

District of Columbia
Corrections Information Council



District of Columbia
Department of Corrections

2020 Inspection Report



Correctional Treatment Facility (CTF)



Central Detention Facility (CDF)

October 8, 2020



District of Columbia Corrections Information Council

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About the District of Columbia Corrections Information Council

The District of Columbia Corrections Information Council (CIC) is an independent oversight body mandated by the United States Congress and the Council of the District of Columbia to inspect, monitor, and report on the conditions of confinement in correctional facilities where residents from the District of Columbia are incarcerated. This includes facilities operated by the Federal Bureau of Prisons (BOP), the District of Columbia Department of Corrections (DOC), and private contractors.

The CIC reports its observations and recommendations to the District of Columbia Representative in the United States Congress, the Mayor of the District of Columbia, the Council of the District of Columbia, the District of Columbia Deputy Mayor for Public Safety and Justice, the Director of the BOP, the Director of the DOC, and the community.

Although the CIC does not handle individual complaints or provide legal representation or advice, individuals are still encouraged to contact the CIC. Reports, concerns, and general information from incarcerated DC residents and the public are very important to the CIC, and they greatly inform our inspection schedule, recommendations, and reports. However, unless expressly permitted by the individuals or required by law, names and identifying information of residents, corrections staff not in leadership, and members of the general public will be kept anonymous and confidential.

DC Corrections Information Council

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Executive Summary

Correctional Treatment Facility Profile

Dates of Inspection: February 25, 2020

Location: 1901 E St SE, Washington, DC
20003

Security Level: Minimum, Medium

Rated Capacity: 1,200

Population (2/25/20): 532

Central Detention Facility Profile

Dates of Inspection: February 26, 2020

Location: 1901 D St SE, Washington, DC
20003

Security Level: Minimum, Medium,
Maximum

Rated Capacity: 2,160

Population (02/26/20): 1,260

The Central Treatment Facility (CTF) is comprised of 27 housing units. Out of those 27 units, three are closed. The average population of each unit at the CTF averages around 50 residents, but presently - there are two units housing 36 residents each.

The Central Detention Facility (CDF) is comprised of 18 housing units. Out of those 18 housing units, three are closed. One of the closed units is now being used as a program space. The other two units will open within the next few weeks. The executive staff at the CDF plans to depopulate some of the open units in order to populate the closed units.

It is the intent of the CDF to lower each housing unit population from approximately 90 residents to 60-70 residents. Depopulating the housing units is an attempt to create more space within the units for programming.

Key Findings

The CIC highlights the following programs and issues that impact programming:

- a) More programming lowers the rate of incidence and improves operations.
- b) Jails and detention facilities are not spatially designed like prisons, which house people with longer sentences. Most DOC residents are pre-trial detainees, which creates a transitional population inside of a facility not designed for programming.
- c) The DOC has created innovative programming for some of its transitional population.
- d) Security levels and separations are the main reason why more individuals at the CDF are not allowed to participate in CTF programs.
- e) The DOC does not receive government funding for a majority of its programs, which are conducted and facilitated by volunteers who sometimes receive grants to do the work.
- f) Case managers at the CDF are available in some units twice a week.
- g) The DOC has over 300 people and 85 organizations volunteering within its facilities.
- h) There are seven postsecondary partnerships at the DOC.
- i) Some post-secondary education classes are co-ed.
- j) All residents, even those in restrictive housing units, have access to the Inside Scoop, which is a DOC news publication.
- k) All residents within program units have access to tablets to conduct and complete their course work.
- l) The C-Tech program in the Phoenix Housing unit has a 100% success rate, and over 60 students have earned a certification.
- m) In fiscal year 2020 to date, 372 students have enrolled in post-secondary education courses.
- n) There are over 47 religious service volunteers that visit the CDF, and 17 Religious Services volunteers that visit the CTF.

Recommendations

Based on the inspection of the CTF and CDF, the CIC makes the following recommendations:

- a) Establish coordination between the Executive staff and education administrators to acquire more funding for educational programs within the annual budget.
- b) Implement an online screening process for volunteers.
- c) Acquire more reentry resources to connect the residents with the outside world. Residents will need tangible resources upon their release, such as food and shelter.
- d) Make case managers available five days a week within the housing units.
- e) Implement more family reunification programs.
- f) Establish more family connections through chaplain services, especially for those with kids.
- g) Continue to bring in more guest speakers.
- h) Communicate with community partners, and develop a plan to both extend YME into the community and acquire resources needed for implementation, because as the young men are released, the continuity of structure and support is still needed.
- i) Create programs for those in the CDF YME that are tailored to those who will remain confined, so they continue to be productive while confined.
- j) Assure that line staff knows program and class schedules, so residents may arrive to their

programs on time. For residents at the CDF who must go to the CTF for their classes, assure that line staff escorts residents on time.

- k) Provide orientation classes for tablets because some residents have never used tablets.
- l) Make sure that tablets are issued on time and accessible at the appropriate times.
- m) Post the process for accessing available programs inside of the housing units.
- n) Get educational tablets for the entire inmate population.

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Introduction

The DC Department of Corrections (hereinafter, DOC) operates two jail facilities: the Correctional Treatment Center (hereinafter, CTF), and the Central Detention Facility also known as the DC Jail (hereinafter, CDF). The facilities are adjacent to one another and are located in Southeast Washington, D.C.

The CTF complex typically houses residents who are minimum or medium security, including females, as well as male residents who have specialized confinement needs. The CDF houses male residents, a majority of whom are held pending adjudication of a criminal case or are sentenced to a period of incarceration following conviction for a misdemeanor offense. Other CDF residents include those held on United States Parole Commission (USPC) warrants, those awaiting transfer to the Federal Bureau of Prisons (BOP), and those held due to a writ or hold - typically awaiting transfer to another jurisdiction.

On February 24, 2020, CIC staff met with DOC staff at the CTF and CDF about promising practices related to programs within the DOC. As part of this inspection, CIC staff interviewed residents confined at the CDF and CTF to hear about their access to programs, program availability, and the impact that DOC programs have on residents within DOC custody. In addition, the CIC was also able to observe some of the classes and programs while they occurred. The CIC conducted its onsite inspection of the CTF on February 24, 2020, and CDF on February 25, 2020. For a complete explanation of the report methodology, see Appendix A: Methodology.

