

NCCHC Leading the Way Program of the Year Spotlight

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**NATIONAL COMMISSION
ON CORRECTIONAL HEALTH CARE**

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- There will be an opportunity to ask questions at the end of the webinar
- **Please submit questions via the chat feature in Zoom**

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Webinar Agenda

- Overview of the NCCHC Program of the Year Award
- TRUST Program presented by El Paso County Jail, Colorado
- Baby and Me Program presented by Okaloosa County Jail, Florida
- Question and Answers



NCCHC's Program of the Year Award

Recognizes programs of excellence among NCCHC accredited jails, prisons, and juvenile facilities and mental health and opioid treatment programs.

These programs are of outstanding merit in the provision of care or services to the incarcerated.



Program of the Year Application Criteria

Eligible nominees are limited to NCCHC accredited facilities that can demonstrate that they comprehensively address medical, mental health, or substance use disorder needs for the incarcerated.

Nominations can be made by a surveyor, by a peer, or self-nomination.



Applicants Must Meet the Following Criteria

- Be an **NCCHC accredited facility** with a program of outstanding merit in the provision of care, treatment, or services to incarcerated men, women, and/or children
- Facility must have an accreditation decision of fully **Accredited** and be in good standing with NCCHC
- Facilities **cannot have had a Probationary** status at any time during the accreditation cycle



Applicants Must Meet the Following Criteria

- Applicants need to have been site-surveyed and be fully accredited between May 1,2025 and before May 1,2026 to ensure verification of compliance with standards.
- Facilities cannot be under receivership
- Program of the Year applicants should demonstrate one or more of the following:
 - Demonstrate improved patient safety
 - Implement an innovative patient safety and/or care program or process with measurable outcomes
 - Utilize data to drive health care program or system changes in the facility



Examples of Initiatives

- Mom-Baby Program
- De-escalation Program Impacting Health and Safety of Incarcerated
- Disease Management Programs
- Comprehensive Women's Health
- Comprehensive Contraception Services
- Substance Use Disorder Programs
- Innovative Infectious Disease Practices
- STI Detection and Treatment Programs
- Suicide Prevention
- Innovative Management of Mental Health Patients
- Hospice Programs
- Family Preservation Program
- Annual Health Fairs for the Incarcerated
- Innovative or Comprehensive Discharge Planning
- Special Needs Programs or Services
- Long Term Care Program
- Use of CQI Process for Improving Clinical Care
- Veteran Programs
- Youth Mental Health Programs
- Creative Ways to Manage Waitlists



Application: Describe the Program or Initiative

- **Describe the program or initiative in detail:**
 - How long has the program been in place
 - Why was the program or health initiative developed
 - What were the issues the facility was trying to solve
 - How has the program or initiative helped the incarcerated
 - What actions did you take to improve the situation



Application: Describe the Outcomes or Results

- Describe the results of the program or initiative
- How are you measuring the success of the initiative? What data do you have to illustrate the success of the program, if any?



Application: Describe Reduction in Risk or Litigation

- Provide relevant details on reduction in real or potential litigation expenditure and/or mitigation of risk after the program or health initiative was implemented
- Applications for 2025-2026 award year will be sent to all accredited facilities within the next two weeks
- **Submission Deadline to NCCHC is May 21, 2026**



NCCHC Submission Review Process

- Submissions will be reviewed by an NCCHC Committee
- Committee members will consider the following criteria in their review:
 - Program demonstrates that they comprehensively address medical, mental health, or substance use disorder needs
 - Program demonstrates one or more of the following toward improving care of the incarcerated:
 - Demonstrate improved patient safety
 - Implement an innovative patient safety and/or care program or process with measurable outcomes
 - Utilize data to drive health care program or system changes in the facility



Program of the Year Award Presentation

This prestigious award is presented to one program during the National Commission on Correctional Health Care's Fall Conference, during the opening ceremony



El Paso County Jail, Colorado Springs, CO

TRUST Program

Therapeutic Response Unit and Stabilization Team (TRUST)

Sheriff Joseph Roybal

Commander Eric Carnell, Detention Support Division

Laura Ridenour, LPC, LAC Detentions Behavioral Health Manager



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Program Description

- TRUST Program began in September 2022
- The program was developed for two main reasons:
 - State hospital placement crisis
 - Increase in the numbers of use-of-force events and assault on peace officers
- The program was designed to assign a trained counselor to respond to escalating situations within the jail when a use-of-force incident is likely, helping to maintain the safety and security of incarcerated individuals, staff, and others in the facility



Reason for Initiative: An Increase in Events

- From January 2022 through September 2022, the facility had many use- of-force events and many assaults on the peace officers, which was a significant increase from the same time period the year before
- Upon review of the data and the increase in events, the facility found that mental illness was the prevalent reason for the escalation in use-of- force events and officer assaults
- Jail Based Behavioral Health Team recognized the impact trained clinical staff have on de-escalating behaviors



