

## Services Provided by Callisto Consulting

### **Criminal Justice Services**

- Correctional facility/agency and law enforcement agency assessments and assistance with risk management planning and improvements
  - services focus on risk assessment and development of strategies for risk mitigation through development of management strategies, policy and procedure enhancement, and staff training
- Expert witness services
  - services include in initial incident/case review, identification of standards of care, full case material review, writing expert witness reports, testimony at deposition and trial
- Facility planning and programing
  - services support the design, renovation and, or construction process for correctional facilities, police facilities and court facility through development of a facility program which outlines the mission of organization, a description of the basic planned uses of various spaces, and descriptions of appropriate security features
- Incident investigation and review:
  - support in after action review of incidents involving correctional, law enforcement, and/or support staff, and preparation of a report and recommendations
- Law enforcement and correctional agency/facility management, operations, facilities and program assessments: An array of services that include professional assessments of correctional and law enforcement agencies through:
  - facility/site inspections and recommendations
  - management and organizational structure analysis and advising,
  - operational audits,
  - policy and procedure review and advising,
  - staffing analysis and planning,
  - budget planning assistance
  - accreditation support
- Training: Line level, supervisor, command and executive level:

- New York State certified police and corrections general topics instructor provides direct delivery of training on a variety of law enforcement and corrections related topics, development a lesson plans, development of training curricula for all levels in a correctional or law enforcement organization

### **Labor Relations Services**

- Interest based negotiations:
  - provides interest based negotiation training to labor and management, provides direct support and facility at interest based negotiation session, assist in the final drafting of labor agreement
- Conflict services
  - provides training to supervisors, managers and executives in managerial mediation processes
  - assist leadership by directly engaging in mediation sessions with employees who are in conflict with each other, or support leaders as they use managerial mediation processes

### **Organizational Development Services**

- Executive coaching
  - provides support and advise to senior level leaders around management and leadership strategies, practices and principles, employee motivation and discipline, incident management and investigation, project management, and related leadership and management challenges
- Leadership, management, and supervisory training
  - services include the development and deliver of leadership, management and supervisory training, focused on enhancing employee performance, management challenging employee behaviors, employee development, incident investigation, employee discipline, and related leadership, management and supervision challenges
- Risk, safety and security assessments and planning:
  - observing and reviewing current areas of exposure and any past safety/security incidents to identify potential vulnerabilities,

- interviewing key individuals for critical insights and information about safety and security policies, procedures and practices, as well as experiences with safety and security concerns.
- providing a gap analysis to isolate areas, where the security program does not meet industry best practices
- making recommendations to guide in implementing measures to mitigate areas of vulnerability identified
- related services
  
- Emergency management planning, training and exercises
  - supports the develop of emergency plans
  - conducts emergency management, planning, response, and recovery training
  - provides training on development of incident management exercises
  - develops and facilitates table top and full scale emergency incident management exercises
  
- Strategic planning:
  - services include assistance in development/revision of mission and vision statements, assistance in development of mission based priorities, goals, objectives, strategies, signature projects, and related planning activities
  - development of a strategic planning format
  - drafting a strategic planning and action agenda document
  - monitoring of strategic planning process and progress
  - evaluation of strategic plans and action agendas