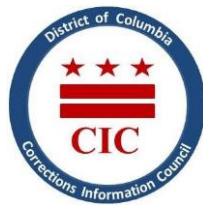


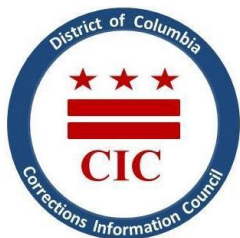
District of Columbia
Corrections Information Council



FCI Coleman Medium & Low
Report on Findings and Recommendations



4/23/2024



District of Columbia Corrections Information Council

Charles Thornton, Board Chair
Katharine A. Huffman, Board Member
Nkechi Taifa, Board Member

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 D.C. 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 are kept anonymous and confidential.

D.C. Corrections Information Council
1400 Eye Street NW - Suite 400
Washington, D.C. 20005
Phone: (202) 478-9211
Email: dccic@dc.gov
Website: <https://cic.dc.gov/>

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Methodology

In accordance with the Memorandum of Understanding (MOU) between the CIC and the BOP, the CIC notified the BOP on September 6, 2023, of its request to inspect FCC Coleman. In the request, the CIC requested three inspection days to ensure adequate time to interview the large DC population at FCC Coleman. Additionally, the CIC requested to specifically speak to the complex's Reentry Affairs Coordinator. Prior to the onsite inspection, the CIC contacted all DC Code offenders via mail to inform them about the CIC's upcoming inspection and the opportunity for a confidential interview with CIC staff.

While planning for the onsite inspection, the CIC reviewed resident population and demographics, facility staffing, significant incidents, disciplinary records, education information, the most recent ACA audit, and administrative remedy filings and response numbers.

The CIC conducted an onsite inspection of FCC Coleman on October 11-12, 2023. The itinerary consisted of a tour of all areas to which residents have access (excluding the Special Housing Unit (SHU), discussions with staff, and confidential interviews with DC residents.

Following the inspection, CIC staff mailed all residents at FCC Coleman. Those who interviewed with the CIC received a thank you letter and a list of District resources. Residents who did not interview with the CIC received another consent form, a survey, and a list of District resources. The CIC allotted a 30-day window for survey returns.

CIC staff compiled the surveys from the October site visit using SurveyMonkey, a business intelligence tool. Extended responses from the surveys were evaluated with comments from other communications to inform analysis and provide context in applicable sections.

In accordance with the MOU between the CIC and the BOP, the CIC provided the BOP with a draft of this report for a review of factual information and an opportunity to respond. The BOP responses are included in the appropriate sections of the report.

FCI Medium Facility Overview

Facility Profile

Dates of Inspection: October 11-12, 2023

Location: Coleman, Florida

Security Level: Medium

DC Code Survey Respondents: 6

FCI Rated Capacity: 1,152

FCI Population: 1,558

FCI DC Code Offenders: 11

Introduction

The CIC conducted an inspection of FCI Coleman Medium on October 12, 2023. CIC staff visited the C2 housing unit, the Skills program unit, the education department, the UNICOR factory, the recreation area, the religious department, the medical department, the psychology department, and the dentist's office. CIC staff surveyed and interviewed six DC Code offenders.

The major issues noted are the number of lockdowns, the lack of available programming, and the lack of access to medical care. All these issues are likely due to the overpopulation and understaffing of the institution. Residents reported frequent lockdowns, which keep them in their cells similar to solitary confinement and inhibit their ability to use their time productively. Because of the huge population of incarcerated people and the small number of staff in the education and medical department, programming and medical care are often slow or completely inaccessible.

Response by the Bureau of Prisons: The decision to place a facility on modified operations status (commonly referred to as a "lockdown") is made to provide for the safety and security of the institution, the staff, the incarcerated adult population, and the public. This is a decision that is not taken lightly. The need to place an institution on modified operations will always be dictated by the nature, duration and magnitude of the situation, using sound correctional judgment.

The CIC was advised in August 2023 that the BOP was completing its audit to evaluate and maximize bedspace in BOP facilities. Essentially, the BOP transitioned from relying on rated capacity to leveraging physical capacity and optimal capacity. Data used by the CIC for this report was based on rated capacity.

