



# Non-Uniformed Staff in Corrections: The Unsung Heroes

## Empowering Change Behind Bars

Prepared by Constantine Alleyne

All intellectual property and material contained herein is the exclusive property of Alleyne & Co. LLC and Constantine J. Alleyne, Founder and the President.



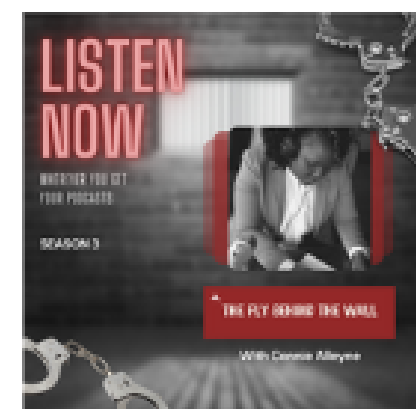
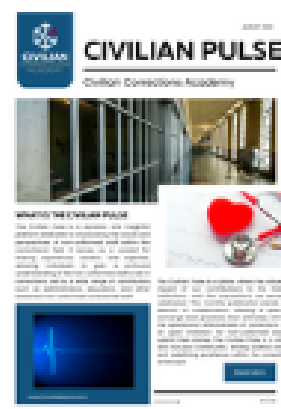
# Introduction



**Constantine J. Alleyne, MPH, MBA**

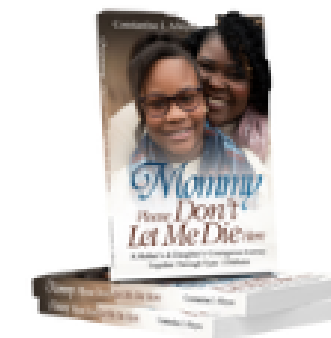
Founder, Civilian Corrections Academy  
Senior Manager, Raytheon Technologies

- **Founder:** Visionary founder of the Civilian Corrections Academy, pioneering specialized training for the non-uniformed workforce; shaping the future of corrections systems. Host of “The Fly Behind the Wall” podcast paired with “Criminal Justice Insights: Beyond the Bars” and the “Civilian Pulse”.
- **Diverse Educator:** A professor with a wide range of expertise, imparting knowledge in various academic domains. Doctoral Student at The Chicago School for Professional Psychology, Organizational Leadership.
- **Motivational Speaker:** Motivational speaker igniting positive change, renowned for talks on corrections, self-mastery, resiliency, and personal growth.
- **Author:** Author of “The Cage Was Her Cocoon,” Constantine's transformational journey from prison administrator to entrepreneur.
- **Multifaceted Expertise:** With a robust background in public health, human resources, and diversity and inclusion.
- **Mom:** Mother to a 12 year-old daughter, student athlete and type 1 diabetic; her middle school basketball coach.



The Top 100 Women Leaders of Connecticut for 2022

Presented by January 20, 2022 | Sponsored by: [unreadable]



COMING SOON!



Let's understand why...



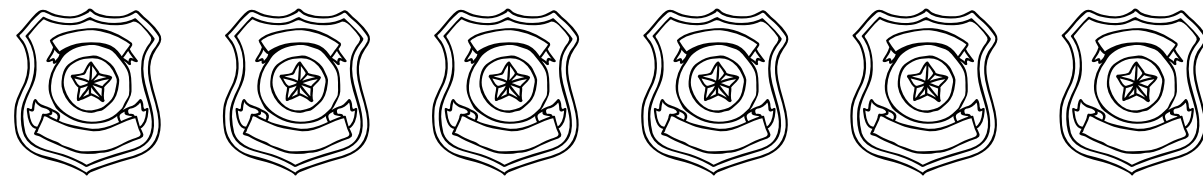
# Current State



- Paramilitary Structure
- Training is officer-centric
- Limited training offerings available to non-uniformed workforce
- System is transitioning from care, custody and control to rehabilitation and re-entry

# Non-Uniformed Workforce

The Department of Corrections has a workforce of an estimated 700,000 employees.  
The non-uniformed/ civilian workforce comprises approx. 175,000



525,000

Corrections Officers



175,000

**Our target market** is the non-uniformed employees,  
i.e. administrators, doctors, nurses, social workers,  
maintenance works, kitchen staff, and religious services.



At the heart of corrections lies a vital need: recognizing the training gap and embracing the indispensable value non-uniformed staff bring to the industry. The Civilian Corrections Academy stands as a beacon, bridging this divide by offering a sustainable solution. Empowering these professionals isn't just a choice; it's the cornerstone of a safer, more resilient corrections landscape.

*Connie Alleyne*

Founder | Author | Speaker





# Who are we?

Non-uniformed staff in correctional facilities play a critical role in providing support and services that are essential for the safe and effective operation of correctional institutions. These professionals face unique challenges and responsibilities as they navigate a complex and often demanding environment.





