

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF CORRECTIONS



November 30, 2023

Reverend Donald L. Isaac  
Executive Director  
Corrections Information Council  
1400 1 street, NW  
Washington, DC 20005

Dear Director Isaac:

Thank you for the opportunity to provide a response to the Corrections Information Council (CIC) follow up report. CIC re-inspected the Central Detention Facility and Correctional Treatment Facility on April 13, 2023, and the CTF Women's Unit on May 13, 2023.

DOC continues to encourage CIC to begin to use measurable standards or a standardized instrument to audit DOC facilities which will allow DOC to understand CIC standards and further know what to expect from CIC as an inspecting body. We continue to encourage CIC to draft or implement recognizable standards to ensure that DOC is able to appropriately ensure compliance or respond to inquiries.

I hope that you find this information responsive to your observations. Should you require additional information or further clarification of our submittal, please contact me at (202) 6737316.

Sincerely,

A handwritten signature in black ink that reads "Thomas Faust". The signature is written in a cursive style with a horizontal line extending to the left.

Thomas Faust  
Director

# **Corrections Information Council Findings and Recommendations for the Central Detention Facility (CDF)**

## **CIC Findings for South 1:**

1. *Residents are allowed to have tablets between the hours of 9am and 10 pm.*

## **DOC Response to Findings for South 1:**

2. Effective April 10, 2023 all DOC inmates were issued tablets. Each inmate has their own tablet available to them at all times, when not charging.

## **CIC Findings for Southeast 1:**

1. *Out of the eight phones on the unit, three were operable.*
2. *Residents of the Hispanic population communicated that it is hard for them to connect with their visitors on the screen during social visits because their visitors are in other countries which gives cause to connectivity issues on the visiting screen.*

## **DOC Response to Findings for Southeast 1:**

1. As of August 1, 2023, all phones are operational in Southeastl
2. GTL/Viapath are here to give the DOC the best service possible when it comes to providing connectivity to friends and family of the inmate population. There are limits to connections from other countries. Those limits pertain to other countries internet systems when connecting to the DOC internal systems. Because of other countries latency, GTL/Viapath and DOC cannot guarantee 100% system connectivity with their family and friends.

## **CIC Findings for Northeast 1:**

1. *Outside recreation in this unit occurs during population counts due to the specialized custody of these residents.*
2. *This unit is split in half, and there are two visiting screens on each side of the unit but only one is operable on each side.*

## **DOC Response to Findings for Northeast 1:**

1. Recreation on NEI begins after the count.
2. Both monitors are operational, however for security reasons one monitor is disabled on each side. A disabled monitor does not prevent inmates from receiving visits. This unit is

**CIC Findings for Northeast 2:**

1. *There are five visiting screens in the unit, and two are operable.*
2. *There are seven phones in the unit, and three are operable.*

*RECOMMENDATION: Repair all phones and visitation screens*

**DOC Response to Findings and Recommendations for Northeast 2:**

1. All phones and monitors are operational. Due to security reasons, two monitors are disabled.

**CIC Findings for Chapel**

1. *According to the posted schedule, services should have occurred during the visit. There were no staff or residents in the chapel during that time. The CIC reviewed the sign-in sheets and did not see any names.*

*RECOMMENDATION: Implement an accurate schedule for religious services and adhere to the schedule so that residents can participate in their services on time.*

**DOC Response to Findings and Recommendations for Chapel**

1. The Religious Services schedules were updated to reflect reserved chapel time for all faiths. Attachment 1- is the sign in sheet for programs held on 4/13/2023. DOC has updated its schedule April onward to include added/adjusted religious services offerings. Access to religious services is available by faith-based scheduling unless there is an instance for a safety and security concern by individual, unit, or facility.