FCI Medium Key Findings

General

- FCI Coleman Medium is over the rated capacity for number of residents in custody, operating at an average of 135.2% of the rated capacity for the last year.¹

Response by the Bureau of Prisons: The CIC was advised in August 2023 that the BOP was completing its audit to evaluate and maximize bedspace in BOP facilities. Essentially, the BOP transitioned from relying on rated capacity to leveraging physical capacity and optimal capacity. Data used by the CIC for this report was based on rated capacity.

Daily Living

- The C2 unit had four DC Code offenders total on the cell block. The unit has 128 people incarcerated on each side of the cell block. There are four total sides, 64 cells per side, and two people per cell.
- Case managers reportedly see 140 residents each.
- The showers on the cell block were dirty and had missing tiles.

Response by the Bureau of Prisons: At the time of the CIC's visit, the FCI Medium shower floors were being renovated, which involved the removal of all the shower floor tiles. Once removed, an epoxy concrete floor treatment will be applied, resulting in an exposed concrete (sealed) shower floor.

- The staff does not bring the book into the cell block, but residents can borrow books from the library.
- Most survey respondents have access to showers, clean clothes, clean sheets and towels, cleaning supplies, haircuts, reading materials, writing materials, the law library, grievance forms, phones, visitation, recreation, commissary, mail, and Corrlinks.
- Four out of six survey respondents stated that they meet with their unit team every six months.
- One respondent indicated harassment or abuse by staff.

Response by the Bureau of Prisons: In accordance with Program Statement 3420.11, Standards of Employee Conduct, the Bureau of Prisons takes allegations of staff misconduct seriously. All allegations of staff misconduct are reviewed, and, if necessary, referred to the appropriate department for investigation. Subsequently, the CIC did not provide FCI Coleman with detailed and specific information to investigate or substantiate any allegation of abuse. Therefore, the BOP cannot thoroughly address this claim.

- There were 27 total incidents from October 2022 to September. The most common incident was assault between residents where no weapon was involved.²

¹ This information is pertaining to population levels over the last 12 months submitted to the CIC as part of the pre-inspection materials.

² Report of Significant Incidents from TruIntel Data.

- The facility did not report any lockdowns in the last year;³ however, residents reported frequent lockdowns, including routine lockdowns each weekend due to staffing shortages.
- Frequent lockdowns inhibit residents' ability to program, attend religious services, contact family members, conduct visitation, and utilize the law library. Residents reported that frequent lockdowns increase frustrations and hostilities among the population.

Skills Program Unit

- The Skills program unit is an inpatient program for those with mental and physical disabilities. Some stay within the program unit after they graduate to act as mentors, while others stay due to the severity of their disabilities. The program requires about 16 months to complete with three hours of class per day.
- Each cell consists of a mental health patient and a mentor companion who previously completed the program. Mentors encourage medication use and help with mail and hygiene.
- There is a clinical psychologist on the Skills unit who conducts group therapy with residents. Mentors hold community meetings every morning. GED tutoring is available in the unit.
- Residents in the unit are eligible for UNICOR work and other jobs like cleaning and watering plants.
- The Skills unit staff holds talent shows, karaoke, and kickball games for the residents.
- Residents in the Skills program receive incentives like snacks and tokens, which are used as currency to buy snacks and other prizes.
- The rehabilitative methods of the Skills unit are based on Cognitive Behavioral Therapy. Staff use clinical interventions in response to incidents where they lead discussions on conflict resolution and emotional regulation.

Special Housing Unit (SHU)

- Three survey respondents reported that they were confined in the SHU, and two answered questions regarding the conditions of their confinement.
- Both respondents had access to showers, mail, and recreation. One respondent had access to the law library, and one did not have access to the law library. Both respondents indicated that medical and psychology staff visits the SHU.

Voting

- CIC staff discussed ballot procedures with the mail room manager who understood that ballots are special mail only opened in the presence of the resident.
- Four DC Code offenders reported registering to vote, and all four received their ballots during the last election cycle.

