

Secure Female Facility Hazelton Inspection Report

**District of Columbia
Corrections Information Council
April 6, 2020**

District of Columbia Corrections Information Council

Charles Thornton, Board Chair
Katharine A. Huffman, Board Member
Nkechi Taifa, Board Member
Charlie Whitaker, Board Member
Calvin Woodland Jr., 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 inmates 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 inmates, corrections staff not in leadership, and members of the general public will be kept anonymous and confidential.

DC Corrections Information Council

1400 I Street NW
Suite 400
Washington, DC 20005
Phone: (202) 478-9211
Email: dccic@dc.gov
Website: <https://cic.dc.gov/>

EXECUTIVE SUMMARY

Secure Female Facility (SFF) Hazelton Profile

Date of Inspection: August 14-15, 2019	Security Level: Medium
Location: Bruceton Mills, WV	Rated Capacity: 384
Distance from DC: 193 miles	Total Population: 502 (131.12% capacity)

DC Inmate Population – August 2019

DC Population: 25	Average Sentence: 217 months
Average Age: 45.2 years old	Individuals with Detainers: 3

Facility Highlights

The CIC highlights the following facility practices, which led to recommendations:

- **Mass Punishment:** The women interviewed stated that a current practice is to punish all inmates for the infractions of a few. Examples of mass punishment include lowering the limit on spending for commissary; eating on the units rather than in the dining hall; mail restrictions, including photocopying letters and photographs; and unit level “lockdowns”.
- **Limited Programming:** The women interviewed spoke about the lack of programming. Seven women specifically noted that they were not participating in any programs due to a lack of availability and a desire for additional programs. Three DC women are participating in the Resolve Program, which focuses on women’s trauma; however, there is a long waiting list.
- **Recreation:** The SFF Hazelton Recreation Department has the capacity to host a variety of leisure activities, art and hobby crafts, and wellness programs.
- **Triple Bunking:** As of October 22, 2019, 343 of the 502 inmates were tripled bunked.
- **Medical and Dental Services:** The women and staff reported excessive waiting periods and limited staff for medical and dental care. The medical and dental staff rotate amongst the facilities within the Hazelton complex.
- **Staffing Levels and Responsibilities:** Staffing is based upon the needs of the Hazelton complex, rather than the needs of the inmates at the SFF. Correctional officers can be re-assigned at any time without prior training on the specific needs of the population.

Recommendations

Based on the inspection of SFF Hazelton, the CIC makes the following recommendations:

- Eliminate or limit the use of “mass punishment”.
- Increase programming opportunities, such as the Resolve Program, and prioritize efforts to reduce lengthy waiting lists.

- Eliminate triple bunking.
- Shorten lengthy wait times for medical and dental care by increasing medical and dental staff.
- Mandate that all corrections officers receive training focused on gender specific mental health and trauma. Assure that staffing responsibilities are filled by officers who have undergone trainings relative to the populations with whom they are working.

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INTRODUCTION

Secure Female Facility Hazelton (SFF Hazelton), one of four institutions that comprise the Hazelton Federal Correctional Complex in Bruceton Mill, West Virginia, currently houses 25 DC women held in custody by the Bureau of Prisons (BOP). SFF Hazelton houses the largest cluster of DC female inmates (approximately 25% of all female DC inmates in the custody of the BOP), but the 25 DC inmates are less than 5% of the population.

CIC previously reported on the conditions of confinement at SFF Hazelton based on site visits conducted in May 2014 and October 2016. During those visits, the population of DC inmates was 76 (11.5% of the total population) and 57 (8% of the total population), respectively. During the most recent visit, there were only 25 DC inmates.

The rated capacity of SFF Hazelton is 384. Its housing population of 502 inmates places the facility at more than 130% of capacity. In addition to over-crowding, the facility is understaffed. Throughout Hazelton FCC, there were 50 staff vacancies during the pay period September 1-14, 2019. Out of the 50 staff vacancies, 20 are correctional officer positions.¹ Correctional officer posts can be re-assigned at any time. Correctional Programs staff, i.e., the Unit Team, may be re-assigned for various reasons, i.e., staff promotions, transfers, etc. . . based on the staffing needs of the institution.”² With the exception of 18 staff members assigned to specific units at Hazelton SFF, the staff is shared among all three institutions. Since staff rotates amongst the three facilities, it is difficult to determine the staffing and staff ratio of the SFF. It is also difficult to discern how many or how well staff are trained regarding trauma, and whether or not the BOP is meeting its stated goal that “sufficient resources/staffing should be allocated to deliver appropriate programs and services to female offenders and related special populations. This goal is particularly important at female satellite facilities attached to male institutions.”³

Women as a Special Population

The Bureau of Prisons considers women a special population, and states:

Women in Bureau custody are offered many of the same educational and treatment programs that are available to male offenders; however, women in prison differ from their male counterparts in significant ways. For example, women are more likely to experience economic hardship, employment instability, and fewer vocational skills as compared with males. Since they are more likely than men to have a history of trauma and abuse, which poses additional challenges for reentry, specialized initiatives and programs that are trauma-informed and address women's gender-based needs are offered at female facilities.⁴

The BOP Female Offender manual states, “. . .the Bureau provides programs, services, and policies that are gender-responsive, trauma-informed, culturally sensitive, and address the unique

¹ HAZ Staffing report Pay Period 18 (9/1/19—9/14/19) provided by the BOP.

² Email Correspondence from Correctional Programs Division dated October 25, 2019.

³ U.S. Department of Justice Federal Bureau of Prisons Program Statement OPI: RSD/FOB Number 5200.02 Female Offender Manual November 23, 2016 <https://www.bop.gov/policy/progstat/5200.02.pdf>

⁴ Website of Federal Bureau of Prisons entitled “Female Offenders”https://www.bop.gov/inmates/custody_and_care/female_offenders.jsp

needs of incarcerated females at facilities that house female offenders.”⁵ However, during the site visit, the CIC observed that with the exception of the availability of feminine hygiene products and one program, Resolve, which the Bureau of Prison conducts in several female facilities and only one male facility (ADX Florence), SFF Hazelton and its programs and services were indistinguishable from other BOP facilities.

