



A Joint Committee of the Ohio General Assembly

REPORT ON THE INSPECTION AND EVALUATION OF LONDON CORRECTIONAL INSTITUTION

JANUARY 18, 2024

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INSPECTION AND EVALUATION OF
LONDON CORRECTIONAL INSTITUTION
JANUARY 18, 2024

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OVERVIEW

Facility Overview

London Correctional Institution (LoCI) is a medium-security male prison, housing Level 1 (minimum) and Level 2 (medium) security individuals incarcerated. The facility opened in 1924 and is located on 2,950 acres in London, Ohio. It is the oldest male institution in Ohio.

The initial design capacity for LoCI was 1,873 individuals incarcerated. As of January 3, 2024, the institution housed 1,801 individuals incarcerated. As of February 1, 2024, the institution employed 323 total staff, of which 181 were correctional officers. LoCI had 67 total vacancies (17.2%), of which 38 were officers.

On the May 23-25, 2022, American Correctional Association (ACA) Reaccreditation audit, the institution scored 100% compliance for 59 applicable, mandatory standards and 99.5% on the 438 applicable, non-mandatory standards. The areas of non-compliance were related to unencumbered housing space and dayroom space.

In its April 11-12, 2023 Internal Management Audit (IMA), the institution scored 100% compliance on the applicable mandatory standards, 99.3% on the applicable non-mandatory standards, and 97% on the applicable Ohio standards. Standards in noncompliance were for staff vacancy rates, unencumbered housing space, dayroom space, probationary staff evaluations, and HIV patient care.

Inspection Overview

Preparation for the inspection of London Correctional Institution took place in the week prior to site visitation. The most recent inspection of the facility, completed in 2023, was reviewed to identify areas of previous concern or praise. The CIIC database of concerns received from individuals incarcerated, constituents, and staff was analyzed for topics of frequent concern. At this time, an email was sent to facility staff outlining the documentation requested prior to inspection.

The day of inspection, January 18, 2024, consisted of a review of safety and security, full facility tour, review of health and wellbeing, review of fair treatment, review of rehabilitation and reentry, and review of fiscal accountability.

An initial inspection report draft was provided to Warden DeMartino and his staff, as an opportunity to review and notify CIIC staff of any discrepancies. On July 16, 2024, a teleconference was held between CIIC and Warden DeMartino to finalize the inspection report draft.



Date of Inspection: January 18, 2024

Type of Inspection: Announced

CIIC Staff Present:

Chris Albanese, Executive Director

Jeff Noble, Chief Inspector

Elisabeth Cobbs, Corrections Analyst

Warden:

Michael DeMartino

Survey results from individuals who are incarcerated are displayed throughout the report, compared to the results of previous surveys. The response rate resulted in a margin of error of approximately +/- 3% at a 95% confidence level. Each result can be stated that, "we are 95% confident that the true response is within +/- 3% of the reported response." 671 individuals incarcerated responded to the 2024 survey.

RATINGS SUMMARY

Methodology

Ratings are a four-point scale based on the balance of the indicator ratings for that area. A rating of “Exceptional” for an indicator means that there is no room for improvement and, generally, that the facility performs above other prisons. A rating of “Good” means that the prison more than meets the standard, but is not significantly better than other prisons or there is still room for improvement. A rating of “Acceptable” means that the prison just meets the standard or meets the standard with minor exceptions. A rating of “In Need of Improvement” means that the prison does not meet standards, is significantly different from other prisons in a negative manner, or that CIIC staff had serious concerns.

	2022	2024
SAFETY & SECURITY	Good	Good
Violence Outcome Measures	Good	Good
Use of Force	Acceptable	Good
Control of Illegal Substances	In Need of Improvement	Acceptable
Individuals Incarcerated Perception of Safety	Exceptional	Good
Unit Security Management	Exceptional	Exceptional
Institutional Security Management	Good	Good
Prison Rape Elimination Act	Exceptional	Exceptional
HEALTH & WELLBEING	Good	Good
Unit Conditions	Good	Good
Medical Services	Good	Good
Mental Health Services	Good	Good
Recovery Services	Good	Good
Food Services	Acceptable	Good
Recreation	Exceptional	Good
FAIR TREATMENT	ACCEPTABLE	Good
Staff/Individuals Incarcerated Interactions	Good	Acceptable
Grievance Procedure	Good	Deferred
Discipline	In Need of Improvement	Good
Library & Legal Services	Good	Good
WORKFORCE READINESS	Good	Good
Reentry Planning and Rehabilitative Programming	In Need of Improvement	Good
Family & Community Connections	Good	Good
Academic Programming	Good	Good
Vocational & Work Skill Development	Exceptional	Good
Ohio Penal Industries	Good	Good
FISCAL ACCOUNTABILITY	ACCEPTABLE	Good
Fiscal Wellness	Acceptable	Good
Energy and Waste Management	Exceptional	Exceptional
Staff Management	In Need of Improvement	Acceptable

SAFETY AND SECURITY

Key Findings

As of January 17, 2024, there were 132 STG-affiliated individuals incarcerated, which was 7.3% of the institutional population.

In 2023, there were 6 violent incidents against staff. This is an increase from 2022 (5).

In 2023, ten out of fourteen Level 1/2 institutions had an increase in the rate of violations of Drugs and Other Related Matters. At the same time, drug testing percentages of positives continued to decrease, suggesting a continued rise in synthetic drugs.

SAFETY & SECURITY

	2022	2024
SAFETY & SECURITY	Good	Good
Violence Outcome Measures	Good	Good
Use of Force	Acceptable	Good
Control of Illegal Substances	In Need of Improvement	Acceptable
Individuals Incarcerated Perception of Safety	Exceptional	Good
Unit Security Management	Exceptional	Exceptional
Institutional Security Management	Good	Good
Prison Rape Elimination Act	Exceptional	Exceptional

Violence Outcome Measures: Good

Evaluation of violence focuses on the number and rate of disciplinary convictions for assaults, fights, the number of homicides, and disturbances at the institution during a year in comparison to the previous year; the comparator prison rate; and the DRC average.

There were no homicides nor disturbances from 2019-2023.

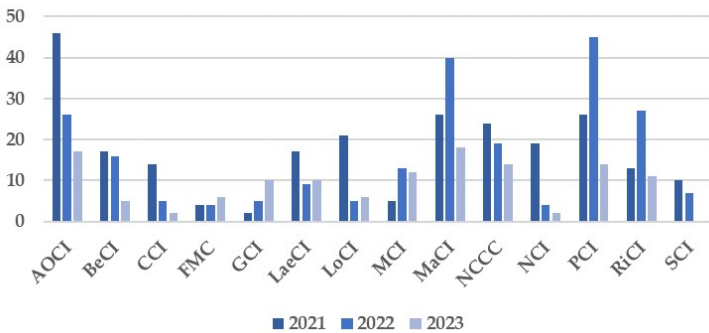
In 2023, there were 6 violent incidents against staff. This is an increase from 2022 (5).

Administrative Rule 5120-9-06 outlines the Inmate Rules of Conduct.

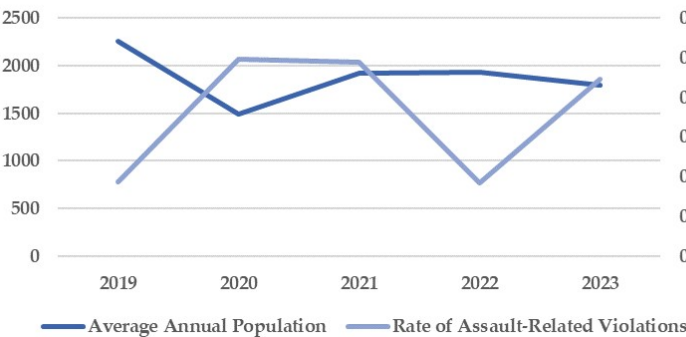
Rule numbers 1.1-1.6 are categorized as "assault and related acts."

In 2023, the rate of assault and related acts increased. At the same time, the comparative institutions rate of assault and related acts were seen to have mixed results.