Medical

³ *Id.*

- FCI Coleman Medium is a Care Level 3⁴ facility. Sixty percent of the total population requires chronic care services.⁵
- The staff consists of one doctor and two mid-level medical professionals. The medical department is 90% staffed, and it has one vacancy for a nurse. Staff reported that an optometrist works at the complex once a week.
- The medical department contains an X-ray machine on site and a regional lab for the southeast, which completes blood work for the whole complex.
- There are currently 300 people on the waitlist for routine care. Staff stated that urgent needs are expedited on the waitlist.
- The doctor reportedly has appointments with seven to eight patients a day, while mid-level staff have appointments with about nine patients a day.
- Residents receive their first evaluation within 14 days of entry to the facility. Chronic care patients receive evaluations every six months.
- There is no institutional mental health support for staff, only a peer-based program that was implemented by correctional officers who identified a need for such support.

Response by the Bureau of Prisons: The Bureau of Prisons utilizes the Employee Assistance Program (EAP) to provide mental health services to staff and their families, if needed. Information about EAP is discussed during annual training and through monthly emails to staff. However, this program is voluntary. Licensed psychologists within the institution are also available to provide EAP services.

- Four out of six survey respondents indicated that they were dissatisfied with the medical care. For example, during interviews residents reported not receiving necessary urgent medical care and requested that CIC staff urge the facility staff to fix the issue.

Response by the Bureau of Prisons: CIC did not provide specific information for FCI Coleman to review AIC claims.

- Four respondents reported that Health Services does not respond to sick call requests within 48 hours.

Response by the Bureau of Prisons: Sick call complaints are triaged by appropriate medical staff and referred to mid-level providers for further treatment, if necessary. The follow-up care is scheduled per the determination of the mid-level provider, based on the medical acuity of each medical complaint. Emergent medical care is provided on a 24-hour basis, 365 days a year. The CIC did not provide specific information for the BOP to review AIC medical complaints that medical treatment was not provided timely. Therefore, the BOP cannot adequately review this claim.

Mental Health Services

⁴ CIC Info Sheet, BOP – Medical Care Levels (May 17, 2017), https://cic.dc.gov/sites/default/files/dc/sites/cic/page_content/attachments/BOP%20Medical%20Care%20Levels%2005.17.17.pdf

⁵ Accreditation Report, Federal Bureau of Prisons Federal Correctional Complex – Coleman, Florida, American Correctional Association at 22.

- The department is fully staffed with six people.
- The programs within the Psychology Department include Resolve, Non-Residential Drug Treatment Program, and Anger Management. Programs are 12 weeks long, and enrollment is based on residents' projected release dates.
- Unit teams are reportedly responsible for changing the projected release dates for residents who are eligible for early release. DC Code residents often report that unit teams do not correctly update projected release dates, which leaves residents ineligible for programming.⁶

Response by the Bureau of Prisons: Unit Team staff are not responsible for changing projected release dates. In accordance with Program Statement 5800.15, CN-I, Correctional Systems Manual, Designation & Sentence Computation Center (DSCC) staff are responsible for computing sentences to establish AIC release dates. Sentences are computed based upon court documentation. AICs are encouraged to participate in institution programming, but participation is voluntary.

- Staff stated that the programs had long waitlists but did not give a specific number.
- Residents receive \$30 incentive pay for participating in the Non-Residential Drug Treatment Program plus additional incentives through the First Step Act (FSA) if they are eligible. The Non-Residential Drug Treatment Program is free.

Dental

- There are three dental chairs and two dentists servicing 1,592 people.
- Residents receive cleanings and they have the option to schedule appointments with specialists.
- The staff brings residents from the SHU to see the dentist on Wednesdays and Thursdays.
- Two out of six survey respondents reported seeing the dentist at the facility.

Grievance Process

- Only one respondent reported using the grievance process and they never received a response for their complaint.

Response by the Bureau of Prisons: Program Statement 1330.18, Administrative Remedy Program, outlines the response time for an Administrative Remedy. Rules language in the Program Statement indicates, "If the inmate does not receive a response within the time allotted for reply, including extension, the inmate may consider the absence of a response to be a denial at that level."