Many incarcerated women face trauma, and research⁶ recommends methods to mitigate the additional trauma created by incarceration and separation from loved ones, including children. SFF Hazelton is located in a remote area with limited hotel accommodations and no public transportation, which poses substantial challenges for child and family visitation. The children’s visitation area is 416 square feet, and contains few children’s toys, games, or books.

Visitation

Visitation is available on Mondays from 1:30 p.m. to 8:00 p.m., and Saturdays, Sundays, and holidays from 8:00 a.m. to 3:00 p.m. The visitation room at SFF Hazelton includes a common area, which used to contain tables and chairs. Recently, the tables, microwave oven, and vending machine with hot and warm items were removed. CIC staff noted the smell of fresh paint in the visiting room. Another individual noted that an allergic reaction to mold was triggered inside of the visiting room.

The CIC also observed that the children’s area was marked as off limits to inmates. Several inmates stated that the children’s area of the visiting room was often declared off limits by the staff; therefore, children who visit do not receive the benefit of a supportive environment. Only four out of the twelve women who have children under the age of 18 indicated that their children have been able to visit. They stated that the distance and dearth of toys and books heightened the stress that children experience while visiting.

Parenting

Twelve of the twenty-nine women surveyed have children younger than 18 years of age. Three quarters of the mothers (8 out of 12) have two or more children under the age of 18. Eight of the 15 respondents to the survey stated that they speak on the phone weekly to their children, and five of the 15 stated they speak monthly with their children by telephone. Communication via mail was less frequent than by phone. Only 3 of the 15 respondents to the survey stated they write or receive letters from their child(ren) weekly or monthly.

The BOP provided information on a parenting program, which operates under an open/exit enrollment policy available to all interested inmates. None of the women interviewed indicated they were currently or previously enrolled. The parenting program “is designed to give the opportunity to strengthen and maintain the bond and family ties between the spouse, the children, and the incarcerated parent.”⁷ The parenting class entitled, “How to be a Responsible Mother”, is a 12 session course, and the stated goal is “to enlighten and give all participants a clear

⁵ U.S. Department of Justice Federal Bureau of Prisons Program Statement OPI: RSD/FOB Number 5200.02 [Female Offender Manual](https://www.bop.gov/policy/progstat/5200.02.pdf) November 23, 2016 <https://www.bop.gov/policy/progstat/5200.02.pdf>

⁶ Critical Issues Impacting Women in the Justice System: A Literature Review National Institutes of Correction July, 2014 <https://nicic.gov/sites/default/files/033010.pdf>

⁷ SFF Hazelton, Bruceton Mills, WV, Education Department handout “Parenting Program” page 2

understanding of how to nurture, protect, raise, and love their children from the time of their incarceration until their release home.”⁸ A pre-test consisting of ten true or false questions is administered, as well as a mid-term exam consisting of ten true or false questions, six open ended questions, and four fill in the blank questions. Students must achieve a score of at least 75% on the final exam, which consists of twenty-five true or false questions, four open ended questions, and fifteen fill in the blank questions.⁹

The 4-H LIFE program began at SFF Hazelton during the end of 2016 but was discontinued due to the lack of volunteers. The 4-H LIFE program was “ a partnership between land grant university extension agents, corrections, and 4-H volunteer mentors” guiding families “in education, fun activities held during monthly 4-H Family Clue meetings, and quarterly meetings between the incarcerated parent, custodial parent, and child in the prison visiting room.”¹⁰

There is limited re-entry programming focused on family reintegration upon release. There are also no links to supportive mental health or trauma-informed resources within the community.

Communication

Mail Correspondence

All of the DC inmates at SFF Hazelton expressed concerns about the current mail room practices. A memo was issued by the Complex Warden on July 2, 2019 stating that all general correspondence must be single faced on 8.5 x 11 paper, and that all general correspondence, including photographs, will be photocopied.¹¹ Inmates only receive the photocopy, and may not receive any correspondence on card stock or construction paper. During the CIC’s visit, the Warden stressed that the policy was implemented due to a significant increase in attempts to introduce contraband. The inmates were particularly concerned about the policy of photocopying and subsequently disposing of highly treasured family photographs.

Telephone Usage

The cost for a 15-minute long-distance phone call is \$3.15. Eight of 15 women (53.3%) reported speaking weekly on the phone with their children. An additional five (33.3%) reported speaking monthly on the phone with their children. Four women (21%) stated that they did not have access to the telephone while in SHU.

Email

Inmates at SFF Hazelton have access to email through CorrLinks, which is the email server on the TRULINCS software platform used by the BOP. The cost to access CorrLinks is \$0.05 per minute.

⁸ SFF Hazelton, Bruceton Mills, WV, Education Department handout “Parenting Program” page 2

⁹ SFF Hazelton, Bruceton Mills, WV, Education Department handout “Parenting Program” page 2

¹⁰ Memorandum for S. Kallis, Warden from M. Tompkins, Supervisor of Education Subject: 4-H LIFE Project Visitation dated March 3, 2017

¹¹ Notice to the Inmate Population July 2, 2019

Recreation

The SFF Hazelton Recreation Department has the capacity to host a variety of leisure activities, art and hobby crafts, and wellness programs. There are organized and informal sports, physical fitness exercises, painting, and classes, such as basic drawing and basic painting, and basic, intermediate, and advanced guitar. The facility also has a large recreation yard, as well as stationary exercise equipment.

Meals

The CIC did not tour the dining hall, because staff and inmates reported that inmates have been eating from trays inside of their housing units since mid-June. Hazelton follows the standard BOP menu and provides pre-packed special diets to inmates, including heart healthy meals, kosher meals, or “no flesh-meals” i.e. vegetarian meals. Several women noted the over-reliance on sandwiches and cold meals due to the current practice of eating in their housing units.

Commissary

The standard commissary list for SFF Hazelton carries a variety of items: stamps, batteries, electronics, food, beverages, snacks, cosmetics, feminine hygiene products, hair care items, clothing, shoes, dental care items, over the counter medications, office supplies, recreational items, and religious items, including hijabs, prayer rugs, and shawls. The Bureau of Prisons also provides a Standardized Transgender Commissary sheet, which contains a variety of clothing items, hair products, cosmetics, skin care, and hygiene items.

