

Internet
Broadcast
June 22, 2016
IB201606

PARTICIPANT GUIDE





NATIONAL INSTITUTE OF CORRECTIONS MISSION

The National Institute of Corrections (NIC) is a center of learning, innovation and leadership that shapes and advances effective correctional practice and public policy. NIC is fully committed to equal employment opportunity and to ensuring full representation of minorities, women, and disabled persons in the workforce. NIC recognizes the responsibility of every employer to have a workforce that is representative of this nation's diverse population. To this end, NIC urges agencies to provide the maximum feasible opportunity to employees to enhance their skills through on-the-job training, work-study programs, and other training measures, so they may perform at their highest potential and advance in accordance with their abilities.

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Corrections Stress: Peaks and Valleys

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Prior to Broadcast Day

1-800-995-6429, Follow prompts for "Academy Division"

On Broadcast Day – June 22, 2016 9am-12pm Pacific Time, 12pm-3pm

Eastern Time NOTE: Arizona Standard Time – 9am-12pm

See the live telecast at: <http://nicic.gov/ViewBroadcast>

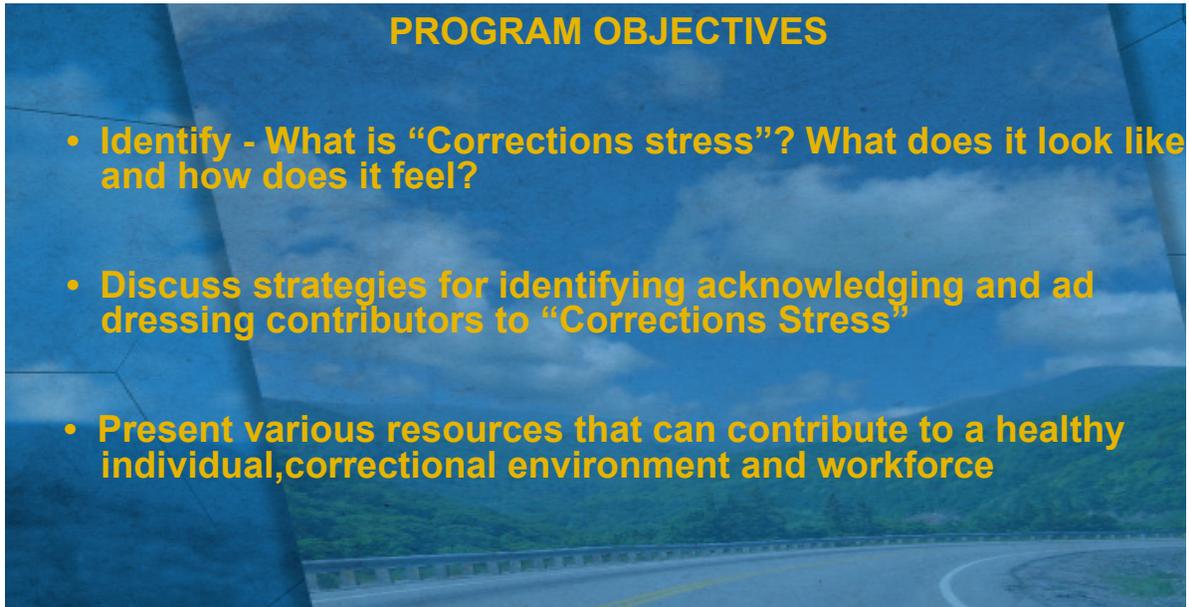
Join the simultaneous Online live chat discussion during the program at:

<http://nicic.gov/LiveChat>

Participate in the Live On-Air Discussion via:

Phone: 1-800-278-4315

Email: nic@ksps.org



PROGRAM OBJECTIVES

- **Identify - What is “Corrections stress”? What does it look like and how does it feel?**
- **Discuss strategies for identifying acknowledging and addressing contributors to “Corrections Stress”**
- **Present various resources that can contribute to a healthy individual, correctional environment and workforce**

PROGRAM SCHEDULE – June 22, 2016

On-Air via Internet
9am – 12pm Pacific, 12pm – 3pm Eastern
NOTE: Arizona Standard Time, 9am – 12pm

15 minute break at halfway point

Corrections Stress: Peaks and Valleys

CONTINUING EDUCATION UNITS

CEU's are available through Eastern Washington University (EWU)

1. Site Coordinator should print out the EWU registration form, program evaluation form and participant sign-in/sign-out sheet.

(CEU Forms are on the last pages of this Participant Guide)

2. Participant's sign-in, complete the CEU registration form, take part in teleconference, fill out the evaluation and sign-out sheet. Submission of sign-in/sign-out sheet is required by IAECT, which approves CEUs.
3. At conclusion of the program, the site coordinator should mail all forms and a fee of \$22.00 payable to EWU for each participant who desires CEUs. Payment can be made to EWU by check or money order only.

Mail forms to:

Office of Continuing Education – Extended Campus

Eastern Washington University 300

Senior Hall

Cheney, WA 99004-2442

Phone: 509-359-7380

Toll-free: 1-800-351-9959

Fax: 509-359-2220

Note: Coordinators should only send in forms if there are participants who are applying for CEUs.