Facility Overview

As part of the DOC inspection, the CIC toured areas of both the CTF and CDF, including all program units, educational classroom spaces, chapel areas, and general population units. For a complete list of the units and program spaces that the CIC requested to visit, and the units and program spaces that the DOC included as part of the tour, see Appendix A: Methodology. The names of the units and spaces toured, information about the population and staff on each unit, and a brief description of daily life on each unit can be found in the subsequent chart.

CTF Inspection Summary

Young Men Emerging (YME) Unit - CTF	
<p>Unit Capacity: 25</p> <p>Population February 24: 16</p> <p>Unit Population: Residents are between the ages of 18-25 (mentees). All mentors are IRAA eligible residents.</p> <p>Unit Staff: Corrections officers; One lieutenant; one sergeant; one program manager; one case manager. In total there are 16 trained staff members and ten volunteers for the YME unit.¹</p>	<p>The YME unit is designed for residents who are confined between the ages of 18 and 25. This demographic was chosen based upon the unique attributes of youth and their amenability to rehabilitate. All the mentors have been confined at least 15 years, qualify for IRAA², and are housed at the DOC on writ. Every mentor also began their incarceration between the ages of 18 and 25. YME is a therapeutic community designed to help heal trauma, stimulate self-reflection, and encourage young people to develop life goals in order to become a productive member of a community. The staff and volunteers are fully invested in the program. Mentors often return to the unit after their own release in order to further serve and inspire the mentees by sharing their knowledge and experiences in a productive way. The environment is structured. The day starts with a room inspection and community conversations, which include healthy masculinity group discussions that address the misconceptions perpetuated within urban communities concerning manhood. Volunteers may also visit the unit to participate in the community conversations. After lunch, there is a short break period before programming commences. Afterwards, there is school preparation, GED or Georgetown University classes, and meditation and reflection. After 4 PM, the rest of the day is for leisure.</p>
Chaplain Volunteer Services	
<p>Chapel Capacity: 75</p> <p>Number of Chaplains: 3</p>	<p>The Chaplain Volunteer Services is run by a supervisory chaplain, Ms. Nicole Colbert, who oversees religious volunteer services at the CTF and CDF. There are several functioning faiths at the CTF, and there are 17 Religious Service volunteers at the CTF. There are religious volunteer visits, pastoral visits, and restrictive housing visits. There are also three schools in the area that offer seminary credit hours, so their students can earn field training for volunteering with the Chaplain department. All volunteers wishing to offer their services to DOC Chaplain Services must complete a volunteer application, background check, TB test, drug test, and 8 hours of training about DOC regulations. The length of processing time for approval or denial varies amongst individuals.</p>
Post-Secondary Education	
<p>Post- Secondary Enrollment FY 2020 to date: 372</p>	<p>Post-secondary education is part of the DC DOC Division of College & Career Readiness, which is led by Amy K. Lopez, Deputy Director of Professional Development and College and Career Readiness. Postsecondary educational opportunities are provided solely through volunteer services. Some of these volunteers are provided grants from entities outside of the DOC in order to provide educational opportunities for residents who are confined. The DOC does not receive funding from the DC government for its post-secondary educational</p>

¹ The same staff at the YME unit at the CDF also works at the YME unit at the CTF.

² The Incarceration Reduction Amendment Act (IRAA) is a subsection of the Comprehensive Youth Justice Amendment Act of 2016 (D.C. Law 21-238). It is a part of legislation passed by the DC Council in 2017 to revitalize the Juvenile Justice system within DC. Available at <https://code.dccouncil.us/dc/council/laws/21-238.html>.

	<p>programs. Some of the offered courses are credited, while others are noncredit - for which students can earn a certificate. Current partners in these programs are UDC Workforce Development, Howard University, Georgetown University, and American University. There is also an online course through Ashland University that residents can take to earn a degree. Each class is filled to capacity, and there are no more than 30 people per class, with the exception of Ashland University because it is an online course that residents can take via their tablets, and the Georgetown Lecture series, which can have up to 75 people max because the class takes place in the chapel. The lecture series is also mandatory for those who are enrolled in the Georgetown Prison Scholars program. There are classes during the AM and PM hours - depending on the school's schedule. All courses are free to inmates. Interest in post-secondary education is extremely high. Students are heavily involved academics, which minimizes the probability of incidents within the CTF. These opportunities for education help to expose residents to their full potential, and it shows how confined residents are choosing to change.</p>
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Inside Scoop (DOC News Publication)

<p>Published Issuers: 14 Contributors: 12 students and 3 staff members</p>	<p>The Inside Scoop started in September 2018. The vision came from the Deputy Director of Education, Ms. Amy Lopez, who is also the lead teacher and managing editor. There are 12 residents who all contribute to the Inside Scoop Publication, and there is one issue published per month for the last 14 months. Every Friday from 1-4 PM, the 12 residents participate in an Inside Scoop meeting/Journalism course that further educates them about the principles of journalism, preparing articles for print, and skills for Photoshop and InDesign, so that students can do the physical lay-out of the paper each month. There are additional visiting artists, photo-journalists, journalists, writers, and novelists who are scheduled regularly to speak with the class. Students have also attended workshops to learn the basic principles of photography and photo-journalism, so they are able to use the media equipment purchased through a Career and Technical Education (CTE) grant. All residents have access to the Inside Scoop, and can submit articles for publication. Residents feel that the publication gives them a voice, and also serves as a medium to vocalize any facility issues. All content is checked by the Warden, Dr. Blackmon, and Director Lopez prior to publication.</p>
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Volunteer Services Non-Religious

<p>Volunteers: 300 Organizations: 80 DOC Volunteer Services Staff: Deputy Director Williams Volunteer Service Assistant: <u>Thalley</u></p>	<p>All volunteer services are run by Deputy Director Williams, who is the Deputy Director of Programs and Case Management, with the exception of educational volunteers, which must go through Deputy Director Amy Lopez. The Volunteer Services Coordinator is usually the person who directly facilitates coordination of the volunteers, but that position is currently vacant. In the interim, the Volunteer Services Assistant, Ms. Thalley, has largely fulfilled that role. The goal for volunteer services is to offer quality and beneficial programming for residents. In order to become a volunteer, candidates must complete an application, background check, urinalysis test, and an 8 hour training course. Upon successful completion, volunteers are notified to pick up IDs at Human Resources, and contact DOC management in order to schedule and</p>
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	publish dates for their services. If there is a delay during the on-boarding process, the Deputy Director may use discretion to permit a 90-day grace period in order for volunteers to commence services while issues are resolved. To expedite future onboarding, the DOC is currently exploring an online process.
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CDF Inspection Summary