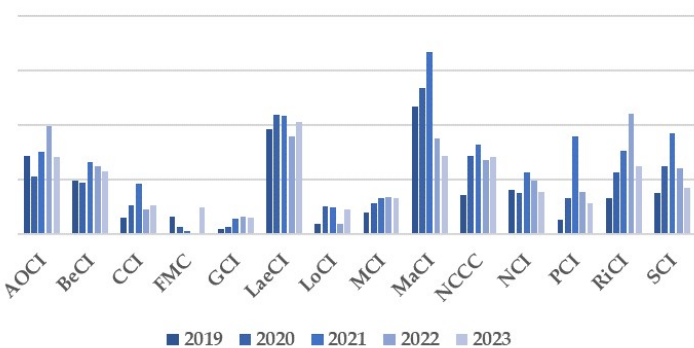
Comparative Facilities Violent Incidents Against Staff, by Year



LoCl Rate of Assault and Related Acts Violations vs Population, by Year

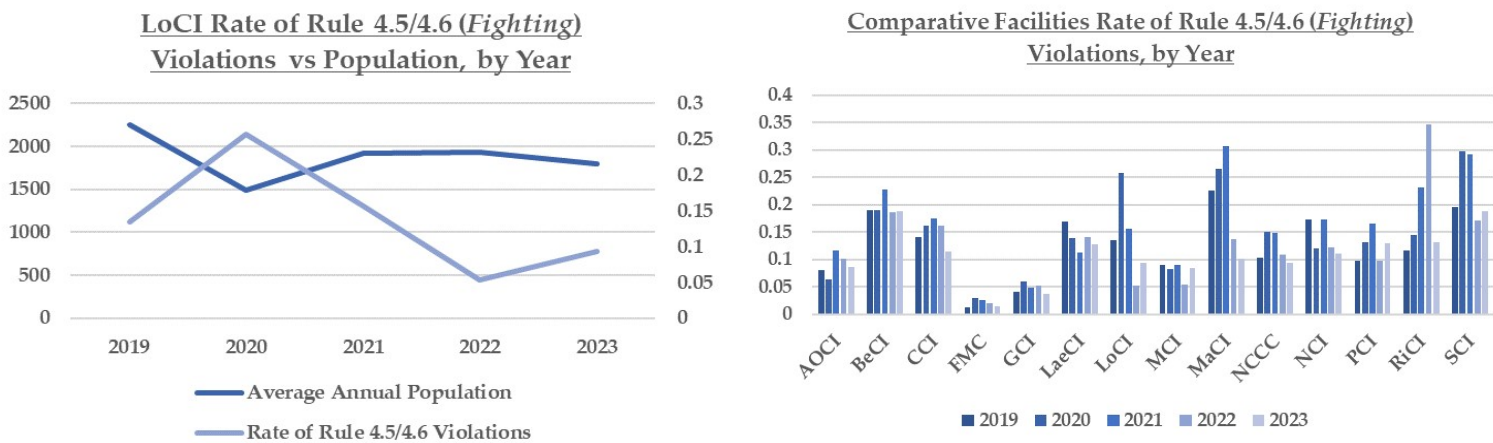


Comparative Facilities Rate of Assault and Related Acts Violations, by Year



Violence Outcome Measures: Good, Continued

During 2023, the Rule for fighting changed from Rule 19, “Instigation of, perpetuation of, or fighting,” to Rule 4.5, “Fighting,” and Rule 4.6, “Engaging in a group fight with 4 or more incarcerated persons.” In 2023, LoCI recorded 168 Rule 4.5 and 4.6 violations, which is a 65% increase from 2022 (102).



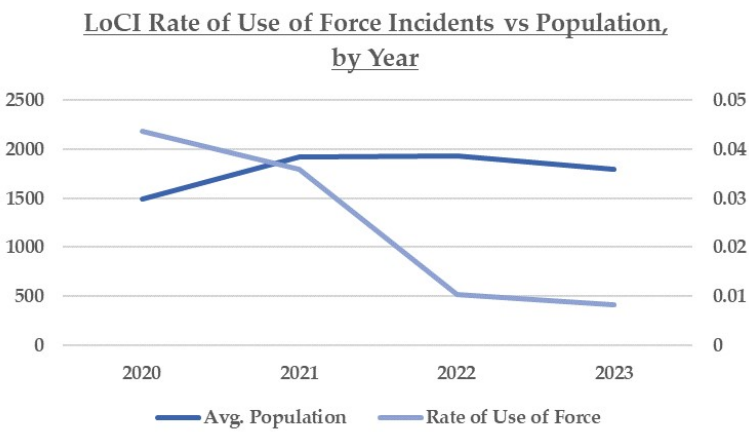
Use of Force: Good

Evaluation of use of force focuses on the number of uses of force at the institution as well as an evaluation of a random sample of completed use of force reports.

During 2023, the facility reported 15 use of force incidents. This is a decrease from 2022 (20), which was a decrease from 2021 (69).

Ten uses of force from 2023 were reviewed during inspection. Video documentation, including officers body worn cameras, was reviewed on all 10 incidents. Officer statements reviewed were generally thorough and clearly stated directives given prior to force. The required documentation was completed and included in the packets. Officer responses to incidents generally appeared appropriate. The Department has recently launched a central database to track use of force incidents. It has improved review and monitoring of these types of incidents.

Staff in contact with individuals incarcerated are required to wear body worn cameras (63-UOF-01). Officers were observed to be wearing the body worn cameras according to policy. Additionally, officers noted an increase in effective de-escalation techniques, attributing it to the body worn cameras.



SAFETY AND SECURITY

Control of Illegal Substances: Acceptable

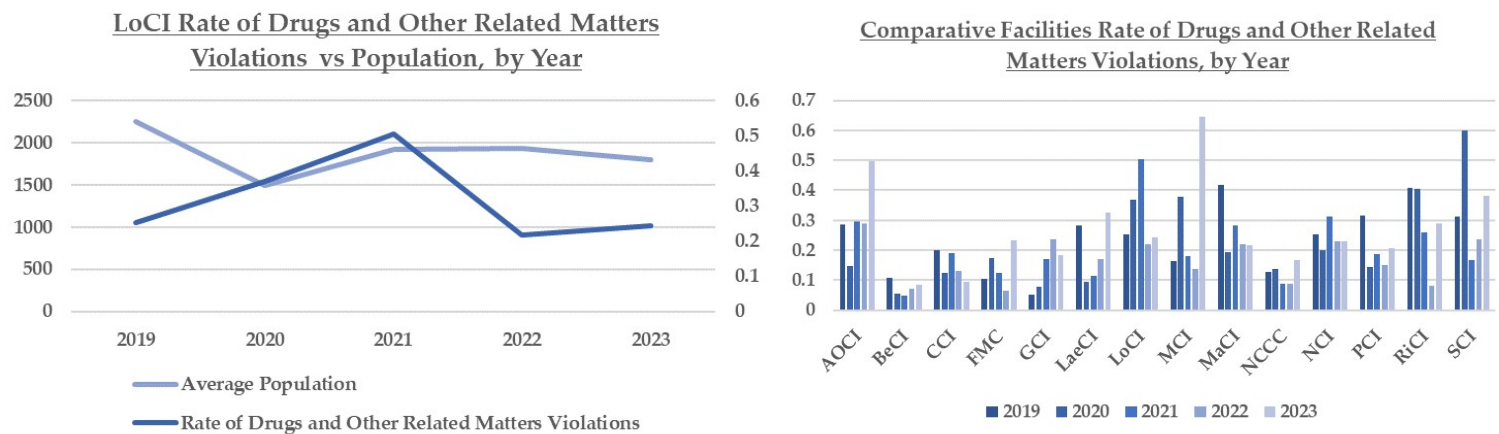
Evaluation of control of illegal substances focuses on the percentage of individuals incarcerated who tested positive for an illegal substance in comparison to previous years, the comparator prisons average and the DRC average, and violations for consuming, possessing, or conveying drugs, and the types of substances available.

The Major indicated that fights have increased slightly. The institution has increased sanctions and limited access to sugar in order to reduce drug and alcohol access. Two staff were prosecuted for drug conveyance in the last year. Body scanners are being utilized to reduce drug conveyance.

