

GEO World

4th QUARTER 2023

A GEO Publication for Employees and their Families.



GEO CELEBRATES

10 years of Continuum of Care (CoC)



Executive Chairman's Letter

George C. Zoley, Executive Chairman of the Board

"As we look ahead to 2024, we remain committed to providing high quality support services on behalf of our government agency partners, while delivering safe and compassionate care to all those entrusted to our facilities and programs. "

To the GEO Family,

We are proud of the operational milestones GEO achieved during the fourth quarter of 2023, which continue to be underpinned by the dedication and professionalism of our 18,000 employees worldwide. Our employees make daily sacrifices to care for all those in our facilities and programs, consistently delivering high quality support services on behalf of our government agency partners with an unwavering organizational commitment to operational excellence.

During the fourth quarter, our GEO Secure Services facilities successfully underwent 44 audits, including internal audits, government reviews, and third-party accreditations. Three of our secure services facilities received accreditation from the American Correctional Association (ACA) with an average score of 99 percent, and our GTI transportation division and GEOAmey U.K. joint venture safely completed approximately 2.3 million miles driven in the United States and overseas.

Additionally, at the federal level, we renewed our contract with U.S. Immigration and Customs Enforcement for the provision of our company-owned 1,532-bed Aurora ICE Processing Center in Colorado and associated secure support services for a one-year term. We also renewed our contract with the U.S. Marshals Service for the provision of secure support services at the government-owned, 512-bed El Centro Detention Facility in California for a two-year term.

At the state level, we received a two-year renewal of our lease agreement with the State of New Mexico for our company-owned, 600-bed Guadalupe County Correctional Facility, which is managed by the New Mexico Corrections Department.

Our GEO Reentry Services division also renewed five residential reentry center contracts at the state and federal levels during the fourth quarter of 2023. Additionally, three of our residential reentry centers received accreditation from the ACA with an average score of 100 percent.

These quarterly accomplishments are consistent with the outstanding operational performance of our diversified business units throughout the entire year. During 2023, our secure services facilities successfully underwent 209 audits, and we renewed 15 secure services contracts, including ten contracts at the federal level. Our GEO Care facilities and program sites successfully underwent a combined total of 338 audits, and we renewed 32 residential reentry center contracts, including 16 contracts with the Federal Bureau of Prisons, along with 52 non-residential and day reporting center contracts during 2023.

During the past year, we also continued to deliver enhanced in-custody rehabilitation and post-release support services under our award-winning GEO Continuum of Care®, which recently reached a significant milestone with the 10-year anniversary of its founding. Over the last decade, the GEO Continuum of Care® has awarded over 19,000 high school equivalency degrees; more than 68,000 vocational certifications; over 67,000 substance abuse treatment completions; and almost 260,000 behavioral program completions.

As we look ahead to 2024, we remain committed to providing high quality support services on behalf of our government agency partners, while delivering safe and compassionate care to all those entrusted to our facilities and programs.



02 COVER STORY

Celebrating Ten Years of GEO Continuum of Care®

What started as an innovative concept ten years ago has expanded rapidly to GEO facilities across the U.S. and internationally. The last decade has held significant growth for the GEO Continuum of Care® (CoC).

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International Association of Correctional Training Personnel Winners

Every year, the International Association of Correctional Training Personnel (IACTP) receives nominations from throughout the country for outstanding accomplishments in training.

EDITORIAL STAFF

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GEO Healthcare Awarded National Safety and Quality Accreditation

After a successful first five months of operations, GEO Healthcare has achieved accreditation based on the Australian National Safety and Quality Health Services (NSQHS) Standards.

CONTRIBUTORS

George C. Zoley
 Pablo E. Paez
 Chris V. Ferreira



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Orange County DRC Hosts Narcan Training for Staff and Participants

In December of 2023, the Orange County Day Reporting Center (DRC) partnered with a local community provider, The Purpose of Recovery, to conduct a training for staff and participants on how to administer Naloxone.

Celebrating Ten Years of GEO Continuum of Care®

What started as an innovative concept ten years ago has expanded rapidly to GEO facilities in the U.S. and internationally.

The GEO Continuum of Care® (CoC) is enhanced in-custody rehabilitation programming, including cognitive behavioral treatment, integrated with post-release support services. This evidence-based treatment model begins with individualized risk assessments, and offers programs designed to address the specific needs of each participant.

Key program components include:

- Individual counseling
- Group counseling
- Individual Cognitive Behavioral Treatment (ICBT)
- Reentry planning and preparation
- Substance Use Disorder treatment
- Academic services
- Career and technical education
- Health and wellness activities
- Onsite job assignments and skills training
- 24/7 program services
- Motivational enhancement
- Family reunification programs
- Employment or educational support services for financial independence
- Alumni and peer mentoring
- Post-release services

A Program Roadmap for Change

Each participant is provided a program roadmap unique to their needs. Individuals receive multiple assessments and/or reviews. Individualized program plans are based on identified risk and needs as well as short- and long-term goals.

ENHANCED ASSESSMENT

GEO CoC facilities utilize scientific, validated assessment tools that assist in identifying the reoffending risk and program needs of each participant. Working with an Assessment Case Manager, each participant completes a risk and needs assessment to identify their specific needs in the areas of counseling, education, vocation, substance abuse, criminal thinking, and risk of recidivism. The assessment findings are used to develop individualized treatment plans.

ENHANCED COUNSELING

Based on a tailored treatment plan, participants receive counseling through Cognitive Behavioral Treatment (CBT). Treatment facilitators work with small groups to deliver programs such as Moral Reconciliation Therapy® (MRT), Thinking for a Change (T4C), and Cognitive Behavioral Interventions for Substance Abuse (CBI-SA). We believe all facility staff can influence positive change. As a result, facility staff are provided Core Correctional Practices (CCP) training, which teaches staff the core skills needed to create a positive facility culture focused on successful rehabilitation.

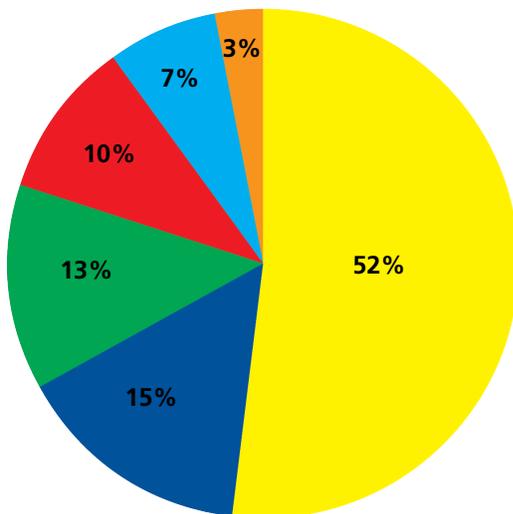
ENHANCED INTERVENTION

Specially trained Transition Case Managers (TCMs) provide bi-weekly Individual Cognitive Behavioral Treatment (ICBT) sessions for individuals within 12 months of release. These sessions focus on the individual's specific criminogenic needs as identified in the assessment process. The curriculum model uses behavioral practice to increase skill building through real world scenarios and practice. Participation in ICBT is voluntary to ensure participants are actively engaged in their own release planning process and are empowered to succeed.

ENHANCED TRANSITION AND AFTERCARE

The GEO CoC model connects pre-release transition planning with enhanced aftercare services through Post-Release Case Managers (PRCMs). Participants who volunteer are assigned a Post-Release Case Manager 90 days prior to their release. The PRCM works with the participant and the Transition Case Manager at the facility to develop a release plan that provides an effective transition back to society. Once a release plan is developed, the Post-Release Case Manager identifies and engages community-based service providers to assist the participant in meeting basic reintegration needs. In addition to routine follow-ups by Post-Release Case Managers, post-release support services are available to participants for up to one year through GEO's Post-Release Call Center, which was established in 2016 and is available 24/7.

- **Housing**
- **Clothing**
- **Food Assistance**
- **Transportation**
- **Employment/Education**
- **Treatment**



**Post-Release Funding Provided
2016-2023**

\$9,656,146

ENHANCED TRAINING

The CoC Training Institute has conducted evidence-based trainings both for current staff and new staff, including the implementation of new programs, all with the goal of being the world leader in rehabilitation and providing a shift in the culture at all facilities.

The CoC Training Institute is responsible for Transition Case Manager implementation training at all of the designated Continuum of Care facilities. Transition and Assessment Case Managers are trained in evidence-based practices including: Core Correctional Practices, Motivational Interviewing, Behavior Change Plans, Individual Cognitive Behavioral Treatment, as well as any need curriculum training such as Thinking for a Change and Cognitive Behavioral Interventions for Substance Abuse.

The training institute also handles training staff as they are onboarded at our Day Reporting Centers, and residential reentry facilities, as well as providing annual in-service training.