Young Men Emerging (YME) Unit - CDF	
<p>Unit Capacity: 25</p> <p>Current Population February 25: 16</p> <p>Unit Population: 13 mentees and 3 IRAA eligible mentors.</p> <p>Staff: Corrections officers; one lieutenant; one sergeant; one program manager; and one case manager. 16 trained staff members³, and 10 volunteers.</p>	<p>This unit is modeled after the YME unit at the CTF, and designed for residents between the ages of 18 and 25. Similarly, this demographic was chosen based upon the unique attributes of youth, and their amenability to rehabilitate. In order to be selected for admittance within the unit, the resident has to be between the ages of 18 and 25. Residents must submit a request to their case manager, who then communicates with YME case management. Based upon space and availability, the candidate participates in an orientation and interview. All mentors have been confined at least 15 years, qualify for IRAA⁴, and are housed at the DOC on writ. Every mentor also began their incarceration between the ages of 18 and 25. Based upon its impact and productivity at the CTF, this unit was expanded to the CDF in August of 2019. However, since the population at the CDF has more serious charges, the average time period within the unit is 6-12 months, whereas at the CTF- it is 3-6 months. Additional programming will be implemented to foster productivity within a prison environment for those who will not quickly transition back into society. Mentors are allowed to go CTF for contact visits weekly, and mentees can participate in family day at the CTF if they are in good standing. Family day consists of contact visits with loved ones every three months for 2-3 hours, in addition to their regular visitation times at the CDF, which occur via video.</p>
Phoenix Unit	
<p>Unit Capacity: 52</p> <p>Population February 25: 43</p> <p>Unit Population: Residents participating in vocational/career course work or the GED program.</p> <p>Unit Staff: 6 resident tutors, 7 Petey Greene tutors, 8 staff members serve as teachers, 6 FTE teachers, plus the CCR Special Assistant and College</p>	<p>The Phoenix unit was designed for residents who wanted to participate in vocational or career course work, and residents who wanted to obtain their GED. All residents at the present moment are housed in single cells. In order to be eligible for the Phoenix Unit, candidates must have 30 days of clear conduct (disciplinary reports), and to remain in the unit, residents cannot incur any disciplinary infractions. Residents who are tutors can earn \$32 a month. Every resident is enrolled in a class between the hours of 9 AM and 12 PM, and after the 4 PM count, residents have leisure time. Classes are available for GED prep, C-Tech, Ashland University, Georgetown University, American University, and ESL. If residents are not participating in a physical class room, then online</p>

³ *Supra.* See footnote 1.

⁴ *Supra.* See footnote 2.

<p>Administrator who teach. CCR has a total of 10 staff members who teach various courses and rotate to offer them both at the CTF and CDF.</p>	<p>courses are mandatory. Residents are removed from the unit if they have two unexcused absences from class. Each resident is issued a tablet for online courses, which are all loaded with educational content.</p>
<p>General Population (Unit SE 3)</p>	
<p>Unit Capacity: 160 Population February 25: 94 Unit Security Designation: Medium and Minimum security Unit Staff: Corrections officers and a case manager.</p>	<p>SE 3 is a general population unit within the CDF, which houses minimum and medium security residents. Recreation is split between two sides. One side of the unit engages in recreation during the morning, and the other side of the unit engages in recreation after 4 PM count; the schedule rotates daily in order to allow each side to participate in both morning and evening hours throughout the week. There are no programs on this unit due to structural limitations regarding space. Residents may participate in limited programming and religious services held in the chapel.</p>
<p>General Population (Unit NW 1)</p>	
<p>Unit Capacity: 160 Population February 25: 70 Unit Security Designation: Maximum security designations Unit Staff: Corrections officers and a case manager.</p>	<p>NW 1 is a general population unit within the CDF, which houses maximum security residents. During the time of the CIC's visit, the entire unit had been engaging in recreational activities at the same time. There are no programs on this unit due to structural limitations regarding space. Separation orders also impede residents' ability to participate in programs outside of the unit. Educational tablets are not distributed due to lack of use during previous years; however, the DOC is planning to reissue them in order to encourage programming.</p>

DOC Programmatic Findings

The following sections highlight DOC programs, some of which are specific to the CTF or CDF. These findings relate to daily opportunities for residents to participate in programs, and how these programs affect the facility, with particular focus on resident perception and impact. The information in this section was primarily gathered during interviews with residents and staff during the CIC 2020 annual inspection of the DOC, discussions with DOC executive staff, and information sent to the CIC from the DOC as part of an information request.

I. Young Men Emerging (YME) Unit at CTF

The DOC has established a specific unit that focuses on the unique attributes of youth between the ages of 18 and 25.

In 2018, the DOC revamped its programs to create the YME unit, which is specifically designed to rehabilitate youthful offenders. It offers a variety of sub-programs that focus on specific areas of rehabilitation. These programs address trauma, self-reflection, personal development, and reintegration. The goal is to help residents become productive members of society. The structure of their daily activities can be seen below:

YME Daily Activities/Program Schedule

- 7:30 AM – wake up
- 8:15 AM – room inspection
- 8:30 AM – community conversation
- 9:00 AM – health masculinity group
- 10:15 AM - lunch
- 12:45 PM – prepare for school
- 1:00 PM – GED and Georgetown University
- 2:00 PM – meditate/reflect

Community Meetings and Discussions with Residents

Residents participate in two community meetings daily. The meetings start with a check-in, where they articulate how they are feeling on a scale of 1-10, and began to discuss whatever topics or issues comprise the agenda. Community meetings are designed to help the residents with self-awareness and personal reflection as they develop future goals. The mentors have been through either the same or similar experiences, and have overcome and learned from those experiences, which allows them to effectively administer guidance.

Mentors

All mentors are selected from residents in DOC custody on writ in preparation of a possible sentence reduction pursuant to the provisions of the Incarceration Reduction Amendment Act (IRAA)⁵. Mentors are specifically selected from this pool because evidence-based records

⁵ Id.

demonstrate their rehabilitative progress. Mentors have the experience necessary to pragmatically communicate with mentees. They seek to redirect the mentees' life trajectories, and ultimately save lives.

According to the DOC and the mentors, all staff is trained prior to working in this unit. The mentor training was developed by YME founding members, who are also residents within the DOC, and is provided by Deputy Director Amy Lopez. The training addresses how to understand specific needs of the YME population, exhibit sensitivity to issues, and effectively administer assistance.

