THE CCA WAY

At CCA, we are committed to the Guiding Principles upon which the company operates every day. We practice these principles at all times, with all of our government partners and community neighbors.

- Safety and Security
- Quality
- Accountability
- Cost-effectiveness
- Teamwork
- Innovation
- Communication
- Integrity
- Respect
- Loyalty
- Trust

Corrections Corporation of America

ECONOMIC DEVELOPMENT

When CCA is welcomed into a new community, it makes an immediate and significant economic impact in a number of ways.

In many instances, we are the largest employer in local communities in which we operate. Hosting a CCA correctional institution can potentially mean hundreds of jobs with an annual payroll in the millions. CCA currently employs more than 10,000 correctional professionals nationwide, ranging from correctional officers to counselors, instructors, doctors, nurses, administrators, maintenance workers and clerical staff. CCA offers employees competitive wages, a comprehensive benefits package, and the opportunity for advancement within a successful, national company.

“Facilities often purchase goods and services … stimulating local economic growth and contributing to sales tax revenues.”

Davidson County and its residents have enjoyed a long and healthy relationship with Corrections Corporation of America. They have been a partner in managing the county’s correctional needs. They have volunteered during emergencies and other special occasions in assisting our agency and community.

“They are our partner and we value the relationship.”

Tennessee, Davidson County Sheriff,
Daron Hall

CCA believes that to be successful, we must be accountable to our clients, our staff, the offenders in our care, and the communities in which we operate. CCA employees not only work in the local community, but most importantly also live in the local community.

Our commitment to accountability is illustrated through the Community Relations Committees that exist at all of our facilities. These committees are made up of local members of the community—selected officials, business leaders, members of the media, nearby residents, etc—and meet at least quarterly at our correctional centers to discuss facility operations, interaction with the surrounding community, security, and other timely topics. Our prepared staff makes formal presentations on various offender education or substance abuse treatment programs. Our warden gives a summary of the services we are providing to the community through our volunteer efforts. We invite guest speakers to talk with the group about fostering strong relationships together. Our security team discusses new technologies. The interaction between facility staff and community participants ensures a constant flow of communication in both directions and gives the community a better understanding of daily life at the facility.

Through teamwork and communication, correctional officers at CCA maintain a safe and secure environment.

CCA – Who We Are

CCA founded the corrections management industry in 1983… and is the nation’s largest provider of corrections management services to governmental agencies. We serve the federal government, nearly half of all states and numerous local counties, making us the fifth largest corrections system in the United States. Every day, we are responsible for the safe-keeping of more than 70,000 offenders in our care in more than 60 correctional centers across the country. We own and operate the majority of these centers, and the others we manage on behalf of our government partner.

CCA is committed to building strong relationships with local communities and governments, and that commitment is reflected by our 95 percent contract renewal rate. CCA is also committed to the rehabilitation of the inmates under our care, offering a variety of programs for inmates, including basic education, life skills and employment training, and substance abuse treatment.

CCA – Local Community

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CCA provides members of the community with a vast number of exciting employment opportunities and diverse career paths.

Our correctional centers operate much like a small city, with all of the vital resources needed that it takes to build a community, from law enforcement to education, to housing, medical and food services, work program, recreation, financing, and administration.

“CCA provides competitive salaries, job training that leads the industry, and excellent opportunities for rapid advancement nationwide.”

While our correctional officers are an integral part of our work force, CCA also could not operate its facilities without many different types of personnel. For example, our medical team at each facility includes doctors, nurses, dentists and mental health professionals who provide ongoing care for the men and women in our care.

The company also employs staff members who focus on offender rehabilitation through substance abuse treatment, educational therapy and faith-based programs. Our staff helps change the lives of the individuals under our care, striving to return a more grounded person to society upon release.

Our correctional centers also place a high priority on the educational and vocational programs we provide, depending on the type of offender in our care and the length of stay in our center. We employ principals and teachers who help our students broaden their knowledge base as they prepare to enter the workforce upon release.

CCA also relies on its administrative support staff to provide everything from meals to medical care. We have business managers, human resource managers, other financial staff people, proc- 

ore executive and other non-security personnel who work in our front offices.