Several of the women noted two primary concerns about commissary. Their first concern is the limitation on spending imposed as mass punishment (*see page 11*). Their second concern is the favoritism showed by the inmates assigned to distribute commissary. Several women said those in charge of distributing commissary hold back highly desired items for either themselves or inmates willing to provide favors or additional money: “Commissary is run poorly; you have to wait long periods of time because the [inmates] that pay [bribes to] commissary workers [get their items] first. It’s the system, the same as the streets.”

While in the SHU, inmates are able to purchase a very limited number of items from the commissary, none of which are food or beverage items. The only items on the commissary available to the women in the SHU are stamps, over the counter medications, feminine products, and one type of reading glasses.

Religious Services

At the time of the CIC visit, the Chaplain was newly hired. Of the twenty-five women who indicated their religious affiliation, fifteen (60%) identified as Christian; four (16%) are Muslim; and six (24%) stated they were other. Bureau of Prison’s policy permits religious attire for women, including hijabs and jumper dresses.¹² The CIC observed a number of women wearing jumper dresses and hijabs.

¹² U.S. Department of Justice Federal Bureau of Prisons Program Statement Religious Beliefs and Practices BOP policy OPI: CPD/RSB NUMBER: P5360.09 December 31, 2004 https://www.bop.gov/policy/progstat/5360_009.pdf

DC POPULATION

DC inmates comprise 4.98% of the total population at SFF Hazelton. In addition to being a small minority within the population, the population of women sentenced by DC is different than the overall population; almost three-quarters of the women from DC are 45 years of age or older, while less than one-quarter of the women in SFF Hazelton are 45 years or older. Ninety-six percent of the DC inmates are black, while less than 39% of the overall population is black. Of the survey participants, twenty-two identified as female, three identified as transgender male, one identified as transgender female, and three skipped the question.

DC inmates at SFF Hazelton are serving much longer sentences on average than the overall population at SFF Hazelton. Eleven of the 25 DC inmates are serving sentences of 20 years or longer. There are only 34 non-DC women at SFF Hazelton with similar extended sentences. *See Figure 1.*

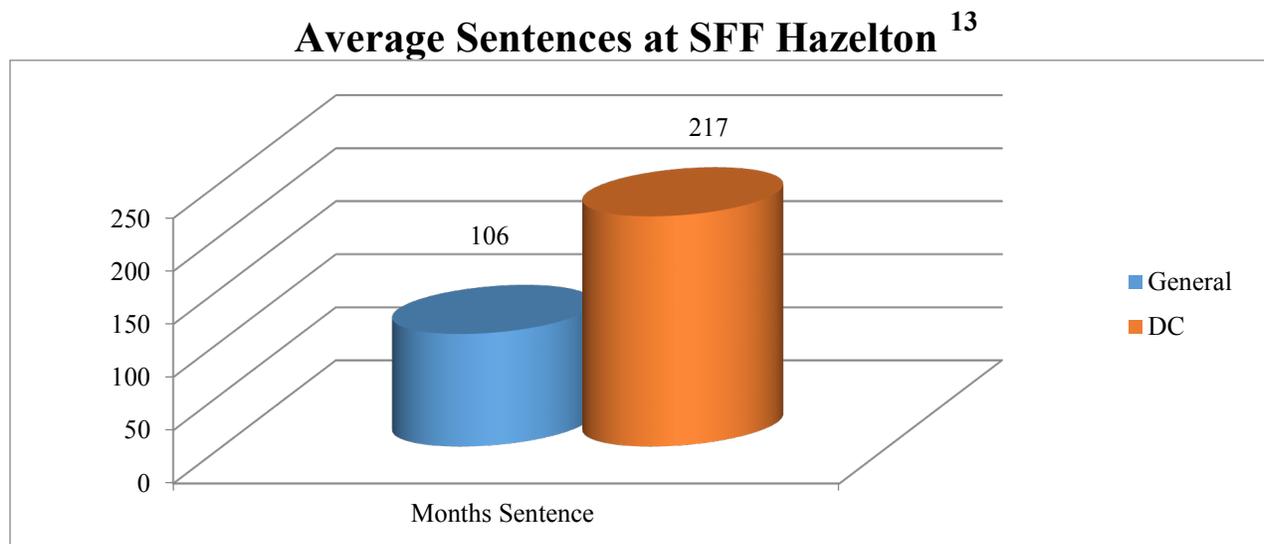


Figure 1

Average Sentence (in months)

General population: 106

DC population: 217

The length of a sentence is a significant factor when considering programming. Several of the women noted that they had previously completed the programs offered and are seeking new and different opportunities. On average, DC women are held more than twice the time of non-DC women; therefore, they need programming well beyond the current offerings.

¹³ Note: The data provided by the Bureau of Prisons on the total inmate population (502 persons) at SFF Hazelton includes the 25 women from DC. Since the DC women are included in the total, slight variances in the comparisons may exist.

SAFETY AND SECURITY

Mass Punishment

All of the women expressed displeasure regarding the use of “mass punishment”—the practice of holding all residents responsible for the behaviors of a few. They believe that infractions credited to an individual should warrant individual consequences. The women were most concerned about having to eat bagged meals on the housing units, and the spending limit placed on commissary. One inmate stated, “Mass punishment! This compound has made their focus discipline and everything else has fallen by the wayside. I have been locked down for weeks, eaten cold sandwiches, had my commissary changed constantly, had my mail changed, visitation restricted, and I have never engaged in anything that’s against the rules.”