Mentorship is a key component of the unit, and mentors are available to mentees 24 hours a day. In the YME unit, cell doors do not lock, which helps facilitate access to communication.

Mentees

In order to be a mentee in the YME unit, residents must be ages 18 through 25. The process consists of submitting a request to a case manager, who then communicates with YME case management. Based upon space and availability, applicants are selected for an interview and orientation. At the orientation, mentees are interviewed and reviewed by the Lieutenant, Sergeant, Case Manager, and mentors.

The average length of stay for a mentee in the YME unit is 3-6 months. DOC residents are generally housed for short periods of time, because it is a pre-trial detention facility with a transient population.

Every mentee interviewed spoke about the positive impact of the YME unit. It has changed their perception of life and diminished the probability of making bad decisions that would lead to a life of confinement.

The YME provides access to acquiring resources and meeting individuals not ordinarily accessible in a correctional setting. Mentees value its unique attributes, including the shared sense of encouragement, brotherhood, and community. The young men within this unit have created a currency and banking system used to purchase items from a store that was created on the unit. Residents are allowed to purchase items from the store with the currency, which they can earn as a reward for doing certain extra activities within the housing unit. It is the intent of the residents to make this currency redeemable so that it can be placed in a residents account upon release. Residents also learn how to withdraw and deposit finances at a bank. The whole process is designed to teach financial responsibility, a skill needed upon release. Resultantly, there has been no violence within this unit. If a mentee incurs a serious disciplinary report (having contraband, assaults, etc. . .) he can be removed from the unit and housed with the general population.

Education

Every mentor and mentee is required to participate in education. They are either enrolled in the Georgetown University Prison Scholars program, or the GED preparation courses. If an individual is not currently enrolled in school or post-secondary educational courses, it is because they are on the waiting list. The following course offerings are available:

Academic Courses

- Literacy Courses – Levels I, II, III
- GED™ Preparatory
- Individualized GED™ Preparatory Courses (supported by the Petey Greene Program)
- English as a Second Language (ESL) Literacy and GED™ Preparatory
- Ashland University offers credited courses towards an Associate's or Bachelor's degree.
- Georgetown University Martin Tankleff Prison Scholars Program offers credited post-secondary courses towards a Liberal Arts Associate's degree.
- Georgetown University offers noncredit, post-secondary courses.
- Music Production through Georgetown University.
- Georgetown University Street Law (noncredit course).
- Howard University offers noncredit, post-secondary courses through the Inside Out Prison Exchange Program.

Cognitive Intervention

- Thinking for a Change

Thinking for a Change is a cognitive intervention program taught by a returning citizen. Participants explore taking control of their lives by taking control of their thinking. The main objective of this program is to effect change in thinking so that behavior is positively impacted.

The program is an integrated cognitive behavioral change program that incorporates research from cognitive restructuring theory, social skills development, and the learning and use of problem solving skills. The curriculum is sponsored by the National Institute of Corrections.

The courses offered are available to all residents within the YME unit. Resident feedback is positive regarding the quality and value of the educational opportunities. Staff and residents have expressed their appreciation during institutional graduation ceremonies, YME community circles, and one-on-one interviews.

CIC Recommendations

- Communicate with community partners, and develop a plan to both extend YME into the community and acquire resources needed for implementation, because as the young men are released, the continuity of structure and support is still needed.

II. Chaplain Volunteer Services

Space and staff are limited for the different religious services held at the DOC, but community volunteers help assure that all of the different faith groups are accommodated for their services.

The DOC Chaplain Volunteer Services are ran by a Supervisory Chaplain, Ms. Colbert, who oversees religious volunteer services and programming volunteers at the CDF and CTF. There are at

least a total of 270 volunteers at both facilities. Most of these individuals or organizations have been volunteers at the DOC for over 15 years. There are multiple faith groups within the DOC:

- Christianity
- Protestant
- Catholic
- Islam (Sunni)
- Nation of Islam
- Moorish Science Temple of America, Inc.
- Judaism
- Jehovah's Witness

Residents attend weekly religious services, and those services consist of multid denominational faith groups. The DOC utilizes three chaplains to develop, plan, and execute religious services programs. They also consult, and collaborate with volunteers.

There are over 47 religious service volunteers that visit CDF, and 17 religious service volunteers that visit the CTF. In addition to conducting weekly religious services, volunteers also provide religious volunteer visits, pastoral visits (one-on-one), clergy visits, and restrictive housing unit visits. Clergy visits are available for inmates requesting one-on-one meetings. Clergy leaders must undergo background checks, and present some form of an ordination certificate. The Chaplain permits weekly visits, as well as alternative schedules for visits as requested by an inmate.

The DOC Chaplain Department also provides an opportunity for students at local schools to acquire the experience needed to serve both incarcerated and marginalized populations. Three schools offer seminary credit hours so that students can earn field training for volunteering. A total of three university students (one from each school) are placed within the DOC religious services department from the following schools:

- Catholic University
- Dominican Brothers House
- Maple Springs (a mental health based ministry)

Screening Process

In order to become a religious service volunteer, candidates are selected using a screening process, which consists of the following:

- Submit a volunteer application
- Background check
- TB test and drug test
- 8 hour training about DOC regulations

Upon successful completion, volunteers are notified to pick up IDs at Human Resources, and contact DOC management in order to schedule and publish dates for their services on the calendar. The process is sometimes expedited for individuals who perform work with returning citizens, or who are affiliated with a faith community already volunteering at the DOC.

The length of processing time for approval or denial varies amongst individuals. In some cases, volunteers are denied solely because their services are already provided.

Exclusion from Facility

Violating DOC policies or attempting to circumvent normal processes can get a volunteer fired. Even if well intentioned, volunteers must remain mindful of their role, and stay within the confines of that role.

Impact

Staff and residents communicate that the impact on the population has been positive. Residents who are involved with these programs are more focused on rehabilitation and less susceptible to incurring disciplinary infractions. Most residents are either trying to develop a spiritual base or strengthen a pre-existing one that was not as strong prior to their incarceration. A lot of the residents continue their religious practices at their respective religious institutions upon release.

Exercising their spiritual preferences while confined has increased morale for many residents; however, sometimes the morale is deflated when spiritual awakenings conflict with the reality of incarceration. To help bridge the gap, Chaplain Colbert hosts guest speakers to help apply religious principles to practical life. She has invited esteemed speakers, such as Georgetown University's George Chochos, and Howard University's Dean Trulear.

