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## A Study of Ohio's Correctional Institution Inspection Committee's (CIIC) Inmate Surveys

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## **A Study of Ohio's Correctional Institution Inspection Committee's (CIIC) Inmate Surveys**

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## **Introduction**

Correctional facilities have a discernible "social climate," or collection of contextual properties that derive from the perceptions of both staff and prisoners. These properties include the physical, organizational, social, and emotional characteristics of correctional institutions (Ross et al., 2008, Tonkin, 2015; Wright, 1985, 1993). Prison social climates are an important issue of concern for scholars, corrections professionals, and other stakeholders because these properties influence a number of factors important to prison management and the well-being of inmates. Social climate directly influences the attitudes and behavior of inmates. Inmate perceptions of social climate are linked to measures of perceived institutional disorder and the likelihood of disturbances, and they are believed to impact treatment outcomes and recidivism (Shubert et al., 2012; Tonkin, 2015). Social climate also directly influences the perceptions and behavior of prison staff. Staff perceptions of social climate are correlated with various job performance measures, including absenteeism, job satisfaction, and levels of fear and stress (Bressington et al., 2011). Perceptions of social climate also influence the readiness of staff to use coercive force, as well as the opinions of staff in regard to the quality of their supervisors and the performance of prison managers (Day, Casey, Vess, and Huisy, 2011). Taken together, these points demonstrate the importance of social climate and its influence on prisoner outcomes and the success or failure of strategies of correctional management.

Consensus among practitioners and scholars on the importance of prison social climates has led to the development of surveys designed to measure staff and prisoner perceptions and the properties that comprise these environments. Research on the measurement of prison social climates involves surveys designed for either staff *and* inmates or one or the other, surveys on general social climate or some particular aspect of the social climate, and surveys applicable to particular types of correctional institutions. Scholarly reviews in this line of research commonly focus on the issue of validity, or the degree to which these surveys accurately reflect the perceptions of and conditions experienced by prisoners and/or staff.

Ohio's Correctional Institution Inspection Committee (CIIC) requested research assistance from the Ohio Consortium of Crime Sciences (OCCS) in the examination and analysis of their adult and youth surveys. These surveys are administered during the CIIC's regular inspections of adult and juvenile correctional facilities across the state; and as such, are designed as an indicator of the social climate within Ohio's correctional institutions. The overall purpose

of this study is to assess the validity of these instruments and the process by which they are administered. The study in terms of scholarship builds on the existing line of research on prison social climate surveys. More directly, our research seeks to provide the CIIC evidence in regard to the validity of their instruments, as well as policy recommendations on survey design, administration, and the interpretation of statistical analyses. The research plan includes a logical grouping of these correctional institutions and specific description and review of:

- Survey construction, readability, and face validity
- Sampling procedures
- Data collection procedures
- Statistical tests of validity and reliability

The next section of this report is an overview of research on social climate surveys that provides a context for a description of the CIIC and our study. The overview identifies the commonly recognized correlates of prison social climate and summarizes the most widely-used prison social climate surveys. The final section of the review covers the issues of concordance between inmate and staff surveys and the comparison of social climates across correctional facilities.

### **Prison Social Climate: Correlates, Measurement & Comparisons**

Research on prison social climate and its measurement dates to the 1970s (van der Helm, Stams, and van der Laan, 2011). Prison researchers and administrators observed clear differences across institutions in terms of organization, physical conditions, programming, and harshness; and, they hypothesized that varying conditions would influence differences in the perceptions of inmates and staff. Inmate and staff perceptions likewise influence behaviors within the institution and perhaps post-release outcomes (Day et al., 2011; Ross et al., 2008; Wright, 1985).

These theories define prison social climate as an intervening factor between the structural-level variables that comprise the prison environment and the individual-level behaviors of inmates and staff (see Fig. 1). The structural-level prison environment includes physical conditions derived from design features and ongoing operations, the social organization between and among administrators, staff, and inmates, and varying levels of harshness. Prison social climates are directly influenced by the structural environment, as well as the existing attitudes, beliefs, and values of prisoners and staff. The social climate subsequently impacts the individual-level behaviors of staff and prisoners. This line of reasoning overall demonstrates the

critical importance of social climate to prison administrators, staff, inmates, and other correctional stakeholders, and the need for surveys that validly measure these constructs.

Table 1 provides a summary of the most widely-used social climate surveys. The table shows variability in regard to how prison social climate has been operationalized both over time and across different correctional settings. Moos (1974; 1975) developed the Correctional Environment Scale (CIES) from an earlier survey designed to measure the social climate of psychiatric hospitals (*i.e.* Wards Atmosphere Scales (WAS)). This survey had been used by the US Federal Bureau of Prisons to measure the social climate of federal institutions of corrections (Day, Casey, Vess, and Huisy, 2012). The survey measures the perceptions of both prison staff and inmates. Versions of the CIES included 99 items measuring three dimensions of the prison environment including relationships, growth and development, and the maintenance of correctional systems. The wide-scale administration of the CIES during the 1970s was influenced in part by the assumption that social climates within psychiatric hospitals were at least comparable to social climates within most correctional settings (Ross, et al., 2008; Wright, 1985). This assumption has not been supported by empirical tests (Wright, 1985; Tonkin, 2015). Scholars generally agree that the CIES lacks sufficient theoretical basis—the survey was derived from one intended to measure perceptions among patients of psychiatric wards rather than prisons, so the lack of evidence in regard to the instrument's validity among correctional populations should not be particularly surprising.

Wright (1985) developed the Prison Environment Inventory (PEI) as a theoretically-grounded instrument specifically intended to measure the social climate within correctional settings. The design is based on Toch's (1977) iconic research and his identification of certain universally-perceived "global" concerns of correctional inmates. Toch (1977) conducted over 900 inmate interviews in order to identify the shared environmental concerns of inmates including: (a) privacy, (b) safety, (c) structure, (d) support, (e) emotional feedback, (f) social stimulation, (g) activity, and (h) freedom. The original PEI included 80 items designed to measure the eight global concerns, however factor analyses led to the subsequent deletion of items. The most recent version of the PEI includes 48 of the original items and six additional items rating perceptions of the prison, safety, and self (Ross et al., 2008). Empirical tests of the validity and reliability of the PEI have been generally supportive (Tonkin, 2015; van der Helm et. al, 2011).

Table 1.  
*Summary of Most Widely-Used Social Climate Surveys*

<b>Survey Instrument</b>	<b>Reference</b>	<b>Description</b>	<b>Validity</b>
Correctional Environment Scale (CIES)/Wards Atmosphere Scales (WAS)	Moos, 1974; 1975	Most widely used climate survey. 99 questions with 3 dimensions (relationships, growth & development, systems maintenance). Lacks adequate theoretical basis.	Doubtful
Prison Environment Inventory (PEI)	Wright, 1985	Originally 80 items based on Toch's 8 environmental concerns (privacy, safety, structure, support, emotional feedback, social stimulation, activity, freedom). The dimensions are global concerns of inmates that are thought to be "universally perceived," and thus generalizable across institutions.	Acceptable
Prison Social Climate Survey (PSCS)	Camp et al., 2002; Saylor, 1984; 2006	Developed by US Federal Bureau of Prisons. Measures the perceptions of staff only on organizational structure, supervision, satisfaction with organization, their department, and job. Measures perceived levels of stress and personal efficacy among staff.	Good
EssenCES	Schalast, 2008	Originally designed to measure perceptions within psychiatric wards, but newer prison version available. 17 items measuring 3 dimensions (therapeutic hold, patient cohesion and mutual support, experienced safety).	Very Good
Measuring the Quality of Prison Life (MQPL)	Ross et al., 2008	Designed to more specifically measure correctional healthcare-related climate. 102 items measuring subscales including: respect, humanity, support, relationships, trust, fairness, order, safety, well-being, development, decency, power, prison social life, compliance, belonging, and quality of life.	Acceptable



The Prison Social Climate Survey (PSCS) was developed by the US Federal Bureau of Prisons in part as a response to concerns about the validity of the CIES (Camp et al., 2002; Saylor, 1984; 1996). The PSCS is designed to measure the perceptions of prison staff only and has been administered annually to Federal Bureau of Prisons staff since 1988 (Day et al., 2012). The survey includes five sections including: (a) staff background, (b) quality of life, (c) well-being, (d) services and programs, and (e) personal safety and security (Ross et al., 2008). Empirical support for the PSCS has generally been good (Day et al., 2012).

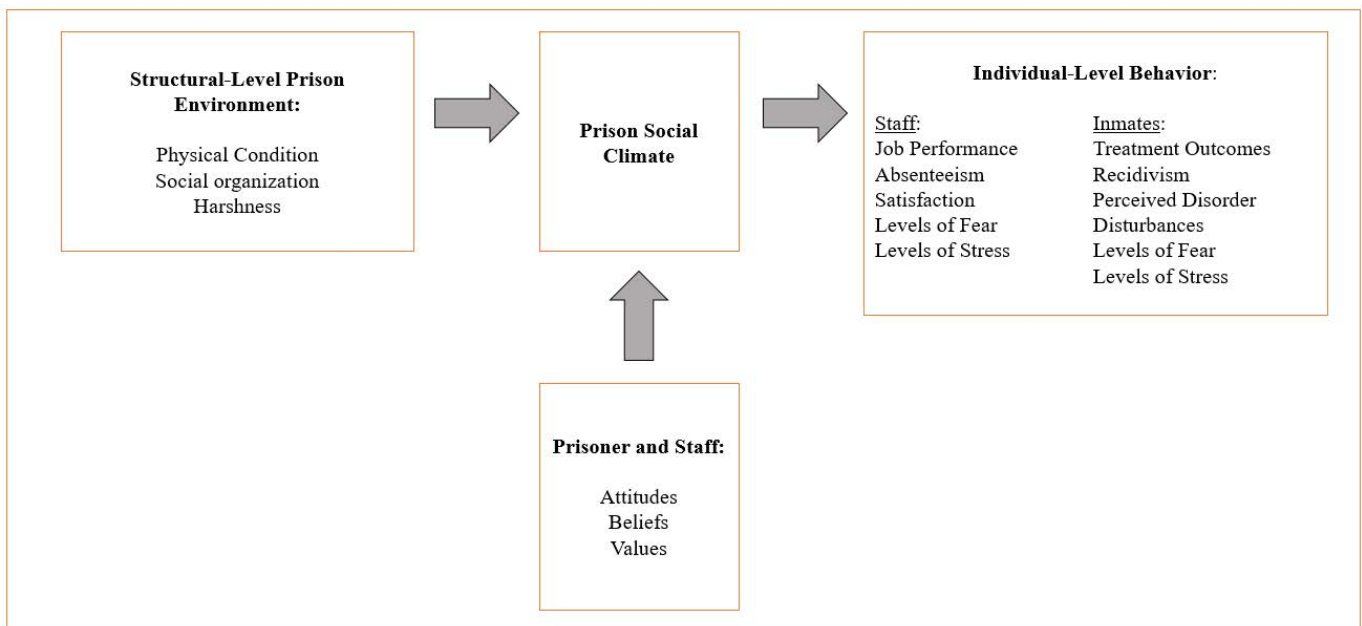
The more recently developed EssenCES is a comparatively brief social climate survey that has quickly gained popularity. The instrument was originally designed to measure patient perceptions within hospital psychiatric wards; but, another version of the survey has been developed to specifically measure the social climate of correctional institutions (Schalast et al., 2008). The EssenCES includes 17 items designed to indicate three areas of concern including: (a) therapeutic hold, or the degree to which the climate is supportive of therapy/rehabilitation, (b) patient/inmate cohesion /mutual support (c), and perceived safety (Day et al., 2012). An English translation of the EssenCES from the original German was recently made available and was tested within a small sample of high-security settings in the UK (Day et al., 2012). This instrument seems particularly appropriate for the measurement of climate within correctional settings that adhere to rehabilitation and treatment-oriented models given the survey's content and scales. Tonkin (2015) recently concluded that levels of empirical support for the EssenCES in terms of validity and reliability were the highest among the most widely-used social climate surveys.

