

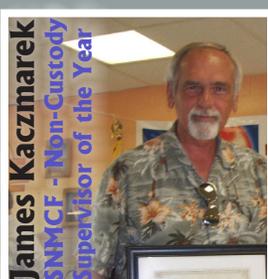
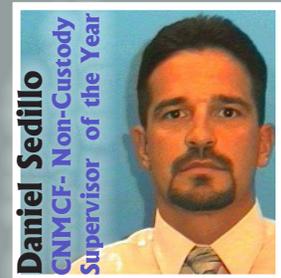
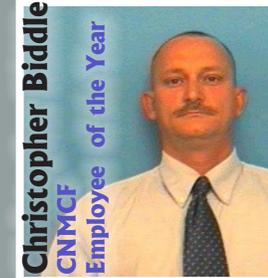
NMCD E-News

A newsletter for the New Mexico Corrections Department

May 2009

Volume 3 Issue 3

Correctional Officers' Week Awards



Not pictured

Donald Frank
SNMCF
Supervisor of the Year

Randy Dorman
RCC Non-Custody
Employee of the Year

Manuel Del Palacio
RCC - Custody
Employee of the Year

Mary Christensen
RCC
Supervisor of the Year

Correctional Officers Receive Overdue Medals



Pictured left to right: Joe Sena, Anthony Ortiz, Martin Baca, Jonathan Griffith, Don Mangin, Mike Bouska, Stanley Moya. Not pictured: Dr. Sydney Goldman

During Correctional Officers' Week May 4-10, eight individuals received overdue medals for courageous acts displayed in the line of duty while working at PNM in 1993. On July 28, 1993, all of the recipients accepted responsibility during a dangerous situation. Each person played a vital role in confronting an armed inmate who was refusing to be moved to another cell. The inmate cut and injured four out of five members of the cell extraction team.

Medal of Honor Recipients

Anthony Ortiz
Don Mangin
Martin Baca
Mike Bouska
Stanley Moya
Dr. Sydney Goldman

Medal of Valor Recipients

Jonathan Griffith
Joseph Sena

Two of the medal recipients still work for the department. Mike Bouska works with Probation and Parole, as a fugitive apprehension officer. Don Mangin works for the Adult Prisons Division. He is an STIU officer assigned to the FBI's Joint Terrorism Task Force.

To all New Mexico correctional officers: this is dedicated to you.

By: Sgt. Ronald Shane, PNM

Sometimes

*Sometimes we can have fun with each other and can be the best of friends,
and sometimes we can fight like cats and dogs just like brothers and sisters do,
sometimes we show the love in our hearts without
saying a word,
maybe sometimes its just because of the things we do,
and sometimes we pull one another out of harms way without taking into
account that we could have gotten harmed ourselves,
and sometimes when we are down and out, our
brothers and sisters reach deep down in their pockets to give what they can,
and unfortunately sometimes we have to take that walk down the path to
our brothers or sisters final resting place, to pay our respects and say our last
goodbyes,
that's what we call our brother & sister hood, its not just sometimes, its
forever!*

The Dire Need for Empathy

By: © Caterina Spinaris Tudor, Ph.D., 2009

(Reprinted with permission from the *Correctional Oasis*, Vol. 6, Issue 5, www.desertwaters.com.)

When I ask corrections staff where most of their stress stems from, the reply usually is, “Other staff.” Correctional workers repeatedly identify interactions with administrators, supervisors, and co-workers as much more stressful than other working conditions, including dealing with offenders. The underlying common denominator of this stressor seems to be staff callousness. This “hardness” is a symptom of Corrections Fatigue.

Corrections Fatigue is the term I coined to describe negative changes in the personality of corrections workers as they attempt to adapt to the demands of their workplace. Among other damage, Corrections Fatigue results in staff becoming hardened and indifferent. It usually starts with the dehumanization of offenders. “Didn’t bother me! He was just an inmate,” is what I often hear when I ask staff how an offender death affected them. Eventually, like a contagious disease, insensitivity spreads toward most others in the workplace and beyond.

I understand why some correctional employees “turn off their compassion switch” toward offenders. It is hard work to continually walk the tightrope between limit-setting and caring, between being a cop and a

rehabilitator. Staff are also concerned that caring will render them vulnerable to manipulation. It seems easier to write offenders off and stop regarding them as human beings. Also, repeated exposure to offender violence results in staff becoming emotionally numb, which is one of the symptoms of psychological trauma.

Shutting down our empathic response toward others, however, is costly. It impairs our ability to have good relationships, to gather important data about people, and to make effective decisions.