# Let's explore ...





# Conflicting Agendas





# “One” Mission

## Corrections Focus:

- Safety and Security
- Inmate Interactions
- Custody and Control
- Policies and Procedures

## Non-Uniform Workforce Focus:

- Safety and Security
- Inmate Interactions
- **Balancing** Care and Custody
- Adherence Policies and Procedures (**Internal and External**)
- **Rehabilitation and Support**
- **Education and Skill Development**
- **Healthcare Services**
- **Crisis Intervention**
- **Documentation and Reporting**
- **Professional Boundaries**





# How ?





# TRAINING

*Training within the correctional system is a critical necessity, not only for uniformed staff but also for non-uniformed staff.*

1. **Safety and Security**
2. **Inmate Rehabilitation**
3. **Legal and Ethical Compliance**
4. **Effective Communication**
5. **Crisis Management**
6. **Reduction of Staff Burnout**
7. **Professional Development**
8. **Reduction of Liability**
9. **Public Safety**
10. **Inmate Well-being**





***Simple, right?***

**NOT!**





# Bridging the Training Gap

**The traditional training paradigm predominantly caters to uniformed officers, leaving these essential professionals underserved and ill-equipped to navigate the multifaceted challenges within the correctional landscape.**

- **Importance of Corrections Training:** Recognizing the critical role of corrections in society and the need for comprehensive training across all roles within the correctional system.
- **Acknowledging Non-Uniformed Staff:** Highlighting the often-overlooked contributions of non-uniformed staff, constituting around 25% of the workforce, who perform vital administrative, rehabilitative, and facility support duties.
- **Identifying Training Disparity:** Noting the prevalent gap in training programs that predominantly focus on uniformed officers, leaving non-uniformed staff underserved and ill-prepared for the multifaceted challenges within correctional environments.
- **Necessity of Tailored Training:** Emphasizing the imperative of specialized education and skill development for non-uniformed staff to ensure their confidence, competence, and effectiveness in fulfilling critical functions within correctional facilities.
- **Empowering a Cohesive Corrections Community:** Illustrating how addressing this training gap is fundamental to creating a resilient, knowledgeable, and cohesive corrections community where every individual, irrespective of uniform, contributes meaningfully to safer environments and societal security.



What can the institution do?



An adequately trained civilian  
is proactive mitigation of risk  
to safety and security.

*Connie Alleyne*

Founder | Author | Speaker





# The Immense Value

- **Enhanced Safety:** leads to a safer environment for both staff and inmates
- **Inmate Rehabilitation:** contributes to reduced recidivism and reintegration
- **Compliance with Policies and Laws:** reduces likelihood of violations
- **Effective Communication:** vital for conflict resolution
- **Crisis Management:** effective management of the volatile nature of corrections
- **Professional Growth:** opportunities for advancement
- **Reduced Liability:** mitigate risk to correctional facilities
- **Public Safety:** trained staff reduce crime, enhance community safety



# THE CIVILIAN CORRECTIONS ACADEMY

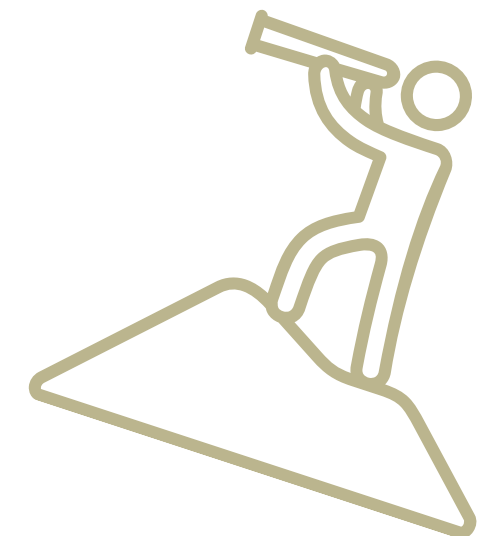
*Our primary purpose is to serve as a vital resource for non-uniformed civilian employees who are either working in or have an interest in working in the correctional environment.*

## **The Mission: Transforming Corrections Education:**

Our mission is abundantly clear— to provide equitable development opportunities for the non-uniformed correctional workforce. These dedicated professionals, who often work behind the scenes, are integral to the functioning of correctional institutions. Yet, their roles have traditionally been overlooked in corrections education. The Civilian Corrections Academy aims to rectify this oversight, ensuring that these professionals are empowered with the knowledge, skills, and resilience to excel in their roles within correctional facilities.

## **The Vision: A Holistic Approach to Corrections:**

Our vision is equally audacious and attainable. We envision a corrections system where every member, whether uniformed or civilian, is equipped with the knowledge, skills, and positive intelligence to make a lasting impact. This holistic approach is essential for creating a system that prioritizes rehabilitation, reintegration, and ultimately, a safer society.