HIGHLIGHTS AND MILESTONES

- 2013** Continuum of Care Pilot sites identified
- 2014** Continuum of Care Division finds home in Boca Raton HQ
- 2015** GEO Learning Model Implemented in all GEO Sites
- 2015** National Center for Construction Education and Research (NCCER) Accreditation
- 2016** Post Release Services with 24-hour call center established
- 2016** First Continuum of Care Conference with Call to Action by Dr. Zoley
- 2017** Alumni Services Implemented
- 2018** American Correctional Association Innovation in Corrections Award recipient
- 2018** Correctional Education Association Accreditation
- 2019** Second Continuum of Care Conference Inspires Change
- 2020** Behavioral Health Accreditation - Commission on Accreditation of Rehabilitation Facilities (CARF)
- 2020** GEO Academy virtual library established
- 2021** Accredited Training Unit through National Association for Alcoholism and Drug Abuse Counselors
- 2021** Endorsed by Florida Certification board as a preferred provider
- 2021** National Alumni Picnic
- 2022** GEO Continuum of Care featured at TED Conference in New York City
- 2022** Pre-release Second Chance Center Model Developed
- 2022** GEO Reentry In-Prison Treatment moves to Continuum of Care
- 2023** Cognia Accreditation
- 2023** Hosted Second Chance Brunch at The GEO Group Headquarters

GEO CONTINUUM OF CARE FACILITIES

Arizona Department of Corrections Rehabilitation, and Reentry

Florence West Correctional and Rehabilitation Facility
Central Arizona Correctional and Rehabilitation Facility
Kingman Correctional and Rehabilitation Facility
Phoenix West Correctional and Rehabilitation Facility

Florida Department of Corrections

Blackwater River Correctional and Rehabilitation Facility
South Bay Correctional and Rehabilitation Facility
Moore Haven Correctional and Rehabilitation Facility

Georgia Department of Corrections

Riverbend Correctional and Rehabilitation Facility

Indiana Department of Corrections

Heritage Trail Correctional Facility
New Castle Correctional Facility

New Mexico Corrections Department

Lea County Correctional Facility

Oklahoma Department of Corrections

Lawton Correctional and Rehabilitation Facility

Virginia Department of Corrections

Lawrenceville Correctional Facility

Australia – Corrections Victoria

Ravenhall Correctional Centre



A DECADE OF DEDICATION (2013-2023)

Our commitment to be the world's leader in the delivery of enhanced rehabilitation and post release services is underpinned by our steadfast belief that we are at our best, when we help those in our care, reenter society as productive and employable citizens. Our milestones over the last decade include:

- Behavioral Program Completions** 259,630
- Total Substance Abuse Treatment Completions** 67,381
- Total Vocational Completions** 68,346
- Total High School Equivalencies Issued** 19,215
- Total Post-Release Participants** 13,629
- Referrals - 70,367** **Calls - 312,016**





1,200 Beds
**Lea County
Correctional Facility**
Hobbs, NM

CONTINUUM OF CARE FACILITY OF THE YEAR

The city of Hobbs New Mexico's website boasts "Residents living in Hobbs, NM enjoy 266 days of sunshine." The city's climate is not the only bright light to shine in Hobbs. Lea County Correctional Facility shines a light on reducing recidivism every day, and that is why the Lea County Correctional Facility is the 2023 Continuum of Care Facility of the year.

Since 1993, the Lea County Correctional Facility (LCCF) has provided correctional services on behalf of the New Mexico Corrections Department. The facility is located on land that was originally a World War II B-17 Training Base.

The facility was certified as a Continuum of Care Facility in 2019 and continues to change lives. When you walk into the facility, you instantly feel welcomed. The LCCF team feel more like family as they work together to conquer every task and do so with great enthusiasm. Each day, this team of GEO Heroes displays unwavering loyalty to go above and beyond. The mutual commitment extends throughout the facility. Everyone thinks and acts collectively. Together the facility is confident in their responsibilities and tackles demanding situations.

The Lea County Correctional Facility provides a safe and secure environment for rehabilitation.

The Facility has an extensive menu of course and group offerings geared towards changing criminogenic thinking. This innovative approach is designed to help ease successful transition back into local communities and reduce recidivism. The programs are designed to transform students into lifelong learners. The Facility is also equipped with technology driven learning labs. Blended learning allows participants to be actively involved in the development process.

The Facility is committed to reducing recidivism through their nationally recognized Career and Technical Education program. Participants can seamlessly transition from on-the-job training to employment upon release. Courses offer stackable credentials so that upon release students can continue their education.

The commitment to changing lives doesn't stop at the classroom. Residents are provided opportunities to be a part of the community by giving back. The Lea County Leaders are an example of giving back in action. The Lea County Leaders are a group of GEO Continuum of Care Alumni who created a softball team with more than home runs as their goal. Each player has his own personalized message of hope and shares it on and off the field. The Lea County Leaders are also certified mentors and program facilitators who team up to lift up their peers with the goal of increasing their graduation rates.



EPIC stands for:

Engaged

Passionate

Innovate

Collaborative

The GEO EPIC TEAM photo (left to right) Darrell Guilford, Margie West, Viola Antia, Rashod Higgins, Shannon Weller, Maria Barsallo, Traci Wright (President), Dayna Rivera and Amlak-I Foley.

GEO EPIC

Written By **Margie West, GEO Corporate**

The GEO EPIC Team is a group of dedicated employees who coordinate the company's volunteer events and community engagement. It is led by Traci Wright, Corporate Senior Recruiter and President of The GEO EPIC Team. Together, they volunteer their time and skills to make the workplace more fun and engaging for everyone. Their mission is to foster a positive culture of collaboration, appreciation, and recognition among the staff. They are always looking for new ideas and feedback to improve the quality and diversity of events within the organization.

EPIC stands for Engaged, Passionate, Innovate, and Collaborative, and that's exactly what they do.

Engaged in our company's mission and vision by participating in various events throughout the year.

Passionate about giving back to the community and making a positive impact.

Innovative and creative by always looking for new ways to improve our company culture and employee experience.

Collaborative and supportive by showing respect and appreciation for the diversity of perspectives and skills that each volunteer brings.

They are not only volunteers, but also leaders, role models, and friends. Thank you, GEO EPIC Team, for your amazing work and dedication. We are grateful for all that you do, and we look forward to more EPIC events in the future.

The GEO Group Foundation in the Community



Corporate and ISAP Team Up to Support the Special Olympics

In fall of 2023, employees from ISAP and a representative of The GEO Group Foundation from GEO's Corporate Office came together at Nova Southeastern University to support the Special Olympics of Florida by participating in their annual 5K Run. The GEO Group Foundation sponsored the event with a \$5,000 donation. ISAP was represented by Juliana Montealegre, of the ISAP Miami Office and her staff, Amber McMahon, ISAP Regional Operations Manager, and Victor Serrano Negrete of the ISAP-Birmingham Office. Chris Ferreira, Director of Corporate Relations, represented GEO's Corporate Office. The team enjoyed the run and took part in the post-race celebration where Amber took home a medal for placing third in her age group. Congratulations Amber!

The mission of Special Olympics Florida is to provide year-round sports training and competition in a variety of Olympic-type sports for people with intellectual disabilities who wish to participate, giving them continuing opportunities to develop physical fitness, demonstrate courage, experience joy and participate in the sharing of gifts, skills, and friendship with their families, other Special Olympics athletes, and the community. The ultimate objective of Special Olympics Florida is to help people with intellectual disabilities participate as productive and respected members of society at large, by offering them a fair opportunity to develop and demonstrate their skills and talents through sports training and competition, and by increasing the public's awareness of their capabilities and needs.

The GEO Group Foundation Supports Veterans through the Barracks Legends Foundation



In late 2023, The GEO Group Foundation provided a \$5,000 donation to the Barrack's Legends Foundation. The Barrack's Legends Foundation is based in Boca Raton, FL. Through diverse range of events, the organization fosters an inclusive and compassionate community that prioritizes understanding and connection. By channeling their efforts towards taking concrete action, they aim to significantly reduce the prevalence of veteran suicide and create a lasting positive impact on the lives of those who have served our nation.

The GEO Foundation was introduced to The Barrack's Legend Foundation through Post-Release Case Manager, Darrell Guilford. Darrell is a United States Army Veteran and became involved with the Barrack's Legends Foundation after his release from GEO's South Bay Correctional and Rehabilitation Facility. As a Post-Release Case Manager, Darrell works with veterans being released from GEO's facilities and helps them connect with community resources and support.

As a token of appreciation, The Barracks Legends Foundation invited members of GEO to attend their Miami Improv Comedy Show. The comedy show featured several Veteran comedians who are now using comedy as a way to cope with life after service and reintegrate into the community. At the event, The GEO Group Foundation was presented with a special recognition plaque for its support.

4Q23 Veteran of the Quarter - Jerry Hughes



Mr. Hughes joined GEO in December 2022 as the Assistant Facility Director of Security at the El Paso Residential Center in Colorado Springs, CO. Subsequently, in August 2023, Mr. Hughes accepted a promotion to become the Facility Director at the Casper Residential Center in Casper, WY. He has a strong character that inspires his team to excel. He always does more than what is expected of him and supports his team. He listens to his team and attends to their needs and concerns with care and wisdom.