## Corrections Information Council Findings and Recommendations for the Correctional Treatment Facility (CTF)

### **CIC Findings for Level - 96:**

- 1. The CIC received a complaint from the father of a resident in this unit who was recuperating from a gunshot wound to the stomach. The resident had missed several appointments, which caused his stitches to go into his stomach because they were not removed. He had to change and clean his colostomy bag himself, and in some instances, he was repeatedly forced to use the same one because he was not given new ones. In the presence of CIC, DOC executive staff immediately addressed his issue.*

### **DOC Response to Findings for Level - 96:**

1. The EMR was thoroughly reviewed. He received regular daily wound care, and pain medications were adjusted and amended as needed. He went to outside HUH trauma surgery appointments as needed. HUH, for weeks, did not provide a date for the colostomy take down, as was the plan. Medical (Unity) repeatedly followed up. He did not have another HUH appointment scheduled prior to transfer. Colostomy patients in the jail and in the community clean their skin and change their own colostomy bags. Mr. James received regular supplies and ongoing colostomy site education. He was instructed that the bag needed to be changed 2-3 times a week, not daily as he preferred out of a fear of having the bag overflow, which did not occur. Nursing at times assisted with his colostomy bag change.

### **CIC Findings for Level - 82:**

- 1. There are no educational tablets on medical 82.*
- 2. Residents expressed that this unit feels like a Restrictive Housing Unit because they are only allowed two hours of recreation a day.*

### **DOC Response to Findings for Level -82:**

1. Medical 82 was not wired for APDS tablets due to the highly transient population of M82. The DOC has discussed wiring M82 in future projects and will provide updates as those occur.

2. The infirmary level is unique in that because of its specialty, medical care, we house males, females, mental health, and status inmates. To ensure the safe and orderly operations of the facility, particularly that unit, we are unable to offer more time. In addition, their medical condition can dictate what, if any activities, they are allowed to participate in, and for how long. Those decisions are made by medical staff.

Most of the inmates on PC, AS or RHU cannot recreate with other status inmates or GP. Minimum and Maximum inmates cannot recreate together and males and females cannot recreate together. It is very difficult to get all recreation done in the area available with these very strict contact limitations. Out of cell activity is therefore two hours.

#### **CIC Findings for DIA:**

1. Residents mentioned that they do not have physical access to the law library or programs.
2. Residents reported temperature concerns indicating that it feels like cool air blows out of the vents in the winter months as opposed to heat.

#### **DOC Response to Findings for DIA:**

1. Law Library services are currently provided through both APDS and GTL tablets as well as direct unit services by 2 law librarian staff. Legal research can be completed on Fast Case or Lexus Nexus on the two tablet platforms. Request for additional researching or printing can be completed on both tablets as well as paper-based forms. Once the request is received, it is completed within two days by DOC law library staff. Additionally, DIA has full access to request enrollment into all secondary, post-secondary, and CTE Education services.
2. Temperatures are monitored daily. If temperatures begin to approach our threshold of limits, temperatures are adjusted for comfort. At times, staff may contact maintenance on behalf of staff or inmates for temperature adjustments.

#### **CIC Findings and Recommendations for C4B:**

1. Residents reported there are no programs for them after school hours except for tablet offerings, and they desire to work or participate in other programs outside of the housing unit.

*RECOMMENDATION: it is recommended that DOC provide physical access to programs for everyone in the CTF, as opposed to select housing units.*

**DOC Response to Findings and Recommendations for C4B:**

1. On July 26, 2023, High School Diploma students on C4B and SMU B began participating in out of school time programming from 4:00-6:00pm through an Out of School Time Grant awarded by the Deputy Mayor of Education's Office. The program is facilitated by The Institute. Additionally, Free minds Book club will be launching a new book club session with this specific population this approaching fall semester.

Programming is offered to all CTF unless there is a specified safety and security restriction from allowing specific individuals/units movement to our learning spaces. C4B cannot participate in secondary, CTE, post-secondary education courses offered in our Education area because they do not meet the prerequisite of having a HSD or GED needed for those academic pathways.

## **Corrections Information Council Findings and Recommendations for the Central Cell Block (CCB)**

1. **CIC Recommendation:** *that CCB acquire a bilingual (Spanish-Speaking) Correctional Officer on each shift.*

**DOC Response to CCB Recommendation:** DOC continues to recruit mission critical vacancies in all areas through working with the DC Department of Human Resources, and through professional associations and university programs. DOC has also initiated a hiring bonus program for the correctional officer position.

The Agency has initiated a hiring committee with the goal to fill hard to fill correctional officer positions.

2. **CIC Recommendation:** that DOC hire a mental health professional that can work on site at CCB to administer medications as needed.

**DOC Response to CCB Recommendation:** There is a high level medical provider on-site at CCB 24-7 who easily provides all needed medications.