CIC Recommendations

- Acquire more reentry resources to connect the residents with the outside world. Residents will need tangible resources upon their release, such as food and shelter.
- Establish more family connections through chaplain services, especially for those with kids.
- Continue to bring in more guest speakers.

III. Post-Secondary Education

Post-secondary programs were made available to residents when the DOC created its division of College and Career Readiness (CCR) in quarter 4 of FY 2017. The programs are designed to create educational opportunities for incarcerated people.

The division of College and Career Readiness (CCR) staff is comprised of a Deputy Director, Special Assistant, Program Administrator, College Administrator, Program Analyst, seven instructors, and two library professionals. CCR staff members also include a 35 year educator experienced in public and correctional education at the local, state, and federal level; an educator and administrator with 18 years of experience working with college students on campus; a correctional professional with over 30 years of DOC experience; a certified academic counselor; an attorney and university professor; a returning citizen; certified teachers; a certified Special Education teacher; and a library professionals with over 30 years of corrections experience. The College Administrator also recruits on housing units twice a week.

Universities Who Have Partnered With The DOC:

- UDC Workforce Development
- Howard University
- Georgetown University
- American University
- Ashland University (Online Courses)

The DOC is also attempting to secure future partnerships with Catholic University, University of Potomac, and UDC Community College.

Post-Secondary Courses are offered every day. There are AM and PM courses, depending on the school’s schedule:

- For Ashland University, residents select their own classes.
- For Georgetown University, there are three 3 credit classes.

Post-secondary educational opportunities are provided solely through volunteer services. Some of these volunteers are provided grants from private entities in order to fund these opportunities. There is no funding from the District of Columbia government.

Enrollment and Capacity:

- Must have a GED or High School Diploma
- Residents make a request to their case manager via request slip.
- Inmates fill out an application, which varies by institution.

Georgetown Prison Scholars requires a writing assessment, reading a novel, and an interview. Each class is filled to capacity. Class sizes vary by institution. There are no more than 30 people per class, with the exception of Ashland, because Ashland courses occur online via tablets. The Georgetown Lecture series, which is mandatory for those enrolled in Georgetown Prison Scholars, have a maximum of 75 people, because it occurs in the chapel.

Post-Secondary Enrollment for FY 2019:

- 438 residents

Outcomes:

Ashland University

- | | |
|---------------------------------------|-----|
| • Passing Rate | 96% |
| • Number of college credits attempted | 285 |
| • Number of college credits earned | 273 |

Georgetown University

- | | |
|----------------|------|
| • Passing rate | 100% |
|----------------|------|

- Number of college credits attempted 234
- Number of college credits earned 234

Positive Impact:

Residents are focused and study together on their respective housing units. Residents benefit from selecting their preference for their learning style. They can do either face to face learning, or select Ashland for online courses. Courses are not diluted, so students must exhibit the same level of performance that their teachers expect from non-incarcerated students. Tutoring is available outside of class through Petey Green tutors. The rigorous educational obligations have reportedly resulted in fewer disciplinary incident reports, and executive staff reported no serious disciplinary infractions. The college administrator explained that the number one benefit of these programs has been exposing residents to their own potential.

Credit/Noncredit Courses

Some courses offer the opportunity to earn credits toward a degree, while others do not. It depends on the arrangement with the individual school, due to financial considerations. Credit hours cost money, and the credit programs need those cost covered, whether by private donors, Pell grants, etc...For noncredit courses, students receive a certificate of completion.

- For-credit courses: Georgetown Prison Scholars, Ashland University, and Howard University’s credited certificate for “Hospitality and Tourism”.
- Noncredit courses: Howard University Inside Out, UDC program, and Georgetown Pivot Program.
- Other notable course programs: Howard Law program and Georgetown Street Law program.

Waiting List, Time Lines, and Estimated Fees

The calendar years correspond to normal college semester timelines. There are no official waiting lists; however, the college administrator offers different program opportunities to residents if they are waiting for a slot to open in a program of their choice. The college administrator prioritizes residents, and continues communication to help residents get into desired courses.

There is no official time line, but below are estimates for the length of time required to complete enrollments. All of these courses are free to the resident population; however, Ashland University requires completing a FAFSA and Pell grant to cover cost.

- Georgetown University: 1 month.
- Ashland University: 6 to 8 weeks. Requires a FAFSA and Pell grant.
- Howard University: 1 week.
- University of the District of Columbia: 1 week.

Good Time Credits

Good time credits are available to students who participate in any program; however, there are exceptions. Residents with felonies, misdemeanants with any drug charge, and residents with civil cases do not qualify. All other misdemeanants are eligible for the maximum of 10 good time credits per month (30 days). As long as the 10 credit limit is not exceeded, they may also earn 3 days for good behavior, and 3 days for participation in a *credited* program. *Good behavior* good time credits may be revoked, but not program credits. In order to confirm that good time credits have been earned, a case management assistant reviews the individual's educational accomplishments to determine how many educational good time credits the person has earned, then sends that information to the Records office.

Georgetown Lecture Series

The themes of lectures focus on diverse topics that are relative to criminal or social justice reform. The following are some of the esteemed speakers who have spoken at the lecture series: Jasom Flom (record producer), Dr. Ositolu (corrections education and impact on post release outcomes), Michael Eric Dyson (educator and author), Sam Patton (political figure affiliated with Mueller), Kim Kardashian-West (criminal justice advocate), and representatives from FAMM (non-profit).

Process for Volunteer Speakers

- College Administrator trains all speakers
- Access memos are checked by Ms. Aniceko Points and her office.

Innovative and Exciting Programs on the Horizon

There are other post-secondary educational opportunities in development at the DOC. The programs are innovative, especially considering the challenges encountered by limited structural space and funding, as well as a transient population.

- Memorandum of Agreement in progress with Howard University School of Law for "Legislative Theater".
- Training Center.
- California nonprofit company will teach coding and Adobe suite using computers.
- LEGO's will support a robotics program to animate robots using coding.
- Film: there will be a grant for inmates interested using media to learn how to document their lives via podcast.
- University of Potomac: 20 different certifications in development.

CIC Recommendations

- Establish coordination between the Executive staff and education administrators to acquire more funding for educational programs within the annual budget.
- Assure that line staff knows program and class schedules, so residents may arrive to their programs on time.

IV. Inside Scoop (DOC News Publication)

The Inside Scoop Publication started in September of 2018. It was created by Deputy Director of Education, Ms. Amy Lopez, who is also the lead teacher and managing editor. There are twelve residents who all contribute to the Inside Scoop in some capacity, and there has been one issue published per month for the last 14 months.

