

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF CORRECTIONS**



May 19, 2022

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 Corrections Information Council (CIC) report of the District of Columbia Department of Corrections (DOC) Central Detention Facility (CDF). CIC inspected CDF on March 24, 2022. We appreciate our ongoing partnership with the CIC whereby we look both to seek improved circumstance and outcomes for District of Columbia inmates returning to the community.

CDF has been accredited by the American Correctional Association (ACA) since 2009. Accreditation is a system of verification that correctional agencies/facilities comply with national standards promulgated by the ACA. Accreditation is achieved through a series of reviews, evaluations, audits and hearings. To achieve accreditation a facility must comply with 100% of applicable mandatory standards and at least 90% of applicable non-mandatory standards. Under some circumstances, the ACA may waive certain accreditation standards. There are different standards for different types of facilities, such as adult correctional institutions, jails, juvenile detention facilities and boot camp programs. In addition to its initial accreditation, DOC has achieved reaccreditation, which is conducted every three years, on three occasions. DOC's reaccreditation audit is expected to occur in August 2022.

DOC's medical program is not only accredited by the American Correctional Association, but also the National Commission on Correctional Health Care (NCCHC) since 2001. NCCHC's goal is to improve the quality of health care in jails, prisons and juvenile confinement facilities. NCCHC establishes standards for health services in correctional facilities, operates a voluntary accreditation program for institutions that meet those standards, produces resource publications, conducts educational conferences and offers certification for correctional health professionals.

DOC will continue to be appreciative for CIC's follow-up and recommendations that seek to ensure improvements. With that said, below you will find DOC's response to specific findings and recommendations.

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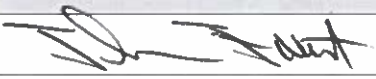

**Office of Internal Control Compliance and Audit
Inspection Response: Action Plan**

Audit Name: Corrections Information Council

Audit Period: March 24, 2022

Facility: Central Detention Facility

Prepared By: Gloria J Robertson, Compliance and Review Officer

Document Owner(s)	Job Title	Approval	Date
	Director	Thomas Faust	5/20/22
	Compliance and Review Officer	Gloria J Robertson	May 19, 2022

A. CIC Findings for Restrictive Housing:

1. *South 1: Residents complained that staff were unresponsive to grievances.*
2. *South 1: The visiting screen in this unit was broken and had been for several weeks. Residents who were allowed visitation privileges could not use it.*
3. *South 1: The TV is broken*
4. *South 1 and North 1: Some residents complained that their time in restrictive housing exceeded their time required by the Adjustment Board.*
5. *South 1: One of the shower areas appeared to have dried up feces on the wall.*
6. *South 1: Residents complained that - prior to the CIC visit - they had not received cleaning supplies in over a week.*
7. *North 1: Some residents complained that there was no ventilation in their cells.*
8. *North 1: There is no access to tablets or phones in this unit.*
9. *North 1: A lot of residents in this unit miss their one hour of recreation because staff walk the tier at 5:00 AM to see who wants to participate, but most residents are sleep so staff just continue walking.*

A.1 DOC Response to Restrictive Housing Unit Findings:

1. DOCs Inmate Grievance Procedures (IGP) department reviews and processes the initial submission of the inmate grievance which includes assigning the grievance to the proper division/department responder and the provision of the due date of the response. DOC is in the process of implementing new procedures to address IGPs in a more timely and efficient manner. DOCs policy revisions and training of all staff involved in the process is moving forward, and is anticipated to be complete by July 1, 2022.
2. The screen is operable, and residents have been receiving visits. There are two screens on South 1, only one resident is allowed to have a visit at a time because it is a restrictive housing unit.
3. The television was replaced on April 7, 2022.
4. We cannot provide a comprehensive response without knowing the identity of the resident(s). Residents are released from restrictive housing when their disciplinary restrictive housing time has expired unless they need to be seen by the housing board. If a resident received disciplinary restrictive housing time by the adjustment board, the resident will be seen by the housing board before the resident's disciplinary restrictive housing time has ended. If the adjustment board dismisses a case or finds a resident not guilty, a referral to the housing board is immediately made. The resident will be placed on administrative restrictive housing pending a housing board review.
5. Lieutenant's assigned to the restrictive housing unit's are tasked with ensuring the showers are cleaned throughout the day before showers begin, periodically between showers and at the end of all showers for the day.
6. Cell cleaning is done daily on every unit. Residents are provided micro-fiber towels soaked with an EPA approved cleaner and disinfectant that kills COVID-19. Residents may request additional cleaning supplies when needed. The on-unit supervisor oversees this process.
7. DOC has an outside contractor, AL Merton, that partners with our maintenance HVAC team to assist with all preventative maintenance issues within the facility on a daily occurrence. Adjustments are made as needed.

