

**37. Please outline any parent-child activities organized by the agency or with agency partners (e.g. Father-Daughter dances).**

DOC will collaborate with local non-profit organizations to provide an activity in FY17 to bring incarcerated parents together with their dependent children. Projected times will be close to Mother's Day and Father's Day. It is anticipated that the activity will include snacks, story time, arts and crafts, a guest speaker and some other guided activity. Additionally, participants will receive a handout that contains parenting information.

In FY16 and FY17, Collaborative Solutions for Communities (CSC), a non-profit agency, provided mediation and support to women, their children, and other family members in order to strengthen ties within the family unit before the woman is released.

DOC also collaborated with CSC, Voices for a Second Chance (VSC) and MBI Mental Health Services in the Second Chance Moms program. The program was developed for women between the ages of 18-25 who have custody of their children and who are returning citizens. Case management, family group counseling, behavioral health, mentoring and other community reentry services will be provided through their joint efforts and in conjunction with DOC. Services will continue for the women and her family upon her release.

**38. Please describe the video visitation system and its recent expansion. How many inmates have taken advantage of video visitation?**

Family members and friends continue to use the Department's innovative videoconferencing technology to connect with inmates housed at the D.C. Jail. Video Visitation is offered from Wednesday through Sunday beginning at 11 am and ending at 10 pm—with inmates being allowed two forty five minute visits per week. The main center housed within the D.C. General complex is the main hub with four satellites located in the MLK and Anacostia Libraries and the Deanwood and Bald Eagle Recreation Centers (Wards 2, 7 and 8).

<b>Location</b>	<b>Start Date</b>	<b>Visits Conducted</b>
Main Visitation Center	July 25, 2012	195,424
Martin Luther King, Jr. Memorial Library	September 13, 2013	1339
Deanwood Recreation Center	January 17, 2014	977
Anacostia Library	January 11, 2015	150
Bald Eagle Recreation Center	February 18, 2015	684
<b>Total Video Visits Conducted</b>		<b>198,574</b>

**39. Please describe the policies and the procedures for video visitation at the CTF for both the female and juvenile populations.**

Female offenders housed CTF receive one contact visit per week which may include of up to five (5) adults or two (2) adults and three (3) minor children. The visits can last a up to sixty (60) minutes. Visitation reservations are required to be scheduled with the Visitation Clerk Monday through Friday by calling 202-442-6155 from 8:00 am to 4:00 PM.

Juvenile offenders receive two (2) video visits of forty-five (45) minutes each per week. Persons who wish to visit juvenile inmates housed at the CTF must call 1-(888)-906-6394 or (202) 442-6155 Tuesday through Saturday between the hours of 9:00 a.m. and 5:00 p.m. or access the DOC website at <http://visitation.doc.dc.gov> anytime to register and thereafter schedule visits.

**40. Please describe voter registration policies and activities of the agency in FY16 and FY17, to date.**

**a. How does the agency ensure that eligible inmates understand their voting rights?**

Each arrestee or inmate committed to the DOC who is a US citizen living in the District of Columbia is afforded the opportunity to register and vote in District of Columbia elections and/or elections for federal office. If the inmate decides to register to vote or declines to vote that information is recorded and kept on file. Once the inmate completes the voter registration application, then it is recorded in the offender management system, placed in an envelope and hand delivered by DOC mail carrier to the Board of Elections (BOE) with a signed receipt. Prior to each election, BOE and the DOC Voting Coordinator meet and plan for the upcoming election. The DOC Voting Coordinator and staff along with the BOE develop a list of eligible registered inmates. Once the date has been set for voting to take place in both CTF and CDF, then the inmates are notified of the upcoming election through case management services, posters, flyers and regularly scheduled public announcements, describing requirements to vote as well as the deadline for submitting applications for an absentee ballot and the date voting will take place.