At the time of the site visit, the spending limit was \$25. BOP’s policy permits the imposition of spending limits as a method of lessening any disparities; however, it only addresses using spending limits as a disciplinary measure to restrict gambling and other activities involving payoffs.¹⁴

From September 2018 to August 2019, SFF Hazelton reported the most frequent violations of prohibited acts. *See Figure 2.*

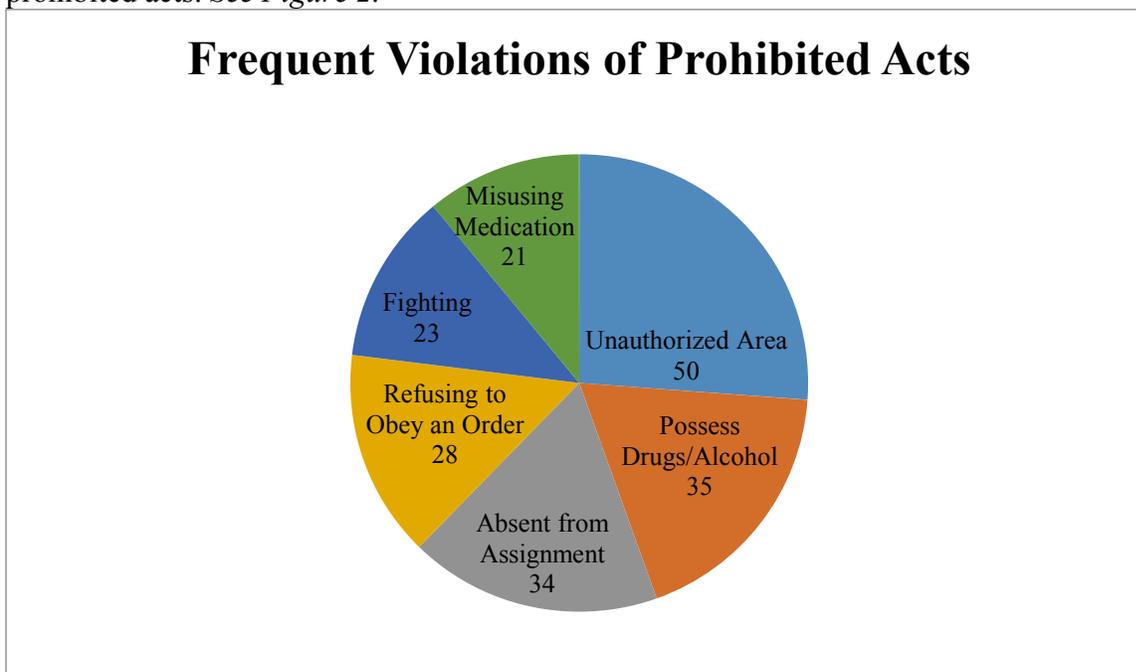


Figure 2

No explanation was given for the current or repeated use of commissary spending limits.

¹⁴ US DOJ BOP Program Statement Number 4500.12 Trust Fund/Deposit Fun Manual issued March 14, 2018. <https://www.bop.gov/policy/progstat/4500.12.pdf>

Use of Force and Restraints

Between September 2018 and August 2019, there were five uses of force, three uses of chemicals, and three uses of restraints. “Five of the calculated use of force incidents involved the same inmate who is a Care Level 2 Mental Health inmate. Restraints were used in three of these incidents to prevent the inmate from harming herself and staff”.¹⁵

Recommendation

Eliminate or limit the use of “mass punishment”.

PRODUCTIVE USE OF TIME

The Bureau of Prisons Directory of National Programs¹⁶ provides information on five education and vocational programs, including parenting; eleven psychology services programs, including the Residential Drug Abuse Program (RDAP) and the Resolve program; and a Life Connections Program under Chaplaincy Services programs. In addition to the national programs, institutions may offer inmate led classes referred to as Adult Continuing Education (ACE), and opportunities led by local organizations and volunteers.

Programs

The Psychology Department offers the following staff instructed programs:

- Residential Drug Abuse Program (RDAP) -585 participants since 2015.
- Non-Residential Drug Programming (NRES) - 1857 participants since 2015.
- Challenge Program - 505 participants since 2015.
- Resolve-518 participants since 2015; 109 participated in 2019(through October 1, 2019).¹⁷

Three of the DC women participate in the Resolve program at SFF Hazelton. The Resolve program is a cognitive-behavioral program designed to address the trauma-related mental health needs of the inmates. Specifically, the program seeks to decrease the incidence of trauma-related psychological disorders, and improve inmates’ level of functioning. In addition, the program aims to increase the effectiveness of other treatments, such as drug treatment and healthcare. The program uses a standardized treatment protocol consisting of three components: an initial psycho-educational workshop (Trauma in Life); a brief skills-based treatment group (Seeking Safety); and Dialectical Behavioral Therapy, and/or a Skills Maintenance Group, which are intensive, cognitive-behavioral treatment groups designed to address persistent psychological and interpersonal difficulties. The program content focuses on the development of personal resilience, effective coping skills, emotional self-regulation, and healthy interpersonal relationships. These skills are attained through the use of educational, cognitive, behavioral, and

¹⁵ Email Correspondence from Correctional Programs Division dated October 25, 2019.

¹⁶ Federal Bureau of Prisons Directory of National Programs May 18, 2017

https://www.bop.gov/inmates/custody_and_care/docs/20170518_BOPNationalProgramCatalog.pdf

¹⁷ Email Correspondence from Correctional Programs Division dated October 25, 2019

problem-solving focused interventions. The program materials are modified to be gender responsive.¹⁸

While the program utilizes elements from several evidence-based programs, data is not available on the success of the Resolve program as implemented at SFF Hazelton. The CIC observed a session and spoke with several participants. During the presentation, the staff stated that the current waiting list for the Resolve program exceeds 60 women. The residents involved in the Resolve program spoke highly of the program during the session, but they did not provide positive or negative feedback in the interviews or surveys.

Additionally, the Psychology Department provides evidence based treatment to mentally ill and general population inmates; including - but not limited to - the following programs: Illness Management and Recovery, Anger Management, Criminal Thinking, Basic Cognitive Skills, Seeking Safety, and Dialectical Behavior Therapy.¹⁹

Education

SFF Hazelton offers programs and services in the following areas: Literacy (GED), English as a Second Language (ESL) classes, Adult Continuing Post-Secondary Education (College Correspondence), Vocational Education Programs, Parenting, Adult Continuing Education (ACE), and Career Counseling/Pre-Release (RPP).