- Another resident stated that he does not use the grievance process because it does not work.

⁶ See FCI Florence Inspection Report 2023 at 6; <https://cic.dc.gov/node/1691516>, and Recommendation Assessment Report: Programming at 7; <https://cic.dc.gov/node/1680886>.

- The facility reporting responding to BP11 grievance forms in a timely manner 50% of the time for several months in 2022 and 2023.⁷ The facility reported responding to BP10 grievance forms in a timely manner 0% of the time for several months in 2022 and 2023.⁸

Response by the Bureau of Prisons: In accordance with Program Statement 1330.18, rules language within the policy outlines the party responsible for responding to BP- 10 and BP-I I grievances. Regional Office staff respond to BP- 10 grievances and Central Office staff respond to BP-I I grievances, not institution staff.

Education and Programming

- The Education Department has one vacancy for a new guidance counselor position.
- Teachers stated they are sometimes augmented to correctional positions because of short staffing. Resident tutors help teach classes.
- Teachers and residents reported long waitlists for classes.
- There are 12-16 students per education class. There are six students with special education needs. A special education teacher on staff provides screenings for residents.
- Twelve people are enrolled in English as a Second Language class. Twenty-six people graduated from the GED course this year. FCI Coleman Medium has the highest GED pass rate in the Southeast region.
- The library is open nine hours a day on weekdays and eight hours a day on weekends.
- A carpentry class is offered, which can provide certifications through the Department of Labor. The facility has an HVAC apprenticeship available for one enrollee at a time. There is also a custodial maintenance class offered at the institution.
- The University of Florida partners with the FCC to provide college classes. Ohio State University, Adam State University, and Blackstone University partner with the FCC to provide correspondence classes, which are administered through the mail. There are nine people taking correspondence courses.
- The UNICOR factory employs 140 residents. An individual is disqualified from the program if they have a 100 series shot or higher. UNICOR offers a forklift class and a greenbelt assembly line class.
- Four of the six survey respondents requested programming, but only one was admitted into any programming. No survey respondents were participating in vocational training.
- Residents expressed frustration at the limited programming available in the institution, especially for those who already have their GED.

Response by the Bureau of Prisons: D.C. offenders are encouraged to participate in a myriad of programs, including FSA programming to address their re-entry needs. However, all programming is voluntary. AICs must sign up and actively participate.

Recreation

- The recreation area has a movie room where people can watch movies or borrow movies to watch on their unit. The movies are rated G through PG-13.

⁷ Administrative Remedies, BP11 Central Office Appeals and Responses, September 19, 2023.

⁸ Administrative Remedies, BP10 Regional Appeals and Responses, September 19, 2023.

- A leather working class is available, which costs \$120 a year. Participants have 90 days to complete each project and they are required to mail out the leather goods.
- The department has a painting room where art classes are taught by fellow residents. Staff stated that residents can bring paintings back to their cells.
- There is a band room with multiple types of instruments like guitars and drums, and a room with stationary bikes where spin classes are offered.
- The outdoor area has basketball courts, softball fields, tennis courts, handball courts, and an outdoor gym.

Religious Services

- The facility Chaplain stated that staff conduct daily rounds for each cell block.
- There is an outdoor prayer area with sweat lodges.
- The Christian survey respondents reported having access to staff or volunteer leaders specific to their faith, while the other survey respondents reported that they do not have similar access to leaders of their faiths.

Reentry

- One survey respondent is within 24 months of release, and he has not taken any programs for preparation; however, he does have a copy of his social security card and birth certificate.

Response by the Bureau of Prisons: D.C. offenders are encouraged to participate in a myriad of programs, including FSA programming to address their re-entry needs. However, the CIC did not provide specific information for FCI Coleman to review this claim.

- FCC Coleman's Reentry Affairs Coordinator is reportedly implementing an instructional video to supplement reentry programming and provide programming to residents who are unable to program during lockdowns.