	2021*		2022		2023	
	# Tested	% Positive	# Tested	% Positive	# Tested	% Positive
LoCI Total Drug Testing	1,322	8.7%	1,537	7.5%	1,920	5.8%
Level 1/2 Average	1,333	10.9%	1,767	7.6%	1,949	6.7%
DRC Average	1,082.23	9.6%	1,371	8.1%	1,521	7.6%

*Drug testing was reduced in 2020 and resumed in mid-2021 due to COVID-19 restrictions and precautions.

Ohio Administrative Code 5120-9-06 defines rule violations 10.1-10.7 as “Drugs and Other Related Matters.” In 2023, ten out of fourteen Level 1/2 institutions had an increase in the rate of violations of Drugs and Other Related Matters. At the same time, drug testing percentages of positives continued to decrease, suggesting a continued rise in synthetic drugs.



Individuals Incarcerated Survey Question(s)	2022	2023	2024
	“Yes”		
Are drugs available at your institution?	16.9%	5.6%	41.4%
What drugs are available at your institution?	Stimulants 54.4%	Stimulants 35.6%	Synthetics 46.9%
*Survey respondents can select all that apply (i.e. multiple prohibited substances)	Depressants 53.2%	Depressants 34.2%	Stimulants 46.2%
	Synthetics 48.1%	Opioids 30.2%	Depressants 43.9%
	Opioids 46.8%	Synthetics 29.0%	Opioids 40.5%

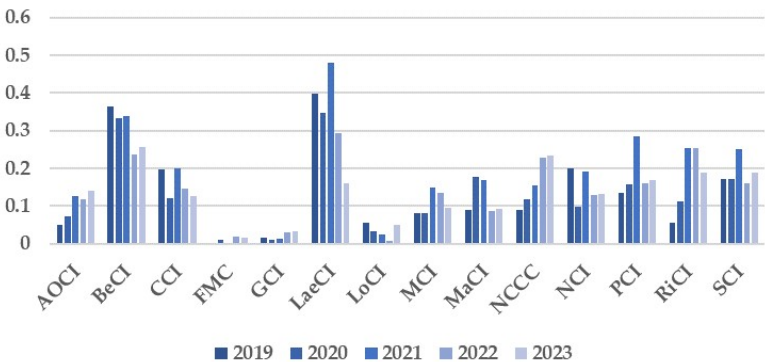
Individuals Incarcerated Perception of Safety: Good

Evaluation of individual’s incarcerated perception of safety focuses on survey responses by individuals incarcerated, the annual number of Rule 5.5, violations compared to previous years and comparator prisons, and the number of investigations for protective control.

There were 90 violations of Rule 5.5 (Refusal to lock) in 2023. This was a 500% increase from 2022 (15). Individuals incarcerated refuse to lock many times due to threats, debts, concerns for safety, etc. Six individuals incarcerated were in disciplinary housing at the time of inspection for Rule 5.5 violations.

An individual incarcerated can also request protective control (PC), but a risk to their safety must be substantiated. No individuals incarcerated were reported to be under investigation for PC at the time of inspection.

Comparative Facilities Rate of Rule 5.5 (Refusal to Lock) Violations , by Year



Individuals Incarcerated Survey Question(s)	2022	2023	2024
	"Safe" or "Neutral"		
Do you feel safe from other individuals incarcerated here?	88.2%	96.2%	95.4%

Unit Security Management: Exceptional

Evaluation of unit security management focuses on policy compliance for officer rounds, documented shakedowns, and cell/bunk security.

Officers were consistent in documenting security rounds in the requisite 30 minute, staggered intervals (31-SEC-01). Officers explained the round completion process and how it is documented in their electronic logbook. Housing unit officers are required to search individuals incarcerated bunks/cells for contraband, including drugs and weapons (61-PRP-01). Officers were consistent in the documentation of shakedowns. Bunk and cell security checks indicated good security and visibility (31-SEC-01). Bunk and cell property limits were appropriate. Unit staff are required to conduct reviews of individuals incarcerated security classification to ensure proper institutional placement. There were no overdue security classification reviews on the day of the inspection.

Institutional Security Management: Good

Evaluation of security management focuses on: the number escapes and walkaways, security threat group (STG) management, and security threat group (STG) violations vs previous years and comparator prisons.

There were no escapes nor walkaways from 2020–2023. As of January 17, 2024, there were 132 STG-affiliated individuals incarcerated, which was 7.3% of the institutional population. The rate of Rule 4.3, (unauthorized group activity), formerly Rule 17, convictions increased 29% from 2022 to 2023. There were 6 violations in 2021, 14 violations in 2022, and 18 violations in 2023. A review of STG committee meeting minutes showed meetings are occurring and staff are communicating about STG activity.

A majority of officers that were interviewed reported that they feel informed when beginning their shifts. Interviewed officers reported that they receive information from roll call and other officers. These practices allow for critical information to be communicated for awareness.

Institutional Security Management: Good, Continued

	2021			2022			2023		
Institution	# of STG Individuals incarcerated	% of Gen. Pop.	Rule 17 Violations	# of STG Individuals incarcerated	% of Gen. Pop.	Rule 17 Violations	# of STG Individuals incarcerated	% of Gen. Pop.	Rule 4.3 Violations
London (LoCI)	231	10%	6	181	10%	14	249	12%	18
Level 1/2 Average	218	11.1%	26	215	11%	40	229	11%	44

Prison Rape Elimination Act (PREA): Exceptional

Evaluation of the institution's compliance with the Prison Rape Elimination Act (PREA) focuses on a review of the most recent PREA audit report, the number of reported incidents, PREA compliance for different-gender notification, PREA rated bathroom coverings and PREA notifications, and survey responses from individuals incarcerated.

The facility met 42 and exceeded 3 standards on its May 25-27, 2022, PREA audit. No corrective action was required as all standards were met. All staff completed PREA training with the exception of those on military leave. An Interview with the PREA coordinator explained the process by which incoming individuals incarcerated, new staff, contract staff, and volunteers are educated on PREA issue identification and the required reporting process. Identified potential abusers, abusers, potential victims, and victims are separated from each other at the institution to decrease risk factors.

PREA reporting information was posted in all housing units. All shower curtains and restrooms had PREA rated coverings. Several PREA alarms were successfully tested, alerting individuals incarcerated of different-gendered staff entering the housing units (79-ISA-01).

Individuals incarcerated that reported they had been harassed or threatened by other individuals incarcerated reported the most common form was relating to their "offense/crime" and "insulting remarks." Individuals incarcerated that reported they had been abused by other individuals incarcerated reported physical abuse (5.8%) and sexual abuse (0.8%), but the majority (93.8%) reported they had not been abused by other individuals incarcerated at LoCI.

Those that reported harassment or threats by staff reported the most common as "insulting remarks" and "multiple shake-downs." Individuals incarcerated that reported they had been abused by staff reported physical abuse (3.5%) and sexual abuse (1.0%), but the majority (95.7%) reported they had not been abused by staff at LoCI.

Investigations/Allegations	2020	2021	2022	2023
Total Alleged Incidents	6	6	8	4
Outcomes	0 Substantiated	0 Substantiated	2 Substantiated	1 Substantiated
	2 Unsubstantiated	6 Unsubstantiated	5 Unsubstantiated	1 Unsubstantiated
	4 Unfounded	0 Unfounded	1 Unfounded	2 Unfounded

Prison Rape Elimination Act (PREA): Exceptional, Continued

	2022	2023	2024
Individuals Incarcerated Survey Question(s)	"Yes"		
Have you been harassed or threatened by other individuals incarcerated here?	44.6%	26.5%	21.8%
Have you ever been abused by individuals incarcerated here?	13.3%	6.8%	5.6%
Have you been harassed or threatened by staff here?	51.8%	38.4%	46.3%
Have you ever been physically abused by staff here?	0%	2.9%	2.8%
Do you know how to report sexual harassment or abuse?	91.6%	86.0%	86.8%

Key Findings

Recreation had a 66% vacancy rate at the time of inspection.

A focus group of nurses was conducted in which the following was relayed: nurses feel supported by supervisory staff, and moral is improving with the new Warden.

The Community Linkage program under Recovery Services has a dedicated liaison.

HEALTH & WELLBEING	2022	2024
	Good	Good
Unit Conditions	Good	Good
Medical Services	Good	Good
Mental Health Services	Good	Good
Recovery Services	Good	Good
Food Services	Acceptable	Good
Recreation	Exceptional	Good

Unit Conditions: Good

Evaluation of unit conditions consists of direct observation of housing areas.