The provision of healthcare within correctional institutions—particularly within the United States but also elsewhere—has been an important socio-legal topic since a series of rulings of the US Supreme Court during the 1960s and 70s expanded prisoner rights and instigated an explosion of civil litigation in regards to the conditions of confinement and specifically the rights of inmates in regard to healthcare (Smith, 2007). These concerns led to the development of surveys that include specific items and/or entire scales designed to measure the quality of healthcare within correctional settings. Scholars in this line of research generally prefer the Measuring the Quality of Prison Life (MQPL) survey for the measurement of healthcare-related prison climate (Ross et al., 2011). The MQPL includes 102 items to indicate sub-scales including: (a) prison dignity and cleanliness, (b) humanity, (c) visits in prison, (d)

trust, (e) fairness, (f) order and organization, (g) prisoner safety, (h) prisoner activities and development, (i) preparation for release, (j) staff-prisoner relationships, (k) respect, (l) response to entry into custody, (m) self-harm prevention, (n) race relations, (o) behavioral programming, and (p) the provision of healthcare (Ross et al., 2011).

This line of research also includes a limited number of studies focused on juvenile corrections and the social climate of juvenile correctional facilities. Juvenile facilities present obvious contrasts in terms of the correlates of adult prison social climate depicted in Figure 1.

Figure 1.  
*Correlates of Prison Social Climate*



The juvenile system prioritizes treatment and rehabilitation over punishment and control, so the structural-level environment of these institutions needs to exhibit more openness, equality and mutual respect among inmates and between inmates and staff (van der Helm et al., 2009; Toch and Kupers, 2007; Toch, 2008). Juvenile inmates also significantly differ from their adult counterparts in terms of attitudes, values and beliefs, so much so that measures of social climate within these facilities should arguably encompass certain intermediate outcomes important to the achievement of treatment and/or rehabilitation goals. These intermediate outcomes depend upon the creation of positive group climates that promote the development of an internal locus of control within individual juvenile inmates, as well as conditions that enhance the quality of

interaction between juveniles and the structural environment that promote the goals of treatment and rehabilitation commonly referred to as the quality of "responsivity" (Andrews and Bonta, 2003; Garrido and Morales, 2007; MacKenzie et al., 1998). We are not aware of any existing instruments designed to specifically measure the social climate of juvenile correctional facilities, however, the Correctional Program Evaluation Inventory (CPEI) developed by Gendreau and Andrews (1994) has commonly been utilized as a tool to more specifically evaluate the quality and effectiveness of treatment and rehabilitative programming within juvenile institutions of corrections.

The final section of the review covers scholarship on concordance between inmate and staff surveys and comparisons of social climates across correctional facilities. The measurement of prison social climate in some jurisdictions, including Ohio, encompasses the survey of both inmates and correctional staff. One issue of concern is whether, and if so to what extent, these two groups should be administered the same or similar surveys. Some prison administrators have been critical of the overall trend toward inmate surveys and have characterized the process as little more than "collective whining," so there are some reservations about the utility of administering these same surveys to prison staff (Camp, 1999). The prison social climate and the social and emotional properties that comprise these environments however derive from the perceptions of both inmates *and* staff. The delivery and ultimate success of correctional programming also depends on the behaviors and attitudes of *both* inmates and staff (Ross et. al, 2008). The research designs of a limited number of empirical studies have compared the responses of inmates and staff living and working within the same institution to identical or similar survey items. Findings from these studies demonstrate high correlations between the responses of inmates and staff suggesting that: (a) staff and inmates tend to similarly evaluate at least some aspects of the correctional environment, and (b) identical or similar inmate and staff surveys can be used to further evaluate reliability and validity.

Prison social climate surveys in some jurisdictions including Ohio have been used at least in part as a tool to draw performance comparisons across correctional facilities. Comparisons based on social climate surveys are sometimes used to augment official correctional audits (Camp, 1999). The research team could identify only three published empirical studies designed to compare prison social climates across correctional facilities, and these studies largely involved the comparison of social climates across public and private prisons (Day et al., 2011). Scholars

and correctional stakeholders who intend to use surveys of social climate to compare the performance of correctional facilities confront significant methodological and analytical challenges. These designs need to include appropriate methodological and/or statistical controls in order to measure and account for the influence of: (a) individual-level differences among responding inmates and staff (e.g. race, age, offense type), and (b) group-level differences across institutions (e.g. size, physical environment, security level) (Camp, 1999; Day et al., 2011; vander Helm et al., 2011).

**Study Site: Ohio's Correctional Institution Inspection Committee (CIIC)**

The Correctional Institution Inspection Committee (CIIC) is an organization that audits Ohio's prisons and youth services facilities. The CIIC was created by statute in 1977 to serve Ohio legislators, taxpayers, and other correctional stakeholders. The CIIC serves as a subcommittee under the Legislative Service Commission (LSC), an agency that provides technical and research assistance to members of the Ohio General Assembly. There are eight members of the Committee, including four members from the Ohio Senate appointed by the Senate President and four members from the Ohio House of Representatives appointed by the Speaker of the House of Representatives. The rules of appointment ensure equal bi-partisan representation on the Committee. The CIIC employs a professional staff that includes the Executive Director and individual specialists in the areas of use of force, correctional management and administration, health care, reentry, and an officer of legislative services.

The CIIC's statutory authority involve several functions. The CIIC performs biennial inspections and evaluations of all state correctional institutions. The Committee's original mandate was limited to the inspection of adult prisons, but this authority was expanded in 2005 to include the monitoring, oversight, and inspection of Ohio's state juvenile correction facilities. Thus, the CIIC currently performs biennial inspections of all state correctional institutions and juvenile corrections facilities. The CIIC inspects general operations and conditions on-site including meal periods and educational and rehabilitation programming. The CIIC communicates directly with inmates and staff during inspections. Other associated Committee functions include working closely with the Ohio Department of Rehabilitation and Corrections (DRC) and the Ohio Department of Youth Services (DYS) to evaluate and develop correctional programming. The CIIC also typically conducts formal monthly meetings and forums with members of the DRC and DHS to discuss relevant topics of concern. The Committee produces publically-available reports

on all inspection findings, as well as reports on the evaluation of grievance procedures at each correctional institution ([www.ciic.state.oh.us](http://www.ciic.state.oh.us)). The CIIC's location within Ohio's legislature is a unique model of correctional oversight. Many states employ models wherein appointees of the executive branch and/or employees of the state's various correctional departments perform primary corrections oversight. The CIIC's location within the legislative branch encourages the performance of correctional oversight that is comparatively unbiased and non-partisan.

### **Method**

The CIIC Executive Director initially contacted the OCCS in regard to the examination and analyses of their adult and youth surveys, and the research team subsequently agreed to conduct the project in September 2015. The research team met with the CIIC Executive Director and individual specialists in the areas of use of force, correctional management and administration, and health care/reentry during October 2015 to exchange ideas, discuss proposed goals, and undertake a preliminary review of the survey data. The research team received the bulk of the data to be used in these analyses from CIIC staff in December, 2015. Data cleaning occurred over the next several months. The proposed project budget was approved by OCCS in January 2016.

The research team conducted site visit #1 to the Allen Oakwood Correctional Institution (Lima) on February 29, 2016. The Allen Oakwood Correctional Institution is a medium security prison composed of two separate compounds, including a residential mental health treatment unit and a low security unit for dementia and developmentally disabled inmates. The research team conducted site visit #2 to the Northeast Reintegration Center (Cleveland) on September 20, 2016. The Northeast Reintegration Center opened in 1988 as a pre-release center for males that was converted in the early 1990s to a medium security female facility. During each of these on-site visits, the research team observed several key processes including the initial coordinating meetings between CIIC staff and correctional administrators, the production and exchange of hardcopy inmate lists used as a sampling frame for the inmate surveys, the procedures utilized to derive inmate samples to be surveyed, survey data collection procedures, inspection procedures, and on-site interactions between correctional staff/administrators and the CIIC Executive Director and staff.

## **Findings**

Survey evaluation generally involves an assessment of the validity and reliability of an instrument's questions and response options. Validity refers to how well the questions and response sets measure or indicate the intended underlying construct. Reliability involves determining whether the instrument yields consistent and stable results. Another important assessment we considered in evaluating the surveys was readability. Readability measures the degree to which written text is comprehensible or understandable to the reader. In other words, can the respondents understand the questions and response options? Studies have found that instruments that contain survey items and/or response sets that are not comprehensible or understandable produce results that are questionable in regard to validity and reliability (Velez & Ashworth, 2007). Given that offender populations tend to have lower levels of education, any survey seeking their input on prison programs, conditions, operations, and grievance procedures should be written with the respondents' readability levels in mind. The next sections report the results of the assessments of readability, validity, and reliability of the CIIC surveys.

It is organized to correspond to the research plan described earlier and includes a specific description and review of: a) survey construction, readability, and face validity, b) sampling procedures, c) data collection procedures, and d) statistical tests of validity and reliability.

### **Survey Construction, Readability, and Face Validity**

The CIIC administers surveys to samples of Ohio's adult and juvenile inmates and correctional staff as part of the CIIC's regular inspections of adult and juvenile correctional facilities across the state. In 2012, the Committee's Executive Director participated in on-site visits and meetings with management personnel of the United Kingdom's office of Her Majesty's Inspectorate of Prisons (HMIP). The HMIP is an independent inspectorate that reports on conditions for and treatment of those in UK prisons, juvenile facilities, immigration detention facilities, police and courts custody suites, customs custody facilities, and military detention centers (HMIP, 2016). The CIIC's executive staff used the HMIP's prisoner survey as a template for the creation of the CIIC's current adult inmate survey. The executive staff changed some terminology, and also removed items from the HMIP's survey that were not applicable to Ohio's adult correctional facilities. The CIIC current youth survey was subsequently based on the CIIC's adult survey. The youth survey has undergone several revisions in order to make the

instrument more applicable to Ohio's DYS population. The CIIC also surveys a sample of Ohio's correctional staff. These staff surveys were adapted from a number of different workplace satisfaction surveys and subsequently modified to fit the needs of the CIIC (See Appendix A for copies of CIICs current adult and youth surveys). However, we did not assess the validity of the staff survey since that was not requested by the CIIC.

**Readability of the CIIC Surveys.** Most word processing programs have the ability to generate readability statistics for written text either in an entire document or within particular sections depending on what option is selected by the user. For years, the most widely used assessments of readability have been the Flesch Reading Ease (FRE) scale (Flesch, 1948) and the Flesch-Kincaid estimate (Flesch, 1950; Rogers, Harrison, Shuman, Sewell, and Hazelwood, 2007; McHugh et al., 2014). The FRE score incorporates a 100-point scale where higher values are associated with greater comprehension. The FRE examines the mean number of syllables per word and average sentence length in order to compute the resulting values. The Flesch-Kincaid extends the FRE to estimate the years of education needed in order to comprehend the text, or in this case the survey items. Table 2 displays the ranges of scores and their meaning. In general, FRE scores of 80 or higher and corresponding Flesch-Kincaid scores that indicate 5<sup>th</sup> or 6<sup>th</sup> grade reading levels are recommended in order for a document to be considered understandable for most of the general population.