At the time of the inspection, the Education department consisted of five classrooms and six paid education staff, five of whom are teachers. Six DC inmates are enrolled in the GED program.²⁰ The BOP reported that 20 DC women have completed the GED program. Twenty of the twenty-seven (74%) women responding to the survey said they have a high school diploma or GED. Of those, three (11.1%) reported having a college degree, and eleven reported that they received their GED while incarcerated. Seven women (25.9%) reported not having a high school diploma or GED. One woman stated that, “. . . teachers don’t teach us. They are “never” in the classroom but a couple of minutes. They leave the teaching to the inmate who doesn’t know any more than I do.”

College courses are not available on site. They are only available via correspondence. The BOP indicated that two DC women are enrolled in correspondence classes. No specificity regarding the level or content of those classes was provided. One inmate stated, “Programming is either not available or there is a year or longer waiting list.” Another inmate stated, “We don’t have any real programs that can help us advance in the real world except GED classes. I’ve tried to ask Education about college classes but to no avail.”

SFF Hazelton offers a variety of inmate taught ACE classes, which are offered in the evenings. The classes have included the following: SFF Blue Planet, SFF Geometry, SFF Setting Your Intentions, SFF Amazing Ladies, SFF Electronic Law Library, SFF Poetry, SFF Religions of the World, SFF Julius Caesar's Rome, SFF Tutor Training, SFF US Geography, SFF A Man Among

¹⁸ Email Correspondence from Correctional Programs Division dated October 25, 2019

¹⁹ Email Correspondence from Correctional Programs Division dated October 25, 2019

²⁰ Email Correspondence from Correctional Programs Division dated October 25, 2019

Men- The Presidents of the United States, SFF Creative Writing, SFF GED Preparation, SFF American History, SFF Developing Yourself As A Leader, and SFF Reading Comprehension.²¹

One inmate noted, “You have to fight tooth and nail to get into programs.” Another questioned the value of the classes saying: “I’ve taken four ACE classes since being here and out of all the classes I’ve literally learned little. Inmates teach classes to take their points down, not to really help the inmates they are teaching.”

In regard to the shortage of programs, one inmate stated, “It’s very hard to sign up. . . [after a year] you run out of classes. . . I’ve taken just about every program . . .” Another inmate stated, “The small number of classes and programs that are available fill up so quickly that a lot of the women aren’t able to participate in the programming.” A different inmate, who is involved in several programs (none of which are classified as educational), stated, “I’ve never encountered education, but programming takes too long to get into. . .”

Vocational Training

Two DC inmates are participating in vocational training and three are on the waiting list.²² The following Vocational Training programs are facilitated by BOP staff: ServSafe and Culinary Arts, Microsoft Office Beginning and Advanced, Resume Writing/Job Skills Class, Women in the 21st Century, and Parenting: How To Be A Responsible Mother. There is also a partnership with Pierpont Community College to provide training resulting in an Administrative Assistant certificate.

A contract between Pierpont Community and Technical College and the BOP signed on August 14, 2019 refers to an AOE Administrative Assistant Program for FCC Hazelton from August 2019 until September 2019. None of the DC inmates participated in the program, and there was no on-site evidence of the program. When describing the program, staff at SFF Hazelton said that the program existed at one time during the past year, but they were not sure if it was going to resume.

Employment

There are limited opportunities for employment: housekeeping, laundry services, kitchen services, and commissary.

Preparation for Re-Entry

While only six of the women interviewed were within 24 months of being released, fourteen have participated in programs focused on reentry or pre-release planning. Seven of the women have spoken with their unit team about halfway house eligibility. Twenty-two of the twenty-eight women (78.57%) have received information about reentry resources in the community. Nineteen women said that DC government agencies reached out to them regarding programs, services, and treatment available upon release.

²¹ Email Correspondence from Correctional Programs Division dated October 25, 2019

²² Email Correspondence from Correctional Programs Division dated October 25, 2019

The pre-release planning appears dependent upon DC agencies who contact people inside of the institution. One inmate noted, “When people come from DC to help, it is very helpful; the staff here doesn’t seem to care.” Staff of the BOP reported the following about release preparation resources primarily made available by the efforts of DC agencies and organizations:

- DC Informational Resource Fairs - Participants have ranged from MORCA representatives, MBI Health Services, the DC Office on the Aging, the Office of Human Rights, Voices for a Second Chance, the W.I.R.E., Hope Foundation, Medicaid Enrollment Specialists, Thrive DC, Inner Voices, Cease Fire, Inc., the Department of Corrections Portal of Entry, the Board of Elections, the Department of Behavioral Health, the U.S. Parole Commission, Court Services and Offender Supervision Agency (CSOSA), Friendship Place, National Association for the Advancement of Returning Citizens (NAARC), and Substance Abuse and Recovery agencies.
- Participation in Institutional Mock Job/Transition Fairs -MORCA representatives and partners, such as the DC Office of the Aging and CSOSA staff, participate as they are available. Other agencies participating and offering information to all offenders who participate include: U.S. Probation staff, Oxford House (Sober Living Homes), Workforce WV, Dismas Charities RRC, Renewal Inc., RRC, the U.S. Department of Labor, Veterans Outreach Specialists, KISRA, Pierpont Community and Technical College, and Clay-Battelle Health Services Agency.
- CSOSA Community Resource Day Video Conferences - Various agencies present reentry information to DC offenders, ranging from the Mayor's Office on Returning Citizens Affairs (MORCA), the University of D.C. Community College Workforce Development Office, Vocational Opportunities, Training, Education and Employment, D.C. Central Kitchen, to Housing Counseling Services.
- Catholic Charities Welcome Home Reentry Program - A Reentry Coordinator speaks to offenders about mentoring and reentry resources for offenders returning to Maryland and Washington, DC. Topics of discussion include SmartTrip cards, clothing vouchers, housing referrals, education referrals, GED fees, ID/Birth certificate assistance, workforce development referrals, and employment and substance abuse referrals.
- Family Reunifications Trips - A family/relationship strengthening event sponsored by MORCA and coordinated with the Reentry Affairs office. These trips consist of free transportation for family members and loved ones of those incarcerated from the DC area to visit at FCC Hazelton during regular visitation days/hours.
- WRAP video conference - A CSOSA-sponsored video conference for Women Returning After Pretrial/Probation/Parole (WRAP) to highlight community based services for DC women to aid in re-stabilization and reducing recidivism.
- DC and MD Reentry Resources Workshops - Reentry Specialists from the Maryland AUSA's office facilitate workshops to provide reentry resource information to offenders releasing to the state of Maryland and the District of Columbia.

