

COUNCIL OF THE DISTRICT OF COLUMBIA
COMMITTEE ON GOVERNMENT OPERATIONS AND FACILITIES
ROBERT C. WHITE, JR., CHAIR

January 17, 2022

Lamont Carey
Director
Office on Returning Citizen Affairs
2100 Martin Luther King, Jr. Avenue, SE
Suite 100
Washington, DC 20020

Dear Director Carey:

The Committee on Government Operations and Facilities has scheduled a Performance Oversight Hearing on the Office on Returning Citizen Affairs for Wednesday, February 2nd, 2022, at 12:00 PM. The Performance Oversight Hearing will be held virtually. Log-in instructions will be provided to participants in advance of the hearing. Members of the public may sign up to testify by completing the form at <https://forms.gle/UrkJAKXjGWaPaQuD8>. The hearing will be viewable via YouTube at <https://www.youtube.com/channel/UCPJZbHhKFbnyGeQclJxQk0g/live> for those not participating and will be rebroadcast on Channel 13 at a later date.

To ensure a productive oversight hearing, it is the Committee's preference that you join the Zoom conference in time to listen to any public testimony provided with respect to the Office prior to providing your own testimony. In addition, the Committee requests that you submit your written testimony to the Committee at least 48 hours prior to the commencement of the hearing. Please limit your testimony at the hearing to approximately 10 minutes.

Finally, it is the practice of the Committee to send each agency a series of written questions in advance of an oversight hearing. To that end, please review the attached list of questions and return your answers by the close of business, Friday, January 28th, 2022, to facilities@dccouncil.us. Please provide an electronic version of your answers with text responses in a single document, with clearly marked attachments where necessary. Please do not submit any sensitive, non-public, or personally identifiable information.

If you have any questions, please feel free to contact the Committee on Government Operations and Facilities at facilities@dccouncil.us. Thank you in advance for your timely response.

Sincerely,
Robert C. White, Jr.
Councilmember, At-Large
Chair, Committee on Government Operations and Facilities
Council of the District of Columbia

GENERAL QUESTIONS

1. *Please provide the agency's mission statement.*

Answer: MORCA provides advocacy, constituent services, and information for the improvement of previously incarcerated persons to create a productive and supportive environment for persons returning to the community.

2. *Please list any statutory mandates that the agency lacks sufficient resources to fully implement.*

Answer: There is a statutory requirement in the Helping Children Impacted by Parental Incarceration Amendment Act of 2020 that MORCA is to coordinate with youth-serving government agencies, non-government entities, and individuals to submit a strategic plan to the Council by March 1, 2022, on how the District can meet the needs of children whose parents are incarcerated. MORCA is working to complete this requirement as soon as possible, but as noted in the development of the legislation, MORCA does not have this expertise in-house as its mission is largely focused on direct constituent services. As funds were not allocated to contract for this expertise nor was the requirement assigned by the legislation to an agency with this expertise in-house, MORCA is engaging with local experts and academics to determine how best to fulfill this requirement.

3. *Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY 21 and FY 22, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.*

Answer:

No deadlines for required reports have passed.

4. *Please explain any significant impacts on your agency, if any, of any legislation passed at the federal or local level during FY 21 and FY 22, to date.*

Answer: See answer #2 above.

5. *What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY 22.*

Answer: In FY 22, MORCA's top five priorities are:
Implementation of the Access-to-Jobs program with five area employers to place returning citizens in employment opportunities. *The goal is to work with sister agency SERVE DC to ensure all of the necessary components to launch a grant program is covered in the NOFO/ RFA.*

- Implementation of the Returning Citizens Peer Navigator Program to ensure follow-up and support to returning citizens to ensure successful reintegration. *The Returning Citizen Peer Navigators program has been fully staffed and are not engaging MORCA clients to ensure they are connecting with their referrals, trouble shooting challenges and completing referrals.*
- Maintaining communication with the FBOP and halfway houses so that pertinent offender reentry information may be maintained. *MORCA has routine communication and shares our updated information with staff at the FBOP, Fairview Women's Halfway House and Volunteers of America.*
- Developing virtual engagement campaigns and events that will allow MORCA to reach returning citizens through social media and other virtual platforms. *MORCA has already began to conduct virtual events to engage returning citizens and will begin implementing campaigns to bring awareness to new opportunities and events provided by MORCA and partners.*
- Evaluate and ensuring the agency's performance metrics are met. *MORCA leadership will share performance goals with staff, develop and implement strategies to collect and review data to ensure we are aligned with our goals.*

6. *What are the metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.*

Answer: MORCA follows its FY 22 Performance Plan to track its performance metrics. Examples of the metrics used on a regular basis to evaluate its operations: case management, advocating for clients, communication, and community partnerships. This upcoming fiscal year, MORCA will be adding metrics that address the support and follow-up for the peer navigator program. Data points monitored are assessments, employment and employer relations, community collaboration, and social and behavioral health services.

7. *Please provide a copy of the agency's FY 21 performance plan, if one was prepared. Please explain which performance plan objectives were completed in FY 21. If they were not completed, please provide an explanation.*

Answer: In FY21, MORCA completed all of our objectives. We were able to complete 83% of the key performance indicators as stated in the FY21 performance plan. MORCA has established relationships with community and government-based training providers to provide education and employment opportunities for returning citizens. In FY21, MORCA and refereed a total of 431 individuals to workforce development and educational programs to remove barriers to reentry.

Answer: MORCA FY 21 Performance Plan. See attachment.

8. *Please provide a copy of your agency's FY 22 performance plan as submitted to the Office of the City Administrator, if one was prepared.*

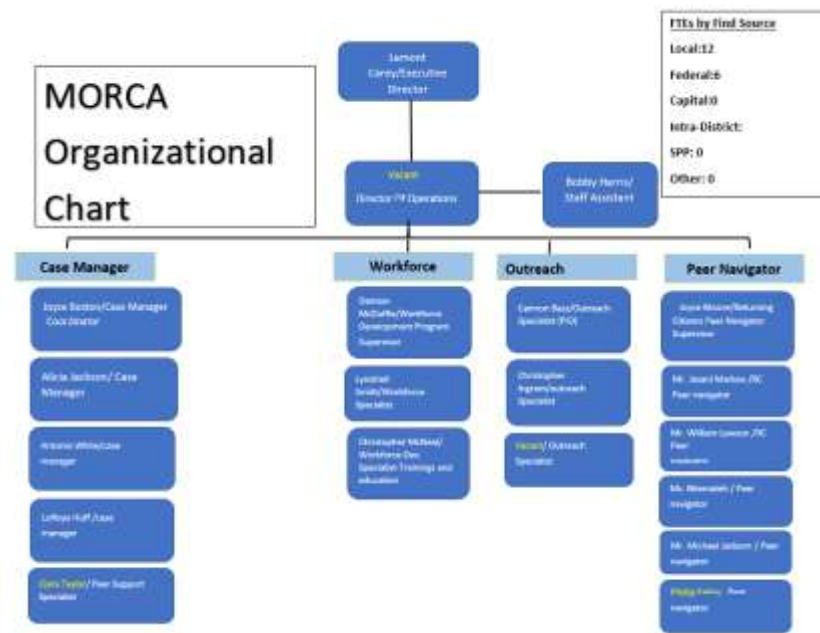
Answer: FY 22 Performance Plan. See attachment (Q8).

9. Please describe any new initiatives or programs that the agency implemented in FY 21 and FY 22, to date, to improve the operations of the agency. Please describe any funding utilized for these initiative or program and the results, or expected results, of each initiative.

Answer:

- In FY 22, MORCA received funding from ARPA to implement the Returning Citizens Peer Navigator Program. This evidence-based program will provide mentorship and follow-up support to returning citizens to minimize reoffending and improve successful reintegration outcomes.
- In FY 21, MORCA issued over 25,000 pieces of PPE to local faith-based and community-based organizations to distribute to DC residents to thwart the spread of Coronavirus.
- Due to the pandemic shutdown, MORCA implemented virtual webinars to discuss COVID-19 facts, mental health, and medical issues that could impact returning citizens.

10. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.



11. Please provide a narrative explanation of any changes made to the organizational chart during the previous year.

Answer: Due to the ARPA grant, the office has added 6 new FTEs to its staff who serve as peer navigators under the Returning Citizen Peer Navigator Program. They are

responsible for providing mentorship support, follow-up and tracking to ensure successful reintegration for the returning citizen.

12. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please indicate if any position must be filled to comply with federal or local law.