Table 2.  
*Level of Readability of the FRE and Flesch-Kincaid Scores*

<b>Level of Readability</b>	<b>FRE Score</b>	<b>Flesch-Kincaid Grade Level</b>
Very difficult	0-29	≥College graduate
Difficult	30-49	13 <sup>th</sup> -16 <sup>th</sup>
Fairly difficult	50-59	10 <sup>th</sup> -12 <sup>th</sup>
Standard	60-69	8 <sup>th</sup> -9 <sup>th</sup>
Fairly easy	70-79	7 <sup>th</sup>
Easy	80-89	6 <sup>th</sup>
Very easy	90-100	5 <sup>th</sup>

We determined the readability of the CIIC surveys by examining the output displayed in Microsoft Word's spelling and grammar review function. The adult survey had an FRE score of

60.9 and a corresponding Flesch-Kincaid score of 7.1. The readability of the adult survey is at the low end of standard, but the Flesch-Kincaid score indicates that the survey is reasonably easy to understand so that a 7<sup>th</sup> grader can comprehend the document. The youth survey resulted in a score of 82.3 on the FRE and a 3.8 Flesch-Kincaid. The youth survey is easier to comprehend in comparison to the adult instrument, which would be expected and is much more in line with what is generally accepted when formulating documents for most populations. An average 3<sup>rd</sup> grader can grasp the items on the youth survey.

These scores, however, merely tell us what to expect from a general population reading these surveys. In order to get a better sense of the readability of the inmate respondents, we took their written responses from the open-ended questions and assessed them in a similar manner as the survey. The resulting scores approximate the typical readability levels of the inmates who responded to the open-ended questions, and by extension, to the larger sample as a whole. The average scores are reported in Table 3 below. For adult inmates, we observe that some respondents may have difficulty in comprehending the content of the questions. The adult survey is written at a 7<sup>th</sup> grade level, but inmate responses to the open-ended questions were written on average at only a 4th grade level. Most of the written responses were scored “fairly easy” to “easy” on the FRE, yet the FRE score on the adult instrument was 17-20 points higher than what the average readability scores were (i.e., average of 79.3). These tests on the readability suggest comprehension problems for adult inmate survey respondents.

<i>Table 3. Flesch Reading Ease and Flesch-Kincaid Averages by Security Type, Age, and Sex</i>		
<i>Inmate Subsamples</i>	<i>Flesch Reading Ease Average Scores</i>	<i>Flesch-Kincaid Average Grade Level</i>
Adult Males - Minimum/Medium Security	79.2	4.4
Adult Women	79.6	3.9
<i>Adult Average</i>	<i>79.3</i>	<i>4.25</i>
Juveniles	78.2	9.5

These same tests suggest fewer comprehension problems in the case of the youth survey. For example, the FRE and Flesch-Kincaid scores on the written responses of juveniles (78.2 and the 9th grade respectively) suggest that the juvenile respondents adequately understood the survey items. In fact, youths appear to be functioning at a higher-grade level than their adult



counterparts. One reason for this may be that youth are required to attend to their academics while institutionalized, whereas adult inmate are more far removed from any academic requirements or experiences.

**Face Validity.** Face validity involves the basic issue of whether particular survey questions and the associated response sets measure—on their "face" or as they are written—the constructs that the researchers intends to measure. The issue of face validity is to some degree subjective and dependent on judgements as to the likely perceptions of survey respondents to the survey items as they are written. Problems in regard to face validity can emerge in cases where respondents do not understand survey items and/or respond in ways that do not reflect their actual attitudes and/or perceptions on a particular topic. Respondents may also alter how they respond to questions in order to look more favorable to the researchers or anyone who they believe might view their answers (i.e., social desirability).

We administered the adult and youth surveys to two separate groups of college students on the BGSU campus to discern any wording problems or other issues in the construction of the survey instruments that could have prompted confusion among the inmates. Students took the surveys independently and indicated any terms, items, or response sets that confused them. We compiled the completed surveys and identified any common areas of confusion. Two general problems were identified. First, some of the terms utilized in the surveys were likely difficult to define for respondents. Second, some of the survey items lacked specificity, or were too general to promote accurate comprehension among the respondents. Tables 4 and 5 detail our observations and offers specific suggestions on how to improve the face validity of the survey instruments:

One issue in addition to those specifically identified in the table above concerns individual survey questions that allow for the selection of multiple responses. Survey text involving questions with multiple response options needs to clearly alert respondents to the possibility of selecting multiple responses to a particular survey question. On page 1 of the survey for example, the top portion of the survey indicates that respondents should not select more than one option unless otherwise instructed; however; it is *not* likely that inmate respondents will immediately recall the direction as they systematically complete the survey. Surveys need to include directional prompts and guides to the respondent at various points within

Table 4.  
*Face Validity Observations and Suggestions - Adults*

Issues	Suggestions
<p><i>Difficult to define terms</i></p> <p>adequate timely</p> <p>prohibited access prevented</p> <p>generally aspect</p>	<p><i>Replace with</i></p> <p>good enough or satisfactory within a reasonable or useful time frame</p> <p>not allowed or illegal able to use, able to get, can take part in were not able, were not allowed, stopped from</p> <p>on most days, in most cases feature, part</p>
<p><i>Lack of specificity in questions</i></p> <p>Q1 Regarding your unit:</p> <ul style="list-style-type: none"> <li>- Do you have the opportunity to clean clothes every week?</li> <li>- Do you have the opportunity to exchange for clean sheets every week?</li> <li>- Do you have the opportunity to get cleaning chemicals every week?</li> </ul>	<p><i>Reword</i></p> <p>Q1 In your unit,</p> <ul style="list-style-type: none"> <li>- Are you able to wash clothes (or able to get) every week?</li> <li>- Do you get to turn in your dirty sheets for clean sheets every week?</li> <li>- Are you able to have cleaning chemicals to use every week?</li> </ul>
<p>Q10 How satisfied are you with the quality of the food here?</p>	<p>Q10 How satisfied are you with the food served at the chow hall?</p> <ul style="list-style-type: none"> <li>- Noting the food location clarifies any confusion for respondents who might think of commissary instead</li> <li>- Can omit “quality” from the question because the items under the second sub-question addresses quality</li> <li>- Need to note whether respondents can select more than one</li> <li>- Sub-question of “What is your primary concern about food service operations?” – replace “primary” with “ONE” (Same goes for Q11)</li> </ul>
<p>Q22 Where do staff/inmate sexual acts occur?</p>	<p>To avoid getting responses that are not what you are attempting to measure, be more direct in the question. There a</p>
<p>Q28 Where are violent incidents most likely to occur?</p>	

*Table 4 continued...*

Q30 Where do inmates/inmate sexual acts occur?

number of respondents who referred to a bodily location as opposed to a physical one.

Q24 Do you feel that your Case Manager is helpful?

Possible rewrite: Where in the prison do staff/inmate sexual acts occur? Or, what location(s) in the prison do staff/inmate sexual acts occur?

Q25 Do you feel that your Unit Manager is helpful?

Be more specific as to what is meant by helpful. Consider tying the manager roles to their duties and ask the inmates' level of agreement as to how helpful (e.g., Very, Mostly, Somewhat, Rarely, or Not At All) they are in these regards.

Q39 Have you had any problems with sending or receiving mail?

Concern here is that respondents could have had trouble sending mail but not receiving, and vice versa. This question is double-barreled and can lead to inaccurate responses.

Q47 How long have you been incarcerated at this number?

Break into two separate questions; one for sending mail and one for receiving mail.

Reword as "How long have you been classified at this security or privilege level?" This rephrasing of the question will stay consistent with Q46 that asks specifically about security classification/privilege level; and should attenuate any confusion related to wording of Q47 as currently stated.

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the survey, since survey respondents are notoriously inattentive and tend to complete questionnaires haphazardly. One of the best approaches is to indicate within a particular question whether respondents may select all responses that apply or only one of the available responses.

The youth survey did not present as many issues as the adult instrument based on our tests involving BGSU students. Similar to the adult survey, questions on the youth instrument that list several response items from which the respondents can choose should specify whether

respondents are to select only one of the choices or as many that apply. Questions 2, 6, 8, 15, 43, 44, 46, 48, and 50 should be edited to include “select only one” instructions. The students also

Table 5.  
*Face Validity Observations and Suggestions – Juveniles*

<b>Issues</b>	<b>Suggestions</b>
<i>Difficult to define terms</i>	<i>Replace with</i>
access opportunity CBT, YBIR, SBBMS, DYS	able to use, able to get, can take part in chance Any acronyms should also be spelled out as some youth may be new or may not recall what they stand for.
<i>Lack of specificity in questions</i>	<i>Reword</i>
Q9 How soon are you seen by a nurse when you submit a health call slip?	After you turn in a health call slip, how long does it take to be seen by a nurse?
Q30 Is your Unit Manager helpful?	Be more specific as to what is meant by helpful. Consider tying the manager roles to their duties and ask the inmates’ level of agreement as to how helpful (e.g., Very, Mostly, Somewhat, Rarely, or Not At All) they are in these regards.
Q31 Are the youth specialists on your unit helpful?	
Q41 If you are a graduate, do you have a job?	Specify high school graduate are community programs youth from which youth can graduate. Some junior highs, for example, have graduations.
	Q41 Are you a high school graduate? – Yes – No
	Add new question after such as: If you are a high school graduate, do you have a job to return to when you go home? – Yes – No – Not a high school graduate
	It might even be informative to find out if the youth respondents have a job to return to when they go home, regardless if a high school graduate.

found that the term “grievance(s)” may be difficult for youth to read or define; however, we do not find the use of this particular term to be problematic given that it is commonly used within

most other correctional surveys. For those respondents who might need further clarification about the term, the CIIC could put the words “complaints, wrongs, or unfair treatment” in parentheses when that term is used. Table 5 lists questions that may be confusing for respondents and suggestions to improve them.

Based on the readability scores and the concerns raised by the students in regards to face validity, the following concerns were noted:

- The adult survey exceeds the reading abilities of the inmate respondents to whom it is administered. The readability scores indicate they have difficulty comprehending what the questions are asked.
- Based on the student testing of the surveys, some of the terms utilized in the questions were difficult for the college students to define so it is logical that inmates will also have problems that affect the face validity of the surveys, and subsequently, the results.
- Some of the survey items also lacked specificity, or were too general to promote valid comprehension among the respondents. Rewording the questions per the suggestions above is suggested to improve readability and face validity.

### **Sampling Procedures**

Sampling refers to the process of selecting a group of subjects for the primary purpose of representing some larger population. The CIIC seeks to select a sample of inmates to be surveyed from the larger population of inmates within a particular correctional institution. The administration of inmate surveys—including sampling procedures—is initiated and performed concurrent with the inspection of correctional facilities by CIIC staff. The CIIC's inspections are routinely unannounced, whereby the correctional administration and staff at each of the facilities to be inspected has no prior knowledge of the specific date(s) of inspection. The unannounced nature of the inspections serves obvious purposes in regards to the goals of inspection. Unannounced correctional inspections for example can be an effective means to garner information on prison social climates that would otherwise be of low visibility to the CIIC. More specifically, these unannounced inspections obviously reduce the danger of what scholars refer to as "reactivity," whereby administrators and/or correctional staff may potentially change either the routine operations of the institution and/or their individual behavior toward inmates because of prior knowledge of the inspection or the presence of CIIC inspectors (See *e.g.* Singleton and Straits, 2005).

The unannounced nature of the inspections, however, also necessarily influences the procedures used to derive samples of inmates to be surveyed, since the inspections and the inmate surveys are initiated and done concurrently during the on-site visit(s). CIIC inspectors for example do not obtain either an electronic or hard copy list of inmates or any other data to be used as a sampling frame prior to the on-site visit. Thus, observed sampling procedures began immediately upon the arrival of CIIC inspection staff to the facilities. Members of the CIIC staff requested and obtained shortly thereafter hardcopies of inmate lists based on inmate housing patterns from prison administrators on the morning of the first day of the inspection. The inspection staff proceeded to use these hardcopy lists as a sampling frame, and systematically identified inmates to be surveyed by manually highlighting every  $N_{th}$  inmate in order to derive a sample of the desired size within each of the housing units as well as the institution overall. For example, during site visit #1 prison administrators supplied a hardcopy list of all inmates. Members of the CIIC staff cut up the hardcopy list by housing unit(s). These housing unit lists were quickly divided among the inspection staff, who highlighted the name and location of every  $N_{th}$  inmate on the list based on the desired size of the total sample. The inspection staff carried these lists to each location in the prison and administered surveys to inmates who had been highlighted on the list.

