry's New Jersey Alumni Services volunteered to be speakers in a virtual forum for those receiving in-house treatment at the center.

"As the benefactors of GEO Reentry's programming, we are deeply committed to helping others recover from a life of drug addiction," said Arthur Townes, Alumni Manager for GEO Reentry Services in New Jersey. "We are still able to deliver our message that recovery is possible, even if we cannot meet others in the traditional way."

Alumni members Richard K., Jerome W., Abdul M., and Arthur T. addressed the group at the center, sharing their own personal stories of recovery and the promise of a better life free from addiction. The large group was attentive as GEO alumni delivered a positive message of hope. Members shared how they were able to turn their lives around, become employed, mend family relationships, and remain crime free due to the programming they received and the fellowship of other alumni members.

The New Jersey alumni volunteer on a regular basis to support the community. Giving back to the community is important as a means to maintaining a productive lifestyle and encouraging others to reach for positive goals. The group are grateful to pass on the important message of recovery by honoring National Recovery month, helping others, and sharing their own experience with others looking for a better life.

Staff at ADAPPT Honored With Lunch

Written By **Dawn Martin & Karen Collins, ADAPPT**



Staff and residents of ADAPPT in Reading, Pennsylvania, were honored by alumni members and members of the local recovery community with a lunch from Outback Steakhouse on September 1, 2020. Some workers at the restaurant in Wyomissing are alumni of the GEO Reentry program at ADAPPT and wanted to show their appreciation to the Alcohol and Other Drug (AOD) treatment program staff for introducing them to a new drug-free life.

"Many of our very own alumni attend self-help groups in the area and learned about the importance of giving back from the program," said Dawn Martin, ADAPPT Assistant Facility Director. "We are thrilled to see alumni continue to embrace the positive message we provide and remain eager to give back. It is a good feeling to know that the work we put in to help others make changes in their lives is actually appreciated."

GEO Reentry's ADAPPT program is recognized in the local recovery community around Reading. Those who complete the program move forward into a life that has new meaning and purpose, seeking continued recovery through local 12-Step programs and sharing the inspiring message of living drug-free. The staff and residents were most grateful for the delicious lunch!

Stay in Place Orders Result in Stay in Place Programming

Written By **Danielle Gehrung, Shasta DRC**

Even during COVID-19, the Shasta Day Reporting Center (DRC), in partnership with the Shasta County Probation Department, remains committed to providing services to participants and has continued normal operations in order to support participants.. To support the population we serve, and staff, while maintaining responsible social distancing and safety measures, the team identified and implemented innovative strategies to continue providing full programming and services at the DRC.

The biggest challenge became identifying how to serve participants in-custody after losing access to enter the Shasta County Jail. Using an innovative approach, we have managed to continue serving these participants. Services include receiving weekly intervention packets along with a 30-minute one-on-one Individual Cognitive Behavioral Therapy (ICBT) session over the phone with a Behavior Change Manager (BCM). During these sessions the participant and BCM review and discuss the interventions the participant is working on including, behavior change plan goals, relapse prevention plans, and Moral Reconciliation Therapy (MRT). We appreciate the collaborative effort with the County Probation Department and the Shasta County Jail to continue providing services to participant's in-custody and to help prepare them for a successful transition into the community.

A special thank you to Shasta DRC team members Aldrin Aghassi, Amy Clearwater, Andrew Heusser, Charles Enomoto, Clair Hearn, Danielle Arendt, Frances Samuel, Jacob Cox, Jerry Brown, Kyle Melnick, Tami Parks, Tara Levin, Taylor Black, and Tim Lenski. As a result of your commitment, innovation, and perseverance in this unique time, Shasta DRC has been able to continue providing essential services and programming to participants both at the DRC and in-custody.

GEO Welcomes Statewide Innovative Programming in Tennessee

Written By **Karen Collins, GEO Care Communications**

GEO Reentry Services welcomes a new partnership with the State of Tennessee and the Department of Corrections (DOC), that began providing services to participants under the supervision of Tennessee DOC's Board of Parole and Probation in October 2020. The new program is a collaboration between the Tennessee DOC, Vantage, MaxxContent, and GEO Reentry, incorporating both traditional and virtual services that provide statewide evidence-based reentry programming for participants.