4. Once EWU receives and processes the registration forms, each participant will receive via mail a CEU form, which details course information and each participant's information.

Corrections Stress: Peaks and Valleys

PRESENTER BIOS



Jaime Brower, Psy. D, ABPP

J. Brower Psychological Services and Consulting, Inc.

Dr. Jaime Brower is a licensed clinical psychologist working out of Denver, Colorado. She is American Board Certified as a specialist in the area of Police & Public Safety Psychology. Dr. Brower has devoted her career to working with those in law enforcement, corrections, detentions, fire, military, and other high stress occupations, as well as ensuring the health and well-being of their family members. Dr. Brower is particularly passionate about training and consulting with agencies regarding best practices for enhancing resiliency and wellness.



Maureen Buell

**Correctional Program Specialist/Project Manager
National Institute of Corrections**

Maureen Buell joined the National Institute of Corrections in 2001 as a Correctional Program Specialist working on issues specific to justice-involved women, the impact of parental incarceration, vicarious trauma and compassion fatigue. Prior to coming to NIC, Ms. Buell worked for the Vermont Department of Corrections in a broad variety of roles including services manager, casework supervisor with oversight of a community-based sex offender treatment and supervision unit and as a probation/parole officer. Since coming to NIC, Maureen has written numerous articles related to justice-involved women, the impact of parental incarceration and the impact of corrections work on staff. Ms. Buell holds a Bachelors of Social Work and a Master's of Science in Administration. She is intimately aware of the toll the corrections profession can take on staff.



Brandon Kelly

**Superintendent, Santiam Correctional Institution
Oregon Department of Corrections**

Brandon Kelly began his career with the Oregon Department of Corrections as a correctional officer in 1997. He currently serves as the Superintendent of the Santiam Correctional Institution located in Salem. During his 18 year career, Brandon has been promoted through the ranks to his current position after working in four institutions including both male and female populations in intake, minimum, medium and maximum security facilities. Prior to beginning a career in corrections, Brandon served six years with the United States Marine Corps. His passion is assisting corrections staff in finding and developing a healthy work/life balance to improve well-being in their careers and within themselves.

Corrections Stress: Peaks and Valleys



Deborah Kelly, BA, PHR
Training and Development Coordinator
Virginia Department of Corrections

Deborah A. Kelly, BA, PHR has worked in Corrections with both Juvenile & Adult populations in Virginia for 23 years. She has worked as a corrections officer, counselor, and clinical social worker for adolescents, and as a trainer for adult and juvenile corrections. Ms. Kelly who has worked as a criminal justice trainer for 16 years, is a Master Trainer for the treatment programs ***Thinking for a Change*** and ***Breaking Barriers***. Training corrections staff and community partners across the state of Virginia has allowed her to listen to the stories of corrections staff serving in various roles. Deborah is currently looking to use her experience and support strategies to help corrections staff address challenges with empathy and compassion.



Rebecca Lane
Employee Benefits Manager
Virginia Department of Corrections

Rebecca Lane works for the Virginia Department of Corrections as the Employee Benefits Manager, a role she has served in for the past four years. Prior to that, Ms. Lane was the Benefits Administrator and Employee Recognition Coordinator for the Virginia Department of Transportation. Ms. Lane has spent the majority of her human resource career in the private sector in a variety of human resource management roles. She received her Bachelors of Science in Organizational Management from Bluefield College and is enrolled to begin the Masters of Business Administration – Human Resources program at Liberty University in September of 2016. Ms. Lane has earned her Professional Human Resource Certification (PHR) through the Human Resource Certification Institute (HRCI) and is a Society of Human Resource Management (SHRM) Certified Professional (SHRM-CP). In 2014, Ms. Lane received the Department of Corrections Public Service Workplace Health and Wellness Award. When relaxing, Ms Lane enjoys traveling, reading, and the company of her family.