8. There are limited tablets in the unit for those who are not on loss of privileges. If a legal call needs to be made, these are made in the supervisor's office.
9. The out of cell time on North 1 is two hours. Officers ask residents if they want recreation when the count is done in the morning. Those that agree are removed from their cells at scheduled times.

CIC Findings for Open Population:

1. *Southeast 1, Southwest 3 and Northwest 1: Residents mentioned that the food lacks variety. All dinner meals are cold cut sandwiches or peanut butter every day.*
2. *Southeast 1: Residents reported no ventilation in the unit.*
3. *Southwest 3: Residents stated that there is no ventilation in the cells.*
4. *Southeast 1: Residents mentioned that they are not getting responses to their grievances.*
5. *Southwest 3: Residents mentioned not having outside recreation in months.*
6. *Southwest 3: There are five visitation screens in this unit, but only two are operable.*
7. *Southwest 3: Some residents stated that there is no hot water in the cells and sometimes showers.*
8. *Southwest 3: One resident mentioned not having lights in his cell for three weeks.*
9. *Southwest 3: One resident mentioned that his toilet was broke for four days and had feces in it.*
10. *Southwest 3: Some residents mentioned mold in certain cells, but the CIC was unable to confirm due to fresh paint on those areas.*
11. *Northwest 1: The unit was recently under renovation due to maintenance issues. Residents moved back to this unit because they had previously been moved to another unit. Most residents complained about not having tablets, because the tablets remained in the previous housing unit.*
12. *Northwest 1: Four phones in this unit are broken.*
13. *Northwest 1: One of the showers was broken.*
14. *Northwest 1: Two visiting screens in this unit are broken.*
15. *Northwest 1: The fans are still caked with dust, there is no ventilation in the unit, and the unit is hot.*
16. *Northwest 1: Residents reported that outside recreation rarely occurs, and they would like fresh air.*
17. *Northwest 1: Residents mentioned that the TV room needs its own fan, and the TV only has four channels.*

DOC Response to Open Population Findings:

1. At the time of report, the dinner menu was a cold meal. Every week the menu is comprised of turkey, salami, bologna, ham, peanut butter and hard cooked eggs. However, beginning May 9, 2022, the hot meals switched to breakfast and dinner. The cold meal is served at lunch. (See Attachment 1- Proposed Menu). The proposed menu is secondary to inmate preferences. The items are being reviewed based on likes and dislikes, and changes are being made.
2. DOC has an outside contractor, AL Merton, that partners with our maintenance HVAC team to assist with all preventative maintenance issues within the facility on a daily occurrence. Adjustments are made upon request, and when necessary.
3. DOC has an outside contractor, AL Merton, that partners with our maintenance HVAC team to assist with all preventative maintenance issues within the facility on a daily occurrence. Adjustments are made when necessary.

4. DOCs IGP department reviews and processes the initial submission of the inmate grievance which includes assigning the grievance to the proper division/department responder and the provision of the due date of the response. DOC is in the process of implementing new procedures to address IGPs in a more timely and efficient manner. DOCs policy revisions and training of all staff involved in the process is moving forward, and is anticipated to be completed by July 1, 2022.
5. Outside recreation is based on weather, and any security concerns. When COVID-19 was at its peak outside recreation was cancelled. If there is increment weather, recreation may be cancelled, and ongoing construction that affects the recreation yard has also created cancellations. However, residents have the ability to recreate inside of their housing units which includes but is not limited to basketball, board games, and movies.
6. Visitation units are in the process of being repaired. However, residents housed in the unit, still receive video visitation.
7. Shower temperatures are adjusted as necessary and are monitored weekly. Officers inspect the inmate cells and common areas of the housing unit, daily. This includes the cell sink, and showers. All issues such as a not hot water is reported to our maintenance department, and the inmate is moved to another cell. Maintenance issues are investigated and addressed (depending on the repair) within 8-72 hours, Monday through Friday, or the next business day according to the priority status of the complaint. Lack of hot water is a priority one maintenance problem therefore; every effort is made to abate the issue within 8 hours of the initial report.
8. Officers conduct cell inspections, daily. All issues such as an inoperable light is reported to our maintenance department, and the inmate is moved to another cell. Maintenance issues are investigated and addressed (depending on the repair) within 8-72 hours, Monday through Friday, or the next business day according to the priority status of the complaint. Lights are priority one maintenance problem therefore; every effort is made to abate the issue within 8 hours of the initial report.
9. Officers conduct cell inspections, daily. If a resident's cell becomes inoperable e.g. toilet, sink or light is not working, maintenance is notified and that inmate is relocated to another cell. Maintenance issues are investigated and addressed (depending on the repair) within 8-72 hours, Monday through Friday, or the next business day according to the priority status of the complaint. Inoperable toilets are priority one maintenance problems therefore; every effort is made to abate the issue within 8 hours of the initial report.
10. When mold is reported, either by a resident or staff, the sanitarian or risk manager are notified and respond to the area for inspection. If it is confirmed as mold, the sanitarian and/or risk manager will have the inmate relocated to another cell. All cells are taken offline when mold is identified until it has been remediated. Most cells are abated within 48-hours.
11. The residents in Northwest 1, inconsistently return the tablets to the charging stations. The tablets must be in the charging stations to download updates. During a recent cell search for Global Tel Link (GTL) tablets, 15 were recovered. They were given to DOCs vendor, GTL to update and were returned to the unit.
12. Broken phones are in the process of being repaired.
13. There have been no issues reported for the month of March 2022, in our system, for a broken shower. Officers conduct unit inspections, daily. Issues such as an inoperable shower is reported to our maintenance department. Maintenance issues are investigated and addressed (depending on the repair) within 8-72 hours, Monday through Friday, or the next business day according to