The Mayor's Office on Returning Citizens Affairs (MORCA) sends a list of citizens and/or poll watchers who want to participate in the process. On the date of voting, MORCA poll watchers and BOE staff come into the facility and match the absentee ballots with the list of inmates. Stations are set on each floor to regulate the voting process and are staffed with a BOE staff member, poll watcher, case manager, correctional officer and supervisor. Inmates are seated at the tables, given their absentee ballots and instructions on how to vote the ballot by BOE staff. The process is viewed/monitored by the poll watchers and DOC staff. Once the ballot is completed, it is sealed by the inmate and handed to BOE staff. Ballots then remain in BOE possession.

If an inmate is in court, out on medical, or other temporary release, that inmate will be allowed to vote upon return to the facility in a private area with the voting coordinator facilitating the process. Once the ballot is completed and sealed by the inmate, the voting coordinator maintains control of it until it the ballot is picked up from the facility by the BOE with a signed receipt. DOC forwards voter registration applications to the BOE on a weekly basis. The DOC Voting Coordinator maintains communication with BOE and MORCA on all voting matters. If an eligible inmate registers to vote while incarcerated but is released before the election, he/she may vote once in the community.

**b. How many inmates voted in the Spring 2016 Primary Election? What percentage of the committed population does this represent?**

On 6/16/2016 95 inmates voted in the primary election. There were 1717 inmates in custody at CDF and CTF that day; 1287 of whom were DC residents above the

age of 18 who were eligible to vote. So 7.4% of eligible inmates voted; or 5.5% of all inmates at CDF and CTF.

**c. How many inmates voted in the November 2016 General Election? What percentage of the committed population does this represent?**

On 11/02/2016 147 inmates voted in the primary election. There were 1866 inmates in custody at CDF and CTF that day; 1403 of whom were DC residents above the age of 18 who were eligible to vote. So 10.4% of eligible inmates voted; or 7.9% of all inmates at CDF and CTF.

**41. What is the typical caseload for case managers? Please describe the training for this position.**

Caseloads for a facility case manager average around 75 inmates. The assigned number is dependent upon the specific housing unit activity. Case managers are responsible for a number of critical services including intake processing, classification, housing assignments, PREA screening, referrals for specialized programming, administering risk and needs assessments, administrative housing reviews, grievance monitoring, supportive services coordination, and post release planning.

Minimum qualifications include a bachelor's degree and three to five years of work experience in a criminal justice setting. In addition to the required 40 hour pre-service and annual in-service training, new case managers are paired with experienced staff for a period of peer-based on-the-job training in key areas. Ongoing staff development around cultural diversity, PREA, LGBTQ relations, mental health, suicide prevention, and ethics is required.

**42. What educational services does the Department provide to youth with a GED or high school diploma?**

Currently, there are no juveniles in DOC custody that have earned a GED or high school Diploma. All are currently receiving daily on-site educational classes through the DC Public Schools' Incarcerated Youth Program. If a juvenile does present with a high school diploma or GED, online resources have been identified to allow pursuit of college credits via correspondence classes.

In addition, to identifying these resources, DOC has piloted an initiative with the University of the District of Columbia Community College (UDC-CC) and the Office of the State Superintendent of Education (OSSE) to offer career and technical education courses to residents. Juvenile residents were afforded the opportunity to attend job readiness classes three times per week in the evenings. The program was received with mixed reviews from the residents. Currently discussion is being held to look at additional career and technical education (CTE) programs for residents in the coming year.

**43. What special training do staff who work with youth receive? Are there any staff who interact with youth that do not receive this training?**

DOC works in partnership with DYRS and other sister agencies in providing training for juvenile program/security staff. Specialized training includes:

- Positive Youth Development
- Juvenile Engagement
- Title 16
- Disciplinary Procedures
- Juvenile Unit Operational Protocols
- Trauma Informed Care
- Crisis Intervention
- Juvenile Programming
- De-escalation
- Communication

DOC staff also facilitates training for each new class of officers entering the academy focused on juvenile unit policies, day to day operation, and positive youth development/engagement with incarcerated youth.