What is empathy? Empathy is the capacity to understand others in ways that lead to a caring response toward them. Empathy involves the proverbial walking a mile in someone else’s moccasins, if only in our minds.

Just understanding what makes someone tick does not constitute empathy. Indifferent individuals may be aware that people are hurting, but do nothing to comfort them. Manipulative people may “read” others accurately, yet proceed to exploit them. Empathy involves going a step beyond understanding to actively caring.

Empathy emerges through identification with others. Imagining what people may experience helps us climb out of our perspective and see the world through their eyes. For example, a male supervisor becomes more empathetic toward his female staff if he spends time thinking about the ways they are treated by some male offenders and staff, and how that may affect them.

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Top 10 Ways You Know You’re a Corrections Officer

By: CO Clayton Lauffer, Kansas Department of Corrections

(Reprinted with permission from the *Correctional Oasis*, Vol. 6, Issue 5, www.desertwaters.com.)

- 10 When you buy a new house and move, you consider it a bunk move.
- 9 When you punish your kids, you read from the KDOC rule book and call it “Restriction of Privileges.”
- 8 When a trip to the grocery store is referred to as “canteen day.”
- 7 When a family member comes over and you call it “visitation.”
- 6 When on the phone, you find yourself using ten codes.
- 5 When you wait till the top of the hour to go anywhere, because that is “movement time.”
- 4 You pat search your kids before they leave and after they get home from anywhere.
- 3 You password-lock your home computer, and the password is “Security.”
- 2 You try to hand your spouse a key tag to borrow their car.

AND THE NUMBER ONE WAY YOU KNOW YOU’RE A CORRECTIONS OFFICER:

- 1 You try to call a condition when someone hacks you off.

The Dire Need continued...

Focusing on shared experiences also helps bridge the gap between us and them. “Yes,” you may think to yourself, “I remember what it was like for me when I was a Correctional Officer working in seg.”

Corrections personnel can build empathy by listening to other staff about what they tackle on their shift or about how work affects their home life.

Empathy at work can increase through observation of coworkers. If we also did others’ job for a while,

tasting their work conditions firsthand, we would acquire an even deeper appreciation for their work life.

How do we show empathy? Empathy often results in acts of compassion, big and small. It involves giving of our time, energy and even money. Just listening and nodding (instead of opposing and criticizing) can be sufficient in some situations. Facial expressions and tone of voice that match the other person’s emotional state are a strong way to communicate empathy. The biblical admonishment, “Rejoice with those who rejoice and weep with those who weep,” (Romans 12:15) is an excellent recipe for showing empathy.

Empathy may simply be about expressing support to a coworker or offering comfort in the form of encouraging words. When you see colleagues appear to be troubled, stop and earnestly ask them how they are doing. Arrange to meet with them for coffee after work or offer to help them with whatever you can.

Validation is another tool for showing empathy. Validation does not mean agreement. It only conveys understanding and respect for another’s point of view. “This must have been intense!” “I can imagine why that bothered you even though it did not bother me.” “I see where you’re coming from, and I’d also like to share with you my perspective on it.”

Secretary Williams Honors Retired CNMCF Warden



NMCD Secretary Joe Williams and GCCF Deputy Warden Robert Ulibarri

During the 10-Year GCCF Anniversary celebration, NMCD Secretary Joe Williams honored new GCCF Deputy Warden Ulibarri with an NMCD retirement badge. Deputy Warden Ulibarri retired from CNMCF in March. After 25 years of service.

New Warden at CNMCF



Anthony Romero, CNMCF Warden

Anthony Romero is the new warden of the Central New Mexico Correctional Facility. Warden Romero began his career in corrections, as a correctional officer in 1994, at the Santa Fe County Detention Center. He worked his way up through the ranks, working for various detention centers before joining NMCD in 2006. Warden Romero has over 15 years’ experience in the corrections field.

What are the benefits of empathy?

1 Empathy makes it possible for us to “read” people accurately and to understand the complexity of situations we are addressing. It broadens our perspective and improves our problem-solving. “How are COs affected when they have to do doubles over and over?” “What are the pressures on administrators who have to run institutions on much reduced budgets?” “What might correctional educators experience while they teach offender classes with no security staff around?” “What is it like for correctional nurses or mental health workers to deal with irate offenders?”

2 Empathy allows us to respond to people in appropriate and relevant ways. Instead of drawing conclusions mostly from our own experience, which may be irrelevant, we consider others’ perspective and come up with suggestions and ideas that “hit home” with them.

3 Empathy helps us make ethical choices by giving us a preview of consequences of contemplated actions. This is how this works. If we entertain the thought of

continued on page 5...