3. **CIC Recommendation:** *DOC fill the current staffing vacancies.*

**DOC Response to CCB Recommendation:** DOC continue to recruit mission critical vacancies in all areas through working with the DC Department of Human Resources, and through professional associations and university programs. DOC has also initiated a hiring bonus program for the correctional officer position.

Agency has initiated a hiring committee with the goal to fill hard to fill correctional officer positions.

# **Corrections Information Council Findings and Recommendations for Women at Correctional Treatment Facility**

## **CIC Findings and Recommendations for Daily Conditions:**

1. *There are four case managers assigned to the women 's units. Several women reported that case managers do not respond in a timely manner and rarely visit the unit.*
2. *Several residents reported difficulties with making private legal calls and connecting with external case managers because they are unable to accept collect calls.*

*RECOMMENDATION: Increase Case Management staff in E4A.*

## **DOC Response to Findings and Recommendations for Daily Conditions:**

1. A case manager is assigned to every female housing unit and has an office on the unit. Case managers fulfill requests as they are received within 72 hours after receipt.
2. All notifications received regarding difficulty making calls are directed to the agency's IT department for review and follow-up. External case managers and attorneys have the option of visiting their clients in person at the facility.

RESPONSE TO RECOMMENDATION: E4A is the intake, the unit count fluctuates, however, the current count does not demand more than one case manager.

## **CIC Findings and Recommendation for Hygiene, Meals, and Commissary**

1. *The showers in all the female units smelled of mold and mildew, and there was peeling paint in several showers.*
2. *Peeling wall paint was visible in unit E2B.*
3. *The top four things the women reported lacking were legal materials (19); reading materials (12); writing materials (12); and mail, which was reported as chronically late or mishandled (7).*
4. *Twenty-five survey respondents reported that hot meals were not served hot. Thirty-seven respondents stated that fruit is not available daily, and 22 respondents stated that vegetables are not available daily. The women also reported that fruit appears old or frozen.*



*RECOMMENDATION: Renovate showers that smell like mold and mildew and require paint.*

## **DOC Response to Findings and Recommendations for Hygiene, Meals, and Commissary**

1. Each of the showers inside of the female housing units have been inspected for mold hazards. Housing Units that were inspected are E4A, E4B, E3A, E3B, and E2A (E2B is vacant). Mold contamination was only identified in locations listed as follows:
  - A. E4A, the Bottom Right Tier Shower. This shower did not have a mold/mildew odor. Mold contamination was found on the lower wall outside of this shower. The mold was remediated on September 20, 2023.
  - B. E3A, the Lower Left Tier Shower. This shower did not have a mold/mildew odor. Mold contamination was found on the lower perimeter of the shower. The mold was remediated on September 20, 2023.
  - C. E3B, the Upper Right Tier Shower. This shower did have a mold/ mildew odor. Mold contamination was found on the lower perimeter of this shower. The mold was remediated on September 20, 2023.

Note: The showers that had mold contamination were taken offline until the mold remediation was completed. The correctional officer inspects showers daily, any concerns about mold are forwarded to the Sanitarian for address. The Sanitarian conducts routine inspections of all CTF showers.
2. E2B does have peeling paint in some places. That housing unit continues to be closed for repairs, renovations and cleaning.
3. Relates to Law Library and DCPL Reading materials are issued to the women per request by DCPL. Women can send requests via the APDS tablet or a paper request to the DCPL. Writing materials needs to be explained, Education nor law library furnish paper and pens to write home. That would come through case management. Legal materials are issued per request through the APDS tablet or through paper request to law library.
4. All hot meals leave the culinary at the proper temperature and food warmers are provided for the officers to ensure that the meals are kept hot during transportation. Per the contract fruit is provided 3 times per week and vegetables daily. DOC is presently working with the food vendor to increase fruit and vegetables portions and reduce starch and carbohydrates on the menu.

RESPONSE TO RECOMMENDATION: Contract to renovate the showers was awarded in July 2023, and mockup work has begun on C2A.