Corrections Stress: Peaks and Valleys



Kirsten Lewis
Adult Probation Officer
Maricopa County, AZ

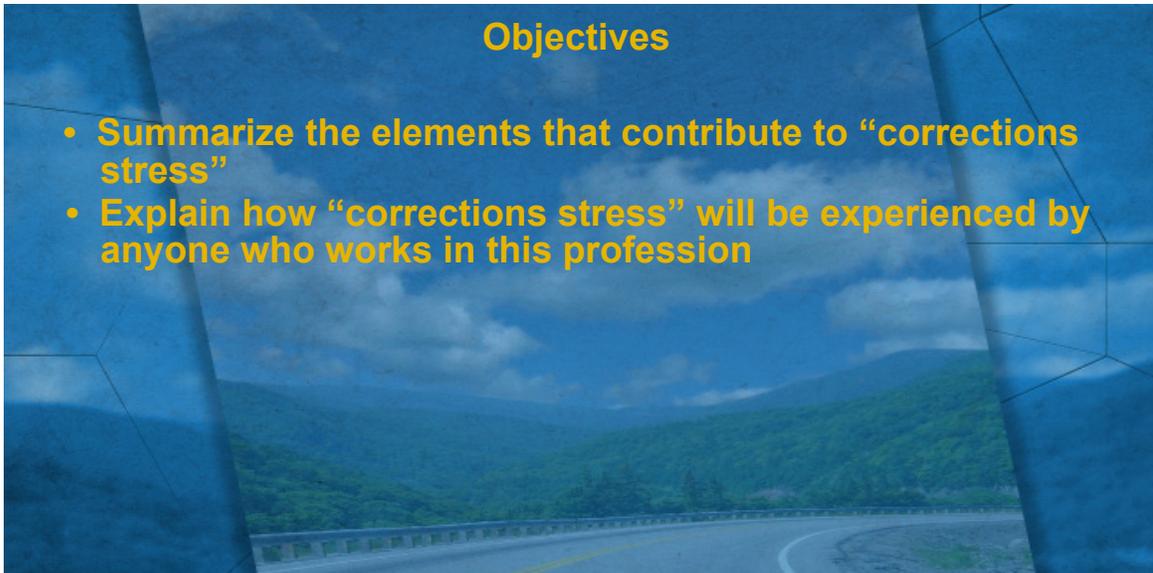
Kirsten R. Lewis, M.Ed. is a probation officer with the Maricopa County Adult Probation Department (MCAPD) and the co-owner of KSL Research, Training & Consultation, LLC. With a background in research and 27 years of experience in community corrections, Kirsten spearheaded a groundbreaking research study examining secondary traumatic stress in probation officers. Her research was published in several national journals and received the 2013 Sam Houston State University Award for outstanding contributions to scholarship in Community Corrections. Kirsten's passion for employee wellness led to the creation of a national award-winning stress management program at the Maricopa County Adult Probation Department. Ms. Lewis conducts a variety of training programs on the topic of traumatic stress with agencies around the country and has presented her work at conferences throughout the United States and abroad.



Caterina Spinaris Ph.D., LPC
Executive Director
Desert Waters Correctional Outreach

Caterina Spinaris, Ph.D. LPC, is a licensed professional counselor in the State of Colorado with over 30 years of clinical experience, and the founding director of Desert Waters Correctional Outreach, a Colorado-based 501(c)(3) corporation. For the past 16 years, Caterina has conducted research on corrections occupational wellness in institutions and in the community. Ms. Spinaris has developed educational materials, offered trainings nationwide, treated corrections professionals, and developed assessment instruments that measure wellness aspects of corrections organizations.

Corrections Stress: Peaks and Valleys



Introduction

- Corrections Work is not getting easier
- Realities of working in corrections - it's a balancing act

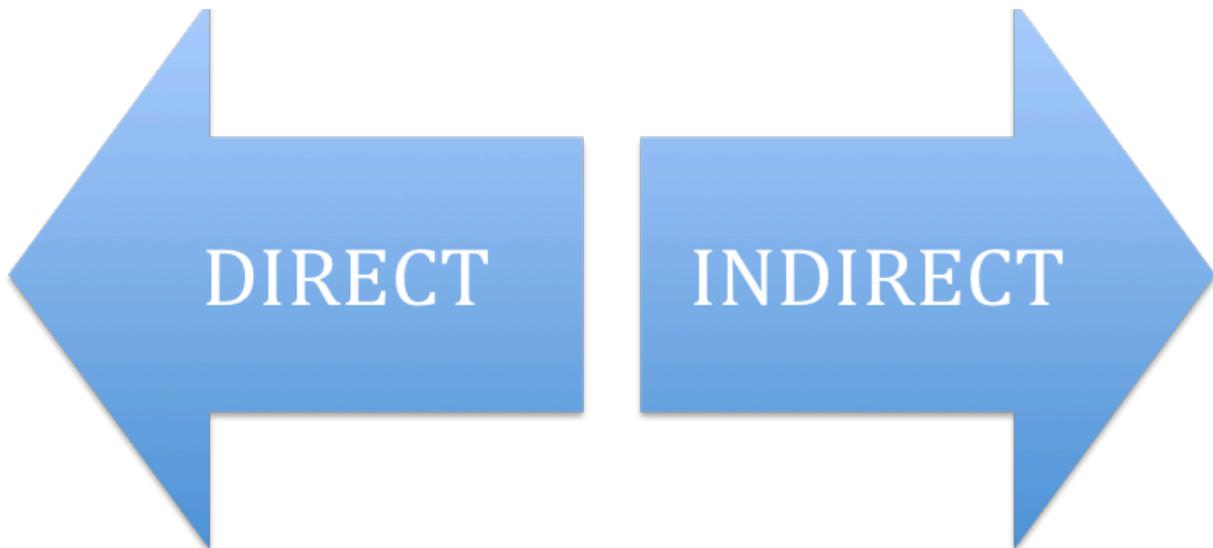


Corrections Stress: Peaks and Valleys

Three Main Types of Stressors



Trauma - Direct versus Indirect



- Serious events that have happened to you personally
- Witnessing serious events that occur within your professional role

- Persistent hearing about traumatic events that happened to someone you know well
- Extreme exposure over time of certain aspects of our work such as