He embodies GEO's vision by treating everyone with respect and delivering high-quality service to his facility. He is a role model for many as a mentor. For these reasons and countless others, he deserves this recognition! We thank you for your service!

Facility: Casper Reentry Center (WY)

Position: First Sergeant

Branch of Military: U.S. Army

Dates Served: January 1999-July 2023

Jerry Hughes is an exceptional Veteran who has achieved numerous accolades and honors throughout his military career as a First Sergeant. Jerry Hughes was stationed in various places throughout his U.S. Army career as well as in Afghanistan and Iraq.

He was awarded with the following medals and special accomplishments during deployment:

- Bronze Star Medal with Oak Leaf Cluster
- Defense Meritorious Service Medal
- Joint Service Commendation Medal
- Army Commendation Medal with four Bronze Oak Leaf Cluster
- Army Achievement Medal
- Army Good Conduct Medal
- National Defense Service Medal
- Afghanistan Campaign w/ Bronze Star Device
- Iraq Campaign with four Bronze Star Devices
- Global War on Terrorism Expeditionary Medal
- Global War on Terrorism Service Medal
- Outstanding Volunteer Service Medal
- Army NCO Professional Development Ribbon
- Army Service Ribbon
- Army Overseas Service
- NATO ISAF
- Combat Action Badge
- Basic Parachutists Badge
- Assault Badge
- Drill Sargent Badge
- Order of Bronze De Fleury Medal
- German Marksmanship Badge Gold

Honoring our Veterans Written By Donna Blanton, Montgomery Processing Center

The Montgomery Processing Center (MPC) owes a great debt to our Veteran heroes, and we are proud to honor and recognize them any chance we get. For the second year, MPC honored our Veterans with a service photo display at the front entrance for staff and visitors to see. Everyone enjoys the service photos and discovering who has served our great nation. MPC Veterans were presented with a GEO coin, and all staff received and wear a patriotic lanyard as a show of support. MPC would like to thank our Veterans for their dedicated service and many sacrifices to the United States of America.

Montgomery Processing Center Celebrates 5th Anniversary

Written By **Donna Blanton,**
Montgomery Processing Center

The Montgomery Processing Center (MPC) celebrated its five-year anniversary in October 2023.

In April 2017, The GEO Group was awarded a new contract with U.S. Immigration and Customs Enforcement for the development and operation of a 1,000-bed processing center. The facility opened and began detainee intake in October 2018. MPC houses adult male and female detainees for ICE and provides comprehensive 24-hour medical, dental, and mental health services, food service, and laundry. The approximately 400,000 square foot center features a precast parking garage, on-site administrative office and support spaces, programming spaces and classrooms, outdoor recreation including three artificial turf soccer fields, day rooms with large TVs, a law library with LexisNexis computer stations, and an employee training room.

Staff enjoyed a week-long celebration of fun, food, and prizes that culminated at our Annual Facility Picnic. One highlight of the week was an on-site food truck that provided a sweet treat in the form of funnel cakes. MPC celebrated with approximately 70 original staff members who also received their five-year service awards throughout this past year.



Rockstars of Compliance

Written By **Christen McCartney,**
Central Louisiana ICE Processing Center

The Central Louisiana ICE Processing Center (CLIPC) has hit a milestone on its journey to success. During the 2023 American Correctional Association audit conducted in November 2023, CLIPC achieved a perfect score of 100% across the board. The audit team was blown away by the hospitality of the staff and the documentation for the facility. This all could not have been achieved without Compliance Manager (CM) Lindsey Vercher and Compliance Auditor (CA) LaToya Jackson. These women work tirelessly to keep our facility in check, as well as our sister facility, the Alexandria Staging Facility (ASF).



CM Lindsey Vercher has worked for The GEO Group for over 15 years and has been with CLIPC and ASF since they opened their doors. She started her career here at CLIPC as a case manager and has worked her way up to compliance manager at both CLIPC and ASF.



CA LaToya Jackson has been with The GEO Group for over five years. She started her journey with the company as the ASF food service clerk and was then promoted to her current position. Even though her office is at CLIPC, she ensures that we are compliant in food service for both facilities. When both ladies have free time, they utilize it to help out in the facility in various ways by helping out with fundraisers, training staff and future auditors, participating in facility-wide events, and helping plan facility events.

As if all that they do for the facility was not enough, the compliance team is also a great contributor to the local community. Every year, they get with the local council on aging and head up the "Thanksgiving Food Box" project. With the help of others in the facility and with donations from those in the facility as well as funds from the yearly fundraisers in 2023, they put together 22 boxes of Thanksgiving meals to deliver to the elderly in the community. Their greatness does not end there; they also head up the annual nursing home visit during the Christmas season.

Every year, the women gather a group of willing carolers from the facility to sing at the local nursing home. Along with song and joy, they also bring hot chocolate, cookies, puzzle books, and pens for the residents to enjoy. Both have also achieved Employee of the Month during the 2023 year. CLIPC and ASF are both very lucky to have such an amazing compliance team!



Georgia College and State University Alumni Finds Niche Helping Offenders Through GEO

Written By **Vanessa Hawkins, Riverbend Correctional and Rehabilitation Facility**

Grace Cooper, 22, thought it would be cool to work for the FBI so she took a criminal justice class at Georgia College and State University (GC&SU).

The GC&SU student enrolled in a criminal justice class; a class which introduced college students to incarcerated students. In 2018, Riverbend Correctional and Rehabilitation Facility established a partnership with Georgia College and State University. This partnership afforded College Professor, Dr. Alesa Liles' Inside Out Class an experience to meet with 15 incarcerated students to discuss the different aspects of the justice system and share their perspectives. This class first brought Grace to Riverbend.

Today, Grace works at Riverbend as a Transitional Case Manager. She works with many of the incarcerated students she worked with as a college student. She enjoys her duties, and recently received recognition as Employee of the Month. It's absolutely mind-blowing how our experiences differ. Ms. Cooper was a student in the 2022 Inside Out Class. "My involvement with the Inside Out Class made a big impact on me, and in obtaining a job in Corrections."

It's inspiring for Grace to see the change in these students. They each have their own story to tell, and it's clear to Grace one mistake does not define a person. It's all about who they have become while incarcerated. Working with the inmates allows Grace to see first-hand the hope many of them have for the future.

Grace applies different intervention techniques to reach justice involved individuals; from the use of workbooks and role playing, to motivational interviewing. These actions help to see them through their problems, so they can improve themselves.

In December, Grace was chosen to share her experience and speak to the GC&SU Criminal Justice class. It's always an inspiration to meet, see, and have an impact. It is our hope that Grace will be an inspiration for other college students to come.



International Association of Correctional Training Personnel Winners

Written By **Regenia Graves, Western Region**

Every year, the International Association of Correctional Training Personnel (IACTP) receives nominations from throughout the country for outstanding accomplishments in training. In November 2023, during the national IACTP conference hosted by the Tennessee Department of Corrections, two GEO staff were recognized and awarded for their training achievements. Aisha Hobbs, Training Administrator for Moore Haven Correctional and Rehabilitation Center was selected as the 2023 IACTP Trainer of the Year for exemplary training in the field of corrections. Mary O'Conner, Training Administrator at Florence West Correctional and Rehabilitation Facility was awarded the 2023 IACTP Training System Award. Congratulations to Mary O'Conner and Aisha Hobbs for their accomplishment of being nationally recognized as top contributors in training and employee development by the International Association of Correctional Training Personnel.



Coming Together for A Purpose

Written By **Rohan Gunther, Broward Transitional Center**

family members took to the pavement to rally for the cause. The team members ranged in age from four to 97.

Making Strides Against Breast Cancer is a celebration of courage and hope, a movement uniting community to end breast cancer as we know it, for everyone. For three decades, these 2-5 mile non-competitive walks have collectively grown into the nation's largest and most impactful breast

cancer movement; providing a supportive community for courageous breast cancer survivors and metastatic breast cancer thrivers, caregivers, and families alike.

We at Broward Transitional Center are always looking forward to making our strides count. Facility Administrator, Cynthia Lawson Swain, PREA Investigator, Melita Wilson and her 97-year old mother, Billie Tyler; who walked side by side with the team, are all Breast Cancer Survivors!

Staff Rewarded for Perfect Attendance in December 2023

Written By **Kourtney Johnston, Karnes County Immigration Processing Center**

Reaching perfect attendance with no call-ins is a remarkable feat that highlights a person's dependability and dedication at work. This degree of consistency demonstrates a strong work ethic as well as accountability and responsibility. Employees who manage to maintain perfect attendance without any instances of calling in sick or taking unplanned leaves contribute significantly to the overall efficiency and productivity of the team.