the priority status of the complaint. Showers are priority one maintenance problem therefore every effort is made to abate the issue within 8 hours of the initial report.

14. Visitation units are in the process of being repaired. However, residents in Northwest 1 continue to receive visits. Northwest 1 population fluctuates between 90- 105. The video visitation screens were placed on the unit based on its capacity of 160 residents.
15. We have ordered new high dusters to clean the mounted fans. May 1, 2022, maintenance turned off the heat and began running the chillers.
16. Outside recreation is based on weather, and any security concerns. When COVID-19 was at its peak outside recreation was cancelled. If there is increment weather, recreation may be cancelled, and ongoing construction that affects the recreation yard has also created cancellations. However, residents have the ability to recreate inside of their housing units which includes but is not limited to basketball, board games, and movies.
17. Fans will not be placed in the dayroom. The channels available to the inmate population are the channels available in the District.

CIC Recommendations:

1. *The DOC should perform maintenance on all inoperable visiting screens in restrictive housing and general population units.*
2. *Residents should receive maintenance in a timely fashion when there are issues with toilets, lights, and sinks in their cells.*
3. *Repair the ventilation and air conditioning systems throughout the facility.*
4. *Develop a system for issuing the GTL tablets so that everyone in each housing unit has an opportunity to use them.*
5. *Develop and utilize a consistent outside recreation schedule.*
6. *Provide hot meals for dinner.*
7. *Repair the phones in units where they are not working.*
8. *Restrictive Housing Units should receive cleaning supplies daily.*

DOC Response to CIC Recommendations:

1. ViaPath (Vendor) has confirmed that all pending repairs to visitation stations will be completed by April 27, 2022. Residents in those units have been and continue to receive visits.
2. Officers conduct cell and common area housing unit inspections, daily. If an issue is found e.g. toilet, sink, light is not working, maintenance is notified and the resident is relocated to another cell. Maintenance issues are investigated and addressed (depending on the repair) within 8-72 hours, Monday through Friday, or the next business day according to the priority status of the complaint. DOCs priority program consists of:
 - a. **Priority One** maintenance problems pose immediate health or safety concerns such as sewage spills, non-functional toilets or sinks in cells, major leaks, power failures, no light in cells, exposed wires, non-functioning security doors, major air quality issues and cell temperatures in indoor living and work areas are appropriate to the summer and winter comfort zones and temperature is mechanically raised or lowered to acceptable comfort levels. Priority one problems are considered top priorities and every effort shall be to correct these deficiencies within 8 hours of the initial report.

- b. **Priority Two** maintenance problem are minor or routine deficiencies such as leaking faucets, non-functioning plumbing fixtures outside of cells, door and lock repairs on non-security doors, replacement of light bulbs, filter changes on equipment, wall repair and painting, etc. Priority two problems are addressed during the normal work planning schedule.
 - c. **Priority Three** maintenance problems. are non-emergency routine items and projects requiring advance planning or lead time. Actions include common area painting, planned renovations, or deferred maintenance tasks awaiting parts, contractor involvement or other special circumstances. Priority three problems are scheduled and completed in a timely manner as resources allow.
- 3. DOC has an outside contractor, AL Merton, that partners with our maintenance HVAC team to assist with all preventative maintenance issues within the facility on a daily occurrence. Adjustments are made as needed.
 - 4. DOC has an issuance system. (See Attachment 2- March and April 2022 Tablet Issuance Schedule).
 - 5. DOC has an outside recreation schedule. Following it depends on the weather and staffing. See Attachment 3- Recreation Schedule April 2022.
 - 6. On May 9, 2022, DOC changed the hot meal to dinner. (See Attachment 1- Proposed Menu).
 - 7. ViaPath has confirmed that all pending repairs will be completed ASAP once needed hardware is available.
 - 8. All units currently receive cleaning chemicals daily and supplies weekly or as needed.