

Council of the District of Columbia
COMMITTEE ON THE JUDICIARY
PERFORMANCE OVERSIGHT HEARING
1350 Pennsylvania Avenue, N.W., Washington, D.C. 20004

January 24, 2016

Charles Thornton, Director
Office on Returning Citizen Affairs
2100 Martin Luther King Jr. Avenue, S.E., Suite 100
Washington, D.C. 20020

Dear Director Thornton:

The Committee on the Judiciary will hold performance oversight hearings on agencies under its purview between February 4, 2016, and March 11, 2016. The Office on Returning Citizen Affairs' hearing will be held on **March 2, 2016, at 10 a.m. in Room 123**. In preparation for your hearing, the Committee is sending the following questions for your response.

Please submit your responses no later than close of business **February 26, 2016**. If you need to discuss any of the questions, please contact Tai Meah, Senior Legislative Counsel, at (202) 724-8107 or tmeah@dccouncil.us.

General Questions

1. Please provide, as an attachment to your answers, a current organizational chart for the agency, including the number of vacant, frozen, and filled FTEs in each division or subdivision. Include the names and titles of all senior personnel. Also provide the date that the information was collected on the chart. **(See attached)**
 - a. Please provide an explanation of the roles and responsibilities for each division and subdivision.
 - b. Please provide a narrative explanation of any changes made during the previous year.
2. Please provide, as an attachment, a current Schedule A for the agency, which identifies all employees by title/position, current salaries, fringe benefits, and program. This Schedule A should also indicate if the positions are continuing/term/temporary/contract and whether they are vacant or frozen positions. **(See attached)**
 - a. For each vacant position, please provide the status of the agency's efforts to fill the position, as well as the position number, the title, the program number, the activity number, the grade, the salary, and the fringe associated with each position. Please also indicate whether the position must be filled to comply with Federal or local law.

- b. For each filled position, please provide the employee’s length of service with the agency.
3. Please list all employees detailed to or from your agency, if any. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee’s projected date of return.

Alisha Jackson, the Community Outreach Specialist, is detailed from The Department of Corrections (DOC). Ms. Jackson started with the agency on Feb. 16, 2016 and currently serves as the Community Outreach Specialist for MORCA. It began in FY15 and there is no projected end date.

4. Please provide the Committee with:
- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY15 and FY16, to date;

Employee	Wireless communicators
Charles Thornton	Cell phone
Shae Harris	Cell Phone

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency’s vehicles in FY15 and FY16, to date; **(Not Applicable)**
- c. A list of employee bonuses or special award pay granted in FY15 and FY16, to date; **(Not Applicable)**
- d. A list of travel expenses, arranged by employee for FY15 and FY16, to date, including the justification for travel; and

Individual Name/Title/Position	Total expense for trip – Date - Cost	Justification for Travel
Charles Thornton, Director	31-March 15 FDC Philadelphia (DPR)	<p>Outreach</p> <p>The purpose of the prison outreach trip is to inform men and women who are incarcerated in Bureau of Prison facilities and contract facilities of the available resources in place to assist them with effective reentry.</p> <p>Family Day</p> <p>The objective of the Family Day Visit is to provide an opportunity for children of incarcerated parents and caregivers to visit family members who are incarcerated in the Bureau of Prisons facility and enhance reentry support and family reunification.</p>
	23-April 15 Coffeewood Correctional Institution	
3-Jun-15 Rivers Correctional Institution \$524.91		
Lashonia Etheridge, former Community Outreach Specialist	13-July-15 Cumberland Institution (DPR)	
	30-Sep-15 Butner FCI/USP \$501.39	
Shae Harris, Deputy Director	22-Oct-15 Coffee wood Correctional Institution	
	2-Dec-15 Rivers Correctional Institution \$419.74	
	25-Jul-15 Hazelton FCI, USP, SFF \$2,900.00	
	28-July-15 Hazelton SFF (Mommy me Luncheon) \$1,600.00	
	12-Dec-15 Hazelton FCI, USP, SFF \$3,900.00	

- e. A list of the total overtime and workers' compensation payments paid in FY15 and FY16, to date, including the number of employees who received overtime and workers' compensation payments. **(Not Applicable)**