Benefits of empathy continued...

treating a correctional employee a certain way, empathy will lead us to run the scenario through our mind, putting ourselves in the other person's shoes and answering the question, "How would it feel if I was on the receiving end of this behavior?" If the answer is "Not good," empathy can restrain us and stop our hurtful behavior.¹

4 Empathy can lead us to live out the Golden Rule to its fullest, to do unto others what would truly be best for them.²

5 Empathy can help staff be "resonant" leaders, able to understand, engage and influence the people they lead.³ Empathy helps leaders discern what people need to function well. Empathetic leaders motivate staff to do their best and to be committed to the organization. One way administrators can do that is by regularly spending time among staff at their posts, pointing out a job well done, and asking questions and listening.

6 Surprisingly, empathy benefits us also. We feel more alive, "connected," and happy when we care for others. In showing compassion we receive what no money can buy—meaning for our lives. In his book *Wired to Care*, Dev Patnaik states, "Having empathy for others can do more than drive (an organization's) growth. It can also give people the one thing that too many of us lack: a reason to come in to work every day."⁴

The above addresses the issue of empathy among staff. Regarding offenders, staff can empathize with them in the sense of trying to understand their needs, and reminding themselves that offenders are indeed human beings. Staff who focus on teaching offenders to abide by policies and to develop empathy for others offer both the offenders and society a great service.

Empathy is the glue that keeps people in positive relationships. It desperately needs to be practiced among corrections workers of all ranks if correctional institutions are to create and maintain a positive workplace culture and reduce avoidable stress among staff.

Footnotes (Benefits of Empathy article):

1 Dev Patnaik with Peter Mortensen, *Wired to Care: How Companies Prosper When They Create Widespread Empathy*. Upper Saddle River: FT Press, 2009.

2 *Ibid.*, p. 196.

3 Richard Boyatzis & Annie McKee, *Resonant Leadership: Renewing Yourself and Connecting with Others Through Mindfulness, Hope, and Compassion*. Boston: Harvard Business School Press, 2005.

4 *Op. Cit.*, Patnaik, p. 200.

Guadalupe County Correctional Facility Celebrates 10-Year Anniversary

On May 7, Guadalupe County Correctional Facility (GCCF) celebrated 10-years of operation in NM, incarcerating state inmates for the Corrections Department. GCCF employs approximately 200 people in the medium-security prison.



Warden Mo Bravo gave opening remarks during the ceremony. Pictured left to right: NMCD Secretary Joe Williams, Gov. Bill Richardson, GEO Senior Vice President John Hurley, and Sen. Pete Campos.



Mariachis played during GCCF's 10-year celebration.

CNMCF and PNM Pass ACA Audits

CNMCF's audit was held April 13-15. The facility passed the audit with a 100 percent compliance of all mandatory standards and a 99.3 percent compliance of non-mandatory standards. PNM's audit was April 15-17. The facility passed the audit with a 100 percent compliance of all mandatory standards and a 99.7 percent compliance of non-mandatory standards.

Legislature Reduces NMCD Budget

Budget woes will affect your paycheck

The recently completed legislative session was one of the most difficult for lawmakers in recent memory. Lawmakers were confronted with plummeting oil and gas revenues that forced them to make tough decisions to reduce government spending and find ways to balance the budget for fiscal years 2009 and 2010. The Corrections Department will feel the crunch from these budget reductions, as it was one of the agencies that were hardest hit.

The Legislature trimmed the department's fiscal year 2009 operating budget from \$320.5 million to \$314.8 million, which is a \$5.7 million reduction. The department was granted full-budget transfer authority to provide maximum leverage to balance its budget.

Last September, the department submitted its fiscal year 2010 operating budget request for \$337.8 million. The increase was necessary to reduce high vacancy rates that were applied in the current fiscal year; cover inflation increases for contractors; pay for building maintenance and utility expenses, and program expansion, which included the cost to phase-in the recommendations from the Governor's Task Force on Prison Reform. The Legislature did not fund any of the increases and reduced the department's budget to \$306.9 million. Due to the cutbacks, the department's appropriation for fiscal year 2010 will be one of the most challenging in its history. The deputy secretary of administration and staff from the Administrative Services Division are planning and strategizing ways to balance the budget. They recently met with division directors,

wardens, program and business managers from each budget entity to discuss these matters and other program issues.

The fiscal year 2010 budget bill did not provide salary increases for state employees and calls for a 1.5 percent increase in contributions by employees to their public pension programs. The employer contributions will drop by the same amount. Effective July 1, 2009 through June 30, 2011, employees can also expect to pay higher health insurance deductibles and co-payments.