A tour of all housing units was completed during inspection. Housing units consisted of two-person cells and open bay dormitories. The celled unit, formerly the segregation unit, is now a priority living unit. Additionally, some units have special “missions,” including a merit dorm, dog program, recovery living, Horizon religious services, and a vision-impairment dorm.

Individuals incarcerated in the visually-impaired dorm are paired with a bunkmate that can help navigate the institution and access necessary materials. The unit hosts a room where the visually impaired can read brail books, use large magnifiers to read books and articles, use a brail typewriter, and listen to books on tape. The floor of the unit is lined with thick grip tape that allows the visually impaired to feel movement off the designated walking areas.

All dayrooms/common areas were rated “good” to “exceptional” based on their cleanliness and overall appearance. The cell conditions were also rated as “good” to “exceptional.” Shower conditions were rated as “good.” No maintenance issues were observed or relayed by unit staff, and staff stated maintenance requests are fulfilled in a timely manner when they do occur (21-CAM-12). Cleaning materials were appropriately secured and adequately stocked (21-CAM-12). Visibility and property control appeared according to policy (61-PRP-01).

Telephones, video kiosks, water fountains, televisions, ice machines, and microwaves were in good working order (21-CAM-12). Laundry services were provided in the units in addition to available central laundry. Fire evacuation routes (OAC 1301.7), CIIC information, rules of conduct (OAC 5120.9), and program information (50-PAM-02) were posted in each housing unit.

Medical Services: Good

Evaluation of mental health services focuses on an interview with the Mental Health Administrator, a tour of mental health facilities, and survey responses from individuals incarcerated.

The medical facilities were toured during inspection and appeared clean, spacious, and orderly (68-MED-03). Facilities consisted of a waiting area, staff offices, exam rooms, lab and x-ray area, optometry and dental clinic, nurse’s station, pill call area, and pharmacy. There was also a fourteen-bed infirmary wing, with two safe cells and two negative pressure rooms, where patients can be monitored more closely.	Caseload	
	Nurse Sick Call	1,568
	Doctor Sick Call	2,318
	Chronic Care Caseload	1,029

Medical Services: Good, Continued

As of February 1, 2024, staffing consisted of two Nurse Practitioners, one Health Information Technologist, four Licensed Practical Nurses, eleven Nurses, and one Nurse Supervisor. Vacancies included one Licensed Practical Nurse, two Nurses, and one Physician Administrator (17.4% total vacancy rate).

The Health Care Administrator (HCA) was interviewed and relayed the following: the HCA does all chart auditing using Fusion software; staff are trained on the implementation of the electronic records program for the state, and have trained other facilities; emergency response drills occur quarterly; there are currently 360 people on the chronic care backlog, mostly due to the older population; and K2, a major illegal substance in prison, is affecting long term brain functioning and is making users combative.

A focus group of nurses was conducted in which the following was relayed: nurses feel supported by supervisory staff, and moral is improving with the new Warden; K2 has become particularly concerning due to increased violence and decreased memory; the incarcerated population has become more argumentative and entitled over the last few years; security will sometimes send individuals incarcerated to Medical without a pass.

All medical standards were found in compliance during the most recent American Correctional Association (ACA) Accreditation Audit on March 23-25, 2022. The Internal Management Audit (IMA) on April 11-12, 2023, found one Ohio standard in non-compliance relating to HIV patient care. There were six deaths at the institution in 2023, an increase from four deaths in 2022, and two deaths in 2021.

	2021	2022	2023	2024
Individuals Incarcerated Survey Question(s)	"Very Satisfied" to "Neutral"			
How satisfied are you with the quality of the care you get from the nurses?	50.8%	60%	63.1%	67.2%
How satisfied are you with the quality of the care you get from the Doctor?	54.5%	58.8%	61.9%	63.8%
	"Next Day" or "Within 2 Days"			
On average, when do you see the nurse after filing a health service request?	35.1%	48.1%	46.2%	45%
	"Yes"			
If you are on the chronic care caseload, do you see medical regularly?	66.1%	86%	63.5%	59.7%

Mental Health Services: Good

Evaluation of mental health services focuses on an interview with the Mental Health Administrator, a tour of mental health facilities, and survey responses from individuals incarcerated.

Mental Health Services were located in the Inmate Health Services building. The mental health area consisted of several staff offices and four group rooms where staff deliver outpatient services, making it one of the largest mental health areas within DRC. Staff also delivered services to individuals housed in the Transitional Programming Unit (TPU) while under disciplinary sanctions. Overall, all spaces were clean, spacious, and orderly at the time of inspection (67-MNH-02).	DRC Policy 67-MNH-09	2021	2022	2023
	Close Watch	8	10	7
	Constant Watch	91	97	105
	Mental Health Special Observation Status	68	77	49
As of February 1, 2024, staffing consisted of one Behavioral Healthcare Provider Supervisor, one Behavioral Healthcare Provider, one Adv Prac Nurse Psych-MH, two Psychiatric/DD Nurses, and one Psychologist. Vacancies included one Behavioral Healthcare Provider (14.3% total vacancy rate).	Self-Injurious Behavior	3	2	3
	Suicides	0	1	0

Mental Health Services: Good, Continued

An interview was conducted with the Mental Health Administrator in which the following was relayed: currently the caseload is low and there are no staff retention concerns; Continuous Quality Improvement meetings occur quarterly with Medical, Recovery, and Security; There are seven Peer Supporters, two of which are certified to cofacilitate programs, and five more Peer Supporters in training; Peer Supporters support Visitation and can answer questions by visitors; the MHA has open office hours, and individuals incarcerated are able to email mental health staff.

All mental health standards were found in compliance during the most recent American Correctional Association (ACA) Accreditation Audit on March 23-25, 2022, and Internal Management Audit (IMA) on April 11-12, 2023.

Caseload	
C1 (Seriously Mentally Ill)	108
C2 (Mentally Ill)	199
Total	306

Mental Health Programs at LoCI	Enrollment	Waitlist
Criminal and Addictive Thinking	10	64
Depression Bright	22	128
Mind Over Mood	0	89
Thinking for a Change	13	86
Peer Support Initial Training	0	0
Seeking Safety	0	23
Anger Management	6	39
Meditation/Mindfulness	9	0
Life Skills	0	58

Individuals Incarcerated Survey Question(s)	2022	2023	2024
	“Very Satisfied” to “Neutral”		
Overall, how satisfied are you with the quality of the care you get from Mental Health?	95.8%	85.2%	85.7%

Recovery Services: Good

Evaluation of recovery services focuses on an interview with the Recovery Services Administrator, a tour of recovery facilities, and survey responses from individuals incarcerated.

Recovery service facilities consisted of multiple group cubicle areas and staff offices. The building also featured a large community room for Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) meetings, a recovery resource library, and spaces for community service projects.

Recovery Service Programs	Enrollment	Waitlist
Intensive Outpatient Treatment	0	N/A
Treatment Transfer Program	14	N/A

As of February 1st, 2024 staffing included four Correctional Program Coordinators and an Alcohol and Drug Assistant Counselor. Vacancies included a Correctional Program Coordinator and the Clinical Supervisor (overall 28.6% vacancy rate).

The Recovery Services Administrator (RSA) was interviewed and relayed the following: Continuous Quality Improvement meeting occur quarterly with Medical, Mental Health, and Security; the Medication Assisted Treatment (MAT) Program offers both Naltrexone and Vivitrol; the Community Linkage program has a dedicated liaison, and conducts sessions 90 days before release; Peer Supporters are used for supportive services. Staff reported that vacancy levels have impacted their ability to offer additional programming.

Recovery Services: Good, Continued

LoCI also had a recovery focused dorm, “Renaissance,” located on the floor above the recovery services facilities. Participants are required to be housed there while they are enrolled in recovery programming. Participants on a recovery program waitlist may be housed in the Renaissance unit.

	2022	2023	2024
Individuals Incarcerated Survey Question(s)	“Yes”		
Do you feel you are able to get into Recovery Services Programs?	69.8%	72%	67.3%

Food Services: Good

Evaluation of food services includes an interview with the Food Service Manager, observations of the dining hall, food preparation area and the loading dock, eating the meal offered to individuals incarcerated, and surveys.