The sampling procedures utilized by the CIIC do satisfy one primary requirement of any systematic sampling plan through the identification of an appropriate sampling interval, or ratio of the number of cases in a population to the desired sample size. However, the choices available to the CIIC in regard to sampling are generally constrained by the decision to conduct and initiate inspections and inmate surveys concurrently during the on-site visit. The research team identified some concerns and potential problems in regard to the sampling procedures utilized by the CIIC:

- The sampling procedures do not provide an opportunity to examine whether the sampling frame and the target population are identical. The sampling frame denotes the set of all cases from which the sample is selected. That is, the sampling frame is the operational definition of the population that provides the basis for sampling. CIIC staff need to be able to determine whether cases in the target population may have been omitted from the sampling frame, and if so, whether those omitted cases differ in a systematic way from cases included in the sampling frame in order to identify and/or mitigate potential sampling bias.

- The sampling procedures do not provide an opportunity to ensure that the list of elements within the sampling frame is randomized. The CIIC staff need to be able to determine whether the list(s) of inmates has been ordered in ways that correspond to the sampling interval, since these types of frames are likely to produce biased samples (See *e.g.* Maxfield and Babbie, 2001; Singleton and Straits, 2005; Sudman, 1976).
- The sampling procedures do not provide an opportunity to ensure a random start to the systematic selection of elements from the sampling frame. Systematic sampling requires the random selection of the initial case between the top of the list and the  $N_{th}$  element. More generally, the use of any systematic sampling plan requires a consideration of the nature of the frame and the degree to which the list(s) has been arranged in any manner that would potentially produce sampling bias.

The sampling plan utilized by the CIIC may be the only solution to problems associated with initiating and performing the inspection and the survey concurrently. For example, prison administrators who need to satisfy the immediate demands of the "surprise" inspection may only be able to provide a long, hardcopy list of the population of inmates that is not numbered. Issues associated with the acquisition of an appropriate sampling frame are complicated by ongoing changes to cell assignments and the daily movement of inmates throughout these facilities that may often prevent the construction and acquisition of a valid sampling frame prior to any on-site visit. The CIIC staff is also clearly constrained in their ability to conduct an appropriate review of the inmate list(s) and determine its suitability as a sampling frame, mostly because they need to quickly initiate the lengthy process of inspection under the current procedures. The sampling procedures that result from these constraints, however, can produce sampling bias in the ways described above. The CIIC staff need to recognize the potential sampling bias based on these procedures and may consider changes to mitigate these potential problems.

### **Data Collection Procedures**

Data collection procedures involved in survey administration refers to the methods by which data are collected from a targeted population. Issues in regard to data collection for purposes of this report can be considered in terms of two important aspects: a) methods of survey delivery, or the means by which CIIC staff send or convey questions to inmates, and b) methods of collection, or the means by which CIIC staff accumulate inmate responses.

The CIIC staff deliver or convey questions to sampled inmates in a variety of ways depending on housing unit security levels, inmate demographics, and/or considerations of

convenience. Surveys to be delivered to inmates housed within high security units are usually slipped under individual cell doors with no direct interaction between the inmate and CIIC staff. Surveys to be delivered to regular inmates housed within medium and/or low security units are handed to inmates through an opened cell door or from staff who have entered the cell. Surveys to be delivered to regular inmates housed within medium and/or low security units are sometimes handed out to groups of inmates who have been called to the day room or other common areas within the housing unit. The delivery of surveys in these situations is sometimes performed by CIIC staff with the participation of correctional staff. Surveys to be delivered to inmates within residential mental health treatment units and low security units for dementia and developmentally disabled inmates are delivered in a variety of ways including: slipped under individual cell doors with no interaction between CIIC staff and the inmate; handed to inmates through an opened cell door or from staff who have entered the cell; handed out to groups of inmates who have been called to the day room or other common areas within the housing unit. Surveys are sometimes administered face-to-face to developmentally disabled inmates or those who suffer from dementia.

The delivery of inmate surveys is obviously complicated by the various levels of security and the individual characteristics of respondents who are housed within these correctional settings. The CIIC staff often explained to members of the research team during the on-site visits that there is no singular method of survey delivery that would be effective across the various groups of inmates. The research team concurs on this point; but, we identified some concerns that should be evaluated within the context of the realities confronted by the CIIC and their goal of delivering surveys to extremely diverse inmate populations:

- The data collection procedures are not consistent across respondents. Surveys are delivered in a variety of ways, and these various methods of delivery probably influence both the quality and content of inmate responses. Inmates for example are likely to differ in their understanding of the purposes of the survey and the meaning of particular survey items depending on the degree of interaction with CIIC staff and other unmeasured factors. Variability in survey delivery has the potential to produce systematic response bias.
- The data collection procedures do not account for the availability and/or suitability of the respondents. CIIC staff cannot always locate inmates to be surveyed in the case that they are not in their cell or otherwise not available at the time of the inspection. CIIC staff sometimes request the assistance of prison staff to deliver the survey to the respondent,



but we did not observe any mechanism to ensure delivery. The data collection procedures likewise to not account for survey respondents who are unlikely to be able to comprehend the survey items, including dementia inmates and those who are developmentally disabled. These factors impact both the rate of response and the content and quality of responses to the survey.

- The data collection procedures do not control the settings in which surveys are completed. Inmates complete the survey in a variety of settings. Some inmates complete the survey alone in their cell, while other inmates complete the survey within group settings, either in their cells in the presence of other inmates or within larger groups in the day room or other common areas. The CIIC staff cannot observe and/or control the completion of surveys within these group-level settings, and response bias can result from situations whereby inmates converse or otherwise exchange perceptions about the purpose, content, and meaning of the survey in general or particular survey items.
- The data collection procedures may pose safety risks in some cases to members of the CIIC staff. The research team observed for example staff interns who entered the cells of inmates unaccompanied.

The CIIC staff members follow procedures for the collection of completed surveys. One important goal is the protection of the respondents' identity. The CIIC follows protocols designed to ensure the anonymity of inmates, whereby the CIIC cannot associate any piece of information provided on the survey to any particular inmate. Inmates for example are instructed to not provide any identifying information and to place the completed surveys inside the blank envelope provided to them by the CIIC staff. The CIIC staff collect completed surveys in several different ways. Inmates sometimes quickly complete the survey and return it directly to CIIC staff in cases where the surveys have been delivered in a group setting such as the day room or other common areas. The CIIC staff may also directly collect surveys from inmates at any other time during the inspection process, which lasts anywhere from 3-5 days. Inmates who do not complete the survey until after the inspection process may mail the completed survey to the CIIC office at any time. The majority of completed surveys that are delivered to individual cells are returned to the closest correctional officer station where they accumulate under the control of the correctional staff and are eventually handed to CIIC staff and/or mailed to the CIIC offices. Inmates are encouraged to return completed surveys to correctional staff or to the correctional staff station for collection and return to the CIIC. The area of most concern within the survey collection process is the role of the correctional staff:

- The data collection procedures significantly involve the correctional staff. Inmates are often instructed to hand deliver completed surveys to members of the correctional staff and/or drop off completed surveys to a collection point within or nearby the correctional staff station within the unit.

The research team observed the delivery of consistent and clear messages to inmates in regard to both the anonymous nature of the survey and the need to follow directions in order to protect their identities. The correctional staff are involved in the collection process because of considerations of convenience. They are always present and available to collect completed surveys, and every inmate has access to the collection points in the immediate area of the correctional staff station. The involvement of correctional staff in the process of collection, however, threatens both survey response rates and the validity of responses to individual questions.

Prisoners are treated as a "vulnerable population" within federal regulations concerning the protection of human research subjects, primarily because correctional environments are inherently coercive, and prisoners' ability to grant informed consent to participate in any research study is limited (See *e.g.* US Department of Health and Human Services, 2009). Prisoners for example may be hyper-vigilant in regard to the protection of their identity and may be significantly more likely to provide socially desirable answers. The direct involvement of correctional staff in the data collection process is clearly an issue within this context, and any benefits derived from convenience are probably negated by reduced rates of response and/or the provision of socially desirable responses. The CIIC should consider revised data collection protocols that reduce and/or eliminate the direct involvement of correctional staff.

### **Statistical Tests of Validity and Reliability**

Most researchers who are interested in validating their instruments assess more than one type of validity. We evaluated the face validity of the adult and youth surveys by asking college students to provide input as to what they thought the questions were asking and to highlight any confusing terms, ideas, or wording. These results were presented above, but were based on human subjectivity and interpretation of the questions and response items on various inspection areas the CIIC examined on the instrument rather than statistically confirmed. In order to determine whether the areas the CIIC evaluates are accurately being measured as intended by

their instrument, we tested for construct validity. We also assessed the reliability of the multiple items that are asked under each area as reliability is tied closely to validity. As a rule, we can have a reliable instrument that is not valid, but we cannot have a valid instrument that is not reliable. The next two sections present the procedures used to examine construct validity and reliability. Descriptions of each are discussed along with the results.

**Construct Validity.** Construct validity refers to the degree to which the survey items are related to the major theoretical ideas/concepts being measured. Construct validity can be demonstrated statistically. There are numerous statistical procedures available to test construct validity such as correlation coefficients, factor analysis, content analysis, and ANOVA between different groups. There is no one best way to measure construct validity. Within some disciplines including psychometrics and education, various tests of face validity have even been utilized as proxy measures or tests of construct validity (Brown, 2000). Drawing from the CIIC's reports to the Ohio Legislature (see <http://ciic.state.oh.us/>) and noting the section headings on the adult survey, inmates are asked questions pertaining to four major concepts and their related sub-areas:

1. Safety and Security
  - a. Violence Outcome Measures
  - b. Use of Force
  - c. Control of Illegal Substances
  - d. Inmate Perception of Safety
  - e. Unit Security Management
  - f. Institutional Security Management
  - g. Prison Rape Elimination Act (PREA)
2. Health and Wellbeing
  - a. Unit Conditions
  - b. Medical Services
  - c. Mental Health Services
  - d. Recovery Services
  - e. Food Service
  - f. Recreation
3. Fair Treatment

- a. Staff/Inmate Interactions
  - b. Inmate Grievance Procedure
  - c. Inmate Discipline
  - d. Segregation
4. Rehabilitation and Reentry
- a. Reentry Planning
  - b. Rehabilitative Programming
  - c. Family Engagement and Community Connections
  - d. Academic Program/Literacy Development
  - e. Library Services
  - f. Vocational and Work Skill Development

A series of factor analyses were run on each area of the survey in order to assess construct validity, or the degree to which the survey questions relate to the intended underlying constructs defined by the categories above. On the adult survey, the headings were noted so that each question that fell under a particular heading was included in the factor analysis. For the juvenile survey, questions similar to the ones falling under the adult headings were considered. We examined the value of the factor loading for each variable in the model to determine if there was a relationship between each variable and the corresponding underlying construct. Higher values indicate more robust construct validity, and values greater than or equal to .60 are generally regarded as more than adequate in tests of construct validity. Researchers generally conclude that items do not sufficiently reflect an underlying construct in the case that values are equal to or less than .50. In cases where values are equal to or less than .50, survey administrators need to consider eliminating particular survey items and/or including them as items within areas of the survey intended to measure other underlying constructs.

**Safety and Security.** Table 6 shows that most of the questions assessing “safety and security” have high enough factor loadings to indicate that they are good representations of the underlying "safety and security" construct. The only exception to this pattern is the two questions on sexual contact with another inmate at the institution. The factor loadings on these variables indicate that these items may not be measuring as intended the underlying "safety and security" construct. These problems may in part be associated with the commission of *consensual* sex acts and the perception among some inmates that consensual sex is "safe" and/or does not threaten

their own "security" or the degree to which they perceive the institution to be "safe" and "secure."

