Connecticut
Department of Correction
Post-Incident Workplace Employee Reference (POWER) Program

2016 CPS HR Talent Management Innovation Grantee
Connecticut Department of Correction
The Department of Correction’s 3 overarching initiatives
Public Safety
Reduce Recidivism and Prevent Criminal Activity in our Community and be an active partner in the state’s criminal justice, public safety and emergency response/disaster relief systems.

Wellness
Reduce Trauma and its effects throughout the system.

Efficiency
Maximize the utility of limited resources, increase and enhance collaboration, productivity and efficiencies and achieve operational and procedural consistency between DOC facilities and between DOC and its partners.
Wellness

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Workplace Trauma
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- Trauma is a contributing factor to a host of mental health and physical conditions.
- Trauma can have negative consequences for workplace relationships.
- Trauma has a financial impact on employees in lost wages and medical expenses; employers insurance costs; absenteeism; and lower productivity.
E Wellness Continuum

- 1990 - Quality of Work Life
- 1995 - Critical Incident Stress Response Team
- 2008 - Military Peer Support Program
- 2011 - Employee Wellness Committee
- 2012 - Bereavement & E-Wellness Protocols
- 2014 - Peer to Peer Program
- 2015 - Expedited Corrective Action Plan (ECAP)
- 2016 - Post-incident Workplace Employee Reference (POWER) Program

Future Employee Wellness initiatives will be consistent and ongoing.
Post-Incident Workplace Employee Reference (POWER) Program
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Why a POWER Program?

In 2015, three serious staff assaults occurred consecutively.

Each assault resulted in physical and mental trauma, lengthy out-of-work time, workers’ compensation, legal action, and other experiences.

Commitment from the Administration to support and assist employees.
Post-Incident Workplace Employee Reference (POWER) Program

POWER Committee

A cross-agency team made up of the victims of the assaults; Human Resources; Critical Incident Stress Response Team (CISRT), Maloney Center for Training & Staff Development; Victim Services; External Affairs; and the Administration.

Learning from the employees who had been traumatized, the team set out to develop a system of immediate and long-term support along with resources the employee could depend on.
Post-Incident Workplace Employee Reference (POWER) Program

The POWER Committee’s Purpose

To provide ongoing support after a critical incident – for example, assisting an employee with the Workers Compensation or Family Medical Leave Act (FMLA) process; providing guidance around Employee Assistance Program (EAP) services; helping navigate ongoing treatment, paperwork; possibly a one-on-one liaison for the employee and their family; and education for staff.
POWER Card

Connecticut Department of Correction
Attachment A
Post-Incident Workplace Employee Reference Card
REV 10/17
POWER CARD
AD 6.8

- Employee Assistance Program (EAP) .................................................. 888-327-1060
  (Call 24/7 for confidential counseling, support, and professional resources. Services available to employees and immediate family members.)
  Website: http://www.publicsafetyct.com/
- Critical Incident Stress Response Team (CISRT) ............................. 860-965-5327
  (Peer Support; Reference Material can be found in Administrative Directive 2.18)
- State of Connecticut, Department of Correction POWER Program
  (Resource navigation and support for CTDOC staff members)
  Email: DOC-POWERProgram@ct.gov
  Website: https://www.ct.gov/doc/site/default.aspx
  (Note: Information can be found on main website: "POWER PROGRAM RESOURCE PAGE")
- State of CT, Department of Correction-Workers Compensation Unit...Main: 860-692-7770
  Fax: 860-692-7745
  Email: DOCWorkersCompensationUnit@ct.gov
- Gallagher Bassett ............................................................... (Main phone): 860-256-3400
  (Workers compensation matters, managing and authorization claims/payments)
- State of Connecticut Department of Administrative Services...Website: http://das.ct.gov/
  (Resource information for medical provider, directories, and statewide policies)

Incident Supervisor Name & Title:
Date:

Incident Report Number:
SC Claim Number:

Learn how to earn points for more information.