Employers often value such dedication as it minimizes disruptions to workflow and



ensures that the team operates smoothly. For employees who consistently demonstrate this level of dependability, incentives or recognition programs are in place to recognize and honor them. Additionally, having a colleague who is dependable and consistently present can bring stability and predictability to coworkers. In a gesture of gratitude, the dedicated staff members at Karnes County Immigration Processing Center

were pleasantly surprised when their Department Heads expressed their appreciation by treating them to a delicious personal pan pizza and a refreshing beverage. It was a thoughtful way to acknowledge their hard work and dedication, and the staff members were delighted to receive this special reward from their respective Department Heads.



Spiritual Growth Through Learning

Written By **Dale Scadron, Golden State Annex**

When considering an education for the future, one normally doesn't think about doing live classes behind the walls of a federal processing facility. While providing a service to a group of detainees, they asked if there was a way they could enhance their understanding of scripture. So, I reached out to Chaplains College School of Graduate Studies (CCSGS), where I had previously taught as a professor, and asked if I could teach a course on Hermeneutics (The interpretation of Scriptures). The CCSGS Board of Directors agreed to provide scholarships

to cover the cost of education. A total of eight students attended class for ten weeks. During the ten weeks of training, we dove deep into the principles and techniques of biblical interpretation. We explored various methods of studying the Scriptures, including historical-critical analysis, comparative studies, and literary analysis.

Throughout the course, the men showed a great amount of enthusiasm and dedication. They approached each class eager to learn and actively participated in discussions

and group activities. Witnessing their hunger for knowledge and their desire to deepen their understanding of Scripture was truly inspiring. We covered a wide range of topics during our sessions, including the historical context of the Bible, different genres of literature within the Scriptures, understanding cultural nuances, and interpreting difficult passages. While tackling complex theological concepts, the men demonstrated remarkable critical thinking skills. The program's emphasis on incorporating real-life experiences into learning was a particularly powerful aspect.

We encouraged the men to reflect on how they could apply what they learned to their lives and situations. Through personal testimonies and group exercises, we explored how Hermeneutics can shape our understanding of God's word and guide us in making ethical decisions. Each student received a certificate acknowledging their commitment and achievement. The men, driven by their passion for learning and guided by their faith, embarked on a journey, finding fulfillment in their pursuit of knowledge and spiritual growth.



Diamond Jubilee Birthday Celebration

Written By **Donna Blanton, Montgomery Processing Center**

Montgomery Processing Center (MPC) was proud to honor Ms. Alpha Martin on her diamond jubilee birthday. Ms. Martin began her working career at the age of 21 by serving as a Medical Corpsman in the U.S. Women's Army Corps at Lyster in Fort Rucker, AL. Ms. Martin retired from the military in 1972 and later began her 18-year corrections career at the Texas Department of Criminal Justice. Ms. Martin started her "retirement" job at MPC as a Court Bailiff in 2018. Ms. Martin is a valued employee, and MPC is fortunate to have such a dedicated member on staff. Happy Birthday Ms. Martin! We wish you many, many more!

Supporting Seniors' For Christmas

Written By **Deborah Lucas-Stevens,**
South Louisiana ICE Processing Center

Nearly a quarter of older Americans are socially isolated, which can negatively affect their physical and mental health. Research shows that encouraging older adults to share their stories benefits the emotional, physical, and mental well-being of older adults. This leads to greater empathy and a stronger connection with the listener. It's an ideal way to connect generations and for seniors to share stories from their youth that may have never been told before. It's also a way to remind adult children of their roots and hear personal stories that will connect them to historical events, which they can eventually pass down to their kids.

Senior Centers are to care for older adults, not a place for them to be forgotten. That's why here at South Louisiana ICE Processing Center (SLIPC), we were honored to participate in the Maison D'Acadiens Care Center's Christmas party, and make sure every senior receives a gift for Christmas. The fundraisers held throughout the year support the gift giving for the seniors and also some treats for the care givers at the facility. SLIPC is looking forward to next year when we are able to spread some more joy to those who deserve it the most.



Anastasia Miles, FA Helen Grimes, Ernest Goleman, Kathryn Catino, Dwight Arceneaux, Michael Duplechain, Amber Rider



Golden State Annex and Central Valley Annex Donate to Toys for Tots Program

Written By **Dan Meyer, Golden State Annex and Central Valley Annex**

Golden State Annex (GSA) and Central Valley Annex (CVA) kicked off their annual toy drive this fall for the McFarland area Marine Corps Toys for Tots program. Both GEO facilities participate in the event each year to support the local community. Through the McFarland Toys for Tots Organization, GEO helps to achieve the goal of delivering a new toy to a child from the local community during the Christmas season.

The mission of the U.S. Marine Corps Reserve Toys for Tots Program is to collect new, unwrapped toys during November and December each year, and distribute those toys as Christmas gifts to less fortunate children in the community in which the campaign is conducted. The primary goal of Toys for Tots is to deliver, through a new toy at Christmas, a message of hope to encourage and assist youngsters in becoming responsible, productive, and patriotic citizens.

Staff eagerly participated in the event which resulted in a generous donation of toys from staff to the children in the local community.



CASA Christmas

Written By **Deborah Lucas-Stevens, South Louisiana ICE Processing Center**

CASA of St. Landry – Evangeline, Inc. is a non-profit organization dedicated to advocating for the best interests of abused and neglected children in the St. Landry and Evangeline Parishes, located in Louisiana. CASA, which stands for Court Appointed Special Advocates, recruits, trains, and supports volunteers who serve as advocates for children involved in the foster care system. These volunteers, known as CASA advocates, work closely with children and their families, as well as social workers, lawyers,

and other professionals to gather information and make recommendations to the court about the child's well-being. CASA of St. Landry-Evangeline, Inc. plays a crucial role in ensuring that these vulnerable children receive the necessary support, services, and safe, permanent homes.

In December of 2023, Facility Administrator Helen Grimes and the South Louisiana ICE Processing Center (SLIPC) staff were happy to support CASA. With CASA, the children know they have an adult who is there



to help, simply because they care. SLIPC again has done their part to help CASA bring a smile to a child's face this Christmas. Through fundraising, and some help from The GEO Group Foundation, SLIPC was able to present numerous toys and a monetary donation of \$3,000 to CASA in hopes of helping bring them some joy and happiness.

Florence West Religious Volunteer Appreciation Dinner

Written By **Cruzetta Sepulveda, Florence West Correctional and Rehabilitation Facility**

In 2023, Florence West Correctional and Rehabilitation Facility held a Religious Volunteer Appreciation Dinner for all the volunteers that take the time to come and visit with our residents. We had a great turn out and everyone enjoyed the food and gifts bags that we handed out.

Christmas at Central Arizona Correctional and Rehabilitation Facility

Written By **Leah Connolly**,
Central Arizona Correctional and Rehabilitation Facility

In past holiday seasons, Central Arizona Correctional and Rehabilitation Facility (CACRF) was able to give toys to two different children's hospitals and Toys for Tots. In 2023, CACRF staff donated Christmas gifts to a family of two boys and two girls, including bikes, clothes, headphones, and gift cards. The family was picked by The Winged Hope Family Advocacy Foundation. Their programs focus on Child Abuse and Domestic Violence Awareness, Prevention and Treatment. We were also able to provide the family of six a full meal for Christmas Day. HR Manager, Leah Connolly and

HR specialist, Shannon Sherlock delivered the gifts to the family along with a Winged Hope Volunteer. When delivering the gifts, the grandmother of the children expressed her thanks and became emotional as a result of the generosity of facility and staff.

We were also able to give Santa sacks to The Hospice of the Valley, The Lund Home located in Gilbert, AZ, and The Ryan Home located in Phoenix, AZ. The Santa Sacks were filled with puzzles, blankets, baked treats, candles, socks, etc.

CACRF staff have been invited to come to The Lund Home



in the future to make the patients and their families a meal and dessert. We are hoping to continue to provide the patients at both The Lund and Ryan Homes with gift bags for upcoming holidays during 2024.



Toy Drive at The Brooks County Detention Center

Written By **Cheryle Martinez**,
Brooks County Detention Center

The Brooks County Detention Center participated in a toy drive to benefit children in the local community in December of 2023. The employees of Brooks County came together and donated a total of 250 toys.



The donated toys that were provided by the staff ranged from the ages of two to three years old. We are very proud

of the employees at Brooks County Detention Center who were able to make a difference during the holiday season by donating toward such a worthy and impactful cause. To our awesome team, we thank you for your generous contributions. This couldn't have been done without you!