CCA provides competitive salaries, job training that leads the industry, and excellent opportunities for rapid advancement nationwide. The company’s benefits package includes medical and dental insurance plans, as well as 401(k) retirement plans, and CCA was named by Forbes magazine as the best-managed company in the country in the area of business services. It was listed in the publication’s list of the America’s 400 Best Big Companies.

CCA is an excellent option for people seeking a transition to virtually any industry, including members of the military. The company was recently placed on USJ’s Top 50 Military-friendly Employers list.

Comprehensive training, excellent pay and benefits and a rewarding career path make CCA a great opportunity for anyone looking to further their career in a supportive environment.

“In addition to the jobs and tax base, the facility encourages their employees to join and contribute to local civic groups and projects in the community. I believe that the community realizes that many services and recreational projects would not be here without CCA.”

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Minnesota, Swift County Commissioner
Gary Hendricks

CCA is a good partner for Hardeman County and for the State of Tennessee. I was an early supporter of CCA locating in our county. We knew that CCA was an excellent option for people seeking a transition to virtually any industry, including members of the military. We were happy to see the company also employ many staff members that live in the community.

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Counselors

Our counselors provide emotional support to individual self-esteem building and personal responsibility opportunities to progress positively in their lives.

Principals and teachers

CCA’s education initiatives are designed to improve the quality of life for the offender students who wish to learn and grow under our care and take their hard-earned skills with them after they return to society. By gaining an education, these individuals increase the likelihood of employment and living a benefit to their community.

Doctors

CCA doctors lead our medical staff to provide superior care to patients housed in our facilities.

Nurses

Nurses assist the doctors on our medical staff and administer care to our patients.

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ACCREDITATION ENSURES CCA FACILITIES ARE AMONG THE BEST OF THE BEST

As the nation’s largest private corrections provider, CCA expects and welcomes an extra amount of scrutiny from its customers and from the public it serves. To that end, and unlike many of its public counterparts, every CCA facility follows the rigorous standards of the American Correctional Association, ensuring compliance with the highest operating standards in the industry. Additionally, the vast majority of our facilities are ACA accredited. ACA accreditation requires compliance with more than 450 operating standards. Every new CCA correctional center will undergo ACA accreditation.

CCA has proven to be a good corporate citizen and a vital asset within our community. Something often overlooked, however, is the role CCA, its employees, and even the offenders, play in community service.

Volunteerism is important to CCA. The company and its employees support local organizations through donations, manpower for community projects and countless hours of personal time. A few of the organizations include United Way, the Boy Scouts and Girl Scouts of America, Special Olympics, Crime Stoppers, D.A.R.E., Big Brothers/Big Sisters of America and the U.S. Marine Corps Toys for Tots.

Every CCA facility has a strong presence unique to its surrounding community. For example, the Prairie Correctional Facility in Swift County, Minnesota, grows and provides landscaping for the local hospital and nursing home. Inmates also harvest seeds of endangered prairie grass in a greenhouse on the facility’s site and donate them to the U.S. Fish and Wildlife Service, whose rangers then plant the seeds in Big Stone National Refuge.

“Each facility encourages its employees to join and contribute to local civic groups and projects in the community,” said Gary Hendricks, Swift County Commissioner. “I believe the community realizes that many services and recreational projects would not be here without CCA.”

Many county events, civic organizations and service projects in Swift County are run by Prairie Correctional Facility employees. Staff members contribute as volunteers for the community’s local fair and annual festval, Applefest, as city sports league coaches, members of the Lions Club, Chamber of Commerce, Jaycees, volunteer firefighters, and EMS. This community service comes along with the fact that the Prairie Correctional Facility is the largest employer in a six-county area.

CCA: A Good Neighbor For the Community

Just ask the residents of Eden, Texas, and they will tell you the benefits of having CCA in the community.

At first, many were skeptical. They never thought having a prison as a neighbor would be a good move for the area’s economic development, but they have changed their minds after seeing the benefits firsthand.

Today, Eden’s once-forgotten economy is stable, in large part to the detention center that was built in 1995 and then purchased by CCA in 1995. The Eden Detention Center continues to be one of the leading and largest employers in the county, the employees have high-paying jobs with benefits, and CCA provides more than $1 million annually in property and sales taxes and over $700,000 annually in local utilities.