5. **With regard to the use of communication devices:**

- a. What procedures are in place to track which individuals or units are assigned mobile devices (including, but not limited to, smartphones, laptops, and tablet computers)? Please include how the usage of these devices is controlled. **MORCA tracks individual's assigned laptops by conducting monthly inventory.**
 - b. How does your agency limit the costs associated with its mobile devices?
 - c. For FY15 and FY16, to date, what was the total cost including, but not limited to, equipment and service plans for mobile communications and devices?
6. Please provide a chart showing your agency's approved budget and actual spending, by division, for FY15 and FY16, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures. **(See attached)**
7. For FY15 and FY16, to date, please list all intra-District transfers to or from the agency. **(Not applicable)**
8. For FY15 and FY16, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide: (1) the revenue source name and code; (2) the source of funding; (3) a description of the program that generates the funds; (4) the amount of funds generated by each source or program; and (5) expenditures of funds, including the purpose of each expenditure. **(Not applicable)**
9. Please list each contract, procurement, lease, and grant awarded, entered into, extended, and option years exercised, by your agency during FY15 and FY16, to date. For each contract, please provide the following information, where applicable:
- a. The name of the contracting party;
 - b. The nature of the contract, including the end product or service;
 - c. The dollar amount of the contract, including budgeted amount and actually spent;
 - d. The term of the contract;
 - e. Whether the contract was competitively bid;
 - f. The name of the agency's contract monitor and the results of any monitoring activity; and
 - g. Funding source.

9.1 (a) Career Path DC; (b) provides an instructor for the Janitorial Training classes and provides workforce development and life-skill training. (c) Nine

thousand dollars for instructor and in-kind support for life skill training. (d) 128 classroom hours or 16 weeks. (e) Sole source contract. (f) Deputy Director is the contract monitor, and the results include (8 out of 9) participants receiving an ISSA Green Clean Institute Certification and unsubsidized employment through MORCA and DGS contractors. **(See attached)** (g) MORCA Non-personal funds.

9.2 (a) Congress Heights Training and Development Corporation (b) program provides training to returning citizens for a better understanding of the importance in Reentry Social Integration Training in a contemporary workforce. (c) Nine thousand dollars for instructor. (d) Eight weeks; (e) Sole source contract (f) Deputy Director is the contract monitor, 81 completed the training **(See Attached)**

9.3 (a) Mayo Electrical (b) provides hands-on training with Journeyman Electricians and instructional participation to acquire skills fundamental to the electrical trade. (c) Nine thousand dollars (d) One hundred and forty-four instructional hours (e) Sole source contractor (f) Deputy Director is the contract monitor.

- 10. For FY15 and FY16, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure. **(See attached)**
- 11. Please list all memoranda of understanding (MOU) entered into by your agency during FY15 and FY16, to date, as well as any memoranda of understanding currently in force. For each, indicate the date entered and the termination date.

Name of Org./Agency	Start Date of MOU	Stop Date of MOU
MBI	Jan. 12, 2016	Jan. 2017
ByteBack	Jan. 23, 2016	Jan. 2017
DOES	*awaiting extension	
DPW	*awaiting extension	
DHS	FY16 *awaiting signature	

- 12. Please list the ways, other than memoranda of understanding, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY15 and FY16, to date.

MORCA has organized conferences hosted with Universities, CJCC work groups as well as US Probation orientations and CSOSA video conferences. Additionally, MORCA has hosted other jurisdictions to consult on building and modeling after MORCA. MORCA

collaborates with the advocacy community and hosts meetings and symposiums nationally and locally. Finally, MORCA travels to give expert presentations on reentry and reintegration.

13. Please describe any anticipated spending pressures for FY16. Include a description of the pressure, the estimated amount, and any proposed solutions.

Anticipated Spending Pressures for FY 2016		
Description	Estimated Amount	Proposed Solution
Computer's and office equipment for Agency	\$25,000.00	Reprogram \$25,000.00 for replacement equipment.
Increase pre-release engagement, travel to trainings and conferences in order to provide national evidenced based practices for reintegration.	\$5,000.00	Reprogram \$5,000.00 for conferences, training and travel for evidenced based practices.

14. Please list all currently open capital projects, including an update on all capital projects under the agency’s purview in FY15 and FY16, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide: **(Not applicable)**

- a. An update on all capital projects begun, in progress, or concluded in FY14, FY15, and FY16, to date, including the amount budgeted, actual dollars spent, and any remaining balances.
- b. An update on all capital projects planned for FY16, FY17, FY18, FY19, FY20, and FY21.
- c. Do the capital projects begun, in progress, or concluded in FY14, FY15, or FY16, to date, have an impact on the operating budget of the agency? If so, please provide an accounting of such impact.

15. Please provide a list of all budget enhancement requests (including, but not limited to, capital improvement needs), for FY15 and FY16, to date. For each, include a description of the need and the amount of funding requested. **Not Applicable**

16. Please list, in chronological order, every reprogramming in FY15 and FY16, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogramming for FY15 and FY16. For each reprogramming, list the date, the amount, the rationale, and the reprogramming number.