Implementation Strategies

- El Paso implemented a trauma-informed approach to safely manage self-harming behaviors and negative behavioral reactions to the incarcerated citizens they serve
- Jail deputies and professional staff received training about the TRUST program, identifying when to request the assistance of the TRUST team
- Staff are to utilize the TRUST team when an incarcerated citizen:
 - Is disrupting the housing unit (yelling, flooding their cell, becoming verbally abusive, or taking possession of unauthorized items)
 - Refuses to attend court or restoration placement and a BAM order from the courts



Implementation Strategies

- TRUST clinicians meet proactively with high risk/high needs clients weekly to build rapport and assist in prevention of behaviors likely to lead to a use-of-force event
- Staff are to utilize the TRUST team when an incarcerated citizen:
 - Becomes emotionally escalated from an emotional phone call or unexpected news from court
 - Any behaviors that are likely to result in the incarcerated person having to be removed from the ward and placed in special detention cell



Outcomes and Benefits of the TRUST Program

- Significant success in assisting with de-escalation of the incarcerated
- Program reduced the number of use-of-force and assault incidents at the jail
- Minimized wait times for incarcerated citizens experiencing crisis from seeing a mental health clinician
- Increased the trust between incarcerated citizens and jail staff



Outcomes and Benefits of the TRUST Program

- Resulted in a 30% decrease in use-of-force events at the jail within the first 2 years of implementation
- Developed a tracking system for all successful calls or unsuccessful calls
 - **Successful TRUST** calls are contacts made that lead to the reduction or discontinuation of the problematic behavior
 - **Unsuccessful TRUST** interactions are ones in which the incarcerated citizen does not comply with attempts at de-escalation and security intervention is necessary



Outcomes and Benefits of the TRUST Program

- September 2022-December 2022 results
 - 68% success rate in the first 4 months of implementation
- 2023 results
 - 75% success rate
- 2024 results
 - 87% success rate
- 2025 results
 - 77% success rate



Lessons Learned

- **The single most important lesson learned:** There must be buy-in with chain of command, specifically first line supervisors
- The program will primarily focus on prevention rather than crisis management
- Consistency is key for both deputies and incarcerated citizens
- All incarcerated citizens are watching the response and results of the response
- Be able to utilize all your resources



Lessons Learned

- Allow time for interactions to occur
- Reducing the audience significantly reduces the response time
- Track crisis response time of day usage
- If the program is not the same as the mental health department, ensure collaboration



In Conclusion

The TRUST program has significantly impacted the health and safety of our incarcerated citizens and our jail staff at El Paso County Jail, and with a 30% reduction in use-of-force events, we have reduced our risk of litigation significantly.



Okaloosa County Jail, Crestview, FL

Baby and Me Program

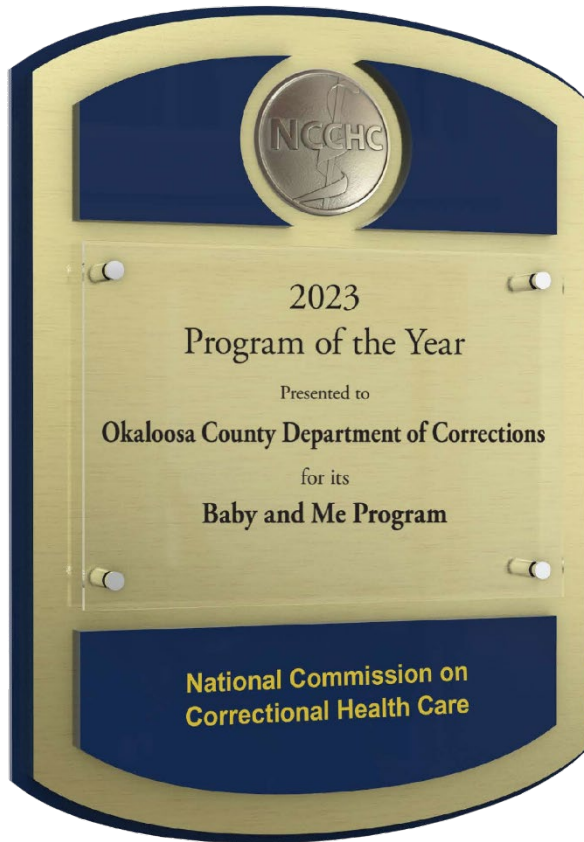
Susan Priddy, RN, CCHP, Health Service Administrator

Tricia Fagan, LMHC-QS, CFRC, CCHP – Director of Behavioral Health

April McDaniel, M.E.d., CJ, Major of Jail Operations



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Program Description

The Baby and Me program at Okaloosa County Jail aims to support incarcerated pregnant women by addressing their medical, emotional, and educational needs. The program is designed to improve maternal and infant outcomes while reducing stress, complications, and system costs.