# THE CIVILIAN CORRECTIONS ACADEMY

*The Civilian Corrections Academy (CCA) offers eight modules that are designed to address various challenges and provide essential knowledge and skills to non-uniformed staff working in correctional settings.*

Each module is carefully crafted to equip participants with the tools they need to navigate their roles effectively and contribute to a safer and more rehabilitative correctional environment.







# The Modules In-depth

## **CCA 101: Rules, Rules, Rules!**

**Challenges Addressed:** Understanding the intricacies of department policies and rules is essential, as they apply equally to civilians, not just officers and inmates. Non-uniformed staff often need clarity on these rules.

**Module Focus:** *This module introduces participants to Administrative Directives, Policies & Procedures, the Chain of Command, and the process of entering the facility. It increases staff accountability and provides guidance on meeting departmental expectations.*

## **CCA 102: Who Are You?**

**Challenges Addressed:** Non-uniformed staff need to know themselves, including their strengths, biases, and vulnerabilities, to avoid inmate manipulations and boundary crossings.

**Module Focus:** *This module helps individuals gain insights into their personality traits that may make them vulnerable and explores ways to safeguard those vulnerabilities. It aims to reduce incidents where professional boundaries are crossed.*

## **CCA 103: Be Aware**

**Challenges Addressed:** Awareness, both situational and environmental, is vital for security in correctional facilities. Staff must be vigilant to maintain safety.

**Module Focus:** *This module raises security awareness, builds confidence in correctional knowledge, and increases proficiency in roles. It emphasizes that security is everyone's responsibility.*



# The Modules In-depth

## **CCA 104: Finding Balance**

**Challenges Addressed:** Balancing organizational demands, correctional requests, and the parameters for service provision is crucial for non-uniformed staff.

**Module Focus:** *This module highlights the importance of alignment with the department's mission, building strong working relationships with officers and administration, and simplifying the political dynamics of the correctional environment.*

## **CCA 105: Managing in Corrections**

**Challenges Addressed:** Non-uniformed staff face the challenge of balancing the inherent politics and conflicting needs of the correctional system.

**Module Focus:** *This module teaches employees to be good stewards of their authority while maintaining respect for the chain of command. It highlights the value of partnering with the department and leading by example*

## **CCA 106: Contraband**

**Challenges Addressed:** Civilians work in critical areas of the facility, making it extremely important for them to understand the constant threat to the lives of the inmates and correctional staffers. Civilians may unintentionally put the facility, themselves, their colleagues, and other inmates at risk.

**Module Focus:** *This module ensures that civilians do not get complacent and take security for granted; they are expected to be security-minded in all that they do. Clarify any myths surrounding contraband and applicable consequences.*



# The Modules In-depth

## **CCA 107: Empathy and Compassion**

**Challenges Addressed:** The challenge of balancing care and custody. Staff need to understand the difference between empathy and compassion without compromising professional boundaries.

**Module Focus:** This module makes sure that civilians are mindful not to over-identify with the inmate population. It explores ways to engage the population without compromising professional boundaries.

## **CCA 108: Work/Life Balance**

**Challenges Addressed:** The correctional environment can be highly stressful, and non-uniformed staff need strategies for managing their work-life balance to avoid burnout.

**Module Focus:** It explores the stressors of the correctional environment and ways to avoid burnout while remaining committed and productive employees. It highlights the importance of seeking support through internal and external resources, including Employee Assistance Programs (EAP).

**Each module addresses specific challenges faced by non-uniformed staff, from understanding rules and maintaining security awareness to navigating the complex dynamics of the correctional environment. The CCA's comprehensive training approach equips participants with the knowledge and skills they need to excel in their roles, ensuring that they can contribute effectively to the safety, rehabilitation, and overall success of correctional facilities.**





# Consequences

**Inadequately trained staff can have serious consequences, including security risks, legal issues, and poor outcomes for both staff and inmates.**

# Lessons Learned

A commitment to comprehensive training and development is an investment in the success and effectiveness of the entire correctional system.

- Trained non-uniformed staff effectively respond to security threats, manage crises, and maintain a safer environment for both staff and inmates.
- Training empowers staff to deliver effective rehabilitation programs, reducing recidivism and aiding successful inmate reintegration into society.
- Well-trained staff promote professionalism, ensuring respectful interactions with inmates while adhering to policies, laws, and ethical standards, minimizing legal and ethical risks.



# Thank You!

**EMPOWERING HEROES:  
SHAPING SAFER FUTURES**







# Contact Us

**CONSTANTINE ALLEYNE**

**Founder | Author | Educator | Speaker**

P.O. Box 793 | Bloomfield, CT 06002

Office: (860) 740.2269

Email: [Info@CivilianCorrectionsAcademy.com](mailto:Info@CivilianCorrectionsAcademy.com)

Website: [www.CivilianCorrectionsAcademy.com](http://www.CivilianCorrectionsAcademy.com)