Corrections Stress: Peaks and Valleys

NOTES:

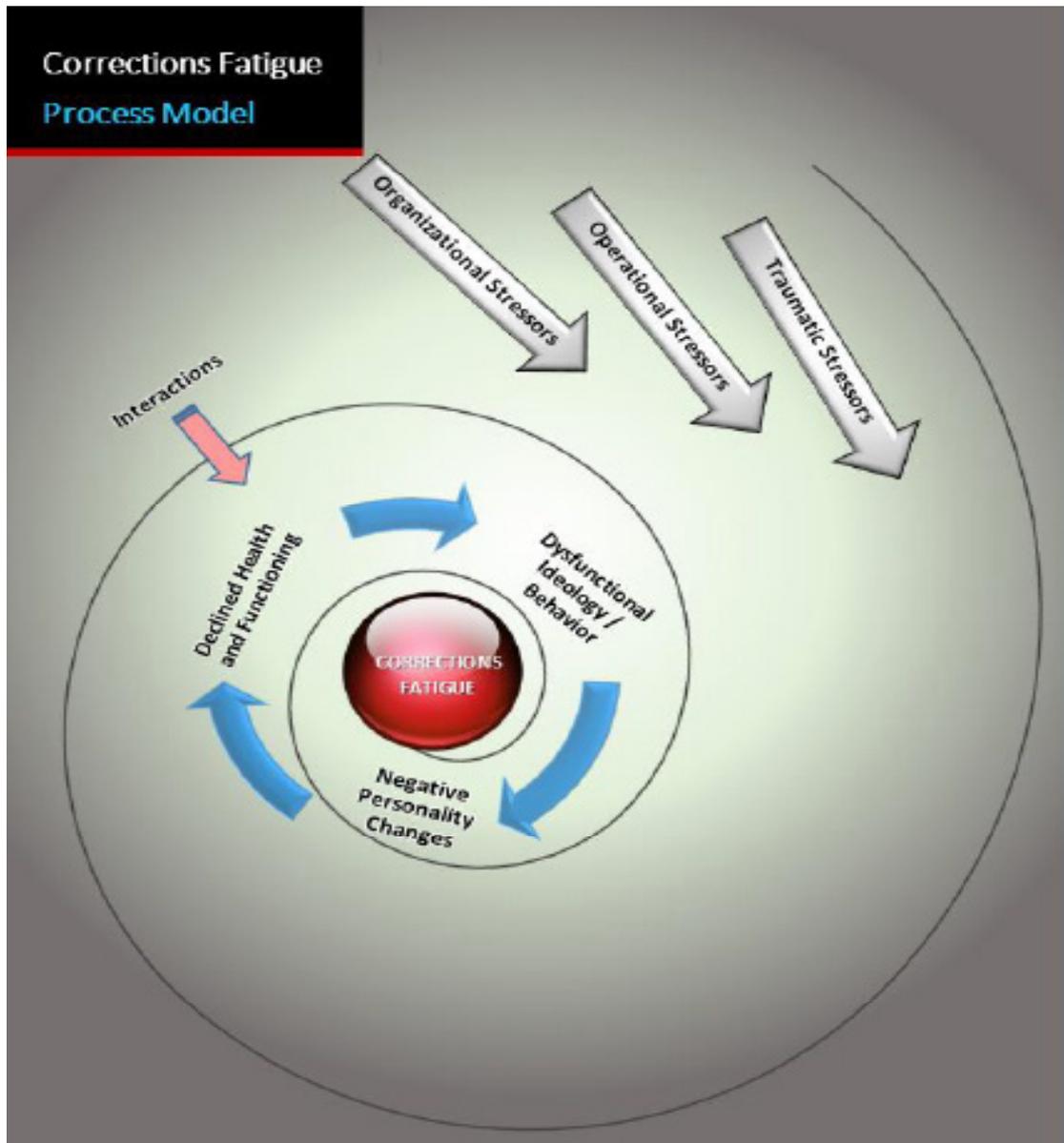
Takeaways from “They Call Me Fragile”

Corrections Stress: Peaks and Valleys

Corrections Fatigue

- Umbrella term for organizational and occupational stressors on staff and organizations as well as interacting consequence (combines all three with cumulative effects)

* The Corrections Fatigue construct is supported by research data (Denhof & Spinaris, 2014)



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Corrections Stress: Peaks and Valleys

9 Dimensions of Corrections Fatigue

The 9 dimensions of Corrections Fatigue have been identified as a snowball effect. The more the signs of Corrections Fatigue experienced by staff, the more “fatiguing” the environment becomes in self-reinforcing ways.

Corrections Fatigue Status Assessment-Version 5 Scale Content Descriptions 2014. Copyright Michael D. Denhof, Ph.D., & Caterina G. Spinaris, Ph.D.