There are twelve residents and three staff members that contribute to the editing, production, and publication of the Inside Scoop. The residents who contribute to this paper have an opportunity to further educate themselves by learning the principles of journalism and preparing articles for print. They attend journalism classes every Friday between the hours of 1 PM and 4 PM. They also learn Photoshop and InDesign skills, so they can do the physical lay-out of the paper each month. Occasionally, there are guest speakers, such as artists, photo-journalists, journalists, writers, and novelists. Students have also participated in workshops to learn the basics of photography and photo-journalism, in order to utilize media equipment, which is purchased through grants.

The Inside Scoop is accessible to all residents housed within the DOC, including those in specialized housing units. The content is inclusive of the entire resident population, and it is checked by the Warden, Dr. Blackmon, and Ms. Lopez prior to publication. A designated staff member distributes each publication throughout the CDF and CTF.

The process for contributing to publications is outlined below:

- Submissions are placed in a box in the library, or given to a case manager on the housing unit.
- Those who contribute must sign a media waiver.
- Staff does all curating. Residents edit and/or produce written pieces based on submissions from the population.
- Pieces are then placed in a folder for approval, which is examined for fitness (content that may incite the population is prohibited).
- The approved content is prepared for publication and distribution.

Funding

No DC appropriations funds are used for this program. Most of the funding for this program has come via grants. As of the time of this inspection, 10 computers were purchased through YOM Workforce Grants. BJA Grants and Inmate Welfare Funds (similar to BOP Inmate Trust accounts) have also been used to purchase tablets. Additionally, universities and other community partners donate funds. Perkins grant money is used for vocational training.

Impact

The Inside Scoop has given the resident population a voice. It allows people on the outside to understand what is happening on the inside, which also humanizes the experience of incarceration. Through the diversity of voices presented, the Inside Scoop is changing perceptions. It was

published on the front page of the Washington Post Metro section in an article by Keith Alexander, which underscores the significance of its impact. The Inside Scoop is also a uniquely progressive opportunity because it permits women to participate with the men in co-ed classes, which is typically prohibited in correctional institutions.

The Inside Scoop is also used to highlight critical issues affecting the population. Smaller resident populations, such as women, may use it as a communication tool in order to publicize potentially overlooked issues. Executive staff may respond to publicized grievances by implementing solutions, such as adding more programming opportunities for women.

CIC Recommendations

- Establish coordination between the Executive staff and education administrators to acquire more funding for educational programs within the annual budget.

V. Volunteer Services Non-Religious

There are over 300 volunteers, and 85 organizations that render services within the DOC. All service providers undergo the same screening process as those who volunteer for religious services.

All non-religious volunteers must go through the same screening process as religious volunteers, and all volunteer services are approved by the Deputy Director of Programs and Case Management, with the exception of educational volunteers, who are approved by the Deputy Director of Education.

The Volunteer Services Coordinator is usually the person who coordinates the volunteer services at the DOC. However, the position is currently vacant, so the Volunteer Services Assistant performs that role in the interim.

Screening Process

- Submit a volunteer application
- Background check
- TB test and drug test
- 8 hour training about DOC regulations

Failing a urinalysis test or background check will disqualify an individual from entering the DOC. Upon successful completion, volunteers are notified to pick up IDs at Human Resources, and contact DOC management in order to schedule and publish dates for their services on the calendar.

The length of processing time for approval or denial varies amongst individuals. To expedite future onboarding, the DOC is currently exploring an online process. If there is a delay during the onboarding process, the Deputy Director of Programs and Case Management may use discretion to permit a 90-day grace period or a single use access memo in order for volunteers to commence services while issues are resolved. In some cases, volunteers are denied solely because their services

are already provided. If an individual or organization is denied access, then they may appeal to the Office of Investigative Services (OIS).

CIC Recommendations

- Implement more family reunification programs.
- Implement an online screening process for volunteers.

VI. *Young Men Emerging (YME) Unit at CDF*

YME Unit was expanded to the CDF in 2019. It serves the same purpose in the CDF as it does in the CTF. The only difference is the mentees at the CDF have more serious cases pending than their counterparts at the CTF.

YME was originally established in the CTF, and based upon its success, it was extended to the CDF. The YME has a unit store where residents can purchase selected items on the unit with currency established within the unit, which is earned through various duties performed on the unit. There is also a banking system, which helps to teach financial responsibility, as well as incentives and support systems to encourage good behavior. YME serves the same purpose in both places, and the same staff members rotate between the two units.

Case severity is the most significant difference between the two YME units. At the CDF, the mentee population is facing the possibility of longer sentences in the event of a conviction due to the nature of their pending cases and the seriousness of their pending charges. It also takes longer for their cases to be resolved, which results in an average time of 6-12 months inside of the YME unit, as opposed to the average time of 3-6 months spent inside of the CTF.

Some of these young men will not quickly transition back into society like their counterparts at the CTF, and may alternatively enter the Federal Bureau of Prisons' custody; therefore, the YME unit at the CDF is in the process of implementing more programs designed to teach productivity within a prison setting.

Mentors/Mentees

The mentors at YME in CDF are selected and go through the same screening process as those at the CTF, and all mentors are IRAA candidates. Mentees are selected through the same process as well.

Mentors are allowed to go to the CTF for contact visitation, and mentees can participate in the Family Day program that takes place every three months for 2-3 hours. During the Family Day events, residents get to interact with their visitors longer than the regular visitation time period of one hour. This time does not impact or reduce regular visitation, which takes place on the visitation screen. However, mentees must be in good standing in order to participate in Family Day. Additionally, if the entire unit has good standing during the course of the week, the whole unit is allowed late night privileges, which permits them to enjoy leisure time outside of their cells at night.

Therapeutic Space

Within the YME Unit, there are spaces in empty cells used for meditation. There is also a barbershop. Such spaces are used to mediate disputes amongst residents, and to discuss issues affecting the residents.

Impact

The YME unit is different from all the other units in the jail, it is community orientated and so it is more relaxed and conducive to rehabilitation. The residents have explained that it has help change the criminal mentality in many ways of the residents there, specifically due the support and educational opportunities.

Residents are allowed to set up speaking engagements with inspirational outside entities. Additionally, three mentors, who were released under the provisions of IRAA, have returned to the DOC in order to speak about their experiences upon liberation, which is a source of inspiration for those who remain confined.