"We look forward to partnering with the State of Tennessee, Vantage, and MaxxContent, to provide an innovative delivery method of programming using cutting edge technology that serves participants based on their individual needs," said John Thurston, Vice President, Non-Residential Centers for The GEO Group. "The use of technology will enable us to

better reach those in rural communities, and monitor participant involvement resulting in a stronger impact of services."

GEO Reentry will be providing Supervising Case Managers and Case Managers to all three regions of the state: western, central, and eastern. GEO staff are provided programming space within their district offices and state-run day reporting centers. Services will be delivered by either traditional (in-person) or digital means, depending on the specific needs of the individual. Digital programming can be accessed by a participant's personal phone, tablet, or computer, or in some cases when needed, participants could access online programming at a local library or community center. Digital services include a comprehensive Learning Management System (LMS) which allows clients access to self-directed programming online.



Community Partners Bring 'Summer in Paradise' to Delaney Hall

Written By **Kristin SanFilippo & Karen Collins, Delaney Hall**

Staff and residents at Delaney Hall, in Newark, New Jersey, are extremely grateful for the heartfelt gestures of the Reverend Raymond Lord and Ms. Estelle Flynn-Lord, Catholic Archdiocese of Newark Ministry. The Reverend and his wife are volunteers and community partners of Delaney Hall. The Lord family made it possible for all the residents to celebrate a "Summer in Paradise," on August 14, 2020, by supplying the Facility with thirty-four pizzas, three beautifully decorated sheet cakes, an abundance of beverages, and religious-based items and decorations (i.e. rosary beads, posters, positive affirmation ribbons) so that the residents could come together for an afternoon of sharing and giving thanks.

"We are extremely grateful to the Lord family for this generous gesture of upliftment and care for our residents," said Roy Becker-Rowley, Director of Delaney Hall. "It has been a difficult time as residents have not been able to visit with their families during the pandemic. The celebration boosted the spirits of all residents and staff at Delaney."

The female residents of Delaney Hall participated in the celebration during the summer of 2019, but it was the Lord family's vision to see all Delaney Hall residents benefit so they extended their generosity to the whole Facility for the summer of 2020 celebration.

"The residents must feel extremely isolated and discouraged during these times and we thought they could use a tangible sign that we care about them," said Reverend Lord and Ms. Flynn-Lord. "The theme of 'Summer in Paradise' is that blue skies and happiness can be experienced, regardless of your circumstances."

Delaney Hall staff worked tirelessly to distribute the pizzas, cake, beverages and religious-based items to residents in all housing units. The residents were energized by the surprise and expressed their gratitude to the Lord Family for their support and dedication to reentry.

Luzerne County DRC Celebrates Ten Years of Reentry Services

Written By **Karen Collins, GEO Care Communications**

Congratulations to the Luzerne County Day Reporting Center (DRC) for ten years of service to the county, providing reentry services to 554 graduates thus far who now have tools to help them succeed as contributing members of society.

The Center celebrated its anniversary by holding an afternoon barbecue honoring those who developed the program and launched the DRC. John Hogan, Area Manager for Pennsylvania Non-Residential Centers; Stacey Velez, Program Manager; and Matt Wirtner, currently Area Manager for New Jersey Non-Residential Centers, all helped launch the Center and establish the GEO Reentry programming that would help restore the lives of those around the county who needed help.

The Luzerne County DRC has grown significantly over the past decade and is currently adding new programs, increasing staff, and expanding its services to now include participants referred from the Pennsylvania Department of Corrections. Pre-trial services and treatment court will also be added to the DRC's array of services, including electronic monitoring for adults and juveniles, enhanced day reporting services, and an in-custody program.