DC offenders are also welcome to participate in various opportunities open to the general population, which are coordinated throughout the year, and include the following: the U.S. Department of Labor, ex-offender motivational speakers, child support video conferences, Vocational Rehabilitation Services, Workforce Development, Fair Shake Reentry Resource Network, United Summit Center - Peer Recovery Coaching, Veterans Court information presentation, and the U.S. Department of Veterans Affairs.²³

There is no formal process for ensuring that inmates are directly linked to mental health services or parenting programs upon release.

Recommendation

Increase programming opportunities, such as the Resolve Program, and prioritize efforts to reduce lengthy waiting lists.

LIVING CONDITIONS

Housing

SFF Hazelton has four housing units supervised by 18 unit staff. As of October 22, 2019, there were 114 triple bunk cells and a total of 343 (68.3%) inmates that were triple bunked.²⁴ Nearly seven out of ten inmates share a cell with two additional women, which has a square footage adequate to house two women.

The American Correctional Association (ACA) noted during its March 2018 site inspection of the Hazelton Correctional Complex that “the Secure Female Facility houses inmates in two or three person cells. As a result, they do not meet standard 4-4132 as it affords 50.9 square feet of unencumbered space, not the 75 sq. feet required. Ninety-nine cells have triple occupancy, 131 have double occupancy, 16 have single occupancy.”²⁵ One inmate stated: “It is impossible for 3 women to live sanely and comfortably in these small cells. It causes fights and disagreements. The constant lock downs are inhumane.” Additionally, several of the women stated that they were uncomfortable sharing living quarters with transgendered individuals or inmates that identify as male.

The number of triple occupancy cells has increased from 99 to 114 - a 15% increase in triple bunking after being cited by the ACA for not meeting standard 4-4132.

Recommendation

Eliminate triple bunking.

²³ Email Correspondence from Correctional Programs Division dated October 25, 2019

²⁴ Email Correspondence from Correctional Programs Division dated October 25, 2019

²⁵ American Correctional Association Accreditation Report Federal Correctional Compound Hazelton March 20-22, 2018 page 8

Restrictive Housing/ SHU

The Special Housing Unit (SHU), also referred to as segregated or restrictive housing, is designed to securely separate inmates from the general inmate population. In the BOP, inmates placed in the SHU are housed in two-person cells. The two categories of Special Housing are administrative detention²⁶ and disciplinary segregation.²⁷ According to BOP policy, an inmate may be placed in administrative detention for the following reasons:

- a) Pending classification or reclassification of custody level;
- b) Holdover status while awaiting redesignation to another facility;
- c) Investigation of alleged violation of agency regulation or criminal law;
- d) Awaiting transfer to another facility;
- e) Administrative detention for the inmate's own protection; or
- f) Post-disciplinary detention.

Disciplinary segregation is a form of separation from the general population for a specified period of time. The Discipline Hearing Officer (DHO) orders disciplinary segregation for inmates who commit serious violations of BOP rules. The DHO can impose the sanction of disciplinary segregation if she or he determines that no other available course of action will adequately punish that inmate to deter her or him from violating BOP rules again. An inmate may be placed in disciplinary segregation only by the order of the DHO following a hearing in which it was determined that the inmate violated a BOP rule in the Greatest, High, or Moderate categories, or committed a repeat offense in the Low Moderate category.²⁸

Inmates in the SHU are generally confined to their cells for 23 to 24 hours a day. BOP policy provides for five hours of recreation time per week, which ordinarily should occur in one-hour periods on separate days.²⁹ Plans to increase recreation time are developed locally at each institution.³⁰ Inmates are also permitted to receive one non-contact visit³¹ per month and make one 15-minute phone call per month. Inmates may be allowed to make additional calls in the event of an emergency or death.

Staff report that an average stay in restrictive housing (SHU) is 20 days. Fourteen women indicated that their maximum stay in the SHU was less than three months, while one individual reported that she was held for more than a year. Nine (37.5%) of the women stated they had never been in the SHU. Inmates reported that a majority received showers (77.78%); access to telephones (63.16%); and library services, and reading and writing materials (57.89%). Several inmates stated that the temperature is extremely cold in the SHU, and requests for a second blanket are denied.

²⁶ Fed. Bureau of Prisons, U.S. Dep't of Justice, Program Statement No. 5270.10, Special Housing Units (Nov. 23, 2016). https://www.bop.gov/policy/progstat/5270_011.pdf

²⁷ Disciplinary segregation is imposed as a sanction for violations of BOP rules and regulations.

²⁸ Guide to Segregation in Federal Prisons

http://www.washlaw.org/pdf/Guide_to_Segregation_in_Federal_Prisons.pdf

²⁹ Fed. Bureau of Prisons, U.S. Dep't of Justice, Program Statement No. 5270.11, Special Housing Units (Nov. 23, 2016). https://www.bop.gov/policy/progstat/5270_011.pdf

³⁰ Fed. Bureau of Prisons, U.S. Dep't of Justice, Program Statement No. 5270.11, Special Housing Units (Nov. 23, 2016). https://www.bop.gov/policy/progstat/5270_011.pdf

³¹ Non-contact visit is not defined: could be face to face, through glass, or via video

HEALTH SERVICES

Mental Health Care

SFF Hazelton is a Mental Health Care Level 3 facility.³² Care Level 3 inmates are fragile outpatients with mental health conditions that require daily to monthly clinical contact. These inmates may have chronic or recurrent mental illnesses or ongoing cognitive impairments that require daily to monthly psychiatric health services or psychology contacts to maintain outpatient status. These inmates may also require assistance in performing some activities of daily living, but do not require daily nursing care. Inmates in this care level may periodically require hospitalization to stabilize the inmate's medical or mental health condition. Five of the 25 DC women five have mental health diagnoses.

The Psychology Services Department at the Hazelton Complex (SFF, FCI, and USP) consists of 24 mental health services staff. Eight of the 24 are specifically assigned to SFF Hazelton. However, there is currently a 50% vacancy rate in the Psychology Services Department at SFF Hazelton: there are three psychologists, one social worker, and four vacant positions.