CIC Recommendations

- Work with community partners to extend the YME program into the community.
- Create programs that are tailored to those who will remain confined, so they continue to be productive while confined.

VII. Phoenix Unit

The Phoenix unit was designed specifically for residents who wanted to participate in vocational course work, obtain a GED, or participate in college courses.

In order for a resident to be eligible for the Phoenix Unit, they must have 30 days of clear conduct (meaning no disciplinary infractions), and to remain on the unit - they must avoid disciplinary infractions. Every resident housed in the Phoenix unit must be enrolled in at least one class. Between the hours of 9 AM and 2:30 PM, residents must be enrolled in educational classes. After the 4 PM count, residents are allowed leisure time. All classes are not conducted in the classroom; some classes are conducted online through Ashland University. In addition to the educational programs, there are jobs as tutors available for residents who wish to tutor other residents. A DOC resident who tutors can earn \$32 a month for services.

Partnerships with higher education institutions afforded DOC students the opportunity to participate in a variety of events, including participating with main campus students; earning college credit; earning a degree; collaborating with celebrities, activist, and national experts in discussions on criminal justice reform; and exploring national legislation through theatre - all of which was hosted by Howard University, Georgetown University, American University, University of California Los Angeles, Harvard University, and select staff from the Kennedy Center.

Classes/educational institutions available to the residents in the Phoenix Unit:

- GED
- ESL Classes
- Ashland University
- Georgetown University
- American University
- Howard University
- C-Tech

Ashland University (Online Courses)

- Credited course
- GED is required
- Second year pilot program paid for by Second Chance Pell Grant.
- Must have a two year tax return and could not have made over \$12,000 (persons incarcerated during this tax period are exempt).
- If residents have completed 6 successful credit hours, they can continue upon release and will be provided financial aid.

Georgetown University

- Mark Tankleff Prison Scholars Program offers for credit courses leading to a Bachelor's degree. Courses are offered face to face by GU professors in the DOC facility.
- Not for credit courses in a variety of subjects are also offered on site by Georgetown University.

American University Inside-Out Prison Exchange Program

- Offers college level courses that do not result in credit, but allows DOC students to participate in classes with university students weekly.

Howard University Inside-Out Prison Exchange Program

- Offers college level courses that do not result in credit, but allows DOC students to participate in classes with university students weekly.

C-Tech

- Through the C-Tech program in the Phoenix Unit, residents are able to earn industry certifications before being released. Specifically, the main two industry certifications under C-Tech are Building Industry Consulting Service International (BICSI) and Custom Electronic Design & Installation Association (CEDIA). There has been a 100% passing rate for C-Tech industry certification exams, and more than 60 students have been certified. All testing for certifications are administered by C-Tech, not DOC staff.

C-Tech classes:

- Telecommunications
- Copper Based Network Cabling
- Ground and Bonding Copper Based Systems

- Fiber Optic Network Cabling
 - Audio/Visual Installation Technician
- The maximum capacity for each class is 10 residents at a time. Individuals need at least 32 hours of course credits if they wish to continue course learning once released into society. The skills learned through these certifications can be transferred to society, where individuals can obtain employment with a starting income of \$26 an hour.

CIC Recommendations

- Provide orientation classes for tablets because some residents have never used tablets.
- Make sure that tablets are issued on time and accessible at the appropriate times.
- For residents at the CDF who must go to the CTF for their classes, assure that line staff escorts residents on time.

VIII. General Population (Unit SE 3)

SE 3 Unit is a minimum and medium general population unit with minimal programming opportunities.

There are some program opportunities outside of the housing unit in which residents may participate; however, these are very limited due spacing and separations. The general population units within the CDF were not designed for programming, so there is minimal space. The CDF also has a transient population, so it was not designed for long term housing. The only available program space in the CDF is the chapel, which houses a maximum of 75 people. Also, separation orders amongst residents create restrictions. Certain residents are not allowed near each other for safety, which limits their movement, and prevents the DOC from allowing their attendance at programs in CTF.

However, residents have explained that they also have a difficult time in having access to the case manager assigned to the housing unit. Access to case management is necessary so that residents can obtain information about programs, program availability, and enrollment requirements.

At the present moment residents within this unit are usually confined to the unit without much to do, because of limited programming opportunities. During recreational times the unit is divided into two sides. While one side is out engaged in recreational activities the other side must be confined to their cells, and vice versa. Every day, the hours rotate from one side to the other. Aside from recreation, there are no other outlets for residents. The DOC stated their dedication to innovation in order to provide more programs for the general population, in addition to obtaining more funding to acquire tablets for the general population.

CIC Recommendations

- Make case managers available five days a week within the housing unit.
- Post the process for accessing available programs inside of the housing units.
- Get educational tablets for the entire inmate population.

IX. General Population (Unit NW 1)

NW 1 is a maximum security unit designed for residents who have a higher security custody level.

During the time of the CIC inspection, this unit was unable to participate in recreational activities together, unlike some other units who experience recreational activities at the same time. This leaves the population without much to do throughout the day. Residents expressed a desire to have programming; however, the same impediments resulting from a lack of programming space and separation orders exist in this unit. Access to case managers is also a concern for residents, and residents feel deprived of information necessary to enter the programs that are available.

The DOC explained that, in the past, tablets for educational programming were issued throughout the whole unit, but the tablets were removed due to lack of interest and usage. There is a new population of residents who are now requesting tablets for programming, and DOC executive staff has stated that tablets will be redistributed.

CIC Recommendations

- Make case managers available five days a week within the housing unit.
- Post the process for accessing available programs inside of the housing units.

Appendix A: Methodology

In accordance with D.C. Code § 24-101.01(d)(1)(2019), the Corrections Information Council (CIC) sent a request to tour the Department of Corrections (DOC) facilities, the Correctional Treatment Facility (CTF), and the Central Detention Facility (CDF). The CIC conducted an onsite inspection of the CTF on February 24, 2020, and an onsite inspection of the CDF on February 25, 2020. The CIC representatives on the inspection included Board Chair Charles Thornton; Program Analysts Kareem McCraney, Nicole Ukaegbu, and John Kowalko; Communications Specialist Nailah Bynoe-Seabron; and interns, Christian Wasik and Jessica Longacre. The focus of the inspection was programming.

Prior to the onsite inspection, the CIC communicated with residents at the CTF and CDF about programming. During those interviews, the CIC met with residents to discuss their concerns. The concerns and remarks made by residents throughout FY 2020 informed the areas that the CIC toured during the 2020 inspection, and were in the body of the report.

