

CORE MODELS



CHANGE AGENT

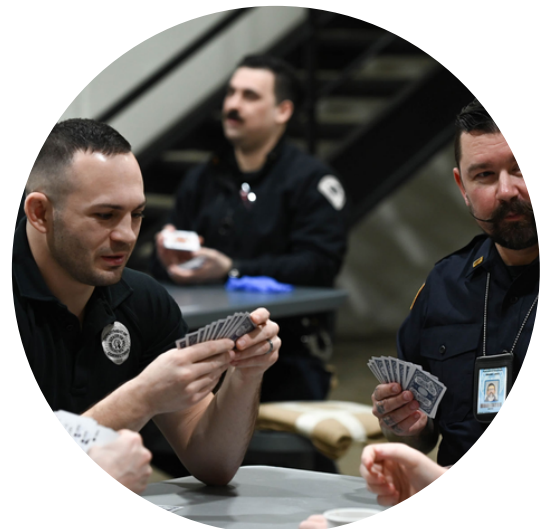
A Change Agent is a staff person who is motivated to support culture change efforts at their facility, voluntarily attend additional training, and are encouraged to submit staff proposals presenting solutions to common challenges experienced by their colleagues and residents. All staff motivated and engaged in improving the culture of their facility are Change Agents, including participating on a Resource or Activity Team, interacting with residents as a Contact Officer, or supporting positive culture through staff-led efforts (e.g., staff wellness rooms, holiday events for staff and residents, etc.).

CONTACT OFFICER

A Contact Officer is a correctional officer or staff person who is assigned to a small number of incarcerated individuals to support their success and prevent problems before they arise. The Contact Officer might connect incarcerated individuals to resources and opportunities, support them as a coach, mentor, and role model, or create events or small projects that make their housing unit a better place to work and live. The Contact Officer has more tools to hold incarcerated individuals' accountable because they are empowered to make important decisions in their unit and can create meaningful opportunities for the population they're working with. The Contact Officer model is flexible and adaptable; the specific role of a Contact Officer should differ from unit to unit and prisons to prison based on participating staff's strengths, opportunities, and goals.

RESOURCE/ACTIVITY TEAM

Research shows that long-term isolation is harmful and ineffective – it doesn't support behavior change – and that working in segregation units takes a unique toll on staff's physical and mental health. The Resource / Activity Team approach empowers uniformed staff to work safely and effectively with the highest-risk, highest-need incarcerated individuals to dramatically increase time-out-of-cell and ultimately support them to live safely and successfully without isolation. A Resource Team is based in a restrictive housing unit; an Activity Team is mobile, working throughout the prison, and focuses on people who are self-isolating and other high-risk individuals who need extra support to stay on track and out of restrictive housing. Resource/Activity Team members receive extensive additional training, and dedicated project time, to work effectively with the most complex individuals.



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