Mental Health Medications

When asked about medication for mental health, 25 DC women responded. 14 (56%) indicated they were currently taking mental health medications. One inmate commented, "The medical staff here makes us feel as though we are an inconvenience to them; they constantly cancel sick calls. There is no medical staff available after 4 p.m. on this compound, which is unsafe. I stopped taking my [psychiatric] meds in February, and not one staff member has questioned it."

Suicide & Para-Suicidal Gestures

SFF Hazelton reported no suicides during the 2019 calendar year, and six suicide admissions in the last 12 month period. The CIC was not permitted to view the suicide watch area since an inmate was under observation. The average length of time on suicide watch is 96 hours (4 days). The institution did not provide data on the number or nature of suicide attempts or gestures.

Several inmates were profoundly impacted by the suicide of an inmate during January 2018, which affected them individually, and impaired the morale of the overall female population. In response to the question "what, if any, services were put in place to help the women cope with the inmate suicide which occurred January 2018", a BOP representative wrote, "Counseling services were offered to all inmates and Psychology Services enhanced their availability by increasing rounds and standing mainline. In addition, a Psychologist met with inmates known to associate with or have a close relationship with inmate who died."³³

³² BOP Mental Health Care Levels CIC Info Sheet

https://cic.dc.gov/sites/default/files/dc/sites/cic/page_content/attachments/BOP%20Mental%20Health%20Care%20Levels%205.17.17.pdf

³³ Email Correspondence from Correctional Programs Division dated October 25, 2019

Medical Care

SFF Hazelton is a Medical Health Care Level 2 facility.³⁴ Inmates with Care Level 2 needs are those who are stable outpatients, requiring at least quarterly clinician evaluations. Examples of such conditions are medication-controlled diabetes, epilepsy, and emphysema. There are 53 full time, 12 part time, and 3 remote health care staff on the Hazelton complex. At SFF Hazelton, there is a total of five medical staff: 1 medical doctor (MD), 1 Contract medical doctor (MD), 1 Physician's Assistant (PA), 1 contract Physician's Assistant, and one Registered Nurse (RN). The one contract doctor (MD) floats throughout the Hazelton Complex and serves SFF Hazelton every Tuesday and two additional days a week twice a month.³⁵ Institutional staff reported that medical staff is on-site, seven-days a week. Inmates said that no medical staff are available after 3 pm on weekdays, or any time during the weekend. Inmates reported that the health services department is chronically understaffed, and appointments are frequently cancelled. Inmates and staff reported excessive waiting periods for medical care.

Respondents indicated that medical and psychological services were equally accessible (69.57%).

One inmate commented:

You have to be halfway dead to be seen. I have had mental issues since 10 years old and I am not being treated now. When I tell psychology I need to be seen they tell me to put in a sick call. When you put in a sick call its cancelled or they pick the ones they feel need medical care or attention. After 3:00 there is no medical staff so you are to fend on your own if staff don't feel your medical is serious.

Another noted, "Sick call is constantly being cancelled, inmates are being turned away and told to wait until chronic care which is every six months." More than a majority (60.87%) of the women surveyed and interviewed indicated that they did not have access to gynecological services. A third inmate stated, "I've been here 1 year and three months and have yet to see the gynecologist. Also it takes up to 2-3 years in order to get your teeth cleaned."

Dental Care

Dental services at SFF Hazelton are provided on-site. Inmates and staff reported excessive waiting periods. The staff consists of one dentist, one hygienist, and one dental assistant. There are currently no vacancies. The data on accessibility to dental services was mixed 52.17% of the women surveyed responded no when asked if they have access to dental services. According to dental staff at SFF Hazelton, there is a three year wait for cleaning services. One inmate commented:

I feel that our needs here are not being listened to at all. I've been had a problem with a tooth being pulled for over a year. The past few months the dentist has been trying to

³⁴ BOP Medical Health Care Levels CIC Info Sheet

https://cic.dc.gov/sites/default/files/dc/sites/cic/page_content/attachments/BOP%20Medical%20Care%20Levels%2005.17.17.pdf

³⁵ Email Correspondence from Correctional Programs Division dated January 8, 2020

help me . . . Dental asked for me to have oral work done, but it was denied. I've been in a lot of pain taking a lot of pain reliever . . . It may be infected again. I'm afraid of what the pain pills are doing to other parts of my body . . . I've been having a lot of pain in my arms. . .

Recommendation

Shorten lengthy wait times for medical and dental care by increasing medical and dental staff.

STAFF

The institution is under new leadership, and several key personnel have been assigned to Hazelton fairly recently. Inmates repeatedly spoke about staff turnover and staff shortages. At the beginning of September 2019, there were 50 vacant positions; twenty were Correctional Officers positions.³⁶ Staff shortages impact the inmates because staff members have to perform their assigned duties and the duties of vacant positions. All positive comments from inmates about unit staff referenced staff members who are assigned full time to the SFF, and do not rotate to the other facilities on the complex.

The BOP calculates the inmate to staff ratio by dividing the total staff (774) of the entire Hazelton complex by the total inmate population (2,319) of the complex, which equates to an inmate to staff ratio of 1 staff member for every 2.99 inmates. Staffing figures specific to SFF Hazelton are difficult to ascertain. A BOP representative stated: "The SFF Administrator is permanently assigned to the SFF. Because the SFF is part of a Correctional Complex, Correctional Officer posts in the Complex, including at the SFF, are bid upon on a quarterly basis, based on seniority. Correctional Officer posts can be re-assigned at any time. Correctional Programs staff, i.e. the Unit Team may be re-assigned for various reasons, e.g. staff promotions, transfers, etc. . . , based on the staffing needs of the institution. However, Unit Team staff at the SFF have been in place for over a year."³⁷

The BOP is unable to determine what percentage of time is spent at SFF (as opposed to other facilities on the complex) for each of the positions, including those on the vacancy list.

The Hazelton Complex is reportedly known as "Misery Mountain", where staff rotates in order to "get their promotion to move up and out". Inmates provided both positive and negative feedback about staff members. One counselor was singled out repeatedly for being helpful, while one particular officer was singled out repeatedly for planting drugs during room inspections.