FCI Medium Recommendations

General

- Coordinate the transfer of eligible individuals to lower security facilities as much as possible to alleviate overpopulation in the facility and to increase resident access to programming.

Response by the Bureau of Prisons: During regularly scheduled AIC Program Reviews and in accordance with Program Statement 5 100.08, Inmate Security Designation and Custody Classification, AICs are reviewed for their appropriateness to transfer. There are several factors that must be considered when transferring and designating inmates, such as security, population, programming, and medical needs. If appropriate for transfer, a request for transfer is submitted to the DSCC for review. The AIC population at FCI Coleman is routinely monitored to ensure bed space and programming is appropriate, and the mission of the facility can be accomplished.

Daily Living

- Minimize the number of residents and housing units affected by lockdowns whenever possible.

Response by the Bureau of Prisons: Modified operations are utilized for the safety and security of the institution for not only the AICs but also for staff. The decision to secure an institution is one that is not taken lightly. Modified operations are necessary to maintain the safe and secure running of the institution. The primary objective is to investigate what necessitated a disruption in the orderly running of the institution, and to determine how best to prevent it from happening in the future. The need for modified operations will always be dictated by the nature, duration, and magnitude of each situation. The goal remains to return to normal operating procedures as expeditiously as possible following the conclusion of any necessitating event.

- Avoid the use of lockdowns to manage persistent staffing shortages or as a method of mass punishment.

Response by the Bureau of Prisons: Modified operations are utilized for the safety and security of the institution for not only the AICs but also for staff. The decision to secure an institution is one that is not taken lightly. The need for modified operations will always be dictated by the nature, duration, and magnitude of each situation.

Voting

- Facility staff should inform DC residents of their right to vote, and the processes for registering and submitting their ballots during the initial intake and unit team meeting.

Response by the Bureau of Prisons: Every D.C. Code offender is notified of their voting rights during Institution Admission and Orientation (A&O) and during the Release Preparation Program. Voting information is posted to the Trust Fund Limited Inmate Computer System (TRULINCS), an inmate electronic messaging system, to assist D.C. Code offenders with voter registration. This and other materials are also available in the resource libraries and housing unit bulletin boards and are updated, when needed.

Medical

- The facility should implement methods to track average wait times to receive care and ensure patients requesting medical assessments are seen within 24 hours of the request and triaged appropriately in accordance with the APHA's recommendations.⁹

Response by the Bureau of Prisons: FCC Coleman Health Services utilizes an electronic medical scheduling system. AICs may submit requests to the Health Services Department either electronically or through written correspondence. Sick call complaints are triaged by appropriate medical staff and referred to midlevel providers for further treatment, if necessary. Follow-up care is scheduled per the determination of the mid-level provider, based on the medical acuity of each medical complaint. Emergent medical care is provided on a 24-hour basis, 365 days a year.

⁹ American Public Health Association (APHA), Standards for Health Services in Correctional Institutions. United States: United Book Press, 2003.

- Hire enough medical staff to achieve a ratio of one doctor for every 250-700 residents, with the exact ratio depending on factors like population turnover rate, in accordance with the American Public Health Association (APHA) staffing guidelines.¹⁰

Response by the Bureau of Prisons: BOP staffing levels are based on institutional security levels and authorized positions. Program Statement 6010.05, Health Services Administration, outlines the staffing for health services personnel in the Health Services Unit. Currently, FCC Coleman has one Clinical Director, three Medical Officers, three contract Medical Officers, one Health Services Administrator, and four Health Services Assistant Administrators. The Clinical Director has oversight of the clinical care provided at each institution and is the clinical supervisor for MidLevel Practitioners (MLP). Therefore, FCC Coleman is compliant with policy regarding staffing positions for health services personnel.

Dental

- Hire enough dental staff to offer residents services every six months.

Response by the Bureau of Prisons: Program Statement 6400.03, Dental Services, outlines the staffing for dental services personnel in the Health Services Unit. Currently, FCC Coleman has two dentists and one dental hygienist. This is compliant with BOP staffing guidelines of one dental hygienist per institution. Additionally, there are two contract dental assistants.