Answer:

| | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-------------------------------|------------|--------|-----------|------------|----------|-------|------|--------|------------|---------------|-----|--------|-------|----------|-----------|-----------------|-------|--------|----------|-------|
| As Of Date 25 Jan 22 | 14:26:36 | | | | | | | | | | | | | | | | | | | | |
| Appropriation 22 | | | | | | | | | | | | | | | | | | | | | |
| Posn Stat | Title | Name | EmpId | EmpId Rcd | Hire Date | Vac Stat | Grade | Step | Salary | FTE x Dist | Adds to F Job | Pay | Bag | Union | Budgeted | Appr Year | Combo Cc Agency | Index | PCA | Proj Nbr | |
| A | Outreach | Bass,Carri | 107665 | 1 | 11/12/2019 | F | | 5 | 0 | 66783.4 | 1 | N | 552334 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Outreach | Harris,Bol | 108009 | 0 | 4/22/2019 | F | | 3 | 0 | 64768 | 1 | Y | 556082 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Director | Carry,Larr | 111199 | 0 | 10/15/2019 | F | E1 | | 0 | 112032 | 1 | Y | 552396 | DK | CH11 | XXX | Y | 22 | 133366 | RC100 | RC100 |
| A | Communit | McNeal,C | 94891 | 1 | 9/24/2018 | F | | 5 | 0 | 70815.9 | 1 | Y | 556515 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Case Man | Smith,Lyn | 112517 | 0 | 4/26/2020 | F | | 5 | 0 | 73896.8 | 1 | N | 555927 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Case Man | Huff,LaRo | 85962 | 0 | 2/2/2018 | F | | 3 | 0 | 73896.8 | 1 | N | 555927 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Case Man | White,Ari | 95983 | 1 | 10/18/2021 | F | | 5 | 0 | 73896.8 | 1 | N | 555927 | X5 | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| A | Outreach & Service Specialist | | | | | V | | 5 | 0 | 79972 | 1 | N | 552334 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Director of Operations | | | | | V | | 6 | 0 | 91169 | 1 | N | 555827 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Case Man | Jackson,A | 90390 | 0 | 2/16/2016 | F | | 5 | 0 | 73896.8 | 1 | N | 555927 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Program E | Taylor,Cia | 104185 | 0 | 7/30/2018 | F | | 11 | 0 | 64768 | 1 | N | 550012 | DS | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Superviso | Boston,Jo | 100181 | 0 | 10/1/2017 | F | | 6 | 0 | 82462 | 1 | N | 556636 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| A | Supply Out | McDuffie, | 19337 | 0 | 11/12/2019 | F | | 6 | 0 | 82462 | 1 | N | 556826 | X5 | CH11 | XAA | Y | 22 | 133366 | RC100 | RC100 |
| F | Community Outreach Specialist | | | | | V | | 11 | 0 | 62751 | 1 | N | 551093 | DS | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| A | Communit | Kelley,Phi | 94362 | 1 | 1/3/2022 | F | | 11 | 1 | 62751 | 1 | N | 551093 | DS | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| A | Communit | Markow,A | 105568 | 1 | 12/13/2021 | F | | 11 | 1 | 62751 | 1 | N | 551093 | DS | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| A | Communit | Jackson,M | 116668 | 1 | 11/15/2021 | F | | 11 | 1 | 62751 | 1 | N | 551093 | DS | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| A | Communit | Niematel | 105846 | 0 | 11/15/2021 | F | | 11 | 1 | 62751 | 1 | N | 551093 | DS | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| A | Communit | Lewis,W | 120200 | 0 | 11/15/2021 | F | | 11 | 1 | 62751 | 1 | N | 551093 | DS | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| A | Supply Out | Moore,Jon | 94444 | 1 | 10/4/2021 | F | | 6 | 0 | 82462 | 1 | N | 556826 | X5 | CH11 | XAA | Y | 22 | 138471 | RC106 | RC106 |
| TOTAL POSITIONS PRI | | | | | | | | | | | | | | | | | | | | | |

13. Please list all employees detailed to or from your agency. 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.

Answer: There are no detailed employees assigned to or from MORCA.

14. Please provide the Committee with:

- A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY 21 and FY 22, to date;

Answer: MORCA did not have any travel expenses for FY21 or FY22, to date.

- d. A list of total workers' compensation payments paid in FY 21 and FY 22, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.*

Answer: MORCA did not pay any workers compensation claims in FY21 or FY22, to date.

- 15. For FY 21 and FY 22, to date, what was the total agency cost for mobile communications and devices, including equipment and service plans?*

Answer:

- FY 21 total mobile communications costs- \$7,728.98
- FY 22 Q1 total mobile communications costs - \$2,746.38

- 16. For FY 21 and FY 22, to date, please provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.*

Answer: MORCA did not pay any bonuses or separation pay in FY21 or FY22, to date.

- 17. 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. Please note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.*

Answer: MORCA does not have any collective bargaining agreements.

- 18. For FY 21 and FY 22, to date, please list all intra-District transfers to or from the agency.*

Answer:

| Grant | Amount | Purpose |
|---------------|-----------|---|
| DHS: SNAP E&T | \$204,527 | To improve employability skills and work experience, provide job search and educational/vocational training, and enhance job retention to 200 SNAP eligible clients who are returning citizens. |

19. For FY 21 and FY 22, 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:

- a. The revenue source name and code;
- b. The source of funding;
- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

Answer: MORCA did not have any special purpose revenue funds in FY21 or FY22, to date.

20. For FY 21 and FY 22, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

Answer: Q20.

| to Post Date | Transaction Amount | Cardholder Last Name | Cardholder First Name | Parent Merchant Name | Merchant Name | Original Merchant Name |
|--------------|--------------------|----------------------|-----------------------|------------------------|------------------------|------------------------|
| 07/19/2021 | \$2,251.80 | COLBERT | DERRICK | BUSBOYSEVENT-ANACOSTI | BUSBOYSEVENT-ANACOSTI | BUSBOYSEVENT-ANACOSTI |
| 08/10/2021 | \$3,240.00 | COLBERT | DERRICK | PAYPAL | PAYPAL | PAYPAL *DSTEE67 |
| 08/27/2021 | \$938.88 | COLBERT | DERRICK | STANDARD OFFICE SUPPLY | STANDARD OFFICE SUPPLY | STANDARD OFFICE SUPPLY |
| 09/22/2021 | \$1,028.20 | COLBERT | DERRICK | SQ *THE EMBROIDERY STO | SQ *THE EMBROIDERY STO | SQ *THE EMBROIDERY STO |
| 09/23/2021 | \$3,428.13 | COLBERT | DERRICK | STANDARD OFFICE SUPPLY | STANDARD OFFICE SUPPLY | STANDARD OFFICE SUPPLY |
| 10/18/2021 | \$74.00 | COLBERT | DERRICK | CDW GOVT #M199100 | CDW GOVT #M199100 | CDW GOVT #M199100 |

21. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by your agency during FY 21 and FY 22, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

Answer:

FY 21

- Office of Contracting and Procurement, Purchasing Card – 10/1/20-9/30/21
- Department of Employment Services, Paralegal program – 10/1/20-9/30/21
- Department of Human Services, SNAP E&T, Employment and Case management, 10/1/20-9/30-21

FY 22

- Office of Contracting and Procurement, Purchasing Card – 10/1/21-9/30/22
- Department of Human Services, SNAP E&T, Employment and Case management, 10/1/21-9/30/22

22. Please list all open capital projects and capital projects in the financial plan under the agency's purview, including the amount budgeted, actual dollars spent so far, any remaining balances, and the status of the project. In addition, please provide a description of any projects which are experiencing delays or which require additional funding.

Answer: MORCA does not have any capital projects.

23. Please provide a table showing your agency's Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 21 and the first quarter of FY 22. Please detail any over- or under-spending and if the agency had any federal funds that lapsed.

Answer: Q23

| MAYOR'S OFFICE ON RETRUNING CITIZENS AFFAIRS (RC0) | | | | | |
|--|------|-----------|------------|-----------------------|-------------|
| FY 2021 REPROGRAMMING LIST | | | | | |
| LOCAL | | | | Starting Budget | \$1,890,215 |
| FISCAL YEAR | FUND | DATE | SOAR DOC # | DESCRIPTION | AMOUNT |
| 2021 | 0100 | 9/30/2021 | BJREPROM | Support PSIC | (\$124,800) |
| | | | | | |
| | | | | Final Budget | \$1,765,415 |
| FEDERAL PAYMENT | | | | Starting Budget | \$0 |
| FISCAL YEAR | FUND | DATE | SOAR DOC # | DESCRIPTION | AMOUNT |
| 2021 | 8158 | 8/23/2021 | BJ092021 | FY 2021 ARPA | \$66,180 |
| 2021 | 8158 | 9/30/2021 | BJCLOSED | FY 2021 ARPA CLOSEOUT | (\$66,180) |
| | | | | | |
| | | | | Final Budget | \$0 |
| Intra District | | | | Starting Budget | \$0 |
| FISCAL YEAR | FUND | DATE | SOAR DOC # | DESCRIPTION | AMOUNT |
| 2021 | 0700 | | | Load for SNAP | \$204,527 |
| | | | | Final Budget | \$204,527 |

| MAYOR'S OFFICE ON RETRUNING CITIZENS AFFAIRS (RCO) | | | | | |
|--|-----------------|------|------------|-----------------|--------------|
| FY 2022 REPROGRAMMING LIST | | | | | |
| | LOCAL | | | Starting Budget | \$ 1,915,612 |
| FISCAL YEAR | FUND | DATE | SOAR DOC # | DESCRIPTION | AMOUNT |
| 2022 | 0100 | | | | |
| | | | | | |
| | | | | Final Budget | \$ 1,915,612 |
| | | | | | |
| | FEDERAL PAYMENT | | | Starting Budget | \$616,800 |
| FISCAL YEAR | FUND | DATE | SOAR DOC # | DESCRIPTION | AMOUNT |
| 2022 | 0600 | | | | |
| | | | | Final Budget | \$616,800 |

24. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY 22 or FY 23. For each, include a description of the need and the amount of funding requested.