As of February 1, 2024, staffing included a Food Service Director, two Managers, seven Coordinators, and ten Fellows.

The dining hall and serving line were both clean and orderly at the time of inspection. All stored equipment was clean and orderly. The food preparation area was clean, and individuals were trained and adhering to beard and hair net requirements (60-FSM-02) and (60-FSM-06). The dish machine was maintaining appropriate temperatures for sanitation with no noted maintenance concerns. Temperatures were checked on the serving line and indicated safe temperature ranges. Tool control was viewed and appeared according to policy. Chemical logs and inventory were reviewed and appeared succinct.

An interview was conducted with the Food Services Manager in which the following was relayed: LoCI was replacing all their coolers and freezers at the time of inspection; there have been no known pest presence in the last three years; the LoCI In2Work program is the best in the state, and Food Services offers Serve Safe certifications and the Food Service Fellowship program. Additionally, LoCI offers Fresh Favorites and the iCare visitation program.

CIIC sampled the meal, per ORC 103.72(A)(3)(B), which was served according to the listed menu. The meal consisted of hot dogs, beans, cole slaw, a banana, and apple cake. Serving size and temperatures were appropriate and overall taste was rated as “acceptable.”

Both the May 23-25, 2022 American Correctional Association (ACA) Reaccreditation audit and the April 11-12, 2023 Internal Management Audit (IMA) found all food service standards in compliance.

The health inspection report from December 11, 2023, found all but one standard in compliance. The standard in noncompliance was considered “critical,” as the cooler was registering a temperature of 54 degrees. A follow-up inspection was held December 27, 2023, and the issue had been corrected. The Contract Monitor report from December 5, 2023 had a score of 98%. The only violation was due to hourly staff vacancies, which were being supplemented by Fellows, an employment opportunity for individuals incarcerated.

	2022	2023	2024
Individuals Incarcerated Survey Question(s)	“Satisfied” or “Neutral”		
How satisfied are you with the food in the chow hall?	15.7%	25.5%	27.5%

Recreation: Good

Evaluation of recreation focuses on an interview with the Recreation Director, a tour of the facilities, access, and survey responses from individuals incarcerated.

Recreation facilities at London appeared clean, orderly, and spacious at the time of inspection. Facilities consisted of a large indoor gym that included a full-size basketball court, a large weight room, and arts and crafts room (77-REC-05), three band rooms (77-REC-06), and a multipurpose room that included body weight exercise equipment, handball, and a projector screen. Staff noted that new flooring had recently been installed on the indoor basketball courts. Outdoor facilities included a softball field, walking track, horseshoes, basketball courts, and bodyweight exercise machines. Open recreation is provided, allowing all housing units to recreate together.

As of February 1, 2024, staffing included one General Activities Therapist. Vacancies included one Activity Therapy Administrator and one Activity Therapy Specialist (66.7% total vacancy rate). At the time of publication, an Activity Therapist Administrator and an Activity Therapy Specialist had been hired resulting in a 0% vacancy rate.

LoCI staff provided a robust list of recreational activities available to individuals incarcerated, including intramural sports leagues, board game leagues, movies, yoga, ping pong, and several others. Notably, individuals incarcerated may purchase approved instruments and participate in any of the multiple bands. LoCI also had a woodworking shop where individuals incarcerated can work on projects. Staff relayed that there were several recreational opportunities for reduced-mobility fitness, including for the institution’s visually impaired population. Staff noted the focus on ensuring individuals incarcerated are provided access to meaningful recreation opportunities (77-REC-01).

	2022	2023	2024
<u>Individuals Incarcerated Survey Question(s)</u>	<u>"Satisfied" or "Neutral"</u>		
<i>How satisfied are you with recreation?</i>	64.1%	78.6%	79.1%

Key Findings

Individual incarcerated surveys showed worsening relations between staff and individuals incarcerated from 2022 to 2023.

The Inspector provided oversight of the grievance procedure, ensuring complaints and grievances were responded to in a timely and thorough manner.

The TPU had recently been renovated, and all policy requirements were filled.

FAIR TREATMENT	2022	2024
	ACCEPTABLE	Good
Staff/Individuals Incarcerated Interactions	Good	Acceptable
Grievance Procedure	Good	Deferred
Discipline	In Need of Improvement	Good
Library & Legal Services	Good	Good

Staff/Individual Incarcerated Interactions: Acceptable
Evaluation of staff/individuals incarcerated interactions is based on a survey of individuals incarcerated and interviews of staff.

Individuals Incarcerated Survey Question(s)	2022	2023	2024
	"Yes"		
On most days, are your housing unit officers professional?	69.5%	80.8%	69.2%
On most days, are your housing unit officers helpful?	52.4%	65.5%	55.3%
Have you been harassed or threatened by staff here?	51.8%	38.4%	46.3%
Have you ever been physically abused by staff here?	0%	2.9%	2.8%

Grievance Procedure ORC 103.73(A)(3): Deferred
Evaluation of the Inmate Grievance Procedure includes an interview with the Inspector of Institutional Services, a review of a random sample of informal complaints and grievances, survey responses, and data analysis.

An Interview was conducted with the Inspector. The Inspector reviews all informal complaints and delegates them to the appropriate staff person for follow-up. The Inspector reported the top areas of complaints to be regarding property, unprofessional conduct, photos through ViaPath, and music downloads. The Inspector conducts rounds throughout the facility and holds office hours to allow for communication with individuals incarcerated (OAC 5120.9).

Ten informal complaint responses (ICRs) were reviewed and responses were within administrative timelines. The responses addressed individuals’ concerns and were professional.

Ten grievance responses were also reviewed. All responses were within the timelines set forth by the rule, although most required time extensions by the Chief Inspector’s office. Responses were thorough, cited the appropriate policies, and investigations were conducted in the appropriate manner. The Inspector provided oversight of this process, ensuring complaints and grievances were responded to in a timely and thorough manner.

In 2023 the Department of Rehabilitation and Correction selected a new vendor for the grievance procedure through a competitive bid. Due to the change in vendor and new vendor update requirements the Annual Grievance Report was not available at the time of publication. A full review of the grievance procedure will be conducted in the Biennial Report to the 136th General Assembly.

Grievance Procedure ORC 103.73(A)(3): Deferred, Continued

	Informal Complaints Filed	Average # of Days to Answer	Untimely	Grievances Filed	Average # of Days to Answer	Untimely
2020	2,374	3.39	61 (2.6%)	672	5.50	18 (2.8%)
2021	1,692	1.47	43 (2.5%)	443	2.33	4 (0.9%)
2022	857	2.38	39 (2.3%)	221	3.6	3 (0.7%)
2023	N/A	N/A	N/A	N/A	N/A	N/A

	2022	2023	2024
Individual Incarcerated Survey Question(s)	"Yes"		
<i>Do you know who the inspector is?</i>	40.2%	42.2%	32.4%
<i>Are you able to get the following: Informal Complaints?</i>	24%	90.9%	84%
<i>Have you ever felt that staff would not let you use the grievance procedure here?</i>	30.5%	19.5%	29.1%
<i>Do you feel that Informal Complaints are handled fairly at this institution?</i>	11.5%	27.9%	20.6%
<i>Do you feel that Grievances are handled fairly at this institution?</i>	6.5%	24.6%	20.3%

Discipline: Good

Evaluation of disciplinary action includes observation of Rules Infraction Board (RIB) hearings and direct observation of the disciplinary housing unit(s).

The Transitional Programming Unit (TPU), used for disciplinary housing, appeared clean and orderly on the day of inspection. Toilets and sinks were located in cells. Showers were generally clean. Visibility, cell contents, and property control appeared good (55-SPC-02).

Indoor recreation consisted of multifunctional body weight equipment. Outdoor recreation consisted of multifunctional body weight equipment. Both recreation spaces appeared clean and in good condition (77-REC-01). There were no inoperable cells on the day of the inspection. Food is delivered to each cell.