Grievance Process

- Increase transparency of the grievance process and ensure residents receive timely responses.¹¹

Response by the Bureau of Prisons: Program Statement 1330.18, Administrative Remedy Program, outlines the grievance and appeals process, and specifies deadlines at each grievance level. It also advises that inmates are entitled to receive a copy of their grievance receipt for tracking purposes.

Education and Programming

- Increase access to education and programming during lockdowns by any combination of hiring additional staff, bringing in volunteers, partnering with outside organizations such as colleges and nonprofits, providing tablets with educational apps, and offering instructional videos.

Response by the Bureau of Prisons: The Education Department, as well as other departments, remain committed to offering programs during modified operations, to the extent possible. The decision to place a facility on modified operations status (commonly referred to as a "lockdown") is made to provide for the safety and security of the institution, the staff, the incarcerated adult population, and the public. This is a decision that is not taken lightly. The need to place an institution on modified operations will always be dictated by the nature, duration and magnitude of the situation, in order to resume normal operations. For security

¹⁰ Id.

¹¹ Recommendation Assessment Report: Admin Remedies: <https://cic.dc.gov/node/1680896>.

reasons, it may not be practical for visitors and/or volunteers to provide services to the incarcerated adult population during modified operations.

Reentry

- Continue providing residents access to DC Public Defender Service's Reentry Navigator and encourage all DC residents within 24 months of release to connect with the DC Mayor's Office of Returning Citizens (MORCA).

Response by the Bureau of Prisons: The Re-Entry Affairs Coordinators at FCC Coleman have placed the D.C. Public Defender Service's Reentry Navigator books in every facility's Education Department. The AICs can enter the resource centers, where they can check out the books for review, much like the library.

FCI Low Facility Overview

Facility Profile

Dates of Inspection: October 11-12, 2023

Location: Coleman, Florida

Security Level: Low

DC Code Survey Respondents: 1

FCI Rated Capacity: 2,048

FCI Population: 2,063

FCI DC Code Offenders: 3

Introduction

The CIC conducted the inspection of FCI Coleman Low on October 12, 2023. CIC staff visited the A1 housing unit, the C2 Residential Drug Abuse Program (RDAP) unit, the education department, the UNICOR factory, the recreation area, the religious department, the medical department, the psychology department, and the dentist's office. CIC staff interviewed one resident in the facility.

The major issues noted are the lack of available programming and the lack of access to medical care. Because of the huge population of incarcerated people and the small number of staff in the education and medical department, programming and medical care are often slow or completely inaccessible.

FCI Low Key Findings

Daily Living

- All units have an open floor plan with no doors or closed off rooms. Each unit has sleeping areas with bunk beds separated by small walls.
- A1 is the UNICOR unit where every resident works in the UNICOR factory together. There are 150-160 people in the unit. Residents can purchase tablets with games and educational applications.
- The resident interviewed by CIC staff reported there are approximately three lockdowns a month lasting one or two days. Residents lose recreation time during the lockdowns. The facility did not report a single lockdown in the last year.¹²

Residential Drug Treatment Program (RDAP) Unit

- C2 is the RDAP program unit.
- After graduating, residents go to a halfway house and enroll in Transitional Drug Abuse Treatment (TDAT).
- Residents are admitted by their release date. The current group is scheduled for release in 2026.
- Unit staff holds community meetings every morning. Finance class and Anger Management are taught on the unit.
- Four drug treatment specialists are on the C2 unit team.

Medical

- The staff is comprised of three doctors, three nurse practitioners, zero physician assistants, three nurses, zero physical therapists, two optometrists, one ophthalmologist, two lab technicians, and one x-ray technician. There is one staff vacancy for a physical therapist.
- Full staff are on site from 6:00 AM to 6:00 PM and one nurse remains overnight. The facility maintains an on-call dentist, doctor, pharmacist, and psychologist.
- The staff conducts routine sick calls every three weeks. Staff stated that they transport people from the SHU on Wednesdays and conduct rounds in the SHU twice a week. Ten to twelve chronic care patients are evaluated a day.
- One resident reported a recent scabies outbreak. The institution was unable to confirm or deny the allegation.