Answer: MORCA works with the Office of the City Administrator to develop its budget. The FY22 and FY23 budgets submitted by the Mayor to Council reflect those efforts.

25. Please list, in chronological order, each reprogramming that impacted the agency in FY 21 and FY 22, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Answer:

FY 21

- Local funds -PSJC - \$124,800
- Federal Payment – ARPA - \$66,180
- Intradistrict – SNAP - \$204,527

FY 22

- Federal Payment – ARPA-\$616,800

26. Please list each grant or sub-grant received by your agency in FY 21 and FY 22, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

Answer: See attachment Q26.

| PUBLIC SAFETY AND JUSTICE AGENCY FY 2021 AND FY 2022 FEDERAL GRANTS LIST | | | | | | | |
|---|------------|---|---------------------|-------------------|-----------------|-------------------|-----------------|
| GRANTOR NAME | GRANT NAME | PURPOSE | GRANT PERIOD | FY 2021 AMOUNT | FY 2021 FTEs | FY 2022 AMOUNT | FY 2022 FTEs |
| U.S. Department of the Treasury | ARPA | The Returning Citizens Peer Navigator Program | Oct/01 thru Sept/30 | 0.00 | 6 | 616,800.00 | 6 |

| PUBLIC SAFETY AND JUSTICE AGENCY FY 2021 AND FY 2022 SUB-GRANTORS LIST | | | | | | | |
|---|------------|---------|---------------------|-------------------|-----------------|-------------------|-----------------|
| AGENCY SUB-GRANTOR | GRANT NAME | PURPOSE | SUB-GRANT PERIOD | FY 2021 AMOUNT | FY 2021 FTEs | FY 2022 AMOUNT | FY 2022 FTEs |
| Department of Human Services | SNAP E&T | | Oct/01 thru Sept/30 | 204,527.00 | 5 | 204,527.00 | 5 |

27. 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 the FTEs?

Answer: With the recent approval of ARPA grant funding in FY22, there are six FTEs dependent on grant funding. This funding will not expire until FY 24.

28. Please list each contract, procurement, and lease entered into or extended by your agency during FY 21 and FY 22, to date. For each contract, please provide the following information where applicable:

- The name of the contracting party;*
- The nature of the contract, including the end product or service;*
- The dollar amount of the contract, including amount budgeted and amount actually spent;*
- The term of the contract;*
- Whether the contract was competitively bid;*
- The name of the agency's contract monitor and the results of any monitoring activity; and*
- The funding source.*

Answer: In FY22, MORCA plans to contract with area employers to subsidize returning citizens' wages. The intent is to provide a two-year term contract and release a NOFA/RFP by the end of 2nd quarter of this fiscal year. The funding source is a budgetary allocation in MORCA's budget. As the procurement activity develops, MORCA will be able to update the Council. Also, MORCA plans to execute an amendment to the existing DOES MOU for the paralegal program held at Georgetown University.

29. What is your agency's current adjusted expendable budget for CBE compliance purposes? How much has been spent with SBEs or CBEs? What percent of the agency's current adjusted expendable budget has been spent with SBEs or CBEs?

Answer: MORCA had no CBE/SBE spend in FY 21 or FY 22.

30. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in a change in agency practices and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success.

Answer: MORCA does not have any pending lawsuits.

31. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY 21 or FY 22, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Answer: MORCA has not entered into any settlement agreements for FY21 or FY22, to date.

32. Please list the administrative complaints or grievances that the agency received in FY 21 and FY 22, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to the agency policies or procedures that have resulted from complaints or grievances that were resolved in FY 21 or FY 22, to date.

Answer: MORCA has not had any complaints or grievances in FY21 or FY22, to date.

33. Please list and describe any spending pressures the agency experienced in FY 21 and any anticipated spending pressures for the remainder of FY 22. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 21, describe how it was resolved, and if the spending pressure is in FY 22, describe any proposed solutions.

Answer: MORCA had no spending pressures in FY21 or FY22, to date.

34. Please provide the number of FOIA requests for FY 21, and FY 22, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimate number of FTEs required to process requests, the estimated number of hours spend responding to these requests, and the cost of compliance.

Answer: MORCA did not have any FOIA requests for FY21 or FY22, to date.

35. Please identify all electronic databases maintained by your agency, including the following:

- a. A detailed description of the information tracked within each system;**
- b. The age of the system and any substantial upgrades that were made in FY 21 or FY 22, to date, or that are planned for the system;**
- c. Whether the public is currently granted access to all or part of each system; and**
- d. Whether the public could be granted access to all or part of each system.**

Answer: MORCA uses an electronic database, known as a contact management system, to track its clients (returning citizens). This system is for staff usage only and is not accessible to the public or the public's usage.

36. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 21 and FY 22, to date.

Answer: MORCA did not have any investigations, audits, or reports on the agency or any employee during FY21 and FY22, to date.

37. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 21 and FY 22, to date. Please submit a digital copy to the Committee of any study, research paper, report, or analysis that is complete.

Answer: MORCA hasn't conducted any studies, research papers, or reports in FY21 or FY22, to date.

38. Please list any task forces, committees, advisory boards, or membership organizations in which the agency participates.

Answer: MORCA is a member of the Commission on Reentry and Returning Citizens Affairs and participates and attends meetings for the following organizations, advisory boards, and committees: DC Re-entry Task Force; the Re-entry Action Network (RAN); Criminal Justice Coordinating Council (CJCC), CJCC Re-entry Steering Sub-committee; CJCC Principals Group. In December 2021, the Director accepted an invitation to be a member of the U.S. Department of Justice's Bureau of Justice Assistance's National Reentry Coordinator's Network where nationwide colleagues share challenges and identify promising practices surrounding reentry. The first meeting of 2022 was held on January 27, 2022.

39. Please provide the most recent annual report on the operations of the Office prepared pursuant to D.C. Code § 24-1302(b)(2)(H). Please also provide the anticipated date of completion for the next annual report.

Answer: Please see the attachment for the FY20 report. We anticipate that the FY21 annual report will be available within the 2nd quarter.

40. *Is there a current estimated population of returning citizens in the District of Columbia updated since the George Washington University estimate from 2015 provided last year?*

Answer: Between years 2018-2021, the FBOP reports that 5,600 incarcerated DC residents were released. From 1992-present, FBOP has released 54,982 incarcerated individuals to the District of Columbia.

41. *How many returning citizens returned from incarceration in FY 21 and FY 22, to date?*

Answer: In FY 21, the FBOP released 953, and in FY 22 Q1 it released 216. In FY 21, CSOSA supervised 9,549 released offenders.

42. *How many returning citizens total did the Office serve in FY 21 and FY 22, to date?*

Answer:

FY21- MORCA served 934 returning citizens.

FY22- MORCA served 283 returning citizens as of 12/31/21.

43. *Has the Office begun capturing ward residency information in its intake process? If so, how many returning citizens in each ward have contacted the Office? If not, when does the Office expect to add this question to its intake sheet?*

Answer: Initially, MORCA would have to capture this information manually. However, MORCA has a software, Salesforce, that can provide ward information by address and zip code. Staff will be trained on Salesforce by the end of January. Once staff are trained, they will begin to collect ward information and able to provide this information in the future.

44. *How many returning citizens have received comprehensive needs assessments and case plans from the Office in FY 21 and FY 22, to date?*

Answer:

FY21-MORCA served 934 returning citizens.

FY22-MORCA served 283 returning citizens as of 12/31/21.

45. *How many referrals of returning citizens to outside programs or agencies were made by the Office in FY 21 and FY 22, to date? Please provide a breakdown of the number of referrals by program or agency.*

Answer:

FY21

Community Family Life Services-4
SOME Housing-15
Catholic Charities Housing Services-6
Department of Behavioral Health-80
Department of Human Services-30
UPO Job Readiness Program-8
DC Infrastructure Academy Pepco Program-2
Community College Preparatory Academy HVAC Training and GED Program-5
UPO Emergency Medical Technician Training Program-3
DOES American Job Center-14
Building Futures Construction Training Program-10
Department on Disability Services-14
DOES Apprenticeship Training-3
SOME Center for Employment and Training-9
SE Ministries GED Program-5
DC Central Kitchen Training Program-6
Byte Back Computer Training Program-3

FY22

Department on Disability Services-36
Department of Human Services-81
DC Department of Aging and Community Living-8
Department of Behavioral Health/Access-41
DC Housing Authority Voucher Program- 10/60 applications being prepared
Social Security Administration- 6
READY Center-2
University Legal Services-7
Voices for a Second Chance- 6
Thrive DC-5
Miriam's Kitchen-3
Community Family Life Services- 3
SOME – 3
Martha's Table Outfitters-80
Industrial Bank-2
Food Bank-1
Jubilee RHI Transitional- 31
National Reentry Network (job readiness)-3
Unity Health- 10

46. How many referrals has the Office received from the READY Center in FY 21 and FY 22, to date? Please provide a breakdown of the number of referrals by the service area need.