Inmates may also be wary of honestly responding to questions about the incidence of sexual behavior because they know that such behavior is against the rules, or they believe that their reports of sexual behavior(s) may make them vulnerable to some form of recrimination or official discipline. Some inmates may perceive questions in regard to sexual contact as merely procedural rather than specific indicators of the safety and security of the institution. The CIIC needs to consider these and other issues in decisions on the construction of items designed to measure institutional safety and security.

Table 6.  
*Construct Validity Assessment of Safety and Security Construct – Adults*

<b>Question</b>	<b>Factor Analysis Loadings – Men</b>	<b>Factor Analysis Loadings –Women</b>
Q26 How safe are inmates at this institution from other inmates?	-.722	-.603
Q27 Have you been harassed, threatened, or abuse by other inmates here?	.776	.789
If yes to Q27, what did it involve?	.793	.825
Q29 Have you ever had sexual contact with another inmate at this institution?	.354	.176
Q31 Do you know how to report sexual contact with another inmate?	-.253	-.191
Q32 What type of prohibited substances are available within this institution?	.723	.517
Q33 What type of gang activity frequently occurs at this institution?	.792	.509

As observed with the adults, questions asking youths about sexual contact are not loading as high on the safety and security construct as would be expected (see Table 7 below). The lower factor loading values also tend to center around reporting incidents of sexual contact. The factor

loading on divulging one’s own sexual contact behaviors is fairly close to .60, so this question would be a moderately strong correlate representing the “safety and security” construct. Given the problems with the sexual contact questions in both the adult and juvenile surveys, it is possible respondents believe that there may be a hidden agenda as to why this line of inquiry is being examined. Therefore, while the questions themselves may be written in a relatively straightforward manner, respondents seem less comfortable responding truthfully in this setting.

Table 7.  
*Construct Validity Assessment of Safety and Security Construct – Juveniles*

<b>Question</b>	<b>Factor Loading</b>
Q25 Do you know how to report sexual contact?	-.464
Q26 Have you ever had sexual contact with an adult here?	.481
Q27 Would you report an incident of sexual contact between an adult and youth?	-.122
Q28 Have you ever had sexual contact with another youth here?	.583
Q29 Would you report an incident of sexual contact between youth?	-.280
Q33 Do you feel safe here from other youth?	-.658
Q35 Do you feel that you have been mistreated by another youth here?	.610
Q38 Are gangs a problem here?	.651
Q39 Have you ever been pressured to join a gang?	.656

**Health and Wellbeing.** As noted on Table 8, very few variables accurately measure the construct of “health and wellbeing” for men or women inmates. One reason for this observation is that there are a number of different ideas being represented under this heading. Respondents are asked about health care, cleanliness of unit, self, laundry, and recreation and food satisfaction. These issues suggest that the items within the "health and wellbeing" sections of the current survey are prompting responses that measure at least *three* separate underlying constructs that include: (1) health; (2) unit conditions, and (3) satisfaction with institutional offerings. Moreover, the question asking respondents to report on drug and alcohol use prior to coming to prison better represents a demographic question and should be moved under that heading on the survey.

The questions on the juvenile survey, while similar to the adult instrument in content, load more highly under the “health and wellbeing” construct aside from a few items. Again, the question about drugs and alcohol has a factor loading of .093 indicating that the measure is a very weak correlate of the construct and falls more under demographics. Other weaker measures of the construct included items that ask how soon after submitting a health call slip are the respondents seen by a nurse and talking to a mental health care staff when needed. These two questions might reflect a different underlying construct(s), perhaps those that concern access

Table 8.

*Construct Validity Assessment of Health and Wellbeing Construct – Adults*

Question	Factor Analysis Loadings – Men	Factor Analysis Loadings – Women
Q1 Regarding your unit		
Opportunity for clean clothes	.452	.311
Shower 5 days a week	.432	.251
Opportunity to exchange clean sheets weekly	.389	.277
Opportunity to get cleaning chemicals	.487	.481
Q2 How clean is your unit generally?	.534	.473
Q3 Are health service request forms responded to within two days?	.325	.101
Q4 If you are on the chronic care caseload, are you receiving timely follow-ups?	.084	.537
Q6 Do you feel you have adequate access to mental health services?	.153	.437
Q7 Did you regularly use drugs or alcohol prior to incarceration?	-.004	.101
Q8 Do you feel you have adequate access to recovery services programs?	.245	.106
Q10 How satisfied are you with the quality of the food here?	.518	.458
If unsatisfied, why?	-.525	-.540
Primary concern about food service	-.513	-.519
Q11 How satisfied are you with access to recreation?	.558	.471
If unsatisfied, why?	-.507	-.574

health care and/or medical procedures.

The question about nurses, doctors, and dentists on the juvenile survey asked how helpful the juveniles find these individuals; whereas, those identical items on the adult survey asked about satisfaction. It is likely that these differences in terminology led to comparatively higher correlations on the “health and wellbeing” construct for juveniles. It is important to recall that

the juvenile survey does not have headings dividing the survey into specific areas, and those questions have better readability. These two reasons could be driving the higher factor loadings for the juveniles.

Table 9.

*Construct Validity Assessment of Health and Wellbeing Construct - Juveniles*

<b>Question</b>	<b>Factor Loading</b>
Q2 Do you have enough clean clothes for the week?	.519
If no, why?	-.547
Q3 Are you able to shower 5 days a week?	.610
Q4 Do you get clean sheets every week?	.516
Q5 Is your housing unit clean?	.620
Q6 Do you like the food?	.522
If no, why?	-.497
Q7 Did you use drugs or alcohol before coming to DYS?	.093
Q8 Do you like recreation?	.518
If no, why?	-.603
Q9 How soon are you seen by a nurse when you submit a health call slip?	-.362
Q10 When you needed medical help, were the following staff helpful?	
Nurses	.644
Doctor	.629
Dentist	.523
Q11 Can you talk to mental health staff when you need to?	.058

**Fair Treatment.** There were a number of items on the adult instrument that represented the underlying construct of "fair treatment" quite well (see Table 10). Items that correlate highly with the "fair treatment" construct dealt with grievances, the grievance procedures, and the manner in which staff treated inmates. These items loaded above .60. There were a number of questions, however, that likely tap into at least one, if not two, underlying constructs that are substantively different from the construct of "fair treatment." The items that did not correlate highly on the "fair treatment" construct included those associated with personal property and the appropriate handling of complaints. This situation is similar to the issues identified in terms of the "safety and security" construct, wherein the survey items do not adequately reflect the underlying construct. The factor loadings of items that concern the helpfulness of the case manager and unit manager also did not correlate highly with the "fair treatment" construct. The factor loadings of these items fell below the .51 minimum for the establishment of content



validity, probably because inmates are not likely to equate the construct of "helpfulness" with the construct of "fairness."

Table 10.

*Construct Validity Assessment of Fair Treatment Construct – Adults*

<b>Question</b>	<b>Factor Analysis Loadings – Men</b>	<b>Factor Analysis Loadings – Women</b>
Q12 Do you know who the Inspector is?	.054	.087
Q13 Do you normally have access to the following:		
Kites	.404	.287
Informal Complaints	.502	.378
Health Service Requests Forms (sick call slips)	.374	.271
Q14 Do you feel that the following are handled fairly at this institution:		
Informal Complaints	.689	.677
Grievances	.717	.649
Grievance Appeals	.688	.614
Q15 Have you ever felt that you were prevented from using the grievance procedure?	-.662	-.614
Q16 If you have never used the grievance procedure, why not? (Choose the best answer)	-.091	-.106
Q17 Has your property been lost, damaged, or stolen within the past year?	-.422	-.332
If yes, did staff appropriately handle your complaint?	.064	.027
Q18 Do you feel that disciplinary decisions are fair at this institution?	.550	.460
Q19 Are your housing unit officers generally:		
Responsive to your needs	.635	.612
Professional	.630	.588
Fulfilling job duties	.645	.660
Q20 Have you been harassed, threatened, or abused by <u>staff</u> here? If yes, what did it involve?	-.645	-.658
	-.679	-.637
Q21 Have you ever had sexual contact with a staff member at this institution?	-.222	-.126
Q23 Do you know how to report sexual contact with staff?	.225	.151
Q24 Do you feel that your Case Manager is helpful?	.225	.333
Q25 Do you feel that your Unit Manager is helpful?	.287	.385

Table 11.

*Construct Validity Assessment of Fair Treatment Construct - Juveniles*

Question	Factor Loading
Q13 Do you have access to:	
Grievances	.161
Health Call Slips	.189
Legal Request Forms	.041
Request for Services Form	.066
Q14 Do you know who the Grievance Coordinator is?	-.029
Q15 Have you ever filed a grievance?	-.038
If no, why?	-.147
Q16 Are grievances dealt with fairly?	.030
Q17 Have you received a YBIR here?	-.290
If yes, did it go to an intervention hearing?	-.845
Q18 Was a youth advocate present at the hearing?	.935
Q19 Was the youth advocate helpful?	.954
Q20 Did staff follow hearing procedures?	.940
Q21 Do you think that your hearing decision was fair?	.952
Q22 Have you ever been mistreated by staff here?	-.028
Q24 Have you ever been hurt during a restraint?	.594
Q37 If you had a problem with either youth or staff, would you feel comfortable reporting it?	.098

The factor analysis on the youth survey concerning the “fair treatment” construct also had problems with low loadings on most of the questions. Unlike the adult instrument, where the grievances and grievance procedure items were adequate representations of “fair treatment,” similar items asked on the youth survey were weak correlates. Instead, there were very high factor loadings on the questions related to intervention hearings and if the juvenile respondents had ever been hurt during a restraint. The other questions in this area on the youth survey, including those that concern access and procedures related to grievances, were not correlated with “fair treatment” as strongly as those concerning intervention hearings. In fact, many of the factor loadings for the grievance-related items were well below the .50 cutoff (see Table 11).

**Rehabilitation and Reentry.** Tables 12 and 13 display the assessment of construct validity on the “rehabilitation and reentry” construct for the adult and juvenile surveys, respectively. Items on the adult survey associated with reentry correlated strongly with the “rehabilitation and reentry” construct. However, the remaining items that asked about problems accessing prison activities, mail, phones, visitors, and access to information on reentry were

weak measures of the "rehabilitation and reentry" construct. Knowing how to obtain reentry transition services after release is a different idea than what is happening during prison and whether the respondents have had problems. It is likely that items within this section of the survey measure at least two different constructs rather than one singular underlying construct; some items in this section measure inmate perceptions on reentry, and other items in this section measure inmate perceptions about access to programming, mail, visitors, etc...The concepts of "access" and "participation" are substantively different, so the CIIC needs to consider the use of distinct survey items to measure them. There also seems to be a need for additional survey items focused on the issue of participation in programming.

The juvenile survey had comparable validity issues in terms of items on access to phones, mail, and visitors. While the questions differed between the two surveys, the crux of the content was similar enough such that these items seem to be measuring something other than "rehabilitation and reentry" in both surveys. The other items that did load above .50 dealt with the reasons why the respondents liked or did not like various prison activities. They are related to a program participation construct, not necessarily rehabilitation, and perhaps what is being measured has more to do with opinions about activities falling under these headings rather than participating therein. The juvenile instrument has one question related to reentry, "Have staff talked to you about a plan for when you leave DYS and return home?" There may be other questions that could be asked of the juveniles to ascertain whether there is preparation going on in the institutions to assist with post-release transitions, but the questions currently asked do not accurately reflect the reentry construct as fully as an addition of similar items found in the adult survey could.

### **Summary of Concerns Related to Results from Testing for Construct Validity**

The results of the factor analysis over the four major constructs covered in the two CIIC surveys highlighted some additional concerns beyond readability and face validity assessments:

- Questions on sexual contact under the "safety and security" construct were not found to be related to the construct as intended. As stated earlier, it is possible respondents believe that there may be a hidden agenda as to why this line of inquiry is being examined. Therefore, while the questions themselves may be written in a relatively straightforward manner, respondents seem less comfortable responding truthfully in this setting.
- Under the "health and wellbeing" construct, there are at least two to three separate ideas being measured, particularly on the adult instrument: (1) health, (2) unit conditions, and

(3) satisfaction with institutional offerings. The question asking youth and adult respondents to report on drug and alcohol use prior to coming to prison better represents a demographic question, not necessarily “health and wellness.”