CFSA-v5 Scales	Targeted Content / Based on Constituent Items
Behavioral Functioning	Ability to function: off duty as caregiver to family members, in attending to personal responsibilities, at enjoying leisure time off from work, in relationships, and while performing on the job.
Leader Supportiveness	Staff tending to feel: supported by leaders, respected and taken seriously by supervisors, welcome to provide input or solutions on work-related matters, authorized to use discretion in decision-making, fully equipped to do their job, and authorized to request assistance from other staff as needed.
Meaning	Ability to maintain as sense of: the importance of their role in the workplace and to society, “making a difference”, putting “heart” into their work, professional growth over time, their contribution to helping other staff grow professionally, and pride in helping keep other staff safe.
Moral Injury	Staff tending to feel: upset, guilty and/or ashamed by the way workplace events or incidents were handled, as well as the potential impact of these emotional states on staff relationships and teamwork functioning, theoretically due to the experience that one’s internal moral code has been violated.
Morale	Staff optimism about the future, positive mood, satisfaction with life, pride in their work role, and inclination to take initiative.
Outlook/Disposition	Negative thinking, negative expectations, being distressed by memories of events, mistrust, emotional disconnection, difficulty feeling or expressing compassion, difficulty relaxing outside of work, and avoidance behaviors such as blocking out work-related thoughts when off-duty or feeling compelled to take a mental health day.
Psychological Safety	Staff tendency to: keep appropriate confidences, examine evidence before drawing conclusions, refrain from making disrespectful or negative comments, ridiculing, verbal attacks, backstabbing, rumor spreading, or undermining others.
Staff Reliability	Staff being: knowledgeable about policy and best practices, consistent and reliable, inclined to follow through with tasks/duties, honest, accountable for mistakes, well-rested and vigilant.
Staff Supportiveness	Tendency of staff to: express caring and sensitivity, engage in healthy banter, acknowledge one another’s achievements, express thanks, be helpful to one another, and show respect toward one another.

Denhof, M.D., & Spinaris, C. G. (2014). The corrections fatigue status assessment-version 5 (CFSA-v5). http://desertwaters.com/wp-content/uploads/2014/01/cfsa_v4_data-sheet.pdf

Corrections Stress: Peaks and Valleys

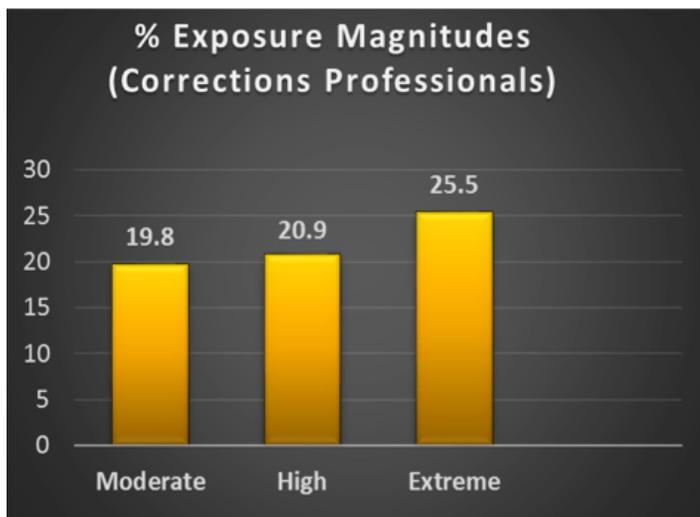
Violence, Injury and Death Exposure scale (VIDES)

- 2/3 of multi-state sample of corrections professionals (66.2%) scored in moderate to extreme exposure magnitude range
- 19.8% scored in Moderate exposure range
- 20.9% scored in High exposure range
- 25.5% scored in Extreme exposure range
- Worth noting that 57% of sample were non-security corrections professionals - not Corrections Officers
- 30% of corrections staff reported experiencing traumatic stress events of various types 10 or more times during course of career

Examples:

- Witnessed suicide attempts, death, including death by suicide
- Threatened with violence or death by another person or group

Percentage of corrections professionals (N=592) scoring in the Moderate, High, and Extreme scoring range on the VIDES.



Denhof, M.D. and Spinaris, C.G. (2014). The Violence Injury and Death Exposure Scale (VIDES). http://desertwaters.com/wp-content/uploads/2014/01/VIDES_Data_Sheet.pdf

- Obvious that corrections is high-trauma occupation like police work, fire fighting and combat military
- Negative effects of multiple exposures to trauma over time accumulate and can become too hard for even previously healthy staff to bypass