The department did receive some non-recurring appropriations from the Legislature. In special appropriations, the department was given authority to spend \$273,000 from its cash balance from its building fund for building maintenance and improvements to its Central Office complex and was funded \$75,000 in general fund to replace kitchen equipment at its prisons. The department was also funded \$5.8 million in severance tax bonds from the state's capital program fund to renovate and replace heating and cooling systems at the Southern and Central New Mexico correctional facilities.

Another point of interest was the governor's veto of House Bill 616. It would have limited "double dipping" of retired state employees that return to work and draw both a salary and a pension. The governor will put together a task force to review return-to-work laws and will consider possible legislation if and when a special session is called.

Summary of New 2009 Laws Impacting NMCD

(Effective July 1, 2009)

HB 15 (State Employee Dismissal Arbitration)-This law allows bargaining unit state employees the option of continuing to appeal their dismissals, suspensions and demotions to the State Personnel Board (SPB) or to now go through the arbitration process contained in the applicable Collective Bargaining Agreement. Bargaining unit employees must make a one-time selection (SPB appeal versus arbitration) at the onset of their appeal. All other classified employees, except bargaining unit employees, can only appeal their disciplines to SPB. The effect of this bill is primarily fiscal: it is likely to be expensive to NMCD and the union because both parties must pay the arbitrator's fees in these disciplinary arbitration cases.

HB 285 (Abolish Death Penalty)-This law abolishes the death penalty. Specifically, the law provides that persons sentenced to life imprisonment would not be eligible for release/parole, if convicted of a capital felony, and one or more of the requisite aggravating circumstances exist. These individuals would be required to remain incarcerated for the entirety of his or her natural lives. If the jury does not make the required finding that one or more aggravating circumstances exist, the capital felony offender will be sentenced to "regular" life imprisonment, and eligible for, but not guaranteed, parole after 30 full years in prison.

HB 534 (Electronic Public Record Requests)-This law requires all state agencies to prominently display information, regarding how to make public records requests, on their Web sites.

HB 573 (Adjustment of Retirement Plans)-This law keeps in place the 20-year retirement plan for Corrections Department correctional officers. The retirement plan is actually 20 years, 8 months. For staff other than correctional officers, the law changes the retirement time to 30 years for NMCD employees who start work after June 30, 2010. The law keeps the retirement time at 25 years for current NMCD employees whose employment began prior to June 30, 2010. Correctional officers will continue to have a 20-year retirement plan, regardless of when they came to work for NMCD.

HB 854 (PERA Member and State Contribution Changes)-This law requires that for a two-year period, from July 1, 2009 to June 30, 2011, the employee contribution rates will be increased by 1.5 percent, for all contributions made to several coverage plans administered by PERA, including the State General Member Plan 3, applicable to most state employees and the State Police and Adult Correctional Member Plan 1. Employer contribution rates will be correspondingly reduced by 1.5 percent. The cost savings to the Corrections Department would be \$1.3 million in fiscal

year 2010 and \$1.3 million in fiscal year 2011.

SB 5 (DNA Laboratories and Sample Collection)-This law expands the definition of a "covered offender" – someone who must provide a DNA sample when requested by the Corrections Department. It includes not only offenders convicted in New Mexico, but also those offenders convicted under any state's law, federal law, tribal law or military law. Under the current law, certain interstate compact offenders do not have to provide DNA samples. This law closes this loophole. It allows the department to secure DNA samples from offenders not convicted of violating New Mexico law, but who are currently incarcerated in a department prison or currently on probation or parole in New Mexico.

SB 82 (Permit Redispensation of Unused Prescriptions)-This law requires NMCD operated or controlled pharmacies to accept and dispense unused prescription drugs, but only those drugs that have remained under the control of NMCD. Drugs that an inmate had physical possession of or contact with would not be accepted. The NMCD operated or controlled pharmacies must also develop a written set of protocols for accepting, returning to stock, repackaging, labeling and redispensing the unused prescription drugs. The department cannot accept, for return, unused prescription drugs until the protocols are developed. The law generally excludes controlled substances (narcotics, etc.) and those drugs that cannot be safely identified. By redispensing unused prescription medications, NMCD will obviously save some money.

SB 429 (SNMCF Land)-This law appropriates \$5,000 in both fiscal year 2010 and 2011 to purchase land from the Federal Bureau of Land Management (BLM). It's property that is currently occupied by the Southern New Mexico Correctional Facility. SNMCF was built on approximately 130 acres of federal land. The department currently leases the land from the BLM at a cost of \$1,045 per year. The purchase of this land will eliminate the recurring lease costs for the department.