Answer: There were no referrals identified that were received from the READY Center (clients coming did not identify that they were referred from the READY Center in FY 21 or any yet to date.) Also, FY21 referrals for services were halted due to COVID-19 pandemic.

47. How many clients were specifically referred to Project Empowerment in FY 21 and FY 22, to date?

Answer: In FY 21, there were 12 clients, and 13 clients in FY 22 referred to Project Empowerment.

48. How many returning citizens were specifically referred to adult education providers in FY 21 and FY 22, to date? Please provide a list of all providers to which returning citizens were referred.

Answer: In FY 21, there were 47 clients referred to adult education providers:

- Academy of Hope – 2
- Southeast Ministries – 45

In FY 22, there were 15 clients referred to adult education providers:

- Southeast Ministries – 13
- Academy of Hope – 2

49. How many job fairs has the Office hosted in FY 21 and FY 22, to date? How many clients have received employment from these job fairs?

Answer: Due to the pandemic, MORCA has not hosted a job fair in FY 21 or FY 22, to date, but has connected returning citizens with virtual events (see question 50 below)

50. Please describe the Office's efforts to develop creative ways to reach more returning citizens seeking employment during the public health emergency.

Answer:

- Increased the number of MORCA client registration with DOES DC Networks Employment System via telephonic and virtual communication
- Connected MORCA clients with DOES virtual first Friday Employment events
- Contacted and engaged with new local employers virtually learn of employment opportunities and to simplify application process for our clients
- Collaborated and partnered with local community-based organizations/job developers to stay up to date with open employment opportunities with local employers

- Researched local small businesses for employment opportunities for returning citizens

51. How many returning citizens has the Office directly connected to employers in FY 21 and FY 22, to date? Please provide the number of constituents hired, the name of the employer, and the position.

Answer:

FY 21 – 218 clients were connected to employers and 82 were hired

| | |
|---|--------------------------|
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| Dc Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | CDL Class A Driver |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| Dc Department of Public Works (Leaf Season) | Sanitation Worker |
| Dc Department of Public Works (Leaf Season) | Sanitation Worker |
| Dc Department of Public Works (Leaf Season) | Sanitation Worker |
| Dc Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| DC Department of Public Works (Leaf Season) | Sanitation Worker |
| Robinson Plumbing and Mechanical LLC | Plumber |
| Turnz Partner | Administrative Assistant |
| Telligent Construction Company | Laborer |

| | |
|--|---------------------|
| Telligent Construction Company | Laborer |
| Telligent Construction Company | Laborer |
| Telligent Construction Company | Laborer |
| Telligent Construction Company | Laborer |
| Amazon | Warehouse |
| F&I Construction | Laborer |
| Community Bridges | Laborer |
| Perkins trucking | Dump Truck Driver |
| Second Ave | Stock |
| BJ's | Stock |
| Saving Our Next Generation | Clean Team |
| People Ready | Temp Positions |
| Kearny | Warehouse |
| Positive Construction | Flagger |
| Dept of Public Works Hyattsville | Laborer |
| Food Over Everything | Driver |
| Flagger force | Flagger |
| Price Buster | Warehouse |
| Alston Foundation | House Monitor |
| Amazon | Warehouse |
| Holiday Inn | House keeping |
| HRGM Corporation | Construction |
| CRP Corp | Contractor |
| Foster House | Maintenance |
| Hampton Hotel | Maintenance |
| Tenley Trash | Driver |
| Washington Area Bike Associates | Customer Service |
| Rosenthal Fury | Customer Service |
| Anacostia Manufacturing & Development, LLC | Laborer |
| Lube Center | Tech |
| Maya Angelou | Facility Management |
| Keystone | Laborer |
| Keystone | Carpenter |

| | |
|---|------------------|
| Telligent Masonry | Brick Layer |
| M Luis Production LLC | Laborer |
| PJ Relocators | Mover |
| Food bank | Driver |
| Metropolitan Strategies and Solutions LLC | Customer rep |
| Sweet Greene | Kitchen |
| Taylor Vision Construction Solutions | Laborer |
| Kamco Building and supply Corp | Laborer |
| Staff Group West | Maintenance |
| National Technology Corporation | Labor |
| Temp Agency | Labor |
| Group home | Care Giver |
| Got Junk | Customer service |
| Georgetown Hospital | Janitor |
| Steam Fitter Local 102 | Steamfitter |
| American Pool | Pool Attendant |
| Construction | Labor |
| Community Bridges | Labor |
| District Photo | Machine Operator |
| Miller and Long | Labor |
| District Photo | Machine Operator |
| Mount Ephanacy Non Profit | Driver |
| Excellent Firewall Solution LLC | Labor |
| Capital Restaurant Resources | Driver |

FY 22 – 81 clients were connected to employers as of 12/31/21

52. Please provide a copy of the results from the Office's FY 21 client survey.

Answer: At the start of the implementation, the pandemic happened, so our numbers were around 23 surveys captured. Some of the surveys are attached. The responses were satisfactory. We are now creating a virtual option. See attachment Q52.

53. *Has the Office begun collecting more frequent employment data from its constituents? If so, please provide the results. If not, please provide the results from the Office's 90-day tracking system implemented to ensure that constituents are receiving the appropriate services. Please also include the results from tracking constituents' employment opportunities to ensure that employment is maintained for 30, 60, 90, and 120 days.*

Answer: With the inception of the Peer Navigators, more frequent employment data will be collected and verified. The Peer Navigators will be using a 30, 60, 90, and 120 day follow-up system.

54. *How much has been expended by the transportation subsidy program in FY 21 and FY 22, to date? How many clients have received subsidies in FY 21 and FY 22, to date?*

Answer: In FY 21, and FY 22, to date, a total of 2048 SmarTrip cards were distributed: in FY 21, 1,368 individuals received SmarTrip cards, and in FY 22, to date, 680 individuals received SmarTrip cards.

55. *In reference to a Committee recommendation in the FY 21 and FY 22 budget, has the Office reassumed full administrative control over the transportation stipend program? If not, why?*

Answer: MORCA will assume full administrative control over the transportation stipend no later than the end of FY 22. DOES is working with their OCFO team to transfer administrative control of the program to MORCA. MORCA will post on its website and social media pages information regarding the transportation stipend so that returning citizens are informed and these funds can be expended.

56. *How much has been expended on fee waivers for vital documents in FY 21 and FY 22, to date? How many returning citizens received a fee waiver in FY 21 and FY 22, to date? Please also describe the Office's outreach efforts during FY 21 and FY 22, to date, for this program.*

Answer:

- FY 21-138 fee waivers for vital documents to returning citizens
- FY 22-135 fee waivers for vital documents to returning citizens

MORCA doesn't capture expenditure costs for fee waivers.

57. *How many housing vouchers were provided to returning citizens through the Office's assistance in FY 21 and FY 22, to date? How many housing vouchers for returning citizens remain available for FY 21 and FY 22, to date?*

Answer: In FY21, MORCA provided 18 housing vouchers for returning citizens. In FY 22, ten vouchers have been submitted for approval as of 12/31/21. There are no housing vouchers remaining for FY 21; however, forty vouchers remain for FY 22.

58. *How has the Office prioritized supporting the housing needs of returning citizens who have been released since the beginning of the COVID-19 pandemic?*

Answer: MORCA continues to maintain relationships with reentry transitional housing programs to refer clients to placement for up to 12 months. Meetings discussing program criteria and space availability occurred in FY 21 with Jubilee Housing, National Reentry Network, Catholic Charities, Community Family Life Services, and Efforts from E-Convicts (EFEC). Referrals were made to these programs in 2021.

59. *Please describe any new services, supports, or programs that were initiated in FY 21 and FY 22, to date, to meet the housing needs of returning citizens.*

Answer: There were no new programs initiated in FY 21. We continued to engage with the reentry housing programs that we have referred clients to in the past, National Reentry Network, Jubilee Housing Reentry Housing Initiative program, and EFEC housing. Efforts have been made to engage with Single Residency Occupancy (SRO) programs through Catholic Charities and SOME to refer clients with low incomes for single room shared living options. With Covid-19, limited places were taking in new clients in in FY 21. FY22 with the addition of the Returning Citizen Peer Navigators, part of their responsibility is to assist returning citizens connect to housing referrals and identify new resources and opportunities for returning citizens.

60. *Please describe any steps the Office has taken in FY 21 and FY 22, to engage with the federal government to improve communication with District residents serving in FBOP facilities.*

Answer: MORCA is in constant communication with the FBOP through various avenues, for example, communication between MORCA's case management staff and FBOP's reentry staff, to provide literature and updates for DC residents housed in FBOP facilities. At ongoing criminal justice meetings and within the public safety cluster, the Director brings these concerns to the forefront in hopes that legislation is considered through which the District government can have access to FBOP information to enable better interaction and connectivity with those incarcerated residents. Recently, MORCA has partnered with the Corrections Information Council (CIC), the organization that audits FBOP's facilities, to become an audit partner, thereby enabling access so information can be shared at these facilities for DC residents.