Table 12.

*Construct Validity Assessment of Rehabilitation & Reentry Construct – Adults*

<b>Question</b>	<b>Factor Analysis Loadings --Men</b>	<b>Factor Analysis Loadings --Women</b>
Q35 Have staff discussed with you what programs you should be taking while incarcerated?	.342	.287
Q36 Do you know where you can find reentry information?	.425	.376
Q37 Do you know how to obtain the following after release?		
Housing	.818	.782
Job	.826	.818
State ID	.826	.821
Food	.851	.871
Continuing Health Care	.815	.818
Recovery Services	.738	.681
Education	.778	.760
County agency information	.582	.764
Q38 How easy or difficult is it to get into the following activities in this prison?		
Prison Job	-.258	-.139
Vocational Training	-.380	-.297
Academic Programming	-.339	-.256
Unit Programs	-.381	-.246
Mental health/wellness programming	-.360	-.267
Recovery Service Programs	-.319	-.342
Q39 Have you had any problems with sending or receiving mail within the past six months?	-.252	-.164
Q40 Have you had any problems accessing the telephone within the past six months?	-.258	-.228
If yes, why?	-.273	-.204
Q41 Have you had any problems receiving visits within the past six months?	-.254	-.077
If yes, why?	-.272	-.070

Table 13.

*Construct Validity Assessment of Rehabilitation & Reentry Construct -Juveniles*

<b>Question</b>	<b>Factor Loading</b>
Q12 Do you like CBT here?	.153
If no, why?	.389
Q40 Have staff talked with you about a plan for when you leave DYS and return home?	-.378
Q41 If you are a graduate, do you have a job?	.153
Q42 Do you like school here?	-.499
If no, why?	.741
Q43 Do you like the A+ computer program here?	-.398
If no, why?	.599
Q44 Do you like the library?	-.451
If no, why?	.549
Q45 Do you like the religious services offered?	-.053
Q46 Do you like SBBMS here?	-.646
If no, why?	.708
Q47 Do you have problems with the mail?	.101
Q48 Do you have problems with the phones?	.072
If yes, why?	.461
Q49 How many times a week are you able to use the phone?	-.241
Q50 Have you had any problems with visits?	.098
If yes, why?	.255
Q51 How often do you have visitors?	-.116

- Items on grievances that were designed to measure the “fair treatment” construct for the adults were adequately correlated. However, questions related to access to forms and helpfulness of Case and Unit Managers are not good measures of “fair treatment.” There are likely other constructs being gauged such as access, procedures, and satisfaction with staff. The juvenile instrument yielded similar results, even though the questions differed, but the questions that were highly correlated with the “fair treatment” construct were related to intervention hearings, not grievances. The same problem we saw with sexual contact with inmates occurred with staff for adults. This line of questioning needs to be reexamined, as it is likely that the respondents are concerned there will be repercussions if they respond truthfully.
- Regarding the “rehabilitation and reentry” construct, some items measure inmate perceptions on reentry, and other items measure inmate perceptions about access to programming, mail, visitors, etc...The concepts of "access" and "participation" are substantively different, so the CIIC needs to consider the use of distinct survey items to measure them. There also seems to be a need for additional survey items focused on the issue of participation in programming.

## Reliability of the CIIC Surveys

Ideally, we want our measures to be both valid *and* reliable. Researchers can be confident in terms of reliability when there is a degree of consistency in responses to particular survey items. In other words, the questions used to measure each construct should yield consistent results over time. "Consistency" as the concept relates to survey reliability concerns aggregate level correspondence in the manner in which similarly situated populations of respondents answer identical survey items over time. Survey reliability does *not* demand identical individual responses; but rather, some degree of predictability in the responses of groups of corresponding individuals provided the identical surveys who are similar in terms of certain attributes. A commonly used statistic to test for reliability is the Cronbach's coefficient or alpha statistic ( $\alpha$ ). A reliable scale or measurement of a construct will result in  $\alpha$  values of .70 or higher. Falling below this proportion means that there are threats to reliability, which unfortunately, also often means that the measures have weak validity. Table 14 denotes the Cronbach's alpha values for the constructs evaluated in the CIIC surveys. Only the "fair treatment" construct on the juvenile survey exceeded the minimum  $\alpha \geq .70$ . The  $\alpha$  for the "rehabilitation and reentry" construct on the adult survey, however, approached .70, which is an adequate reliability score though the factor loadings for some of these same items did not meet exceed the .50 minimums for establishing validity.

There are at least three threats to reliability that we believe might be in operation with the CIIC surveys (Weiner, 2007, slides 10-11). These include:

- Subject reliability – characteristics related to the subject such as mood, tiredness, distractedness
- Situational reliability – conditions under which the survey is taken such as in a group or in a coercive or vulnerable setting
- Instrument reliability – the instrument itself has problems such as the way questions are worded

Table 14.  
*Cronbach's alpha for Key Constructs*

<b>Construct</b>	<b>Men</b>	<b>Women</b>	<b>Juveniles</b>
<b>Safety and Security</b>	.500	.306	.362
<b>Health and Wellness</b>	.225	.278	.119
<b>Fair Treatment</b>	.344	.455	.737
<b>Rehabilitation and Reentry</b>	.691	.694	.112

The CIIC surveys Ohio's inmates within the context of *all* of these threats to reliability. Correctional facilities are breeding grounds for suspicion and distraction. Many inmates may distrust the process and doubt the authenticity of the CIIC's stated objectives. Some inmates probably fashion or shape the content of their answers based on the mistaken belief that their responses may alter the conditions of their confinement or the length of institutionalization. The process of survey administration also likely degrades reliability. Inmates interact with other respondents or individuals who were not selected to complete the survey, and they may alter their responses based on feedback provided to them by these audiences. The process of survey administration may also result in poor follow through on directions and/or reluctance to provide honest responses to surveys returned to correctional staff. Low readability scores may also threaten reliability in cases where inmates do not adequately comprehend particular survey items. The CIIC should consider several courses of action to improve reliability, including the revision of particular items, the creation of more clear directions, and consistency in the manner of survey administration. The Recommendation section that follows offers CIIC several suggestions to consider for improving their annual survey questionnaire instrument and process.

### **Conclusions and Recommendations**

We used the initial sections of this report to describe how correctional facilities have a discernible social climate and to demonstrate how these climates influence prisoner outcomes and the ultimate success or failure of strategies of correctional management. This context underscores the importance of social climate to prison administrators, staff, and inmates. Inmate surveys are the most obvious and direct way to measure prison social climate. They provide substantive information to decision-making legislators, but also taxpayers who maintain the ultimate authority to determine whether the system of corrections operates in ways that are humane, safe, and efficient. The mission of the CIIC—embodied at least in part through the administration of these surveys—derives from the interests of Ohio's citizens. Members of the Ohio legislature recognized the importance of this mission exactly four decades ago, and they created the CIIC as a comparatively unbiased and non-partisan organization specifically designed to perform correctional monitoring and oversight outside of the direct influences of members of the state's executive branch or the Ohio Department of Rehabilitation and Correction (ODRC).

The integrity of these arrangements seems to have been threatened over the course of this research project. The CIICs Executive Director resigned in May 2016 "after tangling on several previous occasions with Republicans who control the legislature and with Gov. John Kasich's administration" (Johnson, 2016). News media accounts reported ongoing controversies in regard to both the CIICs mission and the specific content of critical inspection reports. Disagreements between the Executive Director and members of the legislature led to the "shut off" of information to the CIIC from state prison officials and a proposal to allow inspections "only with the specific approval from the speaker of the House and the president of the Senate" (Johnson and Siegel, 2016). Judgements in regard to the specific nature of these events are beyond the scope of our research. However, one primary conclusion drawn from our direct observations and interactions during the course of this project is that the CIIC is comprised of staff who are professional, diligent, and dedicated to the job of monitoring the operation of Ohio's correctional facilities, ensuring the fair treatment and well-being of inmates, and protecting the state and taxpayers against federal lawsuits regarding prison conditions. The work of the staff encompasses the goals of visionary Ohio legislators who created the CIIC as a bi-partisan "watchdog." These arrangements ultimately produced what scholars and legal experts have agreed is a national "model of correctional oversight" in Ohio (Johnson and Siegel, 2016). We concur, and recommend a legislative re-commitment to the CIIC and a continuance of the organization's dual mandate as a monitor *and* an organization of independent correctional oversight.

The project provides the basis for more specific conclusions and recommendations regarding Ohio's inmate surveys. The recommendations that follow need to be understood within the context of two important considerations involving both: (a) limitations derived from the research setting, and (b) recognition of CIIC staff expertise and the need for professional discretion in the process of evaluation. The processes of inmate survey design, administration, and analyses are difficult and involve methodological problems that derive directly from correctional structures and social environments that are inherently regimented and coercive. These obstacles do not exist nor need to be confronted in the survey of other populations. Hence, there are no perfectly designed inmate surveys, and no level of methodological expertise can ameliorate the conditions that influence the processes of survey design, administration, and analyses within prisons and other correctional settings. CIIC staff who are experienced and work



on the front lines of these processes are in the best position to determine strategies that have the potential to work within one or more of Ohio's correctional institutions. Our recommendations within this context embody suggestion rather than criticism—these are proposals to enhance a process that is inherently flawed.

We offer one general but encompassing recommendation in regard to sampling procedures. The administration of inmate surveys including sampling procedures is initiated and performed concurrent with the inspection of correctional facilities. These inspections are routinely unannounced in order to maintain the element of "surprise" and reduce the dangers of reactivity, whereby administrators and correctional staff may potentially alter routines and behavior because of the presence of CIIC inspectors. The element of surprise satisfies the goals of inspection, but also significantly undermines many of the goals of sampling. Indeed, the tasks associated with the derivation of randomized and unbiased samples demand plans and procedures that are routine rather than based on the element of surprise. Sampling plans for example need to allow for the construction and examination of an appropriate frame; the randomized selection of elements; and, adjustments based on the character of housing units and the availability of inmates at the time of survey administration. These goals cannot be accomplished during the initial 5-10 minutes of the inspection process. We recommend that the CIIC separate both conceptually, and in practice, the process of inspections from the process of sampling. One possibility involves ongoing or regularly scheduled exchanges of inmate lists and other data from prison officials to the CIIC staff that is focused specifically on the goals of sampling and is independent of the process of inspection. The CIIC could experiment in regard to scheduling and the specific amount and/or types of data to be exchanged to promote the construction of appropriate frames and selection of elements that produce samples that are comparatively unbiased, randomized, and more representative of the inmate population.

We offer two specific recommendations in regard to survey administration and data collection. The first is rather straightforward and involves the issue of safety. We believe that existing procedures for survey administration may pose safety risks in some cases to members of the CIIC staff who enter the cells of inmates unaccompanied. The CIIC should establish written policies and procedures that detail the appropriate methods of survey administration and prohibit behaviors that expose staff to potential danger. Policies could define the manner in which correctional officers accompany staff during survey administration. These policies may also

suggest appropriate methods of survey delivery within various types of housing units or particular inmate populations. Written policies and procedures would more generally standardize the process of survey administration, promote consistency, and reduce the potential for responses bias due to inconsistent or ad hoc methods of delivery. The second recommendation in this area involves the direct participation of correctional staff in data collection. Inmates for example are often instructed to hand deliver completed surveys to members of the correctional staff or drop off completed surveys to a collection point within or nearby the correctional staff station within particular units. The CIIC staff directly communicates to inmates about the issues of identity protection and anonymity; but, these messages are likely discounted or perceived to be erroneous by large numbers of inmates who adapt to prison life through the development and maintenance of attitudes that include interpersonal distrust, suspicion, and hypervigilance.