The Segregation Unit Daily Activity Log (DRC4117), detailing the offering of meals, linens, clothing, and barbering, was viewed during inspection and appeared according to policy. The Segregation Unit Individual Record Sheet (DRC4118), detailing the meal refusals, alternative meal requests, and the offering for shower, shave, recreation, medical, and mental health, were viewed during inspection and appeared according to policy (55-SPC-02).

One RIB hearing was observed during inspection. The RIB panel followed standard hearing procedures (56-DSC-02). RIB staff verified the individual incarcerated received the Rights Form. Testimony from the individual incarcerated was offered and the written testimony was confirmed as accurate by the individual incarcerated. Evidence was reviewed. The Board discussed the facts of the case and unanimously determined the verdict and sanctions. An appeal form was offered and given to the individual incarcerated.

Recently the TPU underwent renovations: chalkboard paint was installed in cells; inspirational quotes were painted in the hallways, thicker screens were installed in the windows and holes in the beds were welded shut to reduce suicide opportunities. Additionally, the TPU has an office for and utilized Steven's Ministers.

REHABILITATION AND REENTRY

Library & Legal Services: Good

Evaluation of library and legal services focuses on a direct observation of the facility, a conversation with the Librarian, and adherence to department policy.

At the time of inspection, the Library appeared clean and orderly with a large selection of materials for individuals incarcerated to use. The rated capacity for the library was 139 individuals. Satellite libraries were also maintained within the housing units to increase access outside of operational hours.

LoCI had two reentry areas in the Library: one with Ohio Means Jobs computers and one with access to physical documents, which was staffed by an individual incarcerated. The Law Library had access to four LexisNexis computers and eight Word Processors for completing legal work. Individuals incarcerated may also access LexisNexis on their Viapath tablets from 6-8pm. Additionally, there were 25 Chromebooks available for use in the library.

As of February 1, 2024, staffing included one Librarian and one Library Assistant. There were no vacancies at the time of inspection (0% vacancy rate).

The library had a written procedure, ODRC policies available, and posted day, night, and weekend hours (58-LIB-01).

The Librarian noted that new materials are procured through donations from individuals incarcerated or their families and use of funds to purchase specific titles (58-LIB-03). Staff indicated that they make weekly rounds to TPU, and individuals incarcerated may kite the Librarian for specific requests. The Librarian relayed that staff usually respond to kites with legal questions within a day.

Key Findings

Reentry approved programs had high waitlists.

The visitation area had been renovated to increase engagement and normalcy.

Recently the barber school was closed, and LoCI is currently searching for an HVAC instructor.

As of February 1, 2024, staffing included four Unit Managers and seven Correctional Program Specialists (Case Managers). Vacancies included one Unit Manager and three Correctional Program Specialists (26.7% total vacancy rate).

Case managers indicated that while leadership and structure adjustments addressed many issues, high caseloads, staffing shortages, program waitlists, and additional duties such as death notices remained a strain on case managers. Staff noted that the Horizon, Renaissance, and Treatment Transfer unit programs had bolstered the institutions already robust rehabilitation and reentry mission. Staff relayed that the institution prepares individuals incarcerated well for reentry but noted the number of participants pose a concern for quality of provision. Staff suggested full staffing, higher pay, and flexible hours would help them manage their caseloads. Staff also noted cross training between case managers and correctional officers may improve communication and teamwork as well as better rapport and cooperation with individuals incarcerated.

In an interview with the Unit Management Administrator (UMA), policy compliance was verified for the following unit requirements: all individuals incarcerated had received an ORAS assessment; all individuals incarcerated (excluding life sentences) have a written reentry plan; each moderate- to high-risk individual incarcerated had completed the PIT assessment; and voting rights registration information is made available at the institution. Additionally, the UMA and case managers identified a local reentry coalition, the Adult Parole Authority reentry coordinators, and Mid-Ohio Food bank as some of the many community partners utilized near the end of an individual’s sentence. Building a linkage with MKS Recovery was also in process.

During inspection, CIIC staff observed “Thinking for a Change.” Participants of the program were engaged with material and responsive to the facilitators. LoCI is approved to train individuals incarcerated to be peer facilitators for reentry programming, increasing the number and frequency of programming administered. They also house one of two Master Trainers in the state, who are peer facilitators trained to help other individuals incarcerated. Staff noted that this had significantly reduced the waitlist for “Thinking for a Change” while simultaneously increasing buy-in and retention in programming. They hoped to receive permission to use the same approach for other programs.

	2022	2024
WORKFORCE READINESS	Good	Good
Reentry Planning and Rehabilitative Programming	In Need of Improvement	Good
Family & Community Connections	Good	Good
Academic Programming	Good	Good
Vocational & Work Skill Development	Exceptional	Good
Ohio Penal Industries	Good	Good

Reentry Planning & Programming: Good

Evaluation of reentry planning and programming includes interviews with staff, a review of unit-based program enrollment and completions, on-site observations, observation of a reentry or educational program, and survey responses.

Program	Enrollment	Waitlist
Decision Points	47	480
Thinking for a Change	59	35
Victim Awareness	15	349
Money Smart	99	266
PROVE	18	59
Roots of Success	80	101
TOPUCU	126	172
Inside Out Dads	55	260
Anger Control	0	179

Reentry Planning & Programming: In Need of Improvement, Continued

Individuals Incarcerated Survey Question(s)	2022	2023	2024
	“Easy” or “Neutral”		
How easy or difficult is it to get into Unit Programs?	57.3%	55.9%	49.1%
	“Yes”		
	57.8%	52.4%	62.7%

Family Engagement & Community Connections: Good

Evaluation of family engagement and community connections consists of a review of family-oriented activities, number and type of volunteers, and survey results.

At the time of inspection the institution identified 300 active volunteers. LoCI will often have job fairs to help connect individuals who will soon reenter society with companies that fit individuals’ qualifications and accreditations at the time of reentry.

LoCI had a visitation area that can host visitations for thirty individuals incarcerated at a time during normal operations. The visitation area had two rooms for attorney visits and two no-contact visitation rooms. Present were eight vending machines and two microwaves so that visitors may share a snack with individuals incarcerated. General visitation rules were available for staff, individuals incarcerated, and visitors (76-VIS-01). The area was clean and orderly at the time of inspection.

Also present was a Reading Room in plain sight of staff (76-VIS-04), which had a diverse and ample supply of books and toys that individuals incarcerated may use to engage with their children. Books could also be requested for families to read together. The visitation area also included two Xbox gaming consoles and two arcade game consoles for children to interact with. LoCI’s food service department also had a program which allows individuals incarcerated to order special meals for visits to further enhance time with visitors.

Individuals Incarcerated Survey Question(s)	2022	2023	2024
	“Yes”		
Have you had any problems with mail?	50.6%	29.3%	35.3%
Have you had any problems with telephones?	44.6%	40.8%	45.6%
Have you had any problems with visitation?	45.8%	25.3%	32%

Academic Programming: Good

Evaluation of academic programming focuses on attendance of one academic program, data analysis, a direct observation of the facilities, and survey responses from individuals incarcerated.

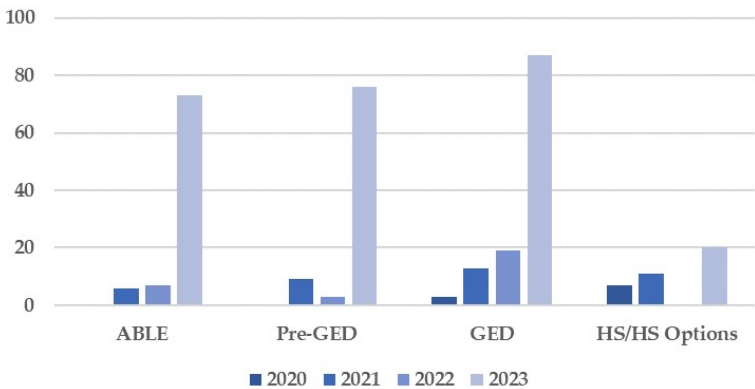
Education Services consisted of classrooms and offices. One classroom was designated for testing. All areas appeared clean, orderly, and conducive to learning.

As of February 1, 2024, staffing included one Education Specialist, one Principal, eight Teachers, and six Vocational Instructors. Vacancies include two Teachers, two Vocational Instructors, and one Special Education Intervention Specialist (23.8% total vacancy rate). LoCI education department offered Pre-GED, GED, Adult Basic Literacy Education, Title 1, career technical education/career enhancement programs, advanced job training, and apprenticeship programs.