61. *Has the Office had any success in FY 21 and FY 22, to date, in accessing additional data from the Federal Bureau of Prisons, or from organizations who work closely with FBOP, in order to create a database containing the name, location of incarceration, and contact information for each District resident incarcerated by the Federal Bureau of Prisons who is expected to be released?*

Answer: Due to privacy reasons, FBOP isn't willing to provide any release information on offenders (we would need to know the inmate's name and search in the FBOP's inmate locator to identify the release date). There has been communication with the FBOP's Reentry staff to provide information about our office's services and referrals can be made to our office. Additionally, we've partnered with CIC where we will attend audit inspections to the institutions to provide and disseminate information about the office's services.

62. Please describe any steps the Office has taken to coordinate with other District agencies to begin the process of planning a transition from one large residential reentry center to smaller centers across the District.

Answer: MORCA will continue its coordination and collaboration efforts with its District agency partners regarding the needs of returning citizens. MORCA stands ready to support whatever ultimate decisions are made by the Council and Mayor in these efforts.

63. Please describe the Office's outreach and engagement efforts with the existing residential reentry centers that provide housing to District residents.

Answer: We have been meeting with agencies on available space in their programs, referring clients for consideration, and getting all criteria to assure referrals meet the requirements in order to receive placement. Efforts to convince clients to accept shared living or transitional housing were met with resistance amongst clients who "did not want to feel like they were still locked up." People would be referred and accepted in programs but would decline and opt to live with a relative or stay with a friend, because they were not happy about having a curfew, not being able to stay out overnight, have guests, or have to follow rules secure a placement into a housing program. Some would not accept placement if they could not bring children. All reentry transitional programs are for single people.

64. How many certificates of good standing to persons previously convicted of a crime in the District of Columbia pursuant to D.C. Code § 24-1304 has the Office issued in FY 21 and FY 22, to date?

Answer: MORCA does not issue Certificates of Good Standing.

65. Please provide an update on any services specifically targeting female returning citizens provided by the Office in FY 21 and FY 22, to date.

Answer: Services provided to female clients included: assisting with obtaining personal identifying information (ID, birth certificate, social security card), applying for SNAP, Medicaid benefits, training, and mental health services, and transitional housing. For FY 22, MORCA works to strengthen the relationship with Community Family Life Services (CFLS) to work more closely with their case managers in various programs to refer more female clients to MORCA for supportive services. The increase in female clients will

allow for women to be more included in enrolling in training programs to gain skill sets to support independence as they make the transition. A Reentry Coordinator recently met with a CFLS staff member to discuss assisting female clients by referring them to MORCA for services.

66. Please provide a status update on the Georgetown Paralegal Fellowship Program for FY 21. In your response, please include, at a minimum:

a. A description of the Office's role in carrying out the program;

Answer: MORCA's role is to identify and refer interested and eligible returning citizens to the Georgetown Paralegal Fellowship Program. Additionally, MORCA advertises the program and informs returning citizens about the program's availability.

b. The status of the MOU with DOES;

Answer: Completed

c. Future plans for the program;

Answer: Future plans are to offer the program to returning citizens as long as funding is available.

d. How many graduates completed this most recent iteration; and,

Answer: Ten.

e. How many of these graduates have secured employment.

Answer: Graduation is on February 4, after which, graduates will interview with area law firms for a one-year fellowship placement.

67. Please provide an update on the implementation of the Access to Jobs pilot program.

Answer: The Access to Jobs pilot program has not been implemented to date. The RFP is in the development stages and MORCA is working with ServeDC to get the RFP released. There have been no partner employers identified; although, the plan is to send a copy of the published RFP to those employers once we have developed a relationship. It is our hope the RFP will be released by the end of the second quarter of FY 22 and by the start of the fourth quarter there will be five employers on board to which referrals can be made.

68. Please provide the number of individuals that the Office helped register to vote in FY 21 and FY 22, to date.

Answer: MORCA partnered with the Board of Elections in several voter registration drives, to include but not limited to FBOP, halfway houses, and private prisons. In FY 21, 562 FBOP residents were registered; 264 cast ballots and 333 DC Jail residents cast ballots.

69. Please describe the Office's collaboration efforts with BOE, DOC, and FBOP in FY 21 and FY 22, to date, to plan and carry out Restore the Vote initiatives and processes.

Answer: MORCA will and has continually encouraged returning citizens who enter our office to register to vote. At intake, constituents are asked if they are registered to vote and those who are not are encouraged to register and provided a form if interested in registering to vote. MORCA has and will continue to collaborate with the Board of Elections, other entities, and advocates to encourage returning citizens to exercise their right to vote.

70. Please provide the number of individuals that received CDL training through the office in FY 21 and FY 22, to date.

Answer:

- In FY21, 48 clients were referred for CDL training
- In FY22 Q1, 44 clients have been referred for CDL training

71. Please describe how the Office has worked to address the issue of returning citizens with CDL-based employment who are unable to maintain this type of employment based on the federal requirement that returning citizens housed in federally run residential reentry centers "remain stationary".

Answer: MORCA had conversations with VOA and Fairview Halfway House regarding this matter. The primary concern is the ability to track residents' whereabouts. Due to their custodial level and policy, The Federal Bureau of Prison (FBOP) is not willing to waver in its stance due to its custodial care and supervisory responsibilities. FBOP requires CDL-holders to take only limited and restricted routes so it can meet its supervisory requirements?

72. Please provide an update on the Office's partnership with the Aspire to Entrepreneurship Program. How many returning citizens took advantage of this opportunity FY 21 and FY 22, to date? Please provide an update on DSLBD's revamping of the program, as mentioned in the FY 21 pre-hearing responses.

Answer: In FY21 - 2 clients referred to the Aspire to Entrepreneurship Program.
In FY22 Q1 - 10 clients referred to the Aspire to Entrepreneurship Program.

For FY 22, DSLBD decided to continue to run the program with a similar structure as in FY 21 where they run two Aspire Prep sessions to particularly serve returning citizens in the idea stage. DSLBD saw that businesses at such early stages were at a real disadvantage, both in applications and in the program itself, and they want to do more of

a cohort to get folks to clarity on a business idea so they can take the most advantage of the program.

73. Please describe any steps the Office has taken to prepare and conduct the needs assessment mandated in the Children Impacted by Parental Incarceration Amendment Act of 2020 in FY 21 and FY 22, to date.

Answer: MORCA plans to meet with some local universities (criminal justice, social work, sociology, and psychology departments) to see if any would be interested in performing this assessment and study, as these competencies are not part of MORCA's core portfolio of work. MORCA remains committed to finding ways to fulfill this requirement; however, as many returning citizens are noncustodial parents, they may not have access to the information needed for this strategic plan.

74. Please list, for FY 21 and FY 22, to date, any visits that the Office has made to corrections facilities. Please describe any additional outreach that the Office has conducted remotely to maintain contact with incarcerated residents throughout the duration of the public health emergency.

Answer: In FY 21, MORCA collaborated with BOE to ensure FBOP facilities and Rivers, private prison voter registration forms and ballots were provided to DC residents. In addition, MORCA conducted voter registration at VOA with CIC Board Chair Charles Thornton and conducted several outreach engagements that included collaborating with National Association for the Advancement of Returning Citizens (NAARC) to provide clothing items to residents. MORCA collaborated with CSOSA to conduct virtual resource fairs with DC residents housed in several facilities in the FBOP.

In FY 22, MORCA conducted voter registration with BOE at VOA. MORCA also began conducting bi-weekly intake and assessments at VOA. In addition, MORCA has provided care packages, winter clothing, and partnered with Petal Share to allow the women at Fairview Halfway House to arrange flowers for families and themselves. Lastly, MORCA visited the Federal Correctional Institution Petersburg in conjunction with CIC from December 6-8, 2021 and shared information about MORCA with the offender population. To maintain contact with incarcerated District residents, MORCA provides FBOP facilities with information on MORCA programs and services. MORCA also corresponds with DC residents through the FBOP's intranet, "Corelinks."

75. Please describe the Office's efforts in FY 21 and FY 22, to date, to encouragement COVID-19 vaccinations among incarcerated residents and returning citizens. If available, please share the number of individuals the Office has helped sign up for a vaccine appointment.

Answer: MORCA hosted several virtual webinars entitled, “Facts about Vax” for returning citizens during which area health officials and medical practitioners encouraged COVID-19 vaccination and answered questions regarding the virus. Additionally, MORCA has participated in several of the Mayoral campaigns on COVID-19 vaccination throughout the city. COVID-19 literature is displayed in the MORCA office so clients can get information regarding the vaccination and other protective measures regarding the virus. MORCA has also provided over 25,000 PPE items for returning citizens, organizations, transitional housing, family shelters, and halfway houses to assist in preventing the spread of the virus.

76. Please list any actions taken or programs initiated as a result of recommendations or policy statements from the Commission on Re-Entry and Returning Citizen Affairs.

Answer: The Commission hosted a “resume workshop” for returning citizens in which MORCA promoted itself to potential clients and MORCA staff participated. The Commission plans to host a retreat that involves both MORCA’s staff and Commission members to engage, brainstorm, and strategically plan on how to better serve returning citizens. MORCA plans to engage the Commission in discussions about recommendations.