**44. Please outline any ongoing environmental, structural or mechanical deficiencies throughout CDF and CTF.**

The DC Department of Corrections is committed to establishing a "Benchmark Facility" in the District of Columbia, which will provide a safe, secure, functional, and clean environment for its inmates, staff, contractors, and visitors alike. The primary objective of an effective Preventive Maintenance program is a proactive maintenance response that includes regular inspections, planned service and operational trend assessment to identify and correct maintenance issues before failures occur. Preventive maintenance activity of the Department of Corrections Maintenance Division is directed and managed through the work order process of the Agency's Computerized Maintenance Management System (CMMS) and are prioritized based on severity of items that impose an immediate threat to health and safety to non-emergency routine items and projects that may require advanced planning and funding identification.

The Department of Corrections is conducting the following HVAC Maintenance and repairs by April 1, 2017. Much of this work underway could not be conducted during the summer as it required cooler temperatures and that the system would not be in use at the time. Therefore it is being completed this winter.

1. Under Cut Cell Doors and Add Security Grating to Improve Air Movement-The jail's doors which were comprised of bars were replaced by solid doors which impeded airflow into individual cells when the doors are closed. Openings will be cut into all solid cell doors and grates installed to allow airflow into the cells at night and when doors are closed.
2. Flush Chilled Waterlines and Modify Chiller Controls- The AC operates by moving cool water and cool air. In order to maximize efficiency, the systems are flushed to remove hot air and water and replace cooler air and water. This increases the efficiency of the chilled water in chilling and moving the cooler air.
3. Install return grills that do not have dampers behind them to increase air movement.- DOC had completed 60% of this project last summer and will complete the remaining 40% to improve airflow.
4. Modify the ducting from the rooftops to increase air flows. This includes replacing the "T"s on the roof and adding turning vanes to the lower level elbows. – Airflow was impeded at the T junctions which decreased the efficiency of the cooling. The installation of turning vanes will allow the air to flow at the junctions and improve cooling.
5. Make all needed repairs to rooftops to ensure 100% of the equipment capacity can be utilized when the air flow issues are improved. - The rooftop front end, backbone and

terminal sensors were not functioning at 100%, These repairs will improve the monitoring and control of the HVAC system . It is comparable to a diagnostic panel and connection to the cable and the sensors of the system.

6. Install three year old chiller salvaged from St. Elizabeth's. - The chillers are activated and added on a rolling basis as temperatures rise. So chiller 1, adds 2, adds 3 as the temperature climbs. Last year, chillers 1 and 2 operated well but chillers 3 and 4 did not. DOC is replacing chillers 3 and 4, which were mini-chillers with a jumbo chiller from St.E, which will help with higher temperatures as they rise.

7. Install temporary, fabricated grills One per wing. This will increase air movement. - 70% of the fabricated grills were replaced last year. DOC is now completing the remaining 30% and rechecking the last year's grills.

8. IPC Control Room Supplemental Cooling- The Inmate Processing Center, which was completed 2 years ago, does not house inmates but supplemental cooling is being added to further cool the overall building.

9. Basement Air Handling Unit (AHU) - Inmates are not housed in the basement but it is used for maintenance, laundry and food service operational functions. Currently the AHU is failing and will be replaced thus contributing to the overall cooling of the temperature within the facility.

10. Chilled Water Pump and Drive Replacement- The pump and drive replacement will push cool water more effectively increasing the flow of water to all of the AHUs.

11. Repair Direct Digital Control System- This is the thermostat of the system. 45% of the repairs were completed last year and the remainder will improve the thermostat control.

12. Re-Balance Air Supply and Hydronic Systems- DOC is conducting a full assessment of the airflow system for rebalancing the air supply throughout the facility. A need has been identified to seal joints and cracks in the exterior walls at CDF.

**45. What is the agency's role in issuing returning citizens certificates of good standing?**

The Office of Returning Citizens Affairs (ORCA) will request a Certificate of Good Standing from DOC on behalf of a returning citizen. Once the request is received, the Inmate Record Office staff will review the records of the requestor in all DOC databases and all other databases that DOC has access to, and then document any information on the Certificate of Good Standing form. When these procedures have been completed a copy of the Certificate of Good Standing will be forwarded to an authorized staff member via email [ORCA@dc.gov](mailto:ORCA@dc.gov) to the office of Returning Citizen Affairs. The ORCA will sign and date the Certificate of Good Standing as the issuer and return it to the requestor.