Other Agency Informational Referrals

- Connecticut Info Line ................................................................. 2-1-1 (toll-free)
  *(2-1-1 is the confidential, free, 24-hour a day, and multilingual way to locate hundreds of human services in your area to include Mobile Crisis, EMPS Children Services, etc.)
- Department of Correction Victim Services Unit ......................... 1-888-869-7057
  *(Victim notification for accused and sentenced inmates ONLY for the crime you are associated with, ability to have victim input at parole and community release reviews)
  Website: http://www.ct.gov/doc/site/default.aspx
  Email: DOC.VictimServices@ct.gov
- Office of the Victim Advocate ..................................................... 1-860-550-6632
  *(Enforces crime victim’s rights)
  Website: http://www.ct.gov/ova/site/default.aspx
  Email: ova.info@ct.gov
- Office of Victim Services (Judicial) ............................................. 1-800-882-8428
  *(Information, advocacy, referrals, victim notification for sentenced inmates ONLY for the crime you are associated with, victim compensation (if not covered by workers compensation) and other services)
  Website: http://www.lod.ct.gov/crimevictim/
  Email: OVS@lod.ct.gov
- Statewide Automatic Victim Information Notification (CTSAVIN) ... 1-877-846-3428
  *(Confidential victim notification program that anyone can register to receive information about an inmate’s judicial court case or status within the Connecticut Department of Correction)
  Website: http://www.vinelink.com
POWER Card

15,000 POWER Cards printed with grant funds. POWER Cards distributed to 15 correctional facilities, 5 Parole & Community Service Offices, Central Office, MCTSD, and Board of Pardons and Paroles.

POWER Card available on CTDOC website www.ct.gov/doc
POWER Card

Modifications in Policies and Procedures
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Administrative Directive 6.6 Report of Incidence revised to include Power Card and distribution instructions for all supervisors.
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• Since attending CABLE training, CISRT responded with support for facility staff after two staff deaths off hours.
• Since POWER card release in August 2016, CISRT deployed 12 times for untimely deaths of staff and inmates.
Power Program
Email Address

Dedicated email address
DOC.POWERprogram@ct.gov

Staffed by the department’s Victim Services Unit enables employees to obtain information and reach peer assistance from Critical Incident Stress Response Team (CISRT) staff.
Peer Support Training
Building Blocks for Peer Support
Peer Support Training
Building Blocks for Peer Support

**Trainer:** Connecticut Alliance to Benefit Law Enforcement (CABLE)

Five days training agenda: Defining Stress in the Corrections Environment, Effects of cumulative stress and traumatic stress, Providing an Emotion-Focused Intervention, Responding to individuals in situations with high emotional impact, Developing effective communication skills, Essential elements of an effective Peer Support Team, and Critical Incident Stress Management-Group Intervention.
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**Audience:** 49 attendees, including DOC staff, and representatives from employee unions, inmate health services contractor, and state’s Workers Compensation carrier attended the multi-day training held November 28 – December 5, 2016.
Results and Outcomes

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- Increase awareness about resources, organizations, and services available to help staff who are victims of violence and trauma at work.
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• Increase support to help employees who experience trauma in their job.

• Increase awareness about resources, organizations, and services available to help staff who are victims of violence and trauma at work.

• Take steps to decrease the burden and stress on our employees who have been victims of violence and traumatized to deal with medical, law enforcement, Attomeys, Insurance and Workers Compensation.
Results and Outcomes

The POWER Program is enabling CTDOC to:

Move closer in achieving our strategic plan
Goal of Employee Wellness

To reduce trauma and its effects throughout the system.
Publicity Plans

Methods used to publicize the POWER Program internally:
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• October 28, 2016 presentation at Top Managers meeting at MCTSD.
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- Presented at Human Resources Day for 70 staff.
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• Continue to engage the criminal justice community, through the American Correctional Association and Council of State Government’s Criminal Justice Center, in discussions and solutions to violence and trauma in corrections.
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- Completion of a POWER Program Manual.
Sustainability

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- Regular meetings of the core support team.
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• Completion of a POWER Program Manual.
• Continued communication through the department’s Wellness Efforts.
• Regular meetings of the core support team.
• Activating core support team to respond when employees request support, or in situations involving trauma department wide. The Deputy Commissioner of Administration, Warden, Human Resources, Victim Services, and External Affairs, with CISRT and others who went through Building Blocks for Peer Support training will be pulled in on cases.
For more information about CTDOC’s POWER Program contact:

Cheryl Cepelak
Deputy Commissioner of Administration
Connecticut Department of Correction

860.692.7844

Cheryl.Cepelak@ct.gov

Information is also available on the Department’s website:
www.ct.gov/doc
Connecticut Department of Correction
Connecticut Department of Correction