77. Please list all meetings of the Criminal Justice Coordinating Council attended by the Executive Director of the Office, or a designee, and any recommendations provided to the Criminal Justice Coordinating Council at those meetings.

Answer: 1. Tuesday, May 11, 2021, Tuesday, July 27, 2021, Wednesday, Nov. 10, 2021. No recommendations provided.

Mayor's Office on Returning Citizen Affairs FY2021

Agency Mayor's Office on Returning Citizen Affairs

Agency Code RCO

Fiscal Year 2021

Mission The Office on Returning Citizen Affairs will serve to provide advocacy, constituent services, and information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment for persons returning to the community.

Strategic Objectives

| Objective Number | Strategic Objective |
|------------------|---|
| 1 | Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. |
| 2 | Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. |
| 3 | Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. |

Key Performance Indicators

| Measure | Directionality | FY 2018 Actual | FY 2019 Actual | FY 2020 Actual | FY 2021 Target |
|---|----------------|----------------|----------------|----------------|----------------|
| 1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (4 Measures) | | | | | |
| Percent of returning citizens referred to government and community-based programs and services, identified in their individualized case plan | Up is Better | New in 2021 | New in 2021 | New in 2021 | New in 2021 |
| Number of new strategic partnerships and collaborations of coordinated services offered through government agencies and community-based organizations supporting returning citizens. | Up is Better | New in 2021 | New in 2021 | New in 2021 | New in 2021 |
| Percent of returning citizens that complete vocational training programs | Up is Better | New in 2021 | New in 2021 | New in 2021 | New in 2021 |
| Percent of returning citizens that successfully obtain employment | Up is Better | New in 2021 | New in 2021 | New in 2021 | New in 2021 |
| 2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (2 Measures) | | | | | |
| Percent of returning citizens referred to and completing employment training programs. | Up is Better | New in 2021 | New in 2021 | New in 2021 | New in 2021 |
| Percent of returning citizens that successfully complete training programs who obtain industry recognized credentials and start new employment opportunities. | Up is Better | New in 2021 | New in 2021 | New in 2021 | New in 2021 |
| 3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (1 Measure) | | | | | |
| New pilot programs or policy recommendations developed on improving service delivery for returning citizens. | Up is Better | New in 2021 | New in 2021 | New in 2021 | New in 2021 |

Operations

| Operations Header | Operations Title | Operations Description | Type of Operations |
|---|------------------------|---|--------------------|
| 1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (2 Activities) | | | |
| Case Management | Case Management | Conduct intakes and individualized assessments with returning citizens; develop case plans based on 30-, 60-, 90-, 120- and 180-day life cycles. | Daily Service |
| Coordination | Coordination | Refer returning citizens to housing, employment, vocational training, legal education, health, and job readiness services | Key Project |
| 2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (3 Activities) | | | |
| Advocacy | Advocating for clients | Establish a tracking system to ensure returning citizens are referred to training opportunities. | Daily Service |
| Advocacy | Increase Hiring | Increase the hiring of returning citizens, by identifying and developing relationships with local and national companies that hire returning citizens. | Daily Service |
| Coordination | Coordination | Refer returning citizens to government funded community based organizations that have the expertise of providing workforce development, life skills, and mentoring programs for returning citizens. | Daily Service |
| 3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (3 Activities) | | | |
| Partnership and Engagement | Communication. | On-going and frequent communication with outreach and program personnel to ensure there's a steady flow of information pertaining to both government and community programming. | Daily Service |
| Partnership and Engagement | Government Programs. | Identify programs that assist with removing the unique barriers of returning citizens. | Daily Service |

| Operations Header | Operations Title | Operations Description | Type of Operations |
|----------------------------|--------------------------|--|--------------------|
| Partnership and Engagement | Community participation. | Participation in community-based working groups, roundtables and symposiums. | Daily Service |

Workload Measures

| Measure | FY 2018 Actual | FY 2019 Actual | FY 2020 Actual |
|--|----------------|----------------|----------------|
| 1 - Case Management (3 Measures) | | | |
| Number of returning citizens that receive case plans | New in 2021 | New in 2021 | New in 2021 |
| Number of Strategic Partnerships | New in 2021 | New in 2021 | New in 2021 |
| Number of employment training collaborations | New in 2021 | New in 2021 | New in 2021 |
| 2 - Advocating for clients (5 Measures) | | | |
| Number of employers hiring returning citizens | New in 2021 | New in 2021 | New in 2021 |
| Number of returning citizens hired. | New in 2021 | New in 2021 | New in 2021 |
| Number of returning citizens that are employed for at least 60 days. | New in 2021 | New in 2021 | New in 2021 |
| Number of returning citizens that are employed for at least 90 days. | New in 2021 | New in 2021 | New in 2021 |
| Number of returning citizens that are employed for at least 120 days. | New in 2021 | New in 2021 | New in 2021 |
| 3 - Communication. (1 Measure) | | | |
| Number of returning citizens referred to workforce development, life skills and mentoring programs. | New in 2021 | New in 2021 | New in 2021 |
| 3 - Community participation. (1 Measure) | | | |
| Number of formal partnerships with community-based organizations that have the capacity to dedicate program slots to returning citizens. | New in 2021 | New in 2021 | New in 2021 |
| 3 - Government Programs. (1 Measure) | | | |
| Number of times MORCA participated in community-based working groups, roundtables and symposiums. | New in 2021 | New in 2021 | New in 2021 |

Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|--|--|--------------------------|
| Advocating for clients (1 Strategic Initiative) | | |
| Establish an Employment Referral System. | In FY21, MORCA will establish a formal referral system to ensure returning citizens are connected to training opportunities. | 09-30-2021 |
| Communication. (2 Strategic initiatives) | | |
| Returning Citizen Coalition Working Group | In FY21, MORCA will establish a returning citizen coalition working group comprised of returning citizen advocates, government agencies, and community-based organizations. The working group will focus on strengthening service delivery for returning citizens amongst government agencies and community-based organizations. | 09-30-2021 |
| Collaboration across the government. | Participate in at least 20 community outreach events put on by other agencies. | 09-30-2021 |
| Community participation. (1 Strategic Initiative) | | |
| Regular Participation in Inter-Agency Task Force Groups. | Participate in at least 6 relevant inter-agency task force groups. | 09-30-2021 |
| Coordination (2 Strategic initiatives) | | |
| Connect Constituents to Employment Opportunities. | In FY21, MORCA will establish and implement the Access to Jobs Pilot Program that will provide a minimum of 5 grants to employers to support the hiring of returning citizens. | 09-30-2021 |
| Establish an Employment Referral System. | In FY21, MORCA will establish a formal referral system to ensure returning citizens are connected to training opportunities | 09-30-2021 |
| Government Programs. (1 Strategic Initiative) | | |
| Host Roundtables. | Host at least four returning citizens roundtables | 09-30-2021 |

Mayor's Office on Returning Citizen Affairs FY2022

Agency Mayor's Office on Returning Citizen Affairs

Agency Code RCO

Fiscal Year 2022

Mission The Office on Returning Citizen Affairs will serve to provide advocacy, constituent services, and information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment for persons returning to the community.

Strategic Objectives

| Objective Number | Strategic Objective |
|------------------|---|
| 1 | Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. |
| 2 | Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. |
| 3 | Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. |
| 4 | Create and maintain a highly efficient, transparent, and responsive District government |

Key Performance Indicators (KPIs)

| Measure | Directionality | FY 2019 Actual | FY 2020 Actual | FY 2021 Actual | FY 2022 Target |
|---|----------------|----------------|----------------|----------------|----------------|
| 1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (4 Measures) | | | | | |
| Percent of returning citizens referred to government and community-based programs and services, identified in their individualized case plan | Up is Better | New in 2021 | New in 2021 | 23.1% | 40% |
| Percent of returning citizens that complete vocational training programs | Up is Better | New in 2021 | New in 2021 | 39.9% | 40% |
| Number of new strategic partnerships and collaborations of coordinated services offered through government agencies and community-based organizations supporting returning citizens. | Up is Better | New in 2021 | New in 2021 | 26 | 10 |
| Percent of returning citizens that successfully obtain employment | Up is Better | New in 2021 | New in 2021 | 23.8% | 24% |
| 2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (5 Measures) | | | | | |
| Percent of returning citizens referred to and completing employment training programs. | Up is Better | New in 2021 | New in 2021 | 41.1% | 42% |
| Percent of returning citizens that successfully complete training programs who obtain industry recognized credentials and start new employment opportunities. | Up is Better | New in 2021 | New in 2021 | 31.6% | 33% |
| Number of employer relationships developed in Wards 7 and 8 | Up is Better | New in 2022 | New in 2022 | New in 2022 | New in 2022 |
| Number of returning citizens interviewed through employer relationships (outside of job fairs) | Up is Better | New in 2022 | New in 2022 | New in 2022 | New in 2022 |
| Number of returning citizens attending job fairs | Up is Better | New in 2022 | New in 2022 | New in 2022 | New in 2022 |
| 3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (1 Measure) | | | | | |
| New pilot programs or policy recommendations developed on improving service delivery for returning citizens. | Up is Better | New in 2021 | New in 2021 | 3 | 5 |