During the month of February, the CIC sent the DOC a request for documents, including:

- Population of YME unit at the CDF and CTF
- Total population of the Phoenix Unit
- List of classes that are offered at the Phoenix Unit
- List of Colleges/Universities that offer credit/noncredit courses in the DOC
- List of total population enrolled in college/university classes
- Total list of individuals, organizations, agencies, etc., who volunteer their services with DOC
- Total list of religious services at the DOC
- List of residents who participate in the production of the Inside Scoop
- Screening process for volunteer services

The inspection request itinerary included a tour of select units and program areas, which were the basis of comments, both positive and negative, made by DC residents throughout the fiscal year.

The units and program areas toured are listed below:

CTF

- YME Unit
- Chaplain Volunteer Services
- Post-Secondary Educational Classes
- Inside Scoop News Publication
- Volunteer Services

CDF

- YME Unit
- Phoenix Unit
- SE 3 General Population Unit
- NW 2 General Population Unit

The CIC provided the DOC with a draft version of this report for review of factual information, as well as an opportunity to respond. The DOC response is presented in Appendix B.

Appendix B: DOC Response

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF CORRECTIONS



Office of the Director

October 8, 2020

Reverend Donald L. Isaac
Executive Director
Corrections Information Council
1400 I Street, NW
Washington DC 20005

Dear Director Isaac:

Thank you for the opportunity to provide a response to the draft Corrections Information Council (CIC) FY20 Annual Inspection Report on the Department of Corrections (DOC). We appreciate our ongoing partnership with the CIC whereby we both seek improved circumstances and outcomes for District of Columbia residents returning to the community. It is important to note that this current inspection report is a seminal report in that, unlike previous years, the CIC has highlighted the significant increase in programming and educational opportunities under the current executive leadership. As we continue our current programming and pursue expansion, we will continue to be grateful for the CIC's follow-up and recommendations that seek to ensure improvements towards our shared goal. With that said, below you will find the DOC's response to specific findings and recommendations.

Findings:

I. Young Men Emerging (YME) Unit at CTF

There is a heavy focus on the innovative and essential educational opportunities provided by Georgetown University. DOC would like to see increased highlights of the educational opportunities provided by other universities, and vocational programs such as C-Tech that was not included in this section of the inspection report. DOC would like to see parity in the report as all entities who are providing services to the resident are essential and doing great work.

II. Chaplain Volunteer Services

The report has undercounted the number of religious volunteers that are serving the community. DOC coordinates with over 150 religious services volunteers to deploy services for approximately 70 religions and sects across both facilities.

Recommendations:

Communicate with community partners, and develop a plan to both extend YME into the community and acquire resources needed for implementation, because as the young men are released, the continuity of structure and support is still needed.

DOC works with community partners on behalf of all residents through facilities' programming, discharge planning, or the READY Center. DOC continues to seek opportunities for expansion. However, DOC's purview is limited to making the connections for release. Upon release, DOC will conduct follow-up and provide encouragement including identification of additional resources when possible. Beyond that extent, DOC joins the CIC in calling for additional community partners and resources to help facilitate seamless reintegration into the community.

Acquire more reentry resources to connect the residents with the outside world. Residents will need tangible resources upon their release, such as food and shelter. [SEP]

Through Link U, an online referral platform, the READY Center has the ability to link all READY Center participants to community resources, services and programs such as: food, clothing, vital records, workforce development, behavioral health services, etc.

Establish more family connections through chaplain services, especially for those with kids.

While not under the auspice of Chaplain Volunteer services, DOC is working strategically to expand family reunification programming. DOC is interested in seeing programming that is useful towards reunification and considers various familial dynamics.

Continue to bring in more guest speakers.

Prior to the global pandemic, DOC engaged numerous guest speakers for its Empowerment series. As DOC works to expand its virtual services, we continue to seek opportunities to provide virtual guest speakers in a socially distanced manner. Further, our tablet program allows residents the opportunity to select and view TED talks.

Establish coordination between the Executive staff and education administrators to acquire more funding for educational programs within the annual budget. [SEP]

DOC regularly communicates with the Executive Office of the Mayor on ensuring that funds are properly allocated to meet the base needs, expanded needs, and programmatic needs of the agency.

Assure that line staff knows program and class schedules, so residents may arrive to their programs on time.

Staff are able to access both a daily and monthly program/education schedule for purposes of participant recommendation, situational awareness, and movement/escort purposes. There will be occasions when residents may arrive untimely due to a variety of factors such as an incident in the facilities that may temporarily divert staffing, or the need to clear movement of other programming before moving on to the next program, or when a resident is a participant in multiple programs that may overlap or start/end consecutively without taking travel time into account. Overall programming scheduling cannot be predicated on the individual daily activity schedule of the hundreds of participants. Absent the foregoing, DOC will hold staff accountable for timely movement to programming.

Implement an online screening process for volunteers.

DC DOC is in the process of finalizing its online volunteer services application process and all forms will be available via our website by the end of October 2020.

[SEP] Create programs that are tailored to those who will remain confined, so they [SEP] continue to be productive while confined. [SEP]

Under the current executive administration, DOC has been more thoughtful and strategic in its provision of programming to ensure that opportunities are both productive while incarcerated, and easily transferable towards reintegration into the community.

Provide orientation classes for tablets because some residents have never used tablets. Make sure that tablets are issued on time and accessible at the appropriate times.

CCR and Operations staff continuously conducts tablet orientations. Dissemination of tablets occurs in conjunction with other housing unit activities such as recreation, court/legal activities, medical appointments, etc. They are accessible or distributed as timely possible. If there is an

intentional or willful disregard for dissemination then staff will be addressed appropriately.

For residents at the CDF who must go to the CTF for their classes, assure that line staff escorts residents on time.

See previous response on movement for programs.


Make case managers available five days a week within the housing unit. Post the process for accessing available programs inside of the housing units. [SEP](SE3 and NW1)

Currently, the ratio of residents to a case manager is 60 to 1. Due to the ratio coupled with the COVID-19 pandemic and an extremely high emphasis on legal calls and legal document processing, it will be challenging for case managers to provide full coverage in each unit five (5) days a week and remain in compliance with all of their case management activities.

Get educational tablets for the entire inmate population. [SEP]

As of September 2020, either ADPS or GTL tablets, or sometimes both, are tablets available for usage by all residents.

Sincerely,


Quincy L. Booth