(New crimes and expanded crimes)-During the 2009 session, a few laws passed expanding crimes or creating new crimes regarding stalking, identity theft, sex offenses involving children, motor vehicle theft and embezzlement, child abuse, and criminal damage to household property. It is difficult to predict the extent that these new or expanded crimes will increase the prison population or probation/parole caseloads. NMCD will continue to monitor its populations. None of these new or expanded crime laws contained any appropriation to NMCD to cover increased incarceration or probation/parole costs.

Probation and Parole Makes a Big Bust in Hobbs



Pictured left to right: Stan Jordan, Hobbs Police Department K-9 officer, Arturo Navarrette, Probation and Parole officer, and Che Chavez Probation and Parole officer

Probation and Parole officers searched an offender's home in Hobbs, and found \$1203 in cash, two firearms, a kilo of cocaine, over 12 grams of methamphetamine, and scales. In March, Probation and Parole officer Arturo Navarrette received information that one of the offenders he supervised was selling illegal drugs. The officer conducted a urine analysis on the offender, and after testing positive for cocaine, officer Navarrette and officer Chavez conducted a field visit to the offender's home. Hobbs K-9 officer, Stan Jordan was called to the residence to assist with the search.

Probation and Parole Opens New Office in Clovis



Pictured left to right: Clovis office staff, Kristy Muller, Pam Hoffman, Liz Queener, Susan Pautler, Maria Isabel Lucero, Riley Loomis, Lenora Mulligan, Angie Cordova, and Edie Barela.

Region IV opened a new office in Clovis in April. The office supervises 777 offenders and has 13 staff members.

National Probation and Parole Officers' Week

July 18-25, 2009

Look for Employees and Supervisors of the Year awards in the next E-News.

NMCD Staffing Update

March 13 – May 2, 2009

PROMOTIONS

<i>NAME</i>	<i>DATE</i>	<i>PROMOTED TO</i>	<i>FACILITY/ DIVISION</i>
Hope Benavidez	04/04/09	Recreation Officer	PNM
Carol Slavens	04/04/09	Probation/Parole Supervisor	PPD
Marianna Vigil	04/18/09	Probation/Parole Supervisor	PPD
Terri Lucero	03/21/09	Probation/Parole Supervisor	PPD
Arthur Sutton	04/04/09	Correctional Officer	SCC
Anthony Romero	05/02/09	Warden	CNMCF
Mike De La Torre	05/02/09	Captain	CNMCF
Yoel Tesillo	03/21/09	Sergeant	CNMCF
Matthew Baca	03/21/09	Sergeant	CNMCF
Toby Baca	03/21/09	Sergeant	CNMCF
Manuel Sandoval	03/21/09	Sergeant	CNMCF
Matthew Maestas	03/21/09	Sergeant	CNMCF
Tyrone Vallejos	03/21/09	Sergeant	CNMCF
Gilberto Lozano	03/21/09	Sergeant	CNMCF
Mark Massong	03/21/09	Sergeant	CNMCF

RETIREES

Meddie Valdez	03/31/09	Correctional Officer	WNMCF
Ethan Carr	05/01/09	Captain	SCC
Mary Katzdorn	04/30/09	Human Resources	CNMCF

NEW HIRES

Adan Galvan (Transfer from SNMCF)	04/18/09	Correctional Officer	PNM
Brian Louis	05/02/09	Heating/Ventilation and Air Conditioning Specialist	PNM
Isaiah Baisden	04/04/09	Correctional Officer	WNMCF
Adam Lem	04/04/09	Correctional Officer	RCC
Rick Melancon	04/04/09	Correctional Officer	RCC
Charles Tully	03/21/09	Probation/Parole Officer	PPD
Jeremiah Lovato	04/04/09	Probation/Parole Officer	PPD
Haven Scogin	04/04/09	Probation/Parole Officer	PPD
Sarah Lerma	04/18/09	Probation/Parole Officer	PPD
Brenda McGrew	04/18/09	Probation/Parole Officer	PPD
Francisco Apolinar	05/02/09	Probation/Parole Officer	PPD
Tommy Parra	03/21/09	Fire Safety and Sanitation Supervisor	CNMCF
Jake Pino	03/21/09	General Maintenance	CNMCF

RE-HIRES

Phillip Flores	03/21/09	Correctional Officer Specialist	PNM
Phillip Torres	05/02/09	Correctional Officer	PNM



This newsletter is published by the Public Information Office, New Mexico Corrections Department, PO Box 27116, Santa Fe, NM 87502-0116.

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