Operations

| Operations Title | Operations Description | Type of Operations |
|---|---|--------------------|
| 1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (2 Activities) | | |
| Case Management | Conduct intakes and individualized assessments with returning citizens; develop case plans based on 30-, 60-, 90-, 120- and 180-day life cycles. | Daily Service |
| Coordination | Refer returning citizens to housing, employment, vocational training, legal education, health, and job readiness services | Key Project |
| 2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (3 Activities) | | |
| Advocating for clients | Establish a tracking system to ensure returning citizens are referred to training opportunities. | Daily Service |
| Increase Hiring | Increase the hiring of returning citizens, by identifying and developing relationships with local and national companies that hire returning citizens. | Daily Service |
| Coordination | Refer returning citizens to government funded community based organizations that have the expertise of providing workforce development, life skills, and mentoring programs for returning citizens. | Daily Service |
| 3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (3 Activities) | | |
| Communication. | On-going and frequent communication with outreach and program personnel to ensure there's a steady flow of information pertaining to both government and community programming. | Daily Service |
| Government Programs. | Identify programs that assist with removing the unique barriers of returning citizens. | Daily Service |
| Community participation. | Participation in community-based working groups, roundtables and symposiums. | Daily Service |

Workload Measures (WMs)

| Measure | FY 2019 Actual | FY 2020 Actual | FY 2021 Actual |
|--|----------------|----------------|----------------|
| 1 - Case Management (3 Measures) | | | |
| Number of employment training collaborations | New in 2021 | New in 2021 | 48 |
| Number of Strategic Partnerships | New in 2021 | New in 2021 | 23 |
| Number of returning citizens that receive case plans | New in 2021 | New in 2021 | 1063 |
| 1 - Coordination (2 Measures) | | | |
| Number of clients assigned to peer navigators | New in 2022 | New in 2022 | New in 2022 |
| Number of returning citizens attending behavioral health services | New in 2022 | New in 2022 | New in 2022 |
| 2 - Advocating for clients (6 Measures) | | | |
| Number of returning citizens remaining employed after the first year | New in 2022 | New in 2022 | New in 2022 |
| Number of returning citizens that are employed for at least 90 days. | New in 2021 | New in 2021 | 91 |
| Number of returning citizens that are employed for at least 60 days. | New in 2021 | New in 2021 | 78 |
| Number of returning citizens hired. | New in 2021 | New in 2021 | 67 |
| Number of employers hiring returning citizens | New in 2021 | New in 2021 | 21 |
| Number of returning citizens that are employed for at least 120 days. | New in 2021 | New in 2021 | 169 |
| 3 - Communication. (1 Measure) | | | |
| Number of returning citizens referred to workforce development, life skills and mentoring programs. | New in 2021 | New in 2021 | 461 |
| 3 - Community participation. (7 Measures) | | | |
| Number of governmental agencies represented as coalition members | New in 2022 | New in 2022 | New in 2022 |
| Number of community-based, non-profit and faith-based organizations represented as coalition members | New in 2022 | New in 2022 | New in 2022 |
| Number of returning citizens advocates represented as coalition members | New in 2022 | New in 2022 | New in 2022 |
| Number of barriers identified by the working group quarterly | New in 2022 | New in 2022 | New in 2022 |
| Number of meeting convened | New in 2022 | New in 2022 | New in 2022 |
| Number of EOTR organizations that joined coalition yearly | New in 2022 | New in 2022 | New in 2022 |
| Number of formal partnerships with community-based organizations that have the capacity to dedicate program slots to returning citizens. | New in 2021 | New in 2021 | 61 |
| 3 - Government Programs. (1 Measure) | | | |
| Number of times MORCA participated in community-based working groups, roundtables and symposiums. | New in 2021 | New in 2021 | 82 |

Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|---|--|--------------------------|
| Advocating for clients (2 Strategic initiatives) | | |
| Establish an Employment Referral System. | In FY22, MORCA will strengthen its formal referral system to ensure returning citizens are connected to training opportunities. | 09-30-2022 |
| Peer Navigator Support | Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. | 09-30-2022 |
| Communication. (1 Strategic Initiative) | | |
| Collaboration across the government | Participate in at least 20 community outreach events put on by other agencies. | 09-30-2022 |
| Community participation. (2 Strategic initiatives) | | |
| Returning Citizen Coalition Working Group | MORCA will strengthen its returning citizen coalition working group comprised of returning citizen advocates, government agencies, and community-based organizations. The working group will focus on strengthening service delivery for returning citizens amongst government agencies and community-based organizations. | 09-30-2022 |
| Host Roundtables | Host at least four returning citizens roundtables | 09-30-2022 |
| Government Programs. (1 Strategic Initiative) | | |
| Regular Participation in Inter-Agency Task Force Groups | Participate in at least 6 relevant inter-agency task force groups. | 09-30-2022 |
| Increase Hiring (1 Strategic Initiative) | | |
| Connect Constituents to Employment Opportunities. | In FY22, MORCA will establish and implement the Access to Jobs Pilot Program that will provide a minimum of 5 grants to employers to support the hiring of returning citizens. | 09-30-2022 |



MAYOR'S OFFICE ON RETURNING CITIZEN AFFAIRS

FY2020 ANNUAL REPORT

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MESSAGE FROM THE MAYOR



In the District of Columbia, every resident regardless of background, race, religion or identity deserves a “fair shot” to create a life that will make them and their families proud. This opportunity includes our returning citizen population and their families. My administration continues to create opportunities for returning citizen in housing, education and vocational training, small business development and funding, transportation stipends, and workforce development and more. Every District of Columbia resident shares in building our city into a place where we want to live and love to call home. One way I wanted to ensure our incarcerated residents remain a part of our community is by restoring their right to voting. What better way to ensure that they continue to be a part of the fabric of Washington, DC and making sure they are engaged in their civic duties, exercise their voices, and to help us to continue build a stronger and safer DC that includes the hopes and dreams for us of all. Remember, we are Washingtonians and are all in this together!

Sincerely,

MURIEL BOWSER

Mayor, District of Columbia



MESSAGE FROM THE DIRECTOR



The Mayor's Office on Returning Citizens Affairs' (MORCA) mission is to advise Mayor Muriel Bowser on legislative barriers for returning citizens, advocate on their behalf and to connect them to essential services that aids them in their successful transition in the community. For every returning citizen, it is a difficult process to re-enter the community after being released from incarceration. The process requires many adjustments from subsistence needs to society's acceptance. This year, the Covid-19 pandemic added a layer to the challenges faced by the returning citizen and MORCA. Despite the challenges, in FY20, MORCA served over 1,500 returning citizens. Due to the dedication and commitment of MORCA's staff, intergovernmental agencies and community partners, returning citizens were able to receive case management assessments that enable them to secure mental health services, vital records, employment, housing, care packages, voter registration and assisting with making sure incarcerated DC residents exercise their right to vote for the first time through voter registration in federal and private prison. Despite a complex year, it was one that has been full of commitment, responsibility and a determination to improve the lives of all DC Returning Citizens.

Sincerely,

LAMONT CAREY

Director, Mayor's Office On Returning Citizen Affairs

EXECUTIVE SUMMARY

Data suggests that individuals who remain connected to their communities while incarcerated are less likely to return to prison. In the District of Columbia, over 2,000 District residents return annually from incarceration. The Mayor's Office on Returning Citizen Affairs (MORCA) provides referral services such as career development, job placement, and social services to support District residents who are recently released from incarceration.

In FY-20 MORCA case management program continued connecting formerly incarcerated residents to services and resources, such as employment, employment training, health services and vital records services. Working towards fulfilling the mission of eliminating barriers to successful reentry, MORCA implemented and expanded several programs, The Returning Citizens Paralegal Pilot program, Travel Subsidy Smart Trip program, Pathways to Work Driver License Initiative, ID and Vital Records Voucher Initiative, and the CDL Program Certification Program. In efforts of minimizing the stressors that are compounded due to incarceration, MORCA expanded outreach to the Federal Bureau of Prisons (FBOP) and local halfway house facilities to connect with DC residents within six months to a one year of their release date and expanded the monthly family reunification trips to include three additional FBOP facilities. Lastly in efforts to reach and engaged more constituents,



MORCA increased its community engagement presence through participation in community events, resource fairs, presentations and digital engagement platforms.



ACCOMPLISHMENTS

MORCA RESPONSE TO COVID- 19

During the COVID-19 virtual telework posture MORCA has conducted **539 INDIVIDUALIZED** assessment plans, connected returning citizens to food, clothing resources, virtual training programs, virtual educational programs, housing opportunities and employment opportunities.

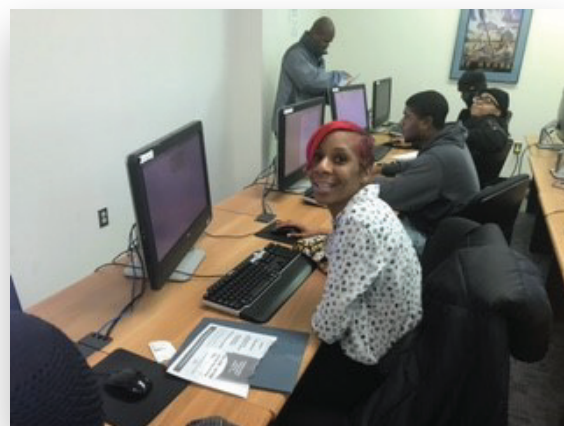
MORCA collaborated with the local Faith Community and Community Based Organizations to provide "Welcome Home" care packages that included essential hygiene and clothing items to assist with alleviating the hardships that many returning citizens have experience upon release during the COVID-19 pandemic.