Academic Programming: Good, Continued

An interview was conducted with the Principal and the following was relayed: Franklin University currently offers an associates degree and staff are working on offering a bachelors program soon; each individual incarcerated had been assessed at orientation (57-EDU-01) each special education student had been provided an IEP (57-EDU-01); each student has access to counseling; all individuals incarcerated in restrictive housing have access to educational and library services (57-EDU-02); the institution offers incentives for program participation (57-EDU-02); and all certified staff members had valid licensure (57-EDU-08).

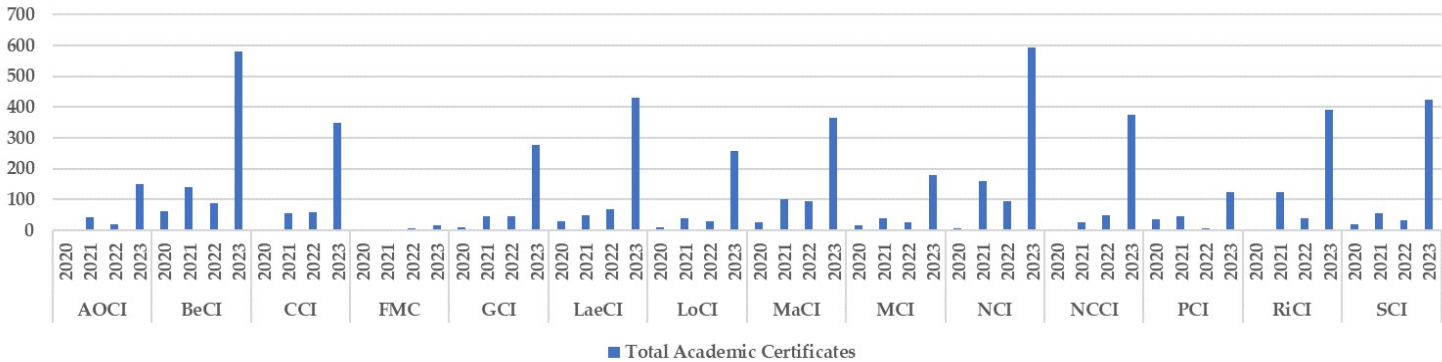
LOCI Academic Certificates Per Year, Per Program



Programs	Enrollment	Waitlist
Literacy	0	0
ABLE	70	38
Pre-GED	59	22
GED	57	21
HS/HS Options	10	0

*Academic Programs as of January 2024

Comparative Facilities Total Academic Certificates, by Year



Individuals Incarcerated Survey Question(s)

	2022	2023	2024
	"Easy" or "Neutral"		
How easy or difficult is it to get into Academic Programming?	59.1%	53.5%	44.9%

Vocational & Work Skill Development: Good

Evaluation of the quality of vocational and work skill development and programming focuses on data analysis, a document review, and survey responses.

London Correctional offers Web Design and Auto Tech vocational programs. CIIC noted both classroom areas for the vocational programs were clean, orderly, and conducive to learning.

The Auto Tech program is certified by the State Department of Education and allows individuals incarcerated to become certified in brakes, electrical/electronic systems, engine performance, and suspension/steering. Staff at LoCI can receive automotive work completed by participants in the program, at only a cost of the parts used.

Recently the barber school was closed, and LoCI is currently searching for an HVAC instructor.

Programs	Enrollment	Waitlist
Auto Mechanics	6	9
Barbering	7	35
Web Design	12	147
Apprenticeship	191	Not Reported
Advanced Job Training	0	282

*Vocational Programs as of January 2024

Individuals Incarcerated Survey Question(s)	2022	2023	2024
	"Easy" or "Neutral"		
How easy or difficult is it to get into Vocational Programming?	39.1%	39.9%	36.5%

Ohio Penal Industries: Good

Evaluation of Ohio Penal Industries (OPI) focuses on a direct observation of the facility and an interview with the Shop manager.

LoCI offered five OPI shops: Garment Shop, Bag Shop, Chair Shop, Sales Shop, and Dental Lab. The OPI area was clean and no facility maintenance concerns were relayed by staff. Present at the entrance of the OPI area was a metal detector and staff who search individuals to ensure no items are removed from the shops.

Individuals incarcerated working in the Dental Lab can receive a Dental Technician Certification. The program takes more than four years to complete and 6,000 hours of training as an apprentice. Due to the complexity of the craft and the difficulty to obtain the credentials, the shop employs a mix of individuals serving a long sentence and those serving a medium sentence. These employees start at \$25 to \$40 an hour, and individuals always have a job upon release.

Staff relayed the garment shop operation made adjustments in order to produce necessary items, such as PPE masks. The Bag Shop produces all the trash bags for state facilities. The Sales Shop receives and manages orders for all OPI shops. The Chair Shop assembles chairs and couches, and does upholstery work for custom orders.

The tool cage was inspected and appeared according to policy. A walkthrough of the OPI areas found them to be orderly and secure.

FISCAL ACCOUNTABILITY

Key Findings

London had a robust recycling operation, in which materials are sorted and sold.

Overall, LoCI decreased their total utility costs by 1% in FY 2023.

Since the previous inspection, vacancies have reduced considerably.

In their Fiscal Audit report completed on January 30, 2020, the External Auditor made seven observations with recommendations for corrective action regarding commissary fund, employee activity fund, industrial and entertainment fund, inmate trust fund, commissary, and religious service contracts. The previous audit made six observations with recommendations.

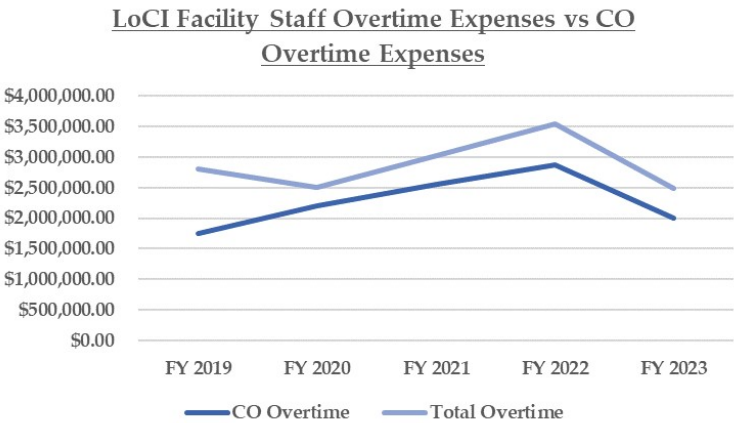
In FY 2023, LoCI had an institutional budget of \$45,883,316.34, an 8% increase from the FY 2022 budget of \$42,213,322. FY 2022 was also a slight increase of 0.4% from FY 2021 (\$42,024,335).

FISCAL ACCOUNTABILITY	2022	2024
	ACCEPTABLE	Good
Fiscal Wellness	Acceptable	Good
Energy and Waste Management	Exceptional	Exceptional
Staff Management	In Need of Improvement	Acceptable

Fiscal Wellness: Good

Evaluation of fiscal wellness includes a document review of the institution budget status report, overtime, fiscal audits, and capital improvement projects.

	FY 2020	FY 2021	FY 2022	FY 2023
CO Overtime	\$2,098,701	\$2,552,078	\$2,875,503	\$2,006,855
Total Overtime	\$2,511,163	\$3,027,802	\$3,545,553	\$2,493,200



Capital Improvement	
Projects FY 2024	Cost
Auto School Design	\$296,000
Ceiling (Exigent)	\$2,800,000
General Renovation	\$297,100
Chiller Replacement	\$2,217,567

Energy & Waste Management: Exceptional

Evaluation of Energy and Waste Management focuses on an analysis of utility costs and usages, annual waste collection costs of previous years and comparator prisons, and cost saving initiatives.

London had a robust recycling operation, in which materials are sorted and sold. In FY 23 LoCI reported earning \$5,324 from recycling 71 tons of material. The previous fiscal year saw \$15,238 in earnings from 75 tons of material.