The consequences of trauma-related exposure on the job

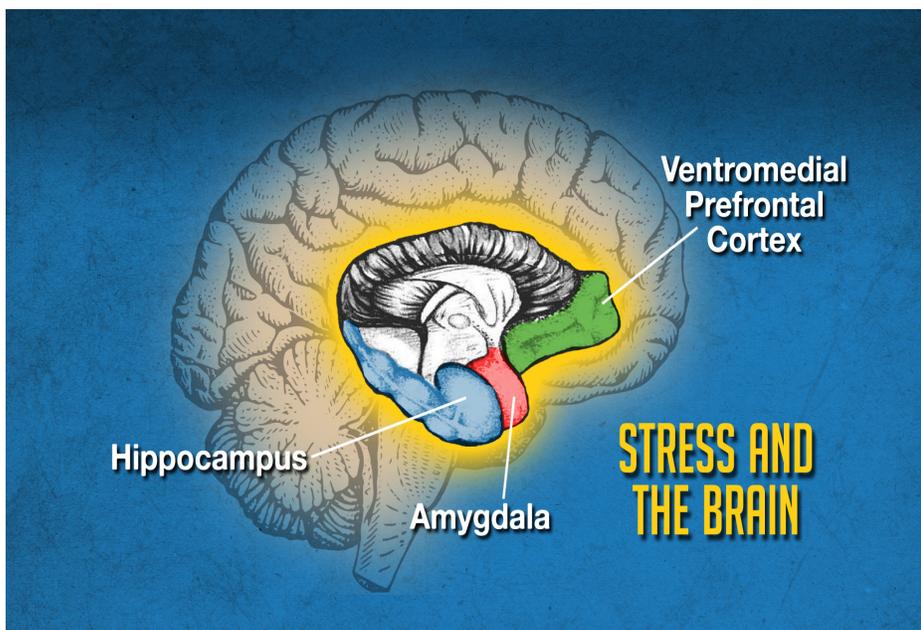
- Intrusive remembering
- Avoidance
- Negative thoughts and mood
- Increased arousal and reactivity

Corrections Stress: Peaks and Valleys

Post Traumatic Stress Disorder (PTSD)

- According to DSM-5 Post-traumatic Stress Disorder (PTSD) is a serious condition that requires treatment
- For PTSD diagnosis, not enough to just have symptoms
- Symptoms must result in significant impairments in functioning
 - In primary relationships, social life, occupational functioning and in other areas
- Symptoms must last for more than 1 month after exposure

NOTE: This information is intended to help educate about the symptoms of PTSD NOT to be used as a means to diagnosis yourself or others. Leave that up to a professional.

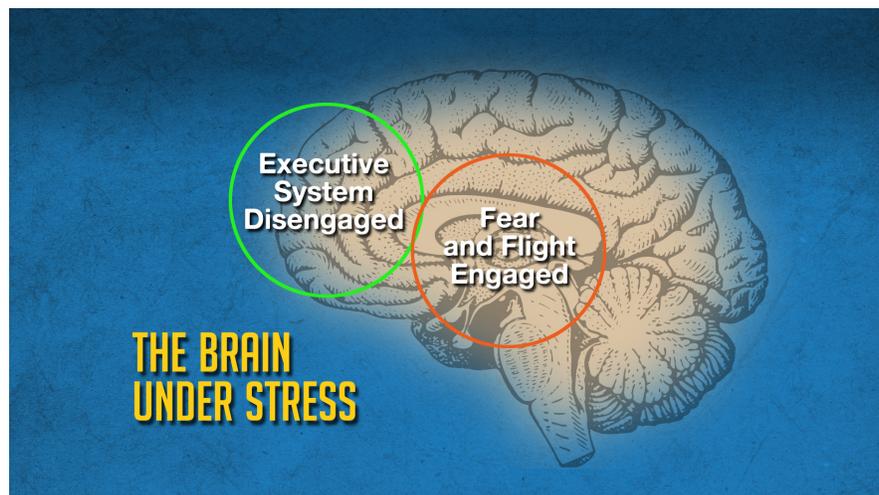


- People who suffer from PTSD are 3 to 5 times more likely to suffer from depression
- People with both PTSD and Depression reported more --Anxiety, stress, doctor visits per year, health conditions, substance use, sick leave days, higher suicide risk
- Use of sick leave
 - Healthy employees = 8 days/year
 - PTSD employees = 11 days/year
 - Depressed employees = 11 days/year
 - PTSD & Depression = 17 days/year

Objectives

- Describe strategies that individuals can use to manage their own stress
- Describe strategies that organizations can use to manage stress

In this segment we will describe strategies to identify and manage the various types of stress that can be associated with working in the field of corrections



How do we start a conversation about corrections stress?

Corrections Stress: Peaks and Valleys

Resiliency is defined as:

“The ability to withstand, adapt to, or rebound from, extreme challenges or adversity.” –
Everly, 2009

Resiliency has been researched for years and several skill sets stand out

- 1) Optimism – Grounded in Self-Efficacy or The Belief in Oneself to be an Effective Agent of Change
- 2) Decisiveness – Avoiding “Paralysis by Analysis”
- 3) Honesty, Integrity, Ethical Behavior – Setting Yourself up to Sleep at Night
- 4) Ability to Create Meaning & Purpose
- 5) Ability to Positively Reinterpret a Negative Event – finding strength, taking away meaning, or learning from
- 6) Perseverance – Can Do, Never Quit Attitude
- 7) Social Support – There Are No Lone Wolves
- 8) Humor (morbid or otherwise)
- 9) Healthy Notion of Control
- 10) Seeking Help When Needed

Why is it helpful to teach stress management to corrections and criminal justice staff?

