

NEWS RELEASE

DELAWARE DEPARTMENT OF CORRECTION

Commissioner Monroe B. Hudson, Jr.

Presented by Jason P. Miller, Chief of Communications and Community Relations

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Seasoned Department of Correction officials promoted to senior leadership positions

Dover, DE – Commissioner Monroe B. Hudson Jr. today announced that he has appointed Deputy Community Corrections Chief Terra Taylor as Chief of the Bureau of Community Corrections and Deputy Chief of Chief of Planning, Research & Reentry Heather Zwickert as Chief of Planning, Research & Reentry. Both appointments become effective August 16.

“Chief Taylor and Chief Zwickert have dedicated their entire careers to corrections and are proven leaders who have demonstrated the ability to embrace innovation, support and motivate their staff, and work collaboratively with officers, staff, treatment and program providers, and community partners to achieve the DOC's public safety and reentry mission,” **Commissioner Hudson said**. “Chief Taylor has excelled at every level of leadership within the Bureau of Community Corrections and she leads a Bureau of more than 300 dedicated officers and staff who continue to drive record rates of probation success while protecting our communities. Chief Zwickert is uniquely qualified as a former Probation Officer, policy expert, and strategic planner to leverage proven practices to identify offender needs and risks and address them through effective treatment, training, and supervision to improve reentry outcomes and reduce Delaware's recidivism rate.”

Chief Taylor joined DOC in 1997 as a Home Confinement support employee and a college intern. In 1999, she became a Probation and Parole Officer, specializing in domestic violence and sex offender supervision. She was promoted to Supervisor in 2011 with responsibility over Electronic Monitoring, Sex Offenders, Intake, the I-ADAPT reentry program, and Interstate Compact. Taylor assumed the role of Operations Administrator at Dover Probation & Parole in 2014 with responsibility over the 24-hour Electronic Monitoring Center, the statewide electronic monitoring budget, and the statewide sex offender program. In 2016, Taylor was named Regional Manager of the Dover Probation & Parole Office, responsible for a team of 80 employees who provide community supervision of offenders, manage programs and administer operations across Kent County. She was elevated to Statewide Probation and Parole Director in 2017 with responsibility for Probation and Parole operations and programs in all three counties, where she focused on new initiatives to improve officer equipment, enhance community outreach and education, and improve communication and employee relations. As Deputy Chief of Community Corrections since 2019, Taylor has focused on expanding the Bureau's

implementation of the evidence-based *Effective Practices in Community Supervision* (EPICS) intervention model of supervision, opening the first statewide Community Corrections Treatment Center, and navigating the response to the COVID pandemic. Taylor fills the position vacated when former Chief Marvin Mailey was appointed Deputy Commissioner earlier this week.

Chief Zwickert joined the DOC in 2000 and served as a Probation and Parole Officer for 12 years, supervising hundreds of pretrial and sentenced offenders, prior to being promoted to Probation and Parole Supervisor, during which time she supervised the Pretrial Services Unit and served as the Department's lead representative on the Smart Pretrial Initiative. This work involved extensive collaboration with the Courts, Department of Justice, Office of Defensive Services, other law enforcement agencies, and community-based organizations. In 2018, she moved to the Office of the Commissioner to serve as the Department's Accreditation and Compliance Manager in the Planning, Research, and Reentry Unit. In this role, she managed revision, review, and creation of Department-level policies and coordinated compliance with the Prison Rape Elimination Act (PREA) and facility preparations for accreditation by the American Correctional Association (ACA). In 2019, she was appointed Deputy Chief of the Planning, Research, and Reentry Unit which has played a critical role in implementing Governor Carney's Executive Order 27 to improve prisoner reentry outcomes through increased services and collaboration across state government and with community-based service providers. Zwickert fills the position vacated by former Chief Joanna Champney who was recently named Director of the Division of Substance Abuse and Mental Health in the Department of Health and Social Services.

"I am honored to lead the Bureau of Community Corrections as the DOC employs proven strategies to drive reentry success while keeping our neighborhoods safe," **Chief Terra Taylor said**. "I will strongly support the exceptional officers who work in the community to provide results-oriented supervision for thousands of individuals across our state, along with our incredible administrative staff and dedicated community partners who are making an impact every single day."

"The DOC has proven its ability to embrace modern best practices to achieve public safety goals and positive offender treatment and training outcomes through collaboration within the department, across state government and with community partners. I am grateful for the opportunity to lead our team of planners, researchers and policy experts who are hard at work helping to put these proven ideas from across the county into practice right here in Delaware," **Chief Heather Zwickert said**.

The Bureau of Community Corrections oversees probation and parole, oversees probation and parole, pretrial services, the community work release program, electronic monitoring and other supervision programs for more than 10,000 individuals statewide who are housed in Work Release and Violation of Probation facilities, the statewide Community Corrections Treatment Center, or are serving probationary sentences in the community. Its 300 Probation and Parole Officers along with support staff work to reduce crime and support public safety by assessing

offender risks and needs and providing responsive supervision through comprehensive evidence-based reentry-focused programs that feature substance abuse treatment, mental health services, career counseling, education and training. Bureau staff collaborate on a daily basis with medical and behavioral healthcare professionals, community organizations, service providers, state agencies, employers and the Judiciary to connect men and women under their supervision to systems of support that improve their chances of leading productive lives in our communities. They also play an active role in collaborative crime reduction initiatives, including the Group Violence Intervention project in the City of Wilmington.

The Planning, Research & Reentry Unit plays a leading role in developing and implementing evidence-based rehabilitative inmate treatment programs, including expansion of cognitive behavioral therapy programming, and offender assessment tools department-wide. It monitors and supports reentry functions by DOC field staff, with a current focus on creating a release planning system for individuals who are preparing to leave prison custody. The Unit also manages data analytics, research and data requests, accreditation and compliance activities, and policy development.