In FY 2022 waste removal cost \$34,500 for 750 tons of waste. In FY 2023 waste removal cost \$67,378 for 477 tones of waste.

FISCAL ACCOUNTABILITY

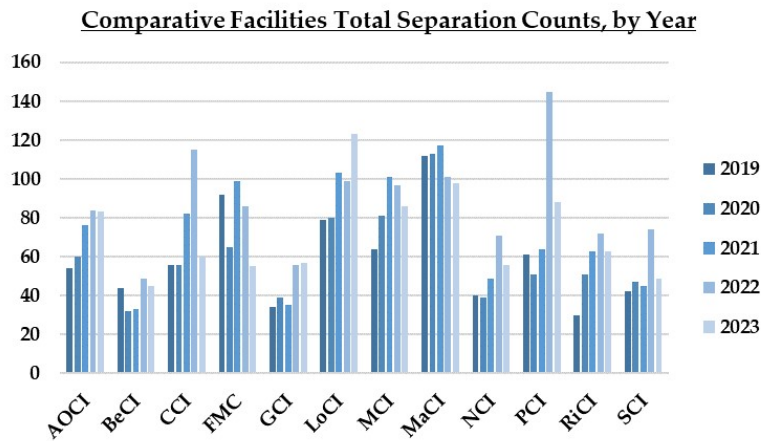
Energy & Waste Management: Exceptional, Continued

Overall, LoCI decreased their total utility costs by 1% in FY 2023. The most significant decrease was regarding their water costs. Water usage increased by 31% while the cost decreased by 19%.

Energy Type	FY 2021	FY 2022	FY 2023
Water (gal)	46,154,337 gal	86,567,321 gal	124,454,080 gal
	\$197,447	\$1,167,973	\$956,881
Natural Gas (ccf)	699,990 ccf	572,090 ccf	457,140 ccf
	\$365,965	\$466,100	\$336,248
Electric (kwh)	10,827,692 kWh	9,345,721 kWh	9,557,145 kWh
	\$670,421	\$351,720	\$687,506
Total Costs	\$1,233,833	\$1,962,498	\$1,980,635

Staff Management: Acceptable

Evaluation of staff management includes data review, turnover rate, morale, training and evaluations, and staff interviews.



As of February 1, 2024, the institution employed 323 total staff, of which 181 were correctional officers. LoCI had 67 total vacancies (17.2%), of which 38 were officers (17.4%).

In their recent cycle, LoCI staff completed 100% of their annual performance evaluations. The recent cycle of mandated training courses had 100% completion, excluding staff on military leave.

CIIC interviewed ten correctional officers who provided the following insight regarding the LoCI workplace environment: Perception of staff safety was mostly as “high,” and individual incarcerated safety was rated between “average” and “high.” Staff morale was rated between “average” and “high,” which staff attributed to facility administration.

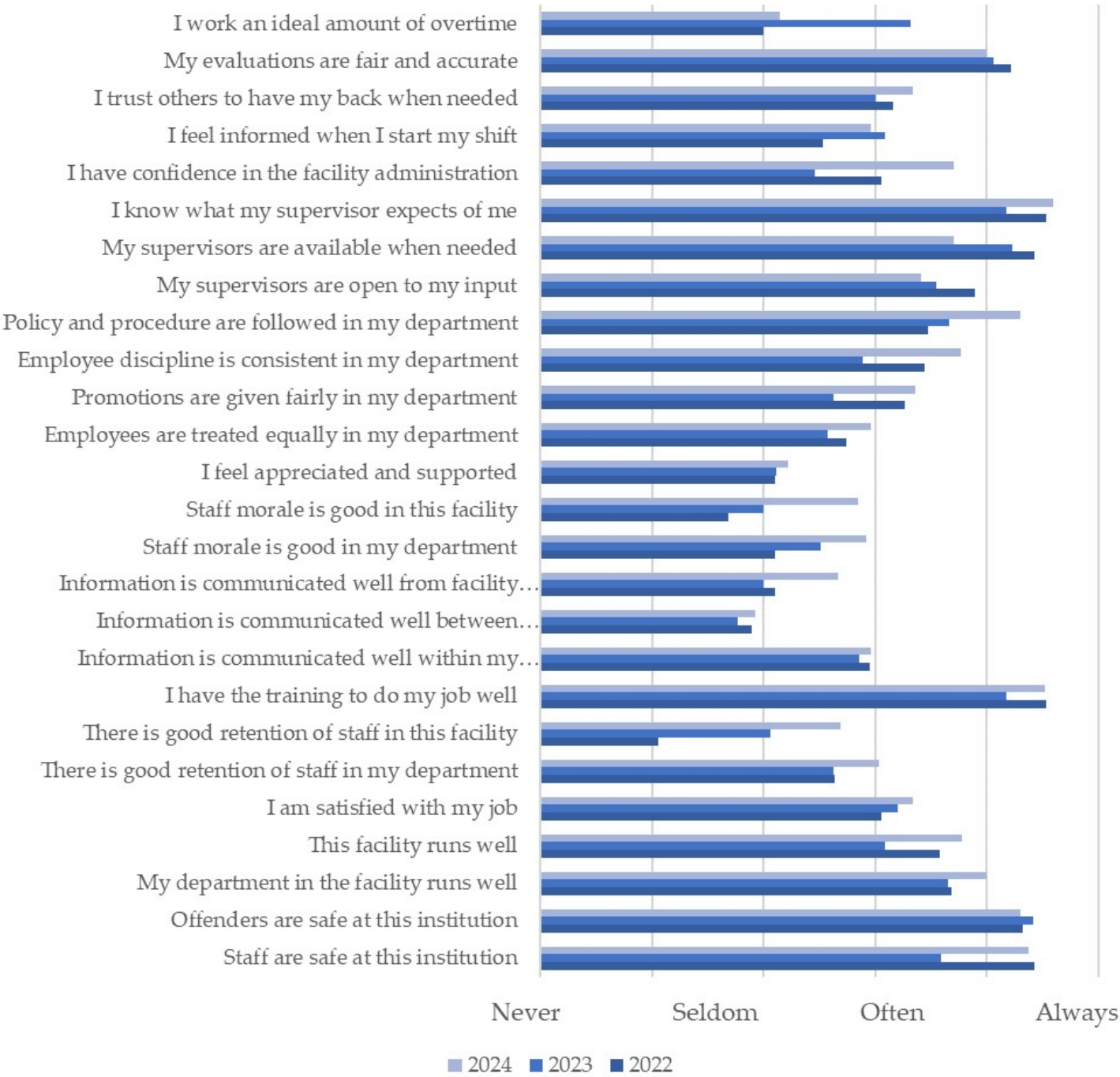
Staff noted that increased Crisis Intervention Training (CIT), Security Threat Group (STG), and drug training would further improve safety and teamwork at the institution.

	LoCI Total Separations	LoCI Rate	Total State Institution Separations	State Institution Rate
FY 2019	79	21.5%	1,437	13.1%
FY 2020	80	21.7%	1,500	13.7%
FY 2021	103	28.6%	1,864	17.0%
FY 2022	99	31.8%	2,300	22.7%
FY 2023	123	38.1%	2,024	20.0%

Staff Management: Acceptable, Continued

CIIC received 26 responses from LoCI staff, which represents only 8.0% of total staff.

Staff Survey



CITATIONS

- i. CIIC Inspection Report, LoCI, 2022.
- ii. CIIC Inspection Report, LoCI, 2023.
- iii. ACA Reaccreditation Audit, LoCI, 2022.
- iv. ODRC Internal Management Audit, LoCI, 2023.
- v. ODRC Rules Infraction Board Counts by Institution.
- vi. ODRC Assaults & UOF by Institution.
- vii. ODRC Inmate Deaths by Type and Institution.
- viii. ODRC Drug Testing Results by Institution.
- ix. DOJ PREA Audit, LoCI, 2022.
- x. ODRC PREA Case Summary Report.
- xi. ODRC Ohio Grievance Report.
- xii. ODRC Institution Budgets.
- xiii. ODRC Internal Fiscal Audit, LoCI, 2023.
- xiv. ODRC Overtime by Institution.
- xv. ODRC Capital Improvements by Institution.
- xvi. ODRC Monthly Staffing Report.
- xvii. ODRC Separation Rates by Institution.

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