“Volunteerism is important to CCA”

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CCA has proven to be a good corporate citizen and a vital asset within our community. The facility itself is located within the Wolters Industrial Park area of our city immediately adjacent to the Mineral Wells campus of Weatherford College and the city gym and activity center. We have encountered no problems with the CCA campus, and have found that the CCA facilities quite ably complement the activities in the Industrial Park. Again, CCA has proven to be a very welcome member of our community.

City Manager Lance Howerton, Mineral Wells, Texas
## Facts and Figures

- CCA founded the corrections management industry in 1983.
- CCA is the largest provider of corrections management services in the U.S., managing more than 70,000 inmates in 19 states and the District of Columbia. The company is the fifth largest corrections system in the nation, serving all three federal government corrections agencies, almost half of all states and numerous local counties.
- CCA joined the New York Stock Exchange in 1994 and now trades under the symbol CCA.
- In addition to 40 hours of pre-service orientation, all new full-time security personnel receive a minimum of 120 hours of training during their first year of employment.
- CCA employs more than 60,000 people, in exciting, challenging and rewarding careers with opportunities for rapid advancement.
- CCA has received national recognition for being a great place to work. "Top 50 Military-Friendly Employers," while Forbes magazine named CCA one of "America's Best Managed Companies."
- CCA’s faith-based initiatives include eight national and international ministry partnerships.
- Employees at CCA correctional centers contribute to many community organizations. For example:
  - **Northeast Ohio Correctional Center** contributed toys, hygiene items and gift certificates for residents at Beatitude House, a local charity that assists disadvantaged women and children.
  - **Elrod Detention Center** held canned food drive, supported local blood drives and participated in the Adopt-A-Highway program.
- **Goddard Correctional Facility** supported youth athletics, service organizations and non-profit charitable associations. Primary beneficiaries of the facility’s time and talents included Girls’ Youth Athletics, Girl Scouts of America, American Cancer Society, American Heart Association, March of Dimes and Literacy Volunteers of America.
- Overcoming an addiction, earning a GED, writing a resume, learning to read, training abandoned gas stations — these are just a few of the opportunities for offender students in CCA facilities. CCA has always believed strongly in providing opportunities for rehabilitation that assist offenders in achieving self-sufficiency and learning personal accountability. These programs provide men and women a chance to be part of something meaningful that will help them become successful and constructive citizens.

### Innovative Programs Help Offender Students Achieve Success

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A core program package is available at CCA adult correctional centers and may include:

- GED preparation
- English as a second language
- Substance-abuse prevention
- Alcoholics/Narcotics Anonymous
- Health education
- Parenting skills
- Religious programs
- Recreation

In addition to GED preparation, English as a second language, substance-abuse prevention, Alcoholics/Narcotics Anonymous, health education, parenting, religious programs and recreation, CCA offers enhanced programming, which includes everything from vocational training to college prep courses to family counseling.

Some of the programs are a little different from what one might expect to find at a correctional facility. At the Davis Correctional Facility in Holdenville, Oklahoma, for example (and this program is at many of our locations), offenders care for rescued dogs that would otherwise have been euthanized. The offenders have been given care for the dogs before they are adopted by loving families. One group of offenders even has a "Highway program."

CCA believes it is important to become part of the community — and one way we accomplish this is to hire local construction workers.

CCA has built more than 30 jails and prisons and maintains close relationships with architectural and construction firms that specialize in this area. This combined industry expertise allows CCA to build new facilities at a lower expense and much quicker than its federal, state and county customers, saving taxpayer money for other necessary programs, like education or health care.

A leading benefit of CCA is the company’s ability to design, construct and open a correctional center in approximately 12-18 months. This compares favorably with the typical 36-40 months that it may take a public corrections system to build a correctional center. CCA’s rapid development approach is both time and cost efficient.

### Students Achieve Success

"CCA offers enhanced programming, which includes everything from vocational training to college prep courses to family counseling."

CCA offers programs that involve students meeting while learning important life skills. One example of this is the "Highway program," where offenders care for rescued dogs that would otherwise have been euthanized. The offenders have been given care for the dogs before they are adopted by loving families. One group of offenders even has a "Highway program."

### CCA: From the Ground Up

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