Tis the Season to be Giving

Written By **Abi Castañeda, Central Valley Annex**

Tis the season to be giving. GEO's Central Valley Annex (CVA) partnered with the McFarland School District and Browning Road STEAM Academy to make the wishes of 130 children come true, as well as 50 other children at another local preschool in Richgrove (CA). CVA staff participated by purchasing gifts from the children's wish lists. This is the facility's 2nd annual Secret Santa event, and it was such a great success! A huge shout out to our Compliance Administrator, Jeff Lavalley for playing a huge role as Santa Claus, making it extra special delivering the gifts. Principal

Ryan Absey at Browning Road was very grateful we chose their kids. He mentioned, "they are the most humble kids and this may be the only Christmas gift they will get." He thanked CVA staff for volunteering in this event. Richgrove Preschool Supervisor Erika Rosique said "thank you very much for choosing our kids to be a part of this. We really do appreciate it. They love their gifts and got everything they wanted." Watching all of the 180 kids open their gifts was priceless, heartwarming, and such a privilege to be able to give back to those in need.

Donating to the Florence Community

Written By **Cruzetta Sepulveda, Florence West Correctional and Rehabilitation Facility**

Florence West Correctional and Rehabilitation Facility (FWCRF) is very supportive of local community youth programs. In 2023, FWCRF donated \$500 dollars to the Florence High School Cheer Squad.



Eagle Pass Detention Facility Annual Toy and Blanket Drive

Written By **Monica Reynaga, Eagle Pass Detention Facility**

December is a month we look forward to in our facility. Along with the celebration of the holidays with our family, friends, and peers, we also look forward to the season of giving. The Maverick Nursing Home benefited from the second annual blanket drive hosted by the Eagle Pass Detention Facility (EPDF) on December 19, 2023. The EPDF collected 100 blankets to donate to the residents receiving care. With cold weather upon us, it was a perfect time to share the warmth of the Christmas holiday with others

by donating a new blanket to a local nursing home resident. EPDF Administration and security officers were invited to go door-to-door and deliver the blankets. Each delivery seemed to brighten up the residents' day as it was an unexpected visit. As a facility, we are grateful to be able to coordinate with Maverick Nursing Home and hope to return this year with any other donation items or events that could help bring joy to their residents.

In addition to serving our elder community members, the EPDF

was invited to collaborate with the Precinct 3 Toy Drive led by Commissioner, Olga Ramos. The Toy Drive coordinated with several local businesses and facilities to collect new and unwrapped toys. These toys were given out during Christmas week. Together with everyone's efforts, over 500 toys were gifted to local children in the Precinct 3 community. EPDF is often invited to participate with Precinct 3 and their community events. We look forward to another year of events and assisting in any way we can.



Holiday Spirit Gift Giving From Florence West Correctional and Rehabilitation Facility

Written By **Cruzetta Sepulveda, Florence West Correctional and Rehabilitation**

The 2023 Holiday Season, Florence West Correctional and Rehabilitation Facility's staff had a Christmas tree decorating contest, and all the trees were donated to the Oasis Nursing Facility. Members of the Administration donated non-slip socks, and our Compliance Coordinator donated six baskets of games, puzzles, word searches, and books. The nursing facility was extremely appreciative of all the staff's efforts and grateful for everything we provided.

Grinchmas Staff Christmas Celebration 2023

Written By **Kourtney Johnston, Karnes County Immigration Processing Center**

The Grinchmas Staff Christmas Celebration took place from December 4th and 8th, 2023, thanks to the careful planning of the Karnes County Immigration Processing Center. This year's celebration deviated slightly from the norm as we aimed to acknowledge and appreciate the unwavering dedication and hard work exhibited by our staff members, who play a pivotal role in the success of our organization and the facility as a whole. Coincidentally, our annual corporate audit also took place during the same week, adding an extra layer of significance to the festivities.

Throughout the entire week, a diverse range of activities and surprises were meticulously planned to ensure that our staff members felt valued and cherished. Each day was filled with exciting events, including the distribution of door prizes, the presence of a delightful Soda Shop Coffee Truck, a delectable Potato Bar, and even a visit from Chick-Fil-A. These delightful treats were just a few of

the many ways in which we aimed to express our gratitude for the tireless efforts and commitment demonstrated by our staff members. Additionally, as a token of appreciation, each staff member was presented with beanies and headbands adorned with the GEO logo, symbolizing their integral role in our organization's achievements.

The exceptional dedication and work ethic exhibited by our team consistently surpasses expectations. We firmly believe that our organization is privileged to have such exceptional employees who consistently go above and beyond in their respective roles. Their unwavering commitment and relentless pursuit of excellence are the driving forces behind our continued success. As we reflect on the Grinchmas Staff Christmas Celebration, we are reminded once again of the invaluable contributions made by our staff members, and we are truly grateful for their unwavering support.

Golden State Annex Provides Gifts To Horizon Elementary School Students

Written By **Dan Meyer, Golden State Annex**

Golden State Annex (GSA) organized a Christmas gift exchange for students of Horizon Elementary School in McFarland, California. At the beginning of December of 2023, teachers from several classes created a Christmas gift list for each student and teacher. The gift lists were then sent to GSA to allow staff to purchase items on each student's gift list. The gifts were dropped off by GSA staff to Horizon Elementary on December 13th, 2023 to be given to the students during their home room class time. Staff did a fantastic job of making sure each student's and teacher's gift lists were purchased and gift wrapped.



Therapy Dogs Trial at Ravenhall Correctional Centre

Written By **David Fitzwilliam, Ravenhall Correctional Centre**



The GEO Group Australia's ongoing commitment to innovation and fostering rehabilitative cultures within the facilities it manages has seen a new therapy dog program trialled at Ravenhall Correctional Centre, 'Therapy Pooches for People.'

'Therapy Pooches for People' is facilitated at Ravenhall by certified K9 handlers Amanda and Dee, Correctional Officers from the Metropolitan Remand Centre. The program provides visits from four certified Great Danes, majestic dogs known for their gentle demeanour and commanding presence, who play a crucial role in creating a positive and nurturing atmosphere.

The trial proved highly successful, with staff and participants reporting reduced stress, increased companionship, and improved morale. Staff witnessed a positive impact in the overall environment.

Great Dane Nahla's attendance started many positive conversations about how lovely and gentle she was, despite her size, and several of the men said that her visits made their day.

New Course Building Confidence in Leaders

Written By **Lyndell Coutts, Junee Correctional Centre**



A new Team Leaders Course has been introduced at Junee Correctional Centre to support staff in leadership positions and help build their confidence in decision making and incident management.

The three-day workshops are being delivered under the guidance of GEO National Learning and Development Manager, Timothy Glanville and cover a broad range of topics. Elements include the role of Team Leader, incident approaches, delegation, de-escalation, and debrief planning.

In addition to structured lesson plans and activities, participants can share their experiences while enjoying the advice and guidance provided.

A wealth of experience went into the design and syllabus, which includes table-top challenges, scenario-based cell viewings, and post-action reviews.

After the first Team Leaders Course was held in May of 2023, they continued to be delivered throughout 2023 achieving great outcomes for participants, their staff, and the broader centre. The ultimate outcome is a safe and collaborative approach in working together as a team.

GEO Healthcare Awarded National Safety and Quality Accreditation

Written By **David Grace,**
GEO Healthcare

After a successful first five months of operations, GEO Healthcare has achieved accreditation based on the Australian National Safety and Quality Health Services (NSQHS) Standards, the 'gold standard' for healthcare mandated for all health services in Australia.

The NSQHS Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations.

The eight NSQHS Standards are:

- Clinical Governance
- Partnering with Consumers
- Preventing and Controlling Healthcare Associated Infection
- Medication Safety
- Comprehensive Care
- Communicating for Safety
- Blood Management (GEO Healthcare was exempt as it does not administer blood or blood products in prisons)
- Recognising and Responding to Acute Deterioration

GEO Healthcare's operations at its Melbourne Head Office and across eight of its 13 delivery sites in Victoria's men's public prisons were assessed in November of 2023.



At the survey's conclusion, the assessors summarised their findings to GEO Healthcare staff via videoconference. The lead assessor explained they seek a high congruence for each standard between written policies, what staff tell them they do, what the assessors observe staff doing, and what the patients say the staff do. GEO Healthcare was found by the assessors to be in compliance with the NSQHS Standards based on their review, and no further recommendations were made.

The assessors made special comment of the strong emphasis incorporated in the Standards for ensuring an organisation's safety and quality priorities address the specific needs of Aboriginal and Torres Strait Islander people. The assessors commented that GEO Healthcare was doing this well due to additional Aboriginal Health Services being provided under its new service delivery specifications.

They also mentioned how they saw real collaborations between healthcare professionals and their patients, with the latter

being regarded as sympathetic and offering satisfying medical experiences. The assessors also randomly interviewed several patients at each site who had only positive things to say about the medical staff and services.