New research that suggests we can improve stress without reducing stress

- “Stress-is-enhancing” released significantly more DHEA and had a higher growth index
- A high growth index helps people thrive under stress
 - Higher GPA’s and academic success
 - Greater focus
 - Better problem-solving skills
 - Fewer PTSD symptoms after trauma
- Viewing stress as helpful can create a different biology

Corrections Stress: Peaks and Valleys

Areas of Wellness

- Social
- Occupational
- Spiritual
- Physical
- Intellectual
- Emotional
- Environmental
- Financial
- Mental
- Medical

McGonigal defines stress as “the reactions we have when something we care about is at stake”

Does stress reduce the instinct to empathize with others?

- Defending against suffering through emotional distance can increase burnout
- Doesn't make the work less challenging
- Does reduce a sense of meaning received from the work
- Focusing on meaning can improve stress without reducing stress
- Transforms it from draining to sustaining

Another way to interpret a positive stress reaction is:

Stress = people care enough to be impacted

How do we get better at coping with stress?

Corrections Stress: Peaks and Valleys

What are some organizational strategies that can help build and maintain a supportive, healthy workplace that promote stress resilience?

Employee Assistance Programs (EAP)

- Program provided to employees to address both physical and mental health
- Most organizations have EAP

Research has found that most employees don't use EAP

- o 19% didn't know they had it
- o 24% used it for any reason
- o 11% used it for job-related issues

What are other support services for staff?

Peer Support

How can we increase usage of peer support?

- Ensure quality, integrity and confidentiality
- Oversight using a qualified mental health clinician
- Start from scratch to avoid rumor mill
- Make it part of protocol / procedure
- Establish a culture of support
- Educate new employees

Preventative Programs

Mentoring Programs

Extended Care

What is leadership's role in addressing corrections stress?

Mental health has to be taken seriously from the top down

Being trauma-formed is not just about the clientele we serve

Staff Development

Training and Education

Corrections Stress: Peaks and Valleys

How can an organization and its staff work collectively to cultivate a trauma-informed culture?

CORRECTIONS PROFESSIONAL WELLNESS

KEY 1
Qualified, confidential,
available and private EAP



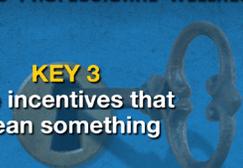
CORRECTIONS PROFESSIONAL WELLNESS

KEY 2
Quality, integrity and
confidentiality of programs



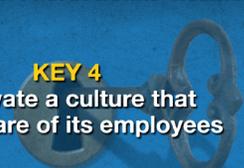
CORRECTIONS PROFESSIONAL WELLNESS

KEY 3
Use incentives that
mean something



CORRECTIONS PROFESSIONAL WELLNESS

KEY 4
Cultivate a culture that
takes care of its employees



CORRECTIONS PROFESSIONAL WELLNESS

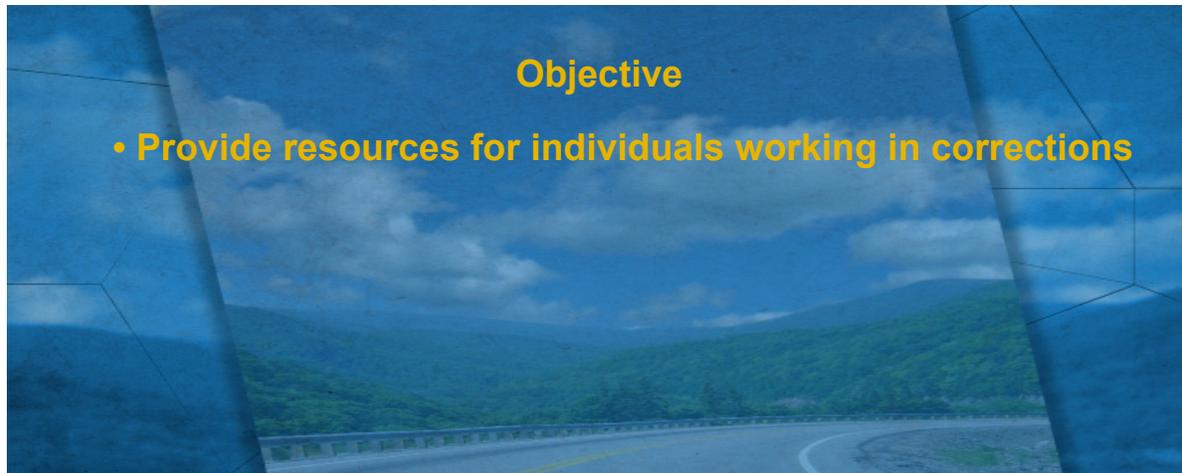
KEY 5
Individuals take responsibility
for their own wellness



Corrections Stress: Peaks and Valleys



SEGMENT 3



Objective

- Provide resources for individuals working in corrections

Are you taking advantage of your current health and wellness benefits?

- Wellness benefits
- Know your benefits and what's available to you
- Contact your insurance provider

- Annual physicals

- Dental cleanings

- Eye exams, etc.

What is available for people in crisis?

How can corrections organizations support wellness as a goal?