"We are grateful to Luzerne County for a constructive partnership over the last twenty years and especially for the last ten years partnering with the Day Reporting Center," said John Hogan, Area Manager. "Through this valued partnership, GEO Reentry services has helped hundreds of county residents overcome substance abuse, find employment, restore lives, and reduce the likelihood of recidivism."

The anniversary was celebrated on August 6, 2020 at the DRC, (the actual anniversary is July 20th), with a lunch held in a tent outside to maintain social distancing. Trophies and awards were created by staff and based on the theme of the popular TV show, The Office. Trophies were given to Stacey Velez as "Team Mom," and John Hogan as "Metaphor Man." Everyone enjoyed a sense of reward and gratification as they reflected on ten years of treating participants and their many successes. Staff enjoyed outdoor games, a cake, and the company of their colleagues. Congratulations to the Luzerne County DRC for ten years of Changing Behaviors, Changing Lives.



Orange County DRC's hold Graduation Ceremony Despite Wildfires and Pandemic

Written By **Kristin M. SanFilippo & Karen Collins, Orange County and West Orange County DRC's**

GEO Reentry's Orange County and West Orange County Day Reporting Centers (DRC) held their summer transition celebration on Wednesday, September 9th. The celebration went off successfully, despite major challenges on two fronts, the pandemic and the wildfires raging in California at the time. The ceremony was held outside, with all attendees wearing face masks to maintain safety from the virus, while ash from the wildfires filled the air. Despite these major challenges, the Centers held a rewarding ceremony to recognize the graduates who completed their GEO reentry program.

"Great work by Program Manager Ms. Martinez and her team, who hosted the transition ceremony that honored participants referred from the Orange County Probation Department," said John Thurston, Vice President of GEO Reentry's Non-Residential Centers. "Staff from both centers rose to the occasion and didn't skip a beat under difficult circumstances."

David Haner, Assistant Division Director of the Orange County Probation Department and several probation officers attended to help the participants and staff celebrate. Staff from both DRCs attended, and half of the 24 program participants were also able to be there.

"We weren't sure what to expect for turnout with this event being so different but were happy that twelve graduates attended as well as several guests," said Alejandra Martinez, Program Manager of the Orange County DRC and the West Orange County DRC. The event was held in the courtyard area where tables were set up for graduates to pick up their graduation certificates, plaques, cards, boxed lunches, and do photo-ops.

Honors students were recognized who graduated from the Restorative Justice course. They received an honors cord, a medal, and an additional certificate presented by course instructor Beverley Campbell. Maribel Contreras, Program Supervisor of the West Orange DRC, said she was very pleased to have the celebration despite all the barriers. "Although this isn't our normal type of graduation, we are happy we were able to celebrate all of our participants who completed the program and create something special for them," said Ms. Contreras. Graduate Steven Jordan was a speaker at the ceremony, who expressed his gratitude for the staff and program. "I am very thankful for the DRC program and my case managers," said Mr. Jordan. "I was able to learn anger management techniques and create goals for myself which I am now accomplishing. I am now in my last semester at Chapman University and will be graduating in the fall with my Bachelor's in Business Administration."

A special day indeed. Congratulations to the participants and the devoted staff at these two DRC's for their dedication and commitment to the GEO Reentry programming!

Finding Stability in an Unstable World

Written By **Heather Smith, Tuolumne County Day Reporting Center**

Even in these times of uncertainty, the staff at the Tuolumne Day Reporting Center in Sonora, California aim to bring back a bit of normalcy for their participants. Staff have created a schedule to conduct in-person groups, and one-on-one sessions while maintaining social distancing guidelines. Staff are still able to provide comprehensive services, including Coping Skills, Substance Abuse Treatment, and Parenting and Moral Reconciliation Therapy groups. Staff are diligent about conducting wellness checks on participants before any services are provided and groups are limited in number to allow for social distancing. Participants are also provided with the appropriate protective equipment, such as face masks. Being able to provide in-person services has been a positive change for multiple reasons during this time. Not only do participants get to come back to a sense of normalcy, but also get the needed connection and support that is especially necessary in this time of continued isolation. As we know, isolation and loneliness are key factors in relapse behavior, so being able to provide a stable and supportive atmosphere is one more way to help participants stay accountable to themselves and to their commitment to change.