Response by the Bureau of Prisons: In November of 2022, approximately 27 AICs were identified as having Scabies at FCI Coleman. Identified AICs were contained and treated based on established protocols. Housing units with no identifiable scabies infections were also offered treatment on a prophylactic basis. All treatments were completed and all AICs were cleared of infection with no further occurrence.

¹² Report of Significant Incidents from TruIntel Data.

Mental Health Services

- There are three psychologists on staff. There is currently one vacancy for a psychologist and three vacancies for drug treatment specialists.
- There are 22 Care Level 2 patients who receive monthly evaluations. There are two Care Level 3 patients who receive weekly evaluations.
- The staff responds to requests for counseling within two or three days, unless it is an emergency.
- Each specialist has a caseload of 48 people: 24 residents for drug treatment and 24 for drug education.
- The Non-Residential Drug Treatment program requires 12-14 weeks to complete.

Dental

- There are six dentists at the complex, four hygienists, and three assistants. Staff are available 40 hours a week.
- There are three dental chairs. There is an X-ray machine on site, and surgeries are performed on site.
- One resident reported that he has only had one appointment with the dentist in four years, despite requesting an appointment on three subsequent occasions.

Education and Programming

- The department has ten total people on staff, including one special education teacher, two vocational instructors, and one education technician.
- The department offers GED classes, Spanish GED, English as a Second Language (ESL), Special education, literacy classes, Hooked on Phonics class, Adult Continuing Education (ACE), post-secondary education, Computer literacy, Microsoft, parenting classes, job skills, resume building, and a mock job fair.
- The literacy coordinator stated that the GED wait list is updated once a month. There are 200 people on the waitlist for GED courses and 130 currently in the class. There were 111 GED completions and 33 ESL in the last year.
- University of Florida partners with the FCC to provide college classes. Ohio State University, Adam State University, and Blackstone University partner with the FCC to provide correspondence classes.
- The resident interviewed by CIC staff stated that there are long waitlists for education and programming. Additionally, all the programs are available during the daytime when he works in the UNICOR factory and there is nothing available for him in the evenings.
- Residents can earn a Commercial Driving License (CDL) and take courses in real estate management.
- One hundred eighty-two people work in the UNICOR factory making cubicle panels, seat cushions, and other office furniture. UNICOR also provides forklift training. UNICOR employees work 40-hour weeks with one hour breaks each day.
- A person is disqualified from working in the UNICOR factory if they have received a 100 series incident within the past year. A GED is a prerequisite for all applicants.

- There were 189 people on the waitlist for UNICOR. Staff must enroll a certain number of people from special populations, such as those that are FSA eligible, close to release, and veterans.
- The facility offers horticulture classes. There are 200 people on the waitlist. There are two classes comprised of 18 people each: one in the morning and one in the evening. Students learn landscape design and maintenance, hydroponics, vertical growing, FNGLA certification¹³, and aquaponics.
- The facility offers a culinary arts class and a ServSafe program¹⁴.

Recreation

- The recreation area has a movie room where people can watch movies or borrow movies to watch on their unit. The movies are rated G through PG-13.
- There are multiple instrument rooms with guitars, bass guitars, drums, and other instruments. Staff stated there is a sound engineering class but did not specify if anyone was participating in the course.
- The area contains a fitness resource library with information on exercise and nutrition.
- Residents teach art and spin classes to each other. The unit has a leather working room for residents to produce leather goods.
- The outdoor recreation area has soccer fields, a basketball court, softball fields, volleyball courts, and an outdoor gym.
- Staff said residents receive 12 hours of recreation a week.

Religious Services

- There are 22 faiths at the facility. There are two Catholic priests and nine Protestant chaplains on staff. Thirty-three individuals volunteer for religious services for the whole complex.
- There are three chapels and an outdoor worship area with a sweat lodge. The department has a library specifically for religious videos and books.
- Religious staff hold Threshold classes.¹⁵

FCI Low Recommendations

Voting

- Facility staff should inform DC residents of their right to vote and the processes for registering and submitting their ballots during the initial intake and unit team meetings.