\$15,000.00 for technology upgrade scanners, printers and office computers. (See attached)

17. Please list each grant or sub-grant received by your agency in FY15 and FY16, to date. List the date, amount, and purpose of the grant or sub-grant received. **(Not applicable)**
18. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans (if any) are in place to continue funding? **(Not applicable)**
19. Please list all pending lawsuits that name the agency as a party. Please identify which cases on the list are lawsuits that potentially expose the city to significant financial liability and/or will result in a change in agency practices, and the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case. **(Not applicable)**
20. Please provide the total number of administrative complaints or grievances that the agency received in FY15 and FY16, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. **(Not applicable)**
21. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY15 and FY16, to date, along with the agency's compliance or non-compliance with any recommendations.

Studies and Audits Completed on MORCA FY15 and FY16		
Study/Audit	Completed	Compliance/Non-Compliance
Office of Inspector General Report on MORCA	Sept. 1, 2015	MORCA agreed to 7 out of the 12 recommendations set forth by the OIG. MORCA is working with CJCC to identify a consultant for strategic planning and implementation process.

22. Please provide a copy of the agency's FY15 performance plan. Please explain which performance plan objectives were completed in FY15 and whether or not they were completed on time and within budget. If they were not, please provide an explanation. **(See attached)**
23. Please provide a copy of your agency's FY16 performance plan as submitted to the Office of the City Administrator. **(See attached)**
24. Please provide the number of FOIA requests received for FY15 and FY16, to date. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, and the estimated number of hours spent responding to these requests. **(Not applicable)**

25. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared, or contracted for, during FY15 and FY16, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee. **(See attached)**

Studies on MORCA FY15 and FY16		
Study	Completed	Analyses
George Washington University Needs Assessment Study of MORCA	Jan. 2016	MORCA worked with grad students from GWU to asses the needs, gaps in services and opportunities to better serve D.C.'s returning citizens.
Univ. of Maryland ethnography white paper report on MORCA	Oct. 2015	UMD Professor and grad student conducted a white paper assessing MORCA.

Personnel

1. Please separately list each employee whose salary was \$100,000 or more in FY15 and FY16, to date. Provide the name, position number, position title, program number, activity number, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list. **(Not applicable)**
2. Please list in descending order the top 25 overtime earners in your agency in FY15 and FY16, to date. For each, state the employee's name, position number, position title, program number, activity number, salary, fringe, and the aggregate amount of overtime pay earned. **(Not applicable)**
3. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. **(Not applicable)**
4. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Yes, the Director and Deputy Director. Weekly staff meetings, quarterly staff updates, and weekly reports.

Agency Operations

1. What are your top five priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in FY16.

Priority	Explanation
1. Building Capacity	MORCA plans to increase capacity by undergoing a strategic planning process in 2016, which focuses on internal/external capacity building. MORCA will also continue to leverage partnerships with community based

	organizations and other municipal agencies to ensure clients are served and establish a continuum of care.
2. Increase Engagement	MORCA plans to increase engagement by bolstering the online presence of the office and strategically aligning the office with outreach efforts that already occur with partnering agencies like BOP, CSOSA, U.S. Probation and Parole and the halfway houses Hope Village and Fairview. MORCA will also continue and hopes to expand the number of outreach trips taken to institutions to ensure incarcerated individuals know about MORCA and the services provided prior to their release.
3. Social integration	Anti-social behavior is the biggest barrier to successful reintegration and MORCA plans to address social behavior and its consequences by offering behavior classes, restorative justice training and cognitive behavior therapy.
4. Family Reunification Services	MORCA will continue and hopes to increase the number of family reunification trips taken to visit incarcerated loved ones. Additionally, MORCA work to execute an MOU with Community Family Life Services (CFLS).
5. Addressing Gender Specific Reentry Issues	MORCA will continue to hold conferences and symposiums addressing gender-specific issues in reentry. MORCA will also continue to partner with the W.I.R.E (Women Involved in Reentry Efforts) to bolster reentry services for women in the District.

2. Please list each new program implemented by the agency during FY15 and FY16, to date. For each initiative please provide:
- A description of the initiative;
 - The funding required to implement to the initiative; and
 - Any documented results of the initiative.

New Program/Initiative	Funding	Outcomes
Female Customer Service Training Program	<p>MORCA partnered with Events DC, CHTDC and DOES to provide a customer service-training program for female returning citizens.</p> <ul style="list-style-type: none"> DOES provided subsidies for 8 women CHTDC provided an instructor to facilitate a customer service training class as well as proctored the National Retail Federation Customer Service Certification Events DC served as the host site for the work experience. This in-kind service also included weekly lunches hosted by Events DC's executive team and a closing ceremony that was held in Carnegie Hall. 	<p>Out of the 9 women that entered into the internships, 3 women have landed full time positions. The DOES subsidized internship ended on Feb.12, 2016 and the remaining women who completed the internship are searching for full time employment with the assistance of MORCA and other service providers.</p>

3. Please explain the impact on your agency of any legislation passed at the federal level during FY15 and FY16, to date, which significantly affected agency operations. If regulations are the shared responsibility of multiple agencies, please note.