Tully House Celebrates Fatherhood Graduation

Written By **Ms. Jean Simon, Tully House**

On August 11, 2020, Tully House, in Newark, New Jersey, held a celebration to acknowledge twelve graduates of the InsideOut® Dads program, a nationally recognized program that focuses on incarcerated fathers. The Family Services department at Tully House was able to hold the graduation while successfully maintaining social distancing. The event was attended by Frank Gonzalez, GEO Reentry National Manager of Family Services, Ms. Jean Simon, Family Services Coordinator at Tully House, and mostly all Tully House staff, who came to cheer on the graduates and share in the celebration of the residents' achievements.

Mr. Gonzalez spoke to the graduates, reminding them of the importance of using the tools they've learned to continue their journey as better fathers. His inspiring remarks hit home with many graduates. "Despite the struggles with a pandemic, statewide lockdowns, limited visitation and social distancing inside and outside our facilities, the Family Services staff still found ways to deliver parenting classes," said Mr. Gonzalez. "Their efforts and initiative demonstrate the resilience we like to model for our residents."

Ms. Jean Simon also spoke, saying that she is "very proud of all the residents, and ecstatic to be a facilitator of the InsideOut Dad group. I am able to see their growth in just six weeks, therefore, I know the program is effective."

The InsideOut Dad program was started by the National Fatherhood Initiative® and is a six-week, evidence-based fatherhood program designed for incarcerated fathers. Ms. Jean Simon coordinates the group, which consists of twelve sessions focused on enhancing residents' knowledge on how to become a better man, partner, and more involved father.

Throughout the pandemic, the Family Services staff at Tully House were able to ensure that each resident was given a workbook and were able to meet with the facilitators for discussion. The residents willingly and profoundly shared their childhood experiences, their upbringing as teenagers, their "masculinity," their struggles, and their enjoyment as fathers. The twelve graduates were able to redefine fatherhood with enthusiasm as they learned different parenting strategies and new communication methods for engaging with their partner/mother of their child. Residents shared their appreciation for Family Services at Tully House and were thankful for such a great opportunity to become successful fathers. "Participating in the InsideOut Dad group taught me how to better communicate with my children," said Mr. King, a Tully house resident. "It will help me to have a better connection with them, and I am grateful for that."



Casper Reentry Makes Masks for Essential Workers at Natrona County Department of Family Services

Written By **Karen Collins, GEO Care Communications**



GEO Reentry's Casper Reentry Center (CRC), in Wyoming, continued its effort to give back to the community this summer by assisting the Natrona County Department of Family Services, who needed cloth masks for their essential workers. CRC Director, Joshua Brown, met with Social Services District Manager, Paul Fritzler, who expressed an interest in cloth masks to help his essential employees working in the field responding to calls for abuse and neglect cases.

"We are grateful to be of help to the Department of Family Services by keeping their employees safe with masks as they go out into the community to help families in need," said Joshua Brown, Casper Director. "The cloth masks created by our residents will enable these essential workers to do their work safely in the field and be able to perform their important duties to ensure families are provided for. These workers improve the quality of life for many in the community."

This is CRC's second successful mask-making venture to support the community during the COVID-19 pandemic. In May of 2020, Casper residents made 200 cloth masks for the Juvenile Detention Center and the Youth Crisis Center through a partnership with the Mirror program. The successful gesture of making masks is possible due to a partnership between The GEO Group and Blakeman Sewing, who brought sewing machines to the Center. The masks are made by fourteen Therapeutic Community (TC) volunteer residents at Casper.

CRC is proud to answer the call and continue its legacy of helping the community, while providing an outlet for residents to give back. Taking actions towards positive community participation and support are core to the programming at the Center.

GEO WORLD MAGAZINE

4TH QUARTER 2020

Volume 28

Issue 4

Equal Opportunity Employer • 4955 Technology Way Boca Raton, FL 33431 • 561.893.0101