Response by the Bureau of Prisons: Every D.C. Code offender is notified of their voting rights during Institution Admission and Orientation (A&O) and during the Release Preparation Program. Voting information is posted to the Trust Fund Limited Inmate Computer System

¹³ See FNGLA FAQs at <https://www.fn gla.org/about-fn gla/faqs>

¹⁴ See ServSafe at <https://www.servsafe.com/>

¹⁵ Threshold is one of the faith based programs offered by the Bureau of Prisons. For more information, click here: https://www.bop.gov/resources/news/20160523_inmates_embrace_threshold.jsp

(TRULINCS), an inmate electronic messaging system, to assist D.C. Code offenders with voter registration. This and other materials are also available in the resource libraries and housing unit bulletin boards and are updated, when needed.

Medical

- Implement methods to track average wait times to receive care and ensure patients requesting medical assessments are seen within 24 hours of the request and triaged appropriately in accordance with the APHA's recommendations.¹⁶

Response by the Bureau of Prisons: FCC Coleman Health Services utilizes an electronic medical scheduling system. AICs may submit requests to the Health Services Department either electronically or through written correspondence. Sick call complaints are triaged by appropriate medical staff and referred to midlevel providers for further treatment, if necessary. Follow-up care is scheduled per the determination of the mid-level provider, based on the medical acuity of each medical complaint. Emergent medical care is provided on a 24-hour basis, 365 days a year.

- Hire enough medical staff to achieve a ratio of one doctor for every 250-700 residents, with the exact ratio depending on factors like population turnover rate, in accordance with the American Public Health Association (APHA) staffing guidelines.¹⁷

Response by the Bureau of Prisons: BOP staffing levels are based on institutional security levels and authorized positions. Program Statement 6010.05, Health Services Administration, outlines the staffing for health services personnel in the Health Services Unit. Currently, FCC Coleman has one Clinical Director, three Medical Officers, three contract Medical Officers, one Health Services Administrator, and four Health Services Assistant Administrators. The Clinical Director has oversight of the clinical care provided at each institution and is the clinical supervisor for MidLevel Practitioners (MLP). Therefore, FCC Coleman is compliant with policy regarding staffing positions for health services personnel.

Dental

- Hire enough dental staff to offer residents services every six months by tracking times between dental appointments and adjusting staff levels in accordance with residential population needs.

Response by the Bureau of Prisons: Program Statement 6400.03, Dental Services, outlines the staffing for dental services personnel in the Health Services Unit. Currently, FCC Coleman has two dentists and one dental hygienist. This is compliant with BOP staffing guidelines of one dental hygienist per institution. Additionally, there are two contract dental assistants.

Education and Programming

- Increase access to education and programming during lockdowns by any combination of hiring additional staff, bringing in volunteers, partnering with outside organizations such as

¹⁶ American Public Health Association (APHA), Standards for Health Services in Correctional Institutions. United States: United Book Press, 2003.

¹⁷ *Id.*

colleges and nonprofits, providing tablets with educational apps, and offering instructional videos.

Response by the Bureau of Prisons: The Education Department, as well as other departments, remain committed to offering programs during modified operations, to the extent possible. The decision to place a facility on modified operations status (commonly referred to as a "lockdown") is made to provide for the safety and security of the institution, the staff, the incarcerated adult population, and the public. This is a decision that is not taken lightly. The need to place an institution on modified operations will always be dictated by the nature, duration, and magnitude of the situation, in order to resume normal operations. For security reasons, it may not be practical for visitors and/or volunteers to provide services to the incarcerated adult population during modified operations.

Reentry

- Continue providing residents access to DC Public Defender Service's Reentry Navigator and encourage all DC residents within 24 months of release to connect with the DC Mayor's Office of Returning Citizens (MORCA).

Response by the Bureau of Prisons: The Re-Entry Affairs Coordinators at FCC Coleman have placed the D.C. Public Defender Service's Reentry Navigator books in every facility's Education Department. The AICs can enter the resource centers, where they can check out the books for review, much like the library.