Corrections Stress: Peaks and Valleys

- Start a Peer Support Group
- Current and retired correctional volunteers complete training program on providing assistance to staff
- Make Life Coaching available to employees by training selected staff to be certified Life Coaches
- Check out innovative ideas that are being implemented in other Correctional agencies

- Implement Dialogue Skills program

- Dialogic skills are building blocks of creating healing, rewarding and motivating organizational culture

- Dialogue opens possibilities and options with people thinking together to develop shared meaning, effective systems and processes

What is a Dialogic organization? How can this practice help address correction stress?

Corrections Stress: Peaks and Valleys

Resources

How is bullying related to stress in correctional work environments?

Resources Related to Bullying



ARTICLES & PAPERS

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[Spinaris, C., Denhof, M., and Morton, G., \(2014\). "The Corrections Profession: Maintaining Safety and Sanity, Part I, http://nicic.gov/library/027907 and Part II, http://nicic.gov/library/027908](http://nicic.gov/library/027907)

RESEARCH STUDIES

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ADDITIONAL PRODUCTS AT NO CHARGE

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Corrections Stress: Peaks and Valleys

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Corrections Stress: Peaks and Valleys

Non-Credit Professional Course Registration

Office of Continuing Education - Extended Campus



300 Senior Hall
Cheney, WA 99004-2442
Phone: (509) 359-7380 1-800-351-9959
FAX: (509) 359-2220
continuinged.ewu.edu

Today's Date: _____ Quarter: _____

Last Name First Name Middle Name Previous Name

Mailing Address City State Zip Code

Email Address (Mandatory to sign into CANVAS) Daytime Phone Number Home Phone Number

EWU Student ID Number Date of Birth (Required)

Do you have any Special Needs? (Please specify): _____

Gender Male Female | Are you a resident of Washington? Yes No

Have you previously earned credit through EWU? Yes No | If yes, when? Quarter _____ Year _____

Are you of Spanish/Hispanic origin? (Check all that apply)
 No, not of Spanish/Hispanic (999) Yes, Cuban (709)
 Yes, Chicano/Chicana (705) Yes, Puerto Rican (727)
 Yes, Mexican/Mexican American (722) Yes, other Spanish/Hispanic: _____
 Other Race (Specify): _____
(Specify one group, for example Columbian, etc)

Bachelors Degree
 Graduate
 Completed Doctoral Program
 Non-Credit/Prof. Dev.
 Post-Baccalaureate
 Other(Please Specify): _____

Required: What race do you consider yourself? (Check all that apply)
 White/Caucasian (800) Black/African American (870) Chinese (605)
 Eskimo (935) Aleut (941) American Indian (597) Name of Principal or enrolled tribe:
 Korean (612) Filipino (608) Vietnamese (619)
 Asian Indian (600) Guamanian (660) Samoan (655)
 Hawaiian (653) Japanese (611) Other Asian or Pacific Islander: _____

Course Information:

PDU CEU CE Clock Hours
Event Date(s): .3 CEUs June 22, 2016 \$22.00

Course Title: Corrections Stress: Peaks and Valleys
Location: NIC Broadcast: Live Internet Broadcast

Payment Information
 Check (payable to EWU)
 Money Order

Mail Registration and Tuition:
Eastern Washington University
Office of Continuing Education
300 Senior Hall, Cheney, WA 99004-2442
Or fax: 509.359.2220

Eligible taxpayers may claim a tax credit on EWU courses. For more detailed information, please refer to IRS Publication 3064.
"Notice 97-60 Education Tax Incentive." For purposes of the new Hope and Lifelong Learning tax credits. Federal Law
(Section 6109 of the Internal Revenue Code) requires the University to obtain your Social Security Number. Thank you for your cooperation.



Eastern Washington University
Continuing Education
NIC Live Broadcast / Internet Broadcast
Course Title: Corrections Stress: Peaks and Valleys
Sign-In & Sign out Sheet
June 22, 2016

PRINTED NAME	SIGNATURE / SIGN IN	POSITION	SIGNATURE / SIGN OUT
1.			
2			
3			
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14			
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Corrections Stress: Peaks and Valleys

Eastern Washington University Continuing Education Workshop Summary

Workshop: NIC Live Broadcast / Corrections Stress: Peaks and Valleys
Date(s): June 22, 2016
Location: NIC Live Broadcast
Facilitator: National Institute of Corrections: Leslie LeMaster

Your feedback is important. It is the basis of our continuous improvement to ensure that programs meet or exceed your expectations. Thank you for taking the time to complete this evaluation.

Response Code

5-Excellent 4-Good 3-Adequate 2-Poor 1-Desire changes

Instructor Effectiveness

Knowledge of subject	5	4	3	2	1
Ability to teach according to the student's level	5	4	3	2	1
Organization of class meeting	5	4	3	2	1
Ability to answer questions	5	4	3	2	1
Ability to encourage participation	5	4	3	2	1

Course Information

Course objectives met my expectations	5	4	3	2	1
Material contributed to learning	5	4	3	2	1

Facilities and General

Comfort of classroom for learning	5	4	3	2	1
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Overall

Overall, I rate the learning experience	5	4	3	2	1
I would recommend this course to others (Please circle your response)	Yes		No		

Comments:

Suggestions for improvement:

THANK YOU