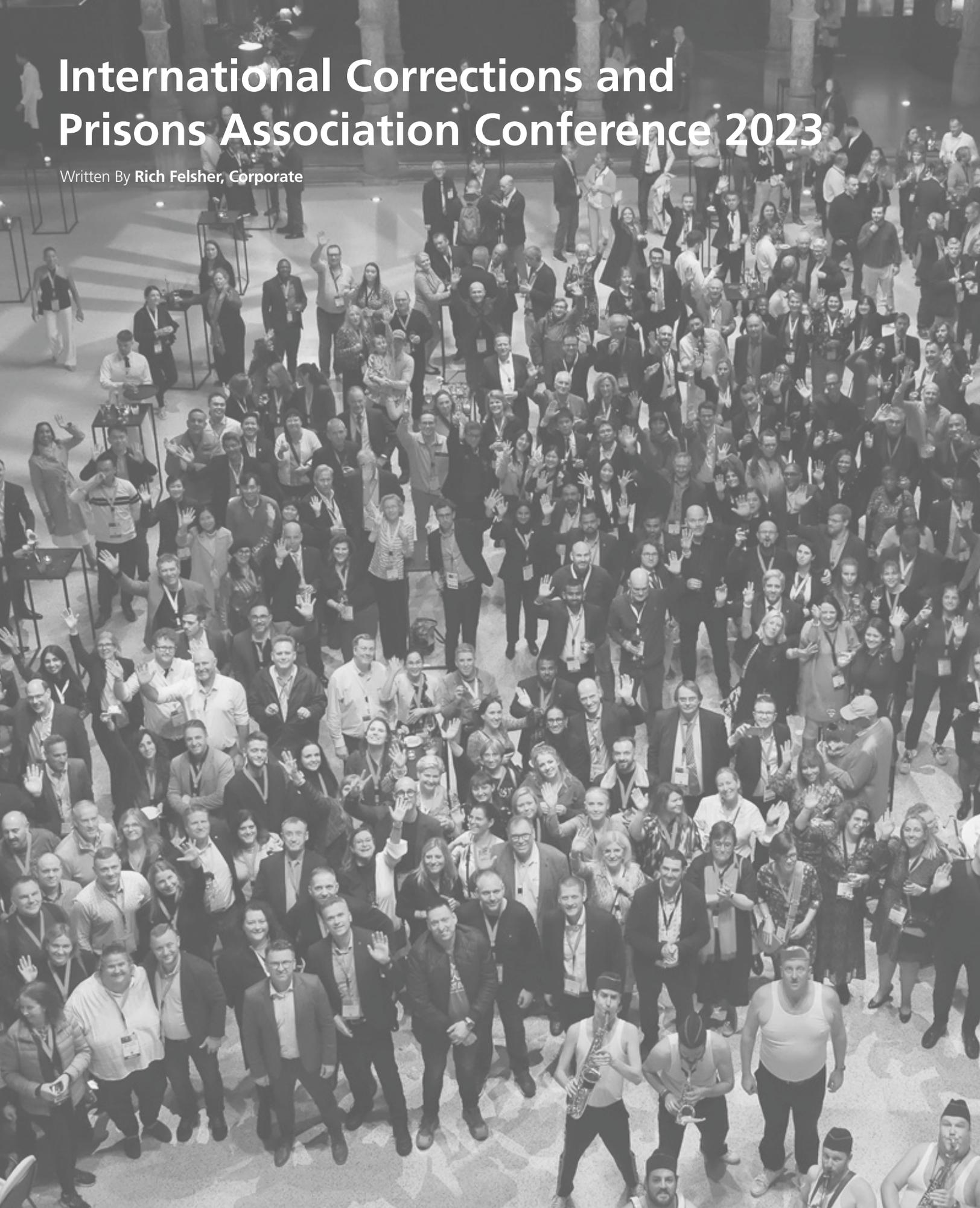
David Grace PSM, General Manager of GEO Healthcare, expressed his happiness with the accreditation survey's results.

"Our staff have done an excellent job in preparing GEO Healthcare for accreditation. Staff have really taken to the mantra that safety and quality is everyone's responsibility," Mr. Grace said. "GEO Healthcare has amazing staff who do a wonderful job. I couldn't be prouder of their achievements since the commencement of service delivery on July 1, 2023."

GEO's Director, Governance and Continuous Improvement, Kim Blinkhorn, said; "The formal notice that GEO Healthcare has achieved accreditation to these standards is a testament to the hard work by senior leaders and the dedication by front line staff across the sites."

International Corrections and Prisons Association Conference 2023

Written By Rich Felsher, Corporate





The GEO Group participated in the International Corrections and Prisons Association's (ICPA) Annual Conference in Antwerp, Belgium in October 2023. The theme of the conference was "Humane Corrections – What More Can We Do?" Presenters from the public and private sector shared best practices in improving the quality of life of incarcerated and formerly incarcerated individuals.

An estimated 900 attendees from 79 nations participated in the conference. The conference covered a wide range of topics under the banner of humane corrections, including new trends and innovations, the use of technology, community-based corrections, mental health and healthcare, cohort-specific corrections, education, and vocational training. Attendees had the opportunity to participate in plenary sessions, workshops, discussions, and networking events, as well as to visit correctional facilities and learn about the Belgian Prison Service's best practices. The GEO Group was the only representative from the private sector at the invitation-only Head of Service meeting.

Throughout the conference, attendees discussed common issues such as labor shortages, aging facilities, aging populations, and outdated or lack of current technologies. A solution to a significant challenge that was discussed at the Technology Network Group was getting earlier private sector involvement in RFP/bid writing. Representatives from the private sector expressed that a common occurrence on RFPs/tenders was that they are facing requirements that contain outdated or obsolete specifications.

Shasta Day Reporting Center Dinner with Santa

Written By **Tara Levin, Shasta Day Reporting Center**

The holiday season is a time of joy, togetherness, and celebration for many, but for individuals navigating the path of reentry, it can be a challenging and isolating period. Recognizing the unique needs of the population we serve, the Shasta Day Reporting Center (DRC) staff along with members of our DRC "peer support team" came together to organize a special holiday event aimed at providing support, connection, and a sense of belonging.

The Shasta DRC's "Dinner with Santa" was a specially planned holiday themed dinner. The team provided a filling spaghetti supper for more than 30 people, along with salads and delicious garlic bread. The dinner was served by DRC staff and peer support team members. The meal was followed by an assortment of decorative holiday cookies and hot cocoa.

Encouraging materials for crafts, glitter, glue, and festive colors were waiting for the artistic minds of kids and adults alike. Gathering around, families made holiday cards and ornaments to bring home as mementos. Children lined up at the face-painting booth and got to choose from an array

of holiday designs, including snowflakes and reindeer to adorn their faces.

The highlight of the evening was Santa Claus himself, dressed in his iconic red suit. Santa greeted each guest with a hearty "ho, ho, ho!" as guests lined up to capture the moment with photos. Santa's presence added that sprinkle of holiday magic to the event, and his infectious joy spread throughout the room.

The event gave DRC participants the chance to interact in a fun and relaxed environment with alumni mentors and peer support team members, in recognition of the value of mentorship in the reentry process. These mentors shared their personal stories, offered guidance, and served as positive role models. Having mentors take part in the event fosters a sense of hope and demonstrates that success is not only possible, but achievable with the right support.

As shared by Danielle Gehrung, Program Manager; "It's a chance for us to connect with participants in a more festive setting, addressing not only their practical needs and skill building, but also their emotional well-being."





Santa Ana Day Reporting Center Christmas Prosocial

Written By **Dunia Ruhl, Santa Ana Day Reporting Center**

As the most recent holiday season approached, the Santa Ana Day Reporting Center strived to create an environment for the participants to celebrate and get in on the holiday cheer. In our prosocial event, participants were able to participate in a game of White Elephant, complete some Christmas activities, dig in on some tamales, and explore their creative side. Our Assistant Case Manager, Mr. Arias, instructed participants with charcoal art. Charcoal art is a versatile and expressive medium that allows the artist to create a wide range of tones and textures. The participants maintained their focus as they sketched Christmas ornaments. They were able to show off the charcoal’s versatility with the intricate details and shading.



A Cold Weather Drive in Pleasantville

Written By **Brian Nelson, Pleasantville Community Resource Center**

A cold weather drive was held on behalf of the Pleasantville CRC in late 2023. Spearheaded by Kim and Brandi Nelson, the pair solicited donations from local churches, businesses, and individuals in the surrounding Atlantic City, Egg Harbor Township, and Pleasantville communities. Over 30 coats, hats, gloves and scarves were donated and later presented to the Pleasantville office. CRC staff member, Syreeta Clybourn, received the donations and stored them in the facility. The cold weather gear is immediately available to any program participant in need of such items throughout the winter season.

The Heroes 2nd Chance Fatherhood Initiative

Written By **Emanuel Barr, GEO Corporate**



The recent ribbon-cutting event at GEO's Tampa Residential Reentry Center (RRC), in collaboration with the Jack Brewer Foundation's (JBF) Heroes 2nd Chance Initiative (H2FI), was an impactful and transformative

occasion for both the residents and the community at large. The Heroes 2nd Chance Fatherhood Initiative combines disciplined faith and character curriculum, child support restitution planning, job preparation and placement, parenting training, mental health and substance abuse rehabilitation, active community service, and mentorship programs.

The urgency of addressing the fatherlessness crisis is underscored by over 1.7 million children in the U.S. having a parent in prison, facing the challenge of growing up without parental guidance.