## **CIC Findings and Recommendations for Education and Programming**

*1. Some residents do not understand how to use the APDS tablets, so they are not able to maximize its features.*

### **RECOMMENDATIONS:**

- A. *Repurpose unused space on the top floor of units as classrooms or programming areas.*
- B. *Increase program offerings in multiple languages on educational tablets.*
- C. *Coordinate with Language Access agencies to provide non-English proficient and limited English proficient accommodations for programs.*
- D. *Provide APDS tablet orientation and re-orientation (scheduled or upon request) to ensure that residents understand how to utilize their tablets.*
- E. *Continue specialized educational programming and excellent library services.*

## **DOC Response to Findings and Recommendations for Education and Programming**

1. DOC tablet coordinator will begin attending intake sessions every schedule weekday to show all new residents entering custody to have a group orientation and deliver guides on how to use tablets.

### **RESPONSE TO RECOMMENDATIONS:**

- A. Classroom spaces have been repurposed on women's housing units, Young Men Emerging (YME), Residential Substance Abuse Treatment (RSAT), Transition Assistance Program (TAP) unit. Education, Programs, Case Management (EPCM) is working with IT to update the computer labs on program units to allow for more comprehensive programming to include some workforce development classes, resume writing, and digital literacy courses. Other classroom spaces on other levels have been reviewed on other housing units for potential programming areas as we are working towards expanding programming on all housing units at the CTF. Some will require abatement of some maintenance concerns before we are able to fully utilize some of these spaces.
- B. We recently added VOXY, Essential Ed., and OSHA courses on the tablets that are available in Spanish.
- C. EPCM currently utilizes the language access services and interpreter services for residents interested in enrolling in programs. EPCM will work with our language access coordinator

Ms. Estefany Persia to coordinate more accommodations for non-English Speaking residents.

- D. DOC tablet coordinator will resume weekly orientations with all new intakes. Residents can also request assistance via inmate request when they are having trouble.
- E. EPCM is working daily to expand and enhance the specialized educational program offerings and excellent law library services we recently reengaged Howard University and their inside out program resumed this semester with 2 course offerings (CDF Max custody and CTF Women). Georgetown also introduced trauma talks that is going very well.

### **CIC Findings and Recommendations for Health Services**

- 1. *Several residents stated that sick call request slips are not collected twice a day.*
- 2. *Several residents reported there are no services on the weekends to address mental health emergencies other than active suicides.*

#### **RECOMMENDATIONS:**

- A. *Replace damaged and broken furniture and equipment on Medical 82.*
- B. *Increase mental health staff to ensure that residents have access to regularly scheduled mental health appointments.*
- C. *Implement a tracking system to ensure that sick call slips are collected twice daily and that residents are provided care within 24 hours of their request.*

### **DOC Response to Findings and Recommendations for Health Services**

- 1. The Office of Health Services Administration (OHSA) audits this process and can confirm with data that sick Call slips are indeed collected twice a day, and residents are seen within 24 hours, which is a best practice for the nation's jails.
- 2. There are MH staff available 24-7 for resident needs and Intake.

#### **RESPONSE TO RECOMMENDATIONS:**

- A. Broken and damaged furnishings will be replaced.
- B. Current staff is sufficient for regularly scheduled mental health appointments as well as unscheduled urgent conditions that may arise. If there is a specific resident on a specific date, we are happy to look into the matter.
- C. For more than a year, there has been a tracking system that ensures that sick call slips are collected twice a day by medical and the process is verified by medical. There is also

another audit process tracking and confirming that residents are seen within 24 hours of submitting their sick call slip.

### **CIC Findings for Conditions on Medical 82**

1. *Residents reported that staff are slow to respond to the call bell and sometimes do not respond at all.*
2. *Female residents on Medical 82 reported privacy concerns about their exposure to male guards while changing clothes, and expressed the need for a safe alternative to their suggestion to place paper over the glass door panel to obstruct the view.*
3. *One bed was broken, so it could only adjust manually.*
4. *Mattress springs on one of the beds was poking through the fabric.*

### **DOC Response to Findings for Conditions on Medical 82**

1. Medical will be informed about this and corrective action taken, if needed.
2. Privacy partitions shoulder height provided inside of cells without metal.
3. Unity and DOC will address this issue.
4. Replaced and discarded damaged bed.