The federal clemency project, which released six thousand residents from the federal system, included an additional thirty residents coming back to DC. Although it is the responsibility of US probation and CSOSA to monitor the conditions of release for DC residents returning from federal prison, it is MORCA that provides the direct services and linkages to municipal and community based agencies. Many times MORCA begins the social service supports that are required of new releases.

4. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision. **(Not applicable)**
5. Please identify any statutory or regulatory impediments to your agency’s operations, including any outstanding legislative requirements of the agency (e.g. implementation of rulemakings). **(Not applicable)**
6. Please identify all electronic databases maintained by your agency, including the following: **(Not applicable)**
 - a. A detailed description of the information tracked within each system;
 - b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
 - c. Whether the public can be granted access to all or part of each system.
7. Please provide a detailed description about any new technology acquired in FY15 and FY16, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation. **(Not applicable)**
8. For FY15 and FY16, to date, how many returning citizens has ORCA served with the Reentry Resource Center?

Number of people served:	4,644
New Registrations:	2,335
Job Placements:	194
Voter Registrations:	640
Received CDL Training:	56
Non-Driver I.D. Vouchers:	1,620

# of Clients assisted with Resumes:	235
# of Clients assisted with e-mail creation:	550

9. Please describe any training or mentorship programs ORCA has instituted targeted toward female returning citizens. Please indicate how many women participated in these programs. **(See attached)**

The Female Customer Service Training program began in FY15 in conjunction with DOES, Events DC and CHTDC. Recruitment for the FY16 cohort is slated to begin in June 2016.

10. For FY15 and FY16, please list any visits MORCA made or plans to make to corrections facilities.

2015		Tentative Dates for 2016	
31-Mar-15	Philadelphia Detention Center	16-March-16	Cumberland Institution
23-Apr-15	Coffeewood Correctional Center	13-April-16	Cofeewood Correctional Center
3-Jun-15	Rivers Correctional Institution	18-May-16	Butner FCI/USP
13-Jul-15	Cumberland Institution	01-June-16	Rivers Correctional Institution (Job fair)
25-Jul-15	Hazelton FCI, USP, SFF	15-June-16	Cumberland Institution
22-Oct-15	Coffeewood Correctional Center	20-July-16	Gilmer, FCI
30-Sep-15	Butner FCI/USP	20-Aug-16	Hazelton SFF
2-Dec-15	Rivers Correctional Institution	14-Sept-16	Jessup MCI
12-Dec-15	Hazelton FCI, USP, SFF	10-Dec-16	Hazelton FCI, USP, SFF

11. Please describe any programs or other efforts ORCA currently has to educate returning citizens about their voting rights and/or voter registration.

MORCA partnered with Reclaim the Vote DC, a non-partisan voter education group established to educate and register returning citizens to vote. In-house, MORCA continues to register clients to vote at daily as part of the intake process.

12. Please describe how ORCA's home guides are distributed to returning citizens. In your answer, please indicate whether any of the home guides reach BOP inmates.

MORCA's home guides are distributed during outreach trips, informational sessions, orientations, and through CSOSA's mass mailings to institutions.

13. Please describe ORCA's efforts to obtain additional funding and to expand its programmatic products. Please list all applications ORCA has submitted for local and federal RFA funding opportunities for reentry. **(See attached)**

MORCA applied for Second Chance Act funding with JGA for adult recidivism reduction strategic planning grant and an unsolicited foundation grant with Urban Institute for an innovative case management tool to help with successful reintegration.

14. Has ORCA partnered with the CCDC to offer accredited classes at the main campus?

No, however MORCA has partnered with Community College Preparatory Academy (CCPrep) in Ward 8 to provide clients with access to GED, college preparatory classes, digital classes and trade courses.

15. Please describe how ORCA makes use of data to ensure that its systems perform effectively.

MORCA uses its data to track the placements, guides MORCA's priorities, and to identify service needs and gaps.

16. What services or resource assistance does ORCA provide, if any, specifically targeted for returning citizens experiencing mental illness?

Through its partnership with DBH, MORCA provides substance use disorder treatment and recovery support services. Through an MOU with MBI services, MORCA provides mental health therapy linkages that include treatment and outpatient services.

17. Please describe the agency's understanding of its role in issuing certificates of good standing. To date, have any been issued? How many? What were the circumstances?

MORCA has been given the responsibility through the Reentry Facilitation Amendment Act to issue certificates of good standing. No certificates have been issued to date; one was applied for prior to the rule-making process going into effect and the system being set up. There has not been a fiscal study done, and the cost incorporated with issuing the certificate program has yet to be determined.

18. To how many returning citizens did ORCA provide services in FY15 and FY16, to date?

4,644 clients have been served at MORCA for FY15 and FY16.