CASE MANAGEMENT

The Reentry Case Management team conducts need assessments, provide referrals, offer guidance with short-term goal planning, and connect returning citizens with support services. In FY 20 Reentry case managers connected returning citizens to services and resources, such as employment, employment training, health services and vital records services. In FY -20 MORCA Case Managers completed **1,570 ASSESSMENTS**. MORCA Case Managers connected **1,194 CONSTITUENTS** to essential services provided by Intergovernmental agencies and Community Based Organizations.

PATHWAYS TO WORK DRIVER LICENSE INITIATIVE:

The Pathways to Work Driver's License Initiative eliminates barriers to employment. This program was made possible with the partnership between the Central Collection Unit (CCU) and the Department of Motor Vehicles (DMV). In FY20, MORCA was able to aid **312 CONSTITUENTS** through this initiative.



HOUSING REFERRALS:

Returning Citizens have identified housing as one of the barriers as major factors to successful reentry. In FY-20 through coordination and collaboration with the DC Housing Authority and Non-Profit housing providers, MORCA connected **112 CONSTITUENTS** to Housing Resources here in the District of Columbia. By connecting returning citizens to these essential services this has assisted constituents with removing major barriers to success and working towards reducing the recidivism rate.

BEHAVIORAL/ MENTAL HEALTH REFERRALS

In FY-20 Through coordination and collaboration MORCA connected **68 CONSTITUENTS** to Behavioral/Mental Health resources. Connection to these essential services afforded constituents the opportunity of addressing the trauma often experience due to incarceration.



EMPLOYMENT AND JOB READINESS:

In FY 20 MORCA continued to advocate for sustainable employment opportunities for returning citizens here in the District of Columbia. Through this advocacy and coordination MORCA connected **450 CONSTITUENTS** to Employment and Job Readiness resources.

MORCA was able to establish relationships with **42 EMPLOYERS** within the following industries here in the DC Region. These relationships have allowed MORCA to connect constituents to employment opportunities within these industries:

Customer Service

Hospitality

Landscaping

Retail

Security

Construction

Administrative

Food Service

Drivers

Warehouse

Sanitation

EDUCATIONAL AND VOCATIONAL TRAINING:

In efforts to assist returning citizens with preparing for quality employment opportunities, MORCA connected **827 RETURNING CITIZENS** to educational and vocational training services. Areas of trainings comprised of industries such as solar installation, electrical, information technology, construction, culinary industry, HVAC and CDL Class B Training Program.



OUTREACH EVENTS:

In FY 20 MORCA participation in **36 OUTREACH** events allowed MORCA to engaged with 1,399 returning citizens through various community outreach events, Federal Bureau of Prisons, Department of Corrections and community informational sessions. These events allowed MORCA to share information on programs and essential services that assist returning citizens with life stabilizing services. In efforts to reduce recidivism and strengthen the service delivery for returning citizens. MORCA collaborated with **43 COMMUNITY ORGANIZATIONS**. These collaborations have allowed Returning Citizens to benefit from the services and programs offered by the various organizations and to engaged and connect returning citizens to dual program.



FBOP OUTREACH:

MORCA hosted several Reentry Resource Fairs at the following Federal Bureau of Prisons Facilities, FCI Fort Dix FCI, Schuylkill, and Petersburg FCI. These resource fairs allowed MORCA along with other government and community base partners to engaged with one hundred seventy-three DC residents that are within six months to one year of their release date. MORCA had to cancel all remaining trips due to the COVID-19 pandemic.





CONNECT WITH US!

orca@dc.gov

[@orca_dc](#)

[@orcadc](#)

Customer Service Survey

1. How satisfied are you with our service today, on a scale of 1 to 5?

- ☒ 1. Very satisfied
- ☐ 2. Satisfied
- ☐ 3. Neither satisfied nor dissatisfied
- ☐ 4. Dissatisfied
- ☐ 5. Very dissatisfied

2. How did you hear about MORCA? Please mark one

- ☒ Community Event?
- ☒ Correctional Institution
- ☐ Halfway House
- ☐ Friend/Relative
- ☐ Other _____

3. Is this the first time you have used our service?

yes

4. If you used our services before, how many times in the past year?

no

5. Would you recommend MORCA to a friend?

yes

6. What services did you not receive and would like to see them in the near future?

yes I would like be apart of the program

Comments:

I am just starting with them!
I would like to continue with case manager
Ms. Alicia Jackson

Customer Service Survey

1. How satisfied are you with our service today, on a scale of 1 to 5?

- ☒ 1. Very satisfied
- ☐ 2. Satisfied
- ☐ 3. Neither satisfied nor dissatisfied
- ☐ 4. Dissatisfied
- ☐ 5. Very dissatisfied

2. How did you hear about MORCA? Please mark one

- ☒ Community Event?
- ☐ Correctional Institution
- ☐ Halfway House
- ☐ Friend/Relative
- ☐ Other _____

3. Is this the first time you have used our service?

NO

4. If you used our services before, how many times in the past year?

Several Times

5. Would you recommend MORCA to a friend?

Yes most Definitely

6. What services did you not receive and would like to see them in the near future?

Hair Care

Comments:

Customer Service Survey

1. How satisfied are you with our service today, on a scale of 1 to 5?

- ☒ 1. Very satisfied
- ☐ 2. Satisfied
- ☐ 3. Neither satisfied nor dissatisfied
- ☐ 4. Dissatisfied
- ☐ 5. Very dissatisfied

2. How did you hear about MORCA? Please mark one

- ☐ Community Event?
- ☐ Correctional Institution
- ☐ Halfway House
- ☒ Friend/Relative
- ☐ Other _____

3. Is this the first time you have used our service? *no*

4. If you used our services before, how many times in the past year? *3*

5. Would you recommend MORCA to a friend? *yes*

6. What services did you not receive and would like to see them in the near future? *yes*

Comments:

1. How satisfied are you with our service today, on a scale of 1 to 5?

- ☒ 1. Very satisfied
- ☐ 2. Satisfied
- ☐ 3. Neither satisfied nor dissatisfied
- ☐ 4. Dissatisfied
- ☐ 5. Very dissatisfied

2. How did you hear about MORCA? Please mark one

- ☐ > Community Event?
- ☐ > Correctional Institution
- ☐ > Halfway House
- ☒ > Friend/Relative
- ☐ > Other _____

3. Is this the first time you have used our service? *yes*

4. If you used our services before, how many times in the past year? *once*

5. Would you recommend MORCA to a friend? *yes*

6. What services did you not receive and would like to see them in the near future? *Culinary Job Training Yes.*

Comments:

*Thank you very much
you are a wonderful help.
I will be back in love*

Customer Service Survey

1. How satisfied are you with our service today, on a scale of 1 to 5?

- ☒ 1. Very satisfied
- ☐ 2. Satisfied
- ☐ 3. Neither satisfied nor dissatisfied
- ☐ 4. Dissatisfied
- ☐ 5. Very dissatisfied

2. How did you hear about MORCA? Please mark one

- ☐ Community Event?
- ☐ Correctional Institution
- ☐ Halfway House
- ☒ Friend/Relative
- ☐ Other _____

3. Is this the first time you have used our service?

Yes

4. If you used our services before, how many times in the past year?

5. Would you recommend MORCA to a friend?

Yes Indeed

6. What services did you not receive and would like to see them in the near future?

NONE

Comments:

Services was Outstanding
and Awesome

Customer Service Survey

1. How satisfied are you with our service today, on a scale of 1 to 5?
☒ 1. Very satisfied
☐ 2. Satisfied
☐ 3. Neither satisfied nor dissatisfied
☐ 4. Dissatisfied
☐ 5. Very dissatisfied
2. How did you hear about MORCA? Please mark one
☐ Community Event?
☐ Correctional Institution
☒ Halfway House
☐ Friend/Relative
☐ Other _____
3. Is this the first time you have used our service? *no*
4. If you used our services before, how many times in the past year? *4*
5. Would you recommend MORCA to a friend? *yes*
6. What services did you not receive and would like to see them in the near future? *N/A*

Comments:

Customer Service Survey

1. How satisfied are you with our service today, on a scale of 1 to 5?

- 1. Very satisfied
- 2. Satisfied
- 3. Neither satisfied nor dissatisfied
- 4. Dissatisfied
- 5. Very dissatisfied

2. How did you hear about MORCA? Please mark one

- > Community Event?
- > Correctional Institution
- > Halfway House
- > Friend/Relative
- > Other _____

3. Is this the first time you have used our service? No

4. If you used our services before, how many times in the past year?

2018-2019

5. Would you recommend MORCA to a friend?

Yes

6. What services did you ~~not~~ receive and would like to see them in the near future?

Yes / Housing

Comments:

I received services for Housing / 1133
North Capital to have my app. reschedule
for my voucher