Reason for Baby and Me Program Initiation

- Pregnant women who are incarcerated are often overlooked as a special population needing additional care while incarcerated
- Facing delivery and separation from your child when incarcerated only compounds the added stress already felt by pregnant females
- Increasing patient and peer involvement may decrease unnecessary and risky emergent intervention



Implementation Strategies

- Direct Medical Care
- Support Services
- Monitoring and Housing



Implementation Strategies

Medical Care

- Prioritize OB care by perinatologist
- Weekly provider evaluations within the facility
- Prioritize mental health assessment and case management
- Prioritize on-site dental exam



Implementation Strategies

Support Services

- Discuss problems and solutions with Jail Administration and gain approval
- On-site case management coordinates with external resources, such as the health department, WIC, Healthy Start Coalition, and hospital case management prior to delivery
- Perinatal and postpartum education and support for women on newborn, infant, and self-care is provided



Implementation Strategies

Housing and Monitoring

- **Dedicated housing for pregnant patients**
 - Special needs communication is provided to classification authorizing
 - Women return to the housing unit after delivery for postpartum education, care, treatment, and to serve as peer mentors to other pregnant inmates
- **Fetal movement tracking logs to monitor health and encourage bonding**
 - The fetal movement logs:
 - Help the mother bond with the baby by focusing on their movement, while reducing stress
 - Help the mother notice any change in the baby's movement to alert health care staff



Outcomes and Benefits of the Baby & Me Program

- Reduction in off-site emergency transports
- Improved prenatal compliance rates
- Increased early identification of complications
- Reduction in high-risk pregnancy incidents when responding to on-site emergency responses



Outcomes and Benefits of the Baby & Me Program

- Improved maternal engagement in care
- Increased patient satisfaction and trust in healthcare staff
- Enhanced emotional stability and reduced anxiety among pregnant inmates
- Strengthened peer support within housing units



Lessons Learned

What is the single most important lesson learned?

Implementing a structured program significantly improves maternal and neonatal outcomes

Including:

- Community partnerships are essential but require active coordination
- Increase data tracking from program inception
- Expand mental health integration sooner



In Conclusion

Our Baby & Me program provides this unique, special needs population with the environment, care, treatment, and education necessary to ensure a safe and healthy pregnancy and delivery.

- ✓ Reduced liability exposure
- ✓ Improved documentation and monitoring
- ✓ Proactive vs reactive care model

Most importantly, this program ensures that we meet the needs of incarcerated pregnant patients in a holistic way.



Upcoming Conferences

2026 Spring Conference

Spring Conference on Correctional Health Care 2026

April 18 @ 8:00 am - April 21 @ 5:00 pm



2026 Fall Conference

National Conference on Correctional Health Care 2026

October 24 @ 8:00 am - October 28 @ 5:00 pm

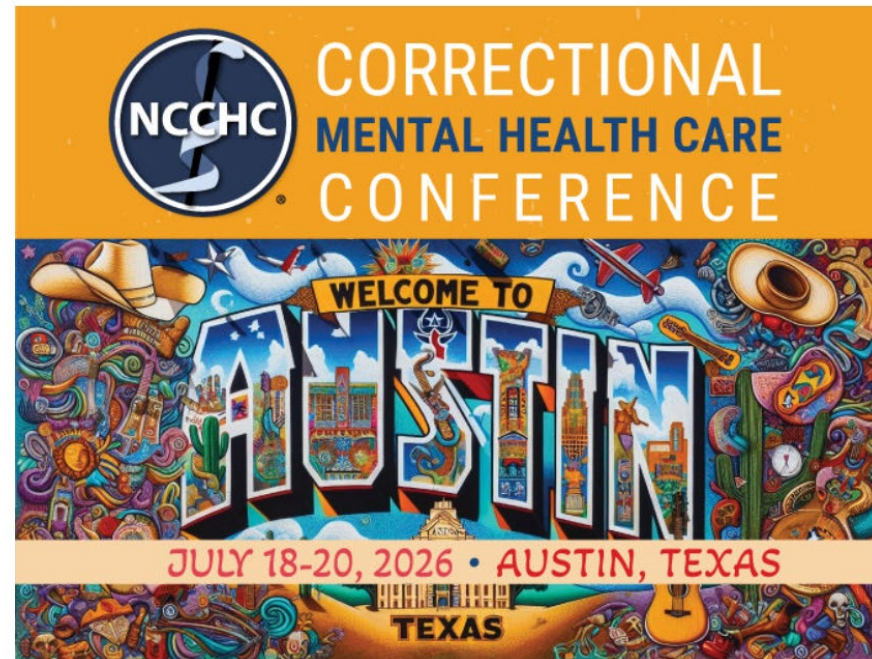


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Correctional Mental Health Conference

Correctional Mental Health Conference 2026

July 18 @ 8:00 am - July 20 @ 5:00 pm



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Questions