Recognizing the impact of fatherlessness within the criminal justice system, The Jack Brewer Foundation aims to mentor fathers, unite families, and defend the fatherless children of incarcerated individuals. The statistics paint a stark reality, there are around 800,000 incarcerated parents in the U.S., with an alarming 92 percent being fathers separated from their children. The Heroes 2nd Chance Fatherhood Initiative strategically provides resources within incarcerated communities, aiming to break the cycle of fatherlessness.

The collaborative effort between GEO's Tampa RRC and the Jack Brewer Foundation's Heroes 2nd Chance Initiative exemplifies the profound impact of investing in individuals and families, ultimately paving the way for a brighter and more connected future.



Orange County Day Reporting Center Hosts Narcan Training for Staff and Participants

Written By **Breeanna Rivera, Orange County Day Reporting Center**

In December of 2023, the Orange County Day Reporting Center (DRC) partnered with a local community provider, The Purpose of Recovery, to conduct a training for staff and participants on how to administer Naloxone. Seven staff members and six participants completed the training.

Staff from The Purpose of Recovery held the training at the DRC, walking staff and participants through the step-by-step process of administering Narcan. The Naloxone training helped staff and participants recognize the signs of an opioid overdose and how to respond appropriately. Like the rest of the country, Fentanyl has been on the rise in Orange County. At the DRC, we recognize the importance of increasing awareness that an overdose can happen to anyone who is in contact with the drug, knowingly or not.

During the training conducted by The Purpose of Recovery, participants were also able to share their struggles with opioid addiction and how it has caused problems in their lives. Participants shared their personal experiences with receiving or administering Narcan and its potential to save lives. The training gave staff and participants increased confidence in using Narcan in future situations. For staff, it provided supplemental training to that already provided by GEO. The Purpose of Recovery distributed free doses of Narcan for those who attended the training. The Purpose of Recovery also provided information on their free services, which gave participants additional resources for themselves and anyone else who they know could benefit. Participants were able to walk away with an extra layer of protection, making the community safer.



Job Fair Opens Doors to Opportunities

Written By **Luke Lynch, Chicago Heights Reentry Service Center**

The coordinator of employment and education at the Chicago Heights Reentry Service Center, Harlan South, is dedicated to finding his clients new opportunities. For this reason, he collaborated with Jennifer Vega of the Illinois Department of Employment Security in late 2023 to plan a groundbreaking Fair Future Job Fair. Aimed at creating opportunities

for individuals with a criminal record, this job fair brought together over 20 felon-friendly employers.

The significance of the Fair Future Job Fair lies in its mission to break down barriers that individuals with a criminal history often face in the job market. Harlan understood the challenges these individuals encounter and sought to bridge

the gap between employers and potential employees seeking a second chance. Employers like the Calumet Area Industrial Commission, the Alpha School Bus Company, and Illinois Tollway demonstrated a commitment to providing equal opportunities for all, regardless of past legal challenges.

Through their joint effort, Harlan and Jennifer highlighted the significance of rehabilitation and reintegration into society in addition to demonstrating the possibility for change in the employment landscape. By fostering an environment of inclusivity, understanding, and support, they opened doors for individuals seeking a fresh start.

As we move forward, events like the Fair Future Job Fair serve as a reminder that everyone deserves a fair chance at employment and a chance to rebuild their lives. It's not just a job fair; it's a step toward breaking down barriers and creating a more inclusive and compassionate society.

Chester Residential Reentry Center Gives Back

Written By **Taalen Traub, Chester Residential Reentry Center**

GEO's Chester Residential Reentry Center (RRC) staff and residents collected and donated hats, gloves, and socks with the intention of giving back to the homeless community of Chester, Pennsylvania during their bi-annual Community Advisory Event. Chester RRC residents were given the opportunity to broaden their perspective of their environment by thinking of others less fortunate than themselves. The residents played a pivotal role in helping the facility meet its goal by purchasing and donating large bags of winter items for both displaced and underprivileged members of the community. Both staff and residents decided that the items should be donated to the City Team

Ministries; a local organization that services the homeless community. City Team Ministries in Chester Pennsylvania provides immediate help and support to men, women, and children struggling with food insecurity, homelessness, domestic violence, and other life challenging circumstances and situations. City Team Ministries has been a staple in the Chester community since 1957 and continues to provide year-round resources to those in need. This was the first clothing drive organized by the staff at GEO Chester RRC, and based on the overwhelming participation by employees and residents, it won't be the last.



Pittsburgh ISAP Day of Service

Written By **Elizabeth Torres, Pittsburgh ISAP**

The Pittsburgh ISAP team recently conducted a Day of Service with the Greater Pittsburgh Community Food Bank. In 2023, along with 20

other volunteers, our staff assisted in making Holiday Boxes for the Pittsburgh community. Boxes contained a variety of items in preparation for the holidays. Within a timeframe of two hours, a total of 1,100 boxes were assembled, packed, and were ready for donation.

Many Pittsburgh-area families receive food assistance from the Greater Pittsburgh Community

Food Bank through delivery, drive-up and walk-up food distribution events, and access to an on-site store called The Market. With the help of various donors, volunteers, and partners, the Greater Pittsburgh Community Food Bank is able to ensure that everyone in the Pittsburgh community has access to a healthy meal.

Job Fair and Community Connections Event at STOP Area Region 4

Written By **Ebony L. Bryant, STOP Area Region 4**

In November of 2023, Ebony Bryant, Program Director for STOP Area Region 4, hosted a Job Fair and Community Connections event for the criminal justice involved community on parole in San Bernardino, CA. Over 17 organizations/entities visited the GEO operated facility in San Bernardino to receive essential services and other referrals. STOP 4 manages housing and treatment subcontractors for CDCR and the event provided a nice change of pace for directly connecting parolees to services.

The event was planned and implemented because STOP 4 management realized the need in the community. Parolees were able to gain access to social services, employment training, medical services, receive job leads, and address communication needs by gaining access to cellular devices. It is estimated that more than 150 parolees visited the center and took advantage of the event. GEO staff were also able to provide snack bags and toiletries for parolees in immediate need. Gift bags were also given to the vendors and agencies in attendance.



Jacksonville ISAP Hosts Donation Distributions for Participants

Written By **Amber McMahon, Jacksonville ISAP**

ISAP works diligently to build meaningful relationships with non-governmental organizations within our communities. One such relationship is Jacksonville ISAP's partnership with the YMCA First Coast New American Welcome Center. This organization's mission is to help immigrants integrate into American society and build welcoming and inclusive communities. Their support services for the immigrant community have helped ISAP to better stabilize and serve our Participants. Jacksonville ISAP Program Manager, Nelson Ortiz built this connection and collaborated with this organization to host special events for our Participants.



The Jacksonville ISAP Office held two donation distribution events in conjunction with the YMCA New American Welcome Center. The first event took place in November of 2023 and included food and clothing items. The second event occurred in December of 2023 and included food, clothing, and toys for Christmas. All the donations were staged in the office's garage and the program Participants were invited in to select what they needed. ISAP utilizes an app called SmartLINK as part of its participant-facing technology on this contract, and the Jacksonville ISAP Office used its mass messaging feature to notify all its Participants of these events. A total of 88 Participants and 25 of their children attended the donation distribution event and received items.

ISAP Case Specialist Jose Acevedo, remarked; "Ultimately, these events are humanitarian efforts to bridge the gap between immigrants and the U.S. I love that we do it, and it is one of my favorite activities to be a part of." The YMCA New American Welcome Center also regarded the connection with great positivity, as ISAP provides them a connection to the underserved community that they are seeking to help. "As we strengthen our bond with community organizations like Jacksonville ISAP has, the program expands its positive impact."



Shreveport Day Reporting Center Graduation

Written By **Justin Jones, Shreveport Day Reporting Center**

The Shreveport Day Reporting Center (DRC), along with the Shreveport District of Probation and Parole, recently celebrated participants in a graduation ceremony. Hosted at Probation and Parole, the Shreveport DRC had 11 graduates; however, only six were able to attend due to employment schedules or other obligations. The graduates were awarded plaques for their hard work and dedication during their time in the program. Brandon Riddle, a prior graduate, gave the keynote speech, offering his wisdom and knowledge of things he learned during the program. He also encouraged the graduates to remember to change their mentality, change people, places and things and remember the things they learned to help them be successful. All of the graduates shared their experiences of completing the program and how it has helped them in life after the program. The Shreveport DRC also awarded a plaque to one officer for being the 'Most Involved.' The District Administrator and Reentry Program Manager also received plaques for their dedication and outstanding support of the Shreveport DRC.