To minimize the influence of correctional staff on the survey process, the ideal situation would be to request that the inmates selected for the sample go to a common area in their unit so that the survey can be administered at one time and place to those who consent to complete the survey. CIIC staff could then be available to give specific directions for survey completion (e.g., only select one response when noted on the survey instead of selecting all that apply) and to clarify any other concerns. The CIIC staff would then collect the instruments in a locked box when the inmates are finished responding. Correctional officers would remain at their posts in the units and would not handle the inmates' surveys. Not only would this process demonstrate the CIIC's commitment to anonymity, it would also reduce the likelihood that other inmates who were not selected to participate in the survey could share their input. Currently, the surveys are given cell to cell and there is no way to know exactly who is filling out the survey and if there is input from others in the cell that might bias the selected person's responses. This practice also affects reliability since each survey is not taken under consistent conditions, which in turn, affects the instrument's validity.

If group administration of the survey in a common area cannot be done due to the constraints of the prison environment, the CIIC could provide a locked box at each unit for the inmates to deposit their sealed envelope in after completion. The locked boxes would be picked up before leaving for the day. The other option is to have someone from the CIIC staff wait until the surveys are completed in each unit and collect them. We still recommend a locked case of

some kind to keep the surveys secure and to confirm to the inmates that the CIIC is aware of the sensitivity of their responses and respect their input.

Concerning the readability, validity, and reliability of the survey, we offer three recommendations. First, to improve the readability and face validity of the surveys, especially for the adult instrument, edits to the phrasing and terms used should be made per the suggestions noted in tables 4 and 5. The readability scores of the juvenile survey are more in line with how the adult survey should also be written so that the respondents understand more clearly what the survey questions are asking. After edits to the surveys have been made, we suggest the CIIC pilot the instrument on a small group of inmates prior to their wider administration. Piloting a survey with a group of respondents with similar characteristics to the target population, identifying any problems early on, and making the necessary edits will greatly improve the questionnaires' validity.

Second, the results of the factor analyses testing the construct validity of the surveys across the four areas examined by the CIIC (i.e., safety and security, health and wellbeing, fair treatment, and rehabilitation and reentry), were mixed. Some of the questions had high correlations with their respective constructs, whereas others did not adequately measure the construct as designed. On one hand, because the CIIC reports descriptives in its reports, lacking construct validity, while a problem, is not as significant of a problem as lacking face validity. Construct validity can readily be addressed by re-conceptualizing and re-categorizing questions that have low factor loadings (i.e., below .50) based on the suggestions presented earlier in this report. The CIIC team can provide inspection reports that (1) more accurately reflect the broader range of areas that are being investigated in the inmate questionnaire and (2) allow for more defined recommendations for improvement.

The final recommendation, and one that we hope the CIIC, ODRC, and DYS can work together to improve, is to change how the survey is administered as we believe the process is affecting greatly the reliability of the survey. Only the construct of "fair treatment" on the juvenile survey exceeded the minimum Cronbach's alpha ( $\alpha$ ) of .70. On the adult survey, only the "rehabilitation and reentry" construct did come close to this threshold. As for the rest of the constructs tested, the results were well below an  $\alpha$  of .70. When measurements are weak on reliability, they are also weak on validity. Since reliability refers to consistency, it is important for the CIIC to do whatever is possible to minimize the threats to reliability we believe are

occurring, which are subject reliability, situational reliability, and instrument reliability. Subject reliability may be the most difficult to affect since the respondents of the survey are an institutionalized and vulnerable population. We recommend being direct with the inmates as to what the purposes of the survey are; it is important to tell the respondents that the CIIC is interested in gathering their input and that it has value, but is limited in what they can do to change the conditions of the institution. If the CIIC has been successful in improving practices at the institutions based on previous survey results, share that with the inmates as examples that their contribution is salient and taken seriously.

Threats to situational reliability will likely be the most complicated to mitigate. Recall that this threat concerns the conditions under which the survey is taken, such as in a group or in a coercive or vulnerable setting. There are fewer places more vulnerable or coercive than a correctional institution, but there are ways to administer the survey that can reduce these effects. As described earlier in this section, the respondents should take the survey with the CIIC investigators present in a common area whenever possible. When inmates answer the survey in their cells, it is too easy for other inmates who were not selected for the sample to influence their response choices. Surveys are typically reserved for one respondent and if some respondents are receiving input from others, and some are responding solo as designed, there is inconsistency in administration and interpretation (i.e., both validity and reliability are affected). Correctional authorities should stay in the background so as not to potentially bias the inmates' responses out of fear of retaliation or other perceived repercussions. In addition, correctional administrators and officers should not ever have access to the completed surveys. Locked collection boxes are essential to preserving anonymity and confidentiality in responses and will demonstrate that their answers matter to the CIIC's inspection process.

Fortunately, the last threat to reliability, instrument reliability, is relatively easy to limit and control since it has to do with the construction of the questions and choices on the survey itself. Tables 4 and 5 offer suggestions to clarify the wording of questions so that the respondents have a better understanding of what is being asked. The CIIC may also want to review the responses to the open-ended questions to determine if these can be rewritten as closed-ended. Whenever we minimize the number of open-ended questions, and provide reasonably crafted response items based on prior open-ended responses, we find that respondents are more likely to answer the questions if they have choices. One question that stands out from the surveys where

turning an open-ended to closed should be done is with where sexual contact occurs question. Currently, inmates provide any number of answers to such questions and not all have to do with an institutional location, but rather a physical one. The CIIC should provide a list of places within the institution and an “other” option to improve consistency and measure what we believe the CIIC intended with this line of questioning (i.e., a place in the prison, not on the body).

By reviewing these recommendations and implementing the ones that are more feasible, future validity evaluations will improve. We commend the CIIC for their efforts and quality of care they put into their process. We hope that their work continues, as third-party inspections of vulnerable institutions are important to maintaining integrity and promoting public safety for all entities, the keepers, the kept, and free society.

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## **Appendix**

Adult Survey  
Youth Survey

# DO NOT WRITE YOUR NAME OR NUMBER ON THIS FORM

The Correctional Institution Inspection Committee is a legislative committee that inspects the prisons of Ohio and evaluates programs, operations, conditions, and the grievance procedure. We ask you to complete this survey to help us evaluate the prison. Your participation in this survey is completely voluntary. Your answers to these questions will remain anonymous. Should you choose to participate, please complete the survey **TODAY**. Upon completion, please hand it to your Case Manager or housing unit officer. Thank you.

Please mark within the boxes. Do not select more than one option unless otherwise instructed.

### Right Way

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

### Wrong Way

<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>

## HEALTH AND WELLBEING

### Q1 Regarding your unit:

	Yes	No
Do you have the opportunity to clean clothes every week?	<input type="checkbox"/>	<input type="checkbox"/>
Are you able to shower five (5) days a week?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the opportunity to exchange for clean sheets every week?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have the opportunity to get cleaning chemicals every week?	<input type="checkbox"/>	<input type="checkbox"/>

### Q2 How clean is your unit generally?

Very Clean .....	<input type="checkbox"/>
Clean .....	<input type="checkbox"/>
Unclean .....	<input type="checkbox"/>
Very Unclean .....	<input type="checkbox"/>

### Q3 Are health service request forms (aka sick call slips) responded to within two days?

Usually .....	<input type="checkbox"/>
Sometimes .....	<input type="checkbox"/>
Rarely .....	<input type="checkbox"/>
Never filed .....	<input type="checkbox"/>

### Q4 If you are on the chronic care caseload, are you receiving timely follow-ups?

Yes .....	<input type="checkbox"/>
No .....	<input type="checkbox"/>
Not on chronic care caseload .....	<input type="checkbox"/>

### Q5 Overall, how satisfied are you with the quality of healthcare provided by the following:

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Never Used
Nurses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Q6 Do you feel you have adequate access to mental health services?

Yes .....	<input type="checkbox"/>
No .....	<input type="checkbox"/>
I do not need mental health services .....	<input type="checkbox"/>

### Q7 Did you regularly use drugs or alcohol prior to incarceration?

Yes .....	<input type="checkbox"/>
No .....	<input type="checkbox"/>

### Q8 Do you feel you have adequate access to recovery services programs?

Yes .....	<input type="checkbox"/>
No .....	<input type="checkbox"/>
I do not need recovery services .....	<input type="checkbox"/>

### Q9 How could health care services be improved?

**Q10 How satisfied are you with the quality of the food here?**

- Very Satisfied.....
- Satisfied.....
- Neutral.....
- Unsatisfied.....
- Very Unsatisfied.....

**If unsatisfied why?**

- Portion sizes.....
- Quality of the meal.....
- Lack of variety.....
- Other: \_\_\_\_\_

**What is your primary concern about food service operations?**

- Delays in service.....
- Sanitation.....
- Inadequate substitutes.....
- Enough time to eat.....
- Running out of food.....
- Other: \_\_\_\_\_

**Q11 How satisfied are you with access to recreation?**

- Very Satisfied.....
- Satisfied.....
- Neutral.....
- Unsatisfied.....
- Very Unsatisfied.....

**If unsatisfied why?**

- Not enough time.....
- Number of activities.....
- Schedule not followed.....
- Access denied by other inmates.....
- Other: \_\_\_\_\_

**FAIR TREATMENT**

**Q12 Do you know who the Inspector is?**

- Yes.....
- No.....

**Q13 Do you normally have access to the following:**

- |  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| Kites  | <input type="checkbox"/> | <input type="checkbox"/> |
| Informal Complaints                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Health Service Request Forms (sick call slips) | <input type="checkbox"/> | <input type="checkbox"/> |

**Q14 Do you feel that the following are handled fairly at this institution:**

- |                     | Yes                      | No                       | Never filed              |
|---------------------|--------------------------|--------------------------|--------------------------|
| Informal Complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Grievances          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Grievance Appeals   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q15 Have you ever felt that you were prevented from using the grievance procedure?**

- Yes.....
- No.....

**Q16 If you have never used the grievance procedure, why not? (Choose the best answer)**

- No problems / reason to use.....
- Grievance procedure does not work.....
- Staff retaliation.....
- Form not available.....
- Do not want to be a snitch.....
- Do not know how to use.....

**Q17 Has your property been lost, damaged, or stolen within the past year?**

- Yes.....
- No.....

**If yes, did staff appropriately handle your complaint?**

- Yes.....
- No.....

**Q18 Do you feel that disciplinary decisions are fair at this institution?**

- Yes.....
- No.....
- Don't know.....

**Q19 Are your housing unit officers generally:**

	Yes	No
Responsive to your needs	<input type="checkbox"/>	<input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>
Fulfilling job duties	<input type="checkbox"/>	<input type="checkbox"/>

**Q20 Have you been harassed, threatened, or abused by staff here?**

Yes.....

No.....

**If yes, what did it involve? (Check all that apply)**

- Insulting remarks (about you or your family or friends) .....
- Physical abuse (being hit, kicked or assaulted) .....
- Sexual abuse .....
- Feeling threatened or intimidated .....
- Having your commissary / property taken .....
- Race or ethnic origin .....
- Religion / religious beliefs .....
- Sexual orientation .....
- Age .....
- Disability / medical condition .....
- You were new here .....
- Offense / crime .....
- Gang related issues .....
- Other: \_\_\_\_\_

**Q21 Have you ever had sexual contact with a staff member at this institution?**

Yes.....

No.....

Refuse to answer.....

**Q22 Where do staff/inmate sexual acts occur?**

**Q23 Do you know how to report sexual contact with staff?**

Yes.....

No.....

**Q24 Do you feel that your Case Manager is helpful?**

Yes.....

No.....

Do not know who this is.....

**Q25 Do you feel that your Unit Manager is helpful?**

Yes.....

No.....

Do not know who this is.....

**SAFETY**

**Q26 How safe are inmates at this institution from other inmates (violence, extortion, etc.)?**

Very Safe .....

Safe .....

Neutral .....

Unsafe .....