### **CIC Findings and Recommendations for Staff Interactions and Disciplinary Process**

1. *Three survey respondents indicated that they have reported sexual abuse or sexual harassment to the DOC. Seven women reported not knowing how to report sexual abuse.*
2. *Prison Rape Elimination Act (PREA) signage about reporting sexual misconduct was observed on two units.*

*RECOMMENDATION: Post PREA and reporting options in visible, common areas in both English and Spanish.*

### **DOC Response to Findings and Recommendations for Staff Interactions and Disciplinary Process**

1. The reporting process for PREA is reviewed at the IRC. Also, on each unit, PREA reporting procedures are noted by the unit phone. Finally, there are posters in each housing unit that explain the PREA reporting process.
2. PREA signage (English and Spanish), which includes reporting methods, were observed in each of the female housing units on 9/8/23. PREA brochures (English and

Spanish) and the Inmate Handbook (English and Spanish) indicate multiple methods of reporting sexual abuse and sexual harassment and are provided to each inmate during the Intake process. Likewise, the video with pertinent PREA information, to include reporting, is played in the IRC for the inmates' education. Likewise, comprehensive PREA education is provided within 30 days of an inmate's arrival. In addition, PREA reporting information is displayed in the inmates' tablets in English and Spanish. Also, the PREA reporting information is located in the visitation holding areas and on the agency's website to encourage third-party reporting.

RESPONSE TO RECOMMENDATION: PREA signage is posted in English and Spanish in the following areas: Staff Entrance, Visiting Halls, Housing Units, Hallways/corridors, Gym, Library, Kitchen, Medical, Chapel area, and the Education area in accordance with PREA standard 115.33.

### **CIC Findings and Recommendations for Grievances (Administrative Remedy) Process**

1. *Residents must ask staff for grievance forms rather than the forms being freely available in the information area on the unit. Unit staff was not knowledgeable about the location of grievance forms or the process. No staff ever mentioned placing forms in a sealed envelope.*
2. *Neither staff nor residents were knowledgeable about the Inmate Grievance Advisory Committee<sup>15</sup> or the name of the Inmate Grievance Coordinator, despite policy which requires weekly visits to the units.*
3. *When filing a grievance form using the tablets, residents are unable to retain a copy.*
4. *On one unit, grievance process information was posted too high on the wall to clearly read.*

#### **RECOMMENDATIONS:**

- A. *Train staff about the grievance process so they may properly execute it with residents.*
- B. *Ensure that grievance forms and instructions on filing are visibly located near the Grievance Submittal box.*
- C. *Provide a receipt confirming submission of grievance form submitted via tablet.*

### **DOC Response to Findings and Recommendations for Grievances (Administrative Remedy) Process**

1. Grievance Forms are located at the Officer's Desk. If IGP Forms are not available, Residents have the option to write their concern/grievance on any form of paper in accordance to

policy. Placing an IGP in a sealed envelope is not a requirement of the IGP Program. It's not clear from the findings if Officer's were unaware of the location of grievances, but refresher training will be provided. All Officers are responsible for housing the IGPs, and if needed, issuing to the population.

2. IGP Coordinators are required to make daily rounds to the units in accordance to policy. IGAC Meetings are held monthly for CDF and CTF facilities. A record is maintained of all participants to include residents. Information concerning the IGP Program and IGAC is located in the policy which can be accessed through the tablets and in the Inmate Handbook. The names of the IGP Coordinator and an office contact number is located on each IGP Folder.
3. Grievance Forms filed through a tablet receive a printed response as their copy.
4. The unit was not identified in the report. All units have Spanish and English information posted on the units and within the resident tablets.

#### RESPONSE TO RECOMMENDATIONS:

- A. All staff are trained in Preservice and Inservice on the Inmate Grievance Process.
- B. Grievance Forms are located on the housing units. All residents have the right to use any form of paper to write a grievance. Submission of a printed form is not a requirement of the Inmate Grievance Policy.
- C. The IGP Unit will send printed receipts to the residents.

#### **CIC Findings for Restrictive Housing**

1. *Fifteen women who spent time in RH reported access to grievance forms;*
2. *Six reported that there were no reading, writing, or library materials.*

## **DOC Response to Findings for Restrictive Housing**

1. Grievance forms are available on RH units and all tablets. Zone Supervisors check daily to ensure they are available.
2. Reading materials are provided upon request through DCPL Library materials are provided via request as well as via the GTL tablet (lexisNexis) or the APDS tablet (FastCase). Not sure what you mean by writing materials. See question 2 response.