**46. What steps is DOC taking to correct the findings of noncompliance from the Office of the State Superintendent of Education's November 15, 2016, Letter of Decision?**

The Department is working with DCPS and OSSE to develop a new Memorandum of Understanding to replace the prior one which did not include OSSE as a party and is establishing greater information sharing under the new MOU. To maximize segregated inmates academic support, the Department is ensuring that its school room for segregated inmates with special education needs is being fully utilized, and that all inmate refusals of the special education services on that unit are properly documented.

**47. Please describe the progress of the CTF transition, including hiring, procurement, and next steps.**

DOC successfully assumed operations of CTF on February 1, 2017.

The District began the process of planning for transition well over 18 months in advance of the termination date of its 20 year lease and operations and maintenance contract with Corrections Corporation of America (now Core Civic). On February 16, 2016 the Office of the City Administrator authorized the Department of Corrections (DOC) to assume operation of the Correctional Treatment Facility (CTF) on February 1, 2017.

To prepare for the transition of the CTF, DOC began hiring staff, updating operating policies and procedures, securing contracts, and installing the necessary infrastructure to operate the CTF. DOC expects that the outcome of the CTF transition will be a single agency operating a program-focused correctional facility with an opportunity to create new and expanded programming.

**Programs:** Some of the new programs to be implemented will include establishing a mental health treatment community unit for Women, expanding DOES's work readiness program to include a full program for women, and establishing a remedial education program with UDC so that participants are prepared to take advantage of professional certification courses offered by UDC that can enhance their opportunities for employment upon return to the community.

**Policies and Procedures:** Policies and procedures required to ensure safe operations of CTF were developed or updated by September 2016. This allowed DOC's Training department sufficient lead time to develop a training strategy and prepare curricula and develop courses to ensure a successful transition. Digital copies of the approved policies and procedures will be provided to onboarding staff via email. This will occur prior to the transition date to ensure that new hires have access to updated policies and procedures documents prior to the transition.

**Human Resources and Training:** DOC's Human Resources Management team worked closely with DCHR to facilitate the hiring of over 200 staff to ensure a successful transition. DOC's Training department has provided on-site training to ensure that onboarding hires are well prepared to safely operate the facility and comply with DOC policies and procedures during and after the transition. Additional training will be offered throughout 2017 to ensure that all staff complete all necessary training required to function effectively regardless of the facility at which they are assigned. DOC expects the outcome to be a well trained workforce that can be deployed to accommodate the needs of its population in a flexible manner while maintaining a safe, secure, orderly and humane detention environment for all within its walls.

**Procurement and Contracts Administration:** DOC's Procurement and Contracts Administration departments have been fully engaged to ensure that goods and services

required to support the transition are secured in a timely manner. These include procurement of new inmate clothing and officer uniforms, security equipment, as well as trash and waste removal.

**Information Technology:** DOC's Information Technology department has been working with OCTO to ensure that the communications infrastructure is functional by the time of transition and with Core Civic to ensure that a back-up plan is in place to ensure fail safe communications from the moment of transition until all verification and validation testing is complete.

**Information Services:** Information and data systems have also been prepared for the CTF transition. All live data through January 2017 has been populated into DOC's JACCS, and over 150 operational Crystal reports were reviewed, written, or modified to support DOC facilities. Critical reports that must be run by housing unit such as census, classification, inmate alert, PREA, and inmate finance reports can now be run to display information at either facility as required.

**Stakeholder Communications:** In January 2017, DOC conducted a series of town hall meetings with DOC staff, partners, and key stakeholders to establish and maintain communication about the transition. DOC executive staff utilized these town halls and additional communications to solidify DOC's restructuring as a single entity preparing to operate under a unified program-focused corrections entity. DOC also conveyed information about the transition with inmates via modified inmate town hall meetings.

**48. Please describe the status of the Department's planning for the construction of a new facility.**

Under the leadership and guidance of Mayor Muriel Bowser, the Department of General Services issued a solicitation for an architect to develop predesign guidelines for a new central detention facility, including cost estimates and operational, management, space and staffing needs. Discussions surrounding predesign planning are ongoing.