ISAP Community Connections

Written By **Laytoya Lane, ISAP Community Solutions**

DECEMBER 2023 CONNECTIONS:

Medical Services - 922 connections

Community Support - 549 connections

Education Services - 95 connections

Housing - 161 connections

Legal Services - 374 connections

Wraparound Services - 2,554 connections

Much of ISAP's success can be attributed to the support from the many community and non-governmental partners. These organizations provide essential services such as medical, housing, education, and food to ISAP participants and play an important role in achieving positive program outcomes. Identifying needs and connecting program participants to supportive agencies is an integral part of ISAP – participants often have basic needs that must be met in addition to attending court hearings and complying with orders of supervision. The following stories from December 2023 demonstrate ISAP's success in connecting program participants with community resources.

COMMUNITY SUPPORT Fresno: Fresno ISAP assisted North Star Wellness in hosting an event to provide the community with free food, clothing, blankets, toys, and immigrant support services. ISAP staff helped arrange 30 food baskets, provided hot food items, and greeted individuals. The event was successful, and more than 70 families from ISAP were referred to attend.

COMMUNITY SUPPORT Bakersfield: A participant reported he was encountering economic trouble. He had not designated money for Christmas gifts for his two children and was concerned about providing for his family. ISAP staff directed him to Farmworker's Institute of Education in Bakersfield which provides gifts to children in the community during the holidays. During follow-up, he said the agency treated him kindly and provided his children with gifts and a food basket with enough groceries for over one week. He will revisit the agency for its back to school event in April.

EDUCATIONAL SERVICES Reno: During an in-person office visit, a participant said he wanted to enroll in English classes. He was directed to Truckee Meadows Community College. During follow-up, he reported he will take a placement exam and attend classes three days a week with the English Language Learners program.

Changing Young Lives in the Community: GEO's \$1,000 Donation Sparks Hope for Tam's Beautiful Butterflies

Written By **Andrew Young and Kamila Timaul, GEO Care Corporate**

In a shining display of community support, GEO has stepped up with a generous \$1,000 donation to Tam's Beautiful Butterflies, a local organization dedicated to making a positive impact on the lives of young adults transitioning from high school to college. This uplifting contribution has enabled the organization to award two \$500 scholarships to deserving

individuals in St. Clair County, Illinois.

The first scholarship recipient, Kameron Kresham, is pursuing her dreams in the field of Nursing at Southwestern Community College. The surprise presentation, orchestrated with the help of Kameron's mother, unfolded at her workplace, leaving colleagues and patrons in tears of joy. Kameron expressed

deep gratitude, sharing that the scholarship will significantly contribute to covering the cost of her classes.

Stevee Eskridge, a Greenville University pre-law student and speaker at this year's fundraiser, received the second scholarship. Stevee's mother orchestrated a heartwarming surprise as Stevee prepared to head back to school. Overwhelmed with appreciation,



Empowering Communities: STOP Area 2 DRC Unite to Bridge the Gap from Incarceration to Reintegration

Written By **Rena Roman, STOP Area 2, Santa Clara County**



As we step into 2024, GEO Reentry Services' STOP Area 2 Reentry Resource Center of Santa Clara County and our community partners continue our collaborative efforts in supporting reentry initiatives. Our collaboration lies in the shared passion of all involved entities to make a meaningful difference. We work with The Uncuffed Project and All of Us or None in advocating for the rights of formerly incarcerated individuals.



Together, we form a dynamic duo that transcends institutional boundaries, emphasizing the role of passion in creating effective and empathetic reintegration solutions. The collective effort aims to empower communities to play an integral role in fostering hope, offering support, and acknowledging the accomplishments of those navigating the challenges of reintegration.



In 2024, the vision is not just about rehabilitation, but also about igniting a collective passion for change within communities. Our ability to harness the energy and enthusiasm of all our partners, working collaboratively to provide comprehensive services, effect positive change, and celebrate the achievements of individuals on their reintegration journey, is endless. May 2024 pave the way to embracing a new year of opportunities!

Stevee conveyed how the donation would help her in acquiring essential items for her studies. Notably, Stevee recently submitted her application to the prestigious Washington University Law School program, setting the stage for a promising future.

The driving force behind Tam's Beautiful Butterflies and program manager for Illinois' juvenile sites, Tammy Bush-Hamilton, is incredibly proud of the positive impact the organization is making in St. Clair County.

Looking ahead, she expresses excitement about continuing this tradition of giving back in the coming years.

Tammy extends heartfelt thanks to GEO for their meaningful contribution, emphasizing the tangible difference their support is making in the lives of these ambitious and deserving young women. The story of Kameron and Stevee serves as an inspiring reminder that kindness and generosity within the community can truly change lives and pave the way for brighter futures.



Post-Release Case Managers Visit South Bay Correctional and Rehabilitation Facility

Written By **Amlak-I Foley, Post-Release Services**



Post-Release Case Managers (PRCMs), Amlak-I Foley and Antonio Berrios, recently visited South Bay Correctional and Rehabilitation Facility (SBCRF) to make a presentation to Continuum of Care (CoC) participants being released within 90 days. The events occur on a quarterly basis to ensure that PRCMs continue to have strong working relationships with the participants, as well as the facility staff. The participants receive an overview regarding the benefits of participating in Post-Release Services. During these visits, PRCMs give them guidance before they are finally released into a world which may, at times, be unforgiving.

On occasion and when possible, a “ride home” is arranged where the participant, upon release, is given a ride home by his Post-Release Case Manager. The participant is transported to the Probation Office, to comply with reporting requirements, as well as going to the local Sheriff’s Office to register as a felon which is required by Florida Statute. Getting to these locations on a timely basis without someone there with you each step of the way usually becomes quite stressful for even the most prepared individuals coming home from incarceration. With our unique ride home approach, the participant is now able to face these challenges with the support of his Post-Release Case Manager. Once this process is completed, we then head to Walmart so the participant can use his CoC Post-Release gift cards



to obtain food and clothing. His first free world purchasing opportunity is a shared experience between the Case Manager and participant.

Next it is on to a very vital component of their day one experience, “The First Meal.” In Mr. Cheyenne Gonzalez’s case, when given the opportunity to choose a meal from any restaurant he immediately blurted out the first fast food spot in sight, Checkers. Mr. Berrios was not going to allow Mr. Gonzalez to sell himself short on his first free meal and immediately reminded him that he had free reign to pick any restaurant.



The final stop was Nu Hope Independent Living, a community transitional housing provider, provided by CoC’s Post Release program for a minimum of 60 days. There was undoubtedly an environment of community support from peer to peer

felt as soon as we entered the front door. We were greeted by the house man, Mike, who cooks fresh hot meals daily for the entire home. Mr. Gonzalez’s housemates, after introducing themselves, immediately began campaigning for him to commit to engage in the program that is offered through Nu Hope’s wraparound services. In parting, we left Mr. Gonzalez feeling good that he was in the winning seat again and was well prepared to recalibrate his life.

Team Shasta Experiences a Day in the Life of our Program Participants

Written By **Danielle Gehrung, Shasta County Day Reporting Center**

In December of 2023, for the team quarterly training, Shasta County Day Reporting Center (DRC) Program staff embarked on a unique experience. The team took a walk in the participants' shoes, in particular, getting to and obtaining essential resources in our community. The purpose of this day was to allow ourselves to gain a clearer understanding and new perspective on what it was actually like to be in need, and to use resources to obtain those needs. By doing this, we could identify gaps in service not just within our community but within our program, and we could work to ensure we do our part to fill those gaps.



The day began with staff reading the local bus schedule and trying to identify what bus to catch and when to make it to our first resource stop. Reading the very colorful and complicated bus map has always been a reported challenge for participants to figure out, and it proved no different for staff. Staff were handed their bus passes, and we hit the street to walk to the bus station a couple blocks away.

We took an unexpectedly short ride to our first stop, the Good News Rescue Mission (GNRM). We received a detailed and insightful tour, where we learned about the services they offer including housing, recovery, daily meal offerings, and overall general support for individuals in need. By the end of the tour, we had a vital new understanding of the GNRM and a stronger partnership!

We then hit the streets again to walk to our lunch site. Unfortunately, things didn't turn out as we planned with where we had chosen to eat, and we had to adjust on the spot with how to handle the unexpected barrier we faced, similar to those barriers our participants likely face.



Our next stop was the SMART Center. We received a tour of the center, met some new staff members, and got to do a very helpful Q&A session to better understand the referral process and employment support, in particular for those in the criminal justice system.



Our final stop was our local library. We received an overview of the vast amount of services they offer, along with another detailed tour. By this time, it was clear that walking was becoming overrated. We had been walking around all day, and with the exception of the short bus ride and lunch, sitting had been a highly desirable but absent activity on our agenda.

The team learned a lot about the amount of available resources within our community and recognized a similarity of the approach they and we take to "meet someone where they are at." There were some gaps, and definite distance, between resources, which we hope to help fill. The team was then asked to identify three action items we could follow through on to ensure we seized the opportunity to enhance our service delivery and further share with participants what we learned.

Overall, the experience we had and the knowledge we gained were invaluable and memorable. Team Shasta unanimously agreed it was one of our favorite days and allowed for some great team bonding, something we really value!

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