Very Unsafe .....

**Q27 Have you been harassed, threatened, or abused by other inmates here?**

Yes.....

No.....

**If yes, what did it involve? (Check all that apply)**

- Insulting remarks (about you or your family or friends) .....
- Physical abuse (being hit, kicked or assaulted) .....
- Sexual abuse .....
- Feeling threatened or intimidated .....
- Having your commissary / property taken .....
- Debt .....
- Drugs .....
- Race or ethnic origin .....
- Religion / religious beliefs .....
- Sexual orientation .....
- Age .....
- Disability / medical condition .....
- You were new here .....
- Offense / crime .....
- Gang related issues .....
- Other: \_\_\_\_\_

**Q28 Where are violent incidents most likely to occur?**

**REHABILITATION AND REENTRY**

**Q29** Have you ever had sexual contact with another inmate at this institution?

- Yes.....
- No.....
- Refuse to answer.....

**Q30** Where do inmate/inmate sexual acts occur?

**Q31** Do you know how to report sexual contact with another inmate?

- Yes.....
- No.....

**Q32** What type of prohibited substances are available within this institution? (Choose all that apply)

- Prohibited substances are **NOT** available.....
- Tobacco.....
- Marijuana.....
- Heroin.....
- Cocaine.....
- Suboxone (a.k.a. strips).....
- Prescription pills.....
- Alcohol / hooch.....
- Other: \_\_\_\_\_
- Refuse to answer.....

**Q33** What type of gang activity frequently occurs at this institution? (Choose all that apply)

- Gang activity is **NOT** frequent at this institution....
- Assaults.....
- Theft.....
- Extortion.....
- Gambling.....
- Sex Trade.....
- Drug Trade.....
- Other: \_\_\_\_\_
- Refuse to answer.....

**Q34** How could this institution be made safer?

**Q35** Have staff discussed with you what programs you should be taking while incarcerated?

- Yes.....
- No.....

**Q36** Do you know where you can find reentry information?

- Yes.....
- No.....

**Q37** Do you know how to obtain the following after release?

	Yes	No	N/A
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State ID	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuing Health Care (medication, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recovery Services (NA, AA, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County agency information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q38** How easy or difficult is it to get into the following activities in this prison?

	Easy	Neutral	Difficult	N/A
Prison Job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vocational Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic Programming (ABLE, Pre-GED, GED)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unit Programs (Thinking for a Change, Victims Awareness, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health/wellness programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recovery Service Programs (AOD, IOP, AA, NA, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q39** Have you had any problems with sending or receiving mail within the past six months?

- Yes.....
- No.....

**Q40 Have you had any problems accessing the telephone within the past six months?**

Yes.....   
No.....

**If yes, why? (Check all that apply)**

Phones are broken .....   
Not enough phones.....   
Access denied by other inmates .....   
Currently do not have phone privileges.....

**Q41 Have you had any problems receiving visits within the past six months?**

Yes.....   
No.....

**If yes, why? (Check all that apply)**

Distance for visitors .....   
Visiting hours / schedule .....   
Visit scheduling process .....   
Visitor turned away .....   
Visitor not approved .....   
I do not have people who want to visit .....   
Currently do not have visitation privileges.....

**Final Comments**

**Q42 What is ONE positive aspect of this prison?**

**Q43 What is the ONE change you would most like to see here?**

**DEMOGRAPHICS**

**Q44 What is your race?**

White.....   
Black.....   
Hispanic.....   
Biracial.....   
Asian.....   
Other.....

**Q45 How old are you?**

Under 21 .....   
21-25.....   
26-30.....   
31-35.....   
36-40.....   
41-45.....   
46-50.....   
51-55.....   
56 and older.....

**Q46 What is your security classification/privilege level?**

Level    1    2    3A    3B    4A    4B    5A    5B

**Q47 How long have you been incarcerated on this number?**

Years    <1    1-2    3-5    6-10    11-15    16-20    21 +

**Q48 What types of offense(s) have you been convicted of? (Check all that apply)**

Murder, manslaughter, assault, robbery, etc. (Crime against person excluding sex offense).....   
Sex offense.....   
Property offense (i.e. burglary, theft, etc.).....   
Drug offense .....   
Fraud .....   
Other.....

**DO NOT WRITE YOUR NAME OR NUMBER ON THIS FORM**

# CIIC Youth Survey

**DO NOT WRITE YOUR NAME OR NUMBER ON THIS FORM**

Instructions for filling out survey: Please clearly mark within the boxes and do not select more than one option unless otherwise instructed.

**Right Way**

**Wrong Way**

**Q1 How old are you?**

12, 13, or 14.....   
 15, 16, or 17.....   
 18, 19, or 20.....

**Q2 Do you have enough clothes for the week?**

Yes.....   
 No.....

**If no, why?**

Not appropriate for the weather (gloves, hats, etc.).....   
 Clothes are ripped or torn.....   
 Clothes are the wrong size.....   
 Clothes are dirty.....   
 Not enough clothes.....

**Q3 Are you able to shower 5 days a week?**

Yes.....   
 No.....

**Q4 Do you get clean sheets every week?**

Yes.....   
 No.....

**Q5 Is your housing unit clean?**

Yes.....   
 No.....

**Q6 Do you like the food?**

Yes.....   
 No.....

**If no, why?**

Not enough food.....   
 Tastes bad.....   
 Same food every day.....   
 Other:.....

**Q7 Did you use drugs or alcohol before coming to DYS?**

Yes.....   
 No.....

**Q8 Do you like recreation?**

Yes.....   
 No.....

**If no, why?**

Not enough time.....   
 Not enough activities.....   
 Schedule not followed.....   
 Fear of other youth.....   
 Other:.....

**Q9 How soon are you seen by a nurse when you submit a health call slip?**

Within 1 day .....

Within 2 days .....

Longer than 2 days .....

Never filed .....

**Q10 When you needed medical help, were the following staff helpful?**

	Yes	No
Nurses	<input type="checkbox"/>	<input type="checkbox"/>
Doctor	<input type="checkbox"/>	<input type="checkbox"/>
Dentist	<input type="checkbox"/>	<input type="checkbox"/>

**Q11 Can you talk to mental health staff when you need to?**

Yes .....

No .....

Never needed mental health staff .....

**Q12 Do you like CBT here?**

Yes .....

No .....

Do not receive CBT .....

**If no, why?**

Frequently canceled .....

Does not apply to me or my crime .....

Too easy .....

It is the same thing everyday .....

I don't relate to the examples .....

Other : \_\_\_\_\_

**Q13 Do you have access to:**

	Yes	No
Grievances	<input type="checkbox"/>	<input type="checkbox"/>
Health Call Slips	<input type="checkbox"/>	<input type="checkbox"/>
Legal Request Forms	<input type="checkbox"/>	<input type="checkbox"/>
Request for Services Form	<input type="checkbox"/>	<input type="checkbox"/>

**Q14 Do you know who the Grievance Coordinator is?**

Yes .....

No .....

**Q15 Have you ever filed a grievance?**

Yes .....

No .....

**If no, why?**

No problems or reason to use .....

Grievance procedure does not work .....

Staff retaliation .....

Grievance form not available .....

Do not want to be a snitch .....

Do not know how to file a grievance .....

**Q16 Are grievances dealt with fairly?**

Yes .....

No .....

Never filed .....

**Q17 Have you received a YBIR here?**

Yes .....

No .....

**If yes, did it go to a intervention hearing?**

Yes .....

No .....

**Q18 Was a youth advocate present at the hearing?**

Yes .....

No .....

Never had a hearing .....

**Q19 Was the youth advocate helpful?**

Yes .....

No .....

Never had a hearing .....

**Q20 Did staff follow hearing procedures?**

Yes .....

No .....

Never had a hearing .....



**Q21 Do you think that your hearing decision was fair?**

- Yes.....
- No.....
- Never had a hearing.....

**Q22 Have you ever been mistreated by staff here?**

- Yes.....
- No.....

**Q23 If yes, what happened?:**

**Q24 Have you ever been hurt during a restraint?**

- Yes.....
- No.....
- I have never been restrained at this facility.....

**Q25 Do you know how to report sexual contact (kissing, touching, etc.)?**

- Yes.....
- No.....

**Q26 Have you ever had sexual contact (kissing, touching, etc.) with an adult here?**

- Yes.....
- No.....
- Refuse to answer.....

**Q27 Would you report an incident of sexual contact (kissing, touching, etc.) between an adult and youth?**

- Yes.....
- No.....

**Q28 Have you ever had sexual contact (kissing, touching, etc.) with another youth here?**

- Yes.....
- No.....
- Refuse to answer.....

**Q29 Would you report an incident of sexual contact (kissing, touching, etc.) between youth?**

- Yes.....
- No.....

**Q30 Is your Unit Manager helpful?**

- Yes.....
- No.....

**Q31 Are the youth specialists on your unit helpful?**

- Yes.....
- No.....

**Q32 Is there a staff member here that you can talk to and that you trust?**

- Yes.....
- No.....

**Q33 Do you feel safe here from other youth (assaults, taxing, etc.)?**

- Yes.....
- No.....

**Q34 If no, why?**

**Q35 Do you feel that you have ever been mistreated by another youth here?**

- Yes.....
- No.....

**Q36 If yes, what happened?:**

**Q37** If you had a problem with either youth or staff, would you feel comfortable reporting it?

Yes.....   
No.....

**Q38** Are gangs a problem here?

Yes.....   
No.....

**Q39** Have you ever been pressured to join a gang here?

Yes.....   
No.....

**Q40** Have staff talked with you about a plan for when you leave DYS and return home?

Yes.....   
No.....

**Q41** If you are a graduate, do you have a job?

Yes.....   
No.....   
Not a graduate.....

**Q42** Do you like the school here?

Yes.....   
No.....   
Graduate.....

**If no, why?**

School is boring.....   
Safety concerns.....   
I don't like my class(es).....   
I don't like my teachers.....   
Other: \_\_\_\_\_   
Graduate.....

**Q43** Do you like the A+ computer program here?

Yes.....   
No.....   
Never used A+ program.....

**If no, why?**

It's boring.....   
It's too difficult.....   
It's confusing.....   
I run out of time.....   
I don't get help from my teachers.....   
Other: \_\_\_\_\_

**Q44** Do you like the library?

Yes.....   
No.....

**If no, why?**

Old materials.....   
No books or materials I like.....   
Librarian is not helpful.....   
I don't have the opportunity to use.....   
Other: \_\_\_\_\_

**Q45** Do you like the religious services offered?

Yes.....   
No.....   
Not religious.....

**Q46** Do you like SBBMS here?

Yes.....   
No.....

**If no, why?**

I don't receive my points.....   
I'm on restriction.....   
I don't receive my daily incentive.....   
I don't like the activities or items offered.....   
Other: \_\_\_\_\_

**Q47** Do you have problems with the mail?

Yes.....   
No.....   
I don't send or receive mail.....

**Q48 Do you have problems with the phones?**

- Yes.....
- No.....
- I don't use the phones .....

**If yes, why?**

- Phones are broken .....
- Phone calls are too expensive .....
- Not enough phones.....
- Currently do not have phone privileges.....
- Prevented by another youth.....

**Q49 How many times in a week are you able to use the phone?**

- I don't want to use the phone.....
- I can't use the phone even though I want to .....
- 1 time per week .....
- 2 or more times per week .....

**Q50 Have you had any problems with visits?**

- Yes.....
- No.....
- I don't receive visits .....

**If yes, why?**

- Visitors have to travel too far .....
- Visitors can't come because of work/family....
- It is hard to schedule a visit .....
- My visitor was turned away.....
- My visitor was not approved .....
- I do not have people who want to visit .....
- I do not have visitation privileges .....

**Q51 How often do you have visitors?**

- 1 time in a week.....
- A few times a month .....
- A few times a year .....
- 1 time in a year.....
- Never had a visitor.....

**Q52 What is the best thing here?**

**Q53 What would you change here?**