Harassment & Abuse by Staff

Fifty-five percent of the women who completed a survey reported abuse and harassment by staff. They reported staff remarks that are racist, ageist, sexist, anti-Islamic, homophobic, and sexual. Several inmates commented on the staff's treatment of women. One woman stated: "[staff] wouldn't talk to men half as bad as they talk to us, officers respect the men more. Some officers

³⁶ HAZ Staffing Report Pay Period 18 (9/1/19—9/14/19) provided by the BOP.

³⁷ Email Correspondence from Correctional Programs Division dated October 25, 2019

treat us like we're nothing.” They also reported staff bias and racism. One inmate noted that staff referred to religious head wear as “that thing on your head” in reference to a hijab.

Two of the women noted that they were obligated to purchase rain gear from the commissary then not permitted to wear it, and thus were wet, cold, and uncomfortable when walking unprotected in the rain. One inmate noted, “[We] have to walk to [the] dining room in pouring rain with no head gear or jackets and get soaked.”

Reporting Sexual Abuse and Sexual Harassment

Only one DC woman reported the sexual abuse or sexual harassment she experienced by staff while at SFF Hazelton. Five years ago (August 26, 2015), the CIC investigation revealed significant concerns about male officers invading inmates’ privacy, including viewing the female inmates undressed inside of their cells.

Recommendation

Mandate that all corrections officers receive training focused on gender specific mental health and trauma. Assure that staffing responsibilities are filled by officers who have undergone trainings relative to the populations with whom they are working.

GRIEVANCES

Sixteen DC residents interviewed have used the grievance process at SFF Hazelton.

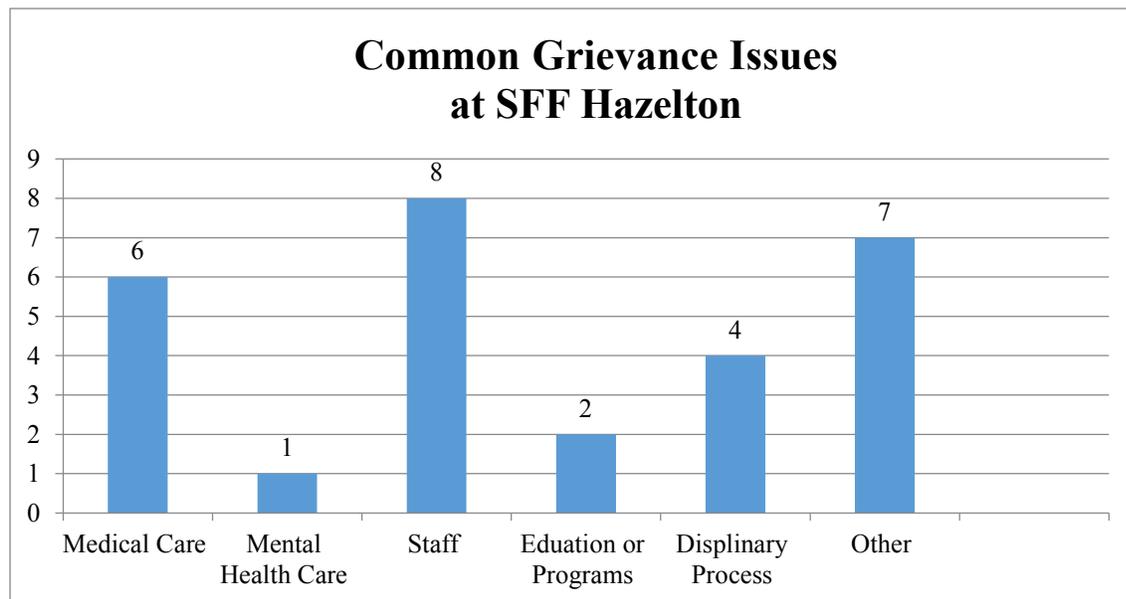


Figure 3 The number of grievances filed by survey respondents at SFF Hazelton.

The Administrative Remedy Program in the Federal Bureau of Prisons, commonly referred to as the grievance procedure, allows inmates to seek a formal review of complaints related to their confinement. Typically, the process provides four levels of review to resolve inmate complaints.

The grievance process usually begins by completing a BP-8 form (also known as an informal complaint or cop-out), and giving it to a staff member.

After attempting the informal resolution above, an inmate may initiate a formal complaint by completing a Request for Administrative Remedy (BP-9), and giving it to the Warden. The BP-9 must be completed within 20 calendar days from the date of the incident, unless it is not feasible, which should be explained in the complaint. If an inmate's request is not rejected by the institution, but the inmate is still not satisfied with the Warden's response, the inmate may file a Regional Administrative Remedy Appeal (BP-10) within 20 calendar days of the Warden's response.³⁸ If still seeking redress, the inmate may file a Central Office Appeal (BP-11).

Comments about the Grievance Process:

"Most issues can be resolved in house with an 8."

"I don't know what grievance means."

"Staff ignores or fails to return the paperwork"

"After writing up staff we are retaliated against or placed in solitary confinement."

"The counselor you have determines how smooth the process goes. My counselor helps it go rather smoothly. As for receiving an answer from the warden - that is very scarce."

The Administrative Remedies Tracking Data on BP-9, BP-10, and B-P11 from Hazelton includes filings by the women at SFF Hazelton and the men at FCI Hazelton without distinguishing between the two. The most frequently cited issues on the grievance forms at the Institutional level are medical care, staff, and classification matters. The most frequently cited issues raised to the regional level from Hazelton are housing appeals, complaints about staff, and medical care. The most frequently cited issues raised to the National Office level from Hazelton are housing appeals, complaints about staff, and classification matters.³⁹

³⁸ FBOP Administrative Remedy Program, DC Corrections Information Council
https://cic.dc.gov/sites/default/files/dc/sites/cic/page_content/attachments/BOP%20Administrative%20Remedies%2011.15.17%20REVISED.pdf

³⁹ Data on Institutional (BP-9), Regional Office (BP-10), and Central Office (BP-11) Office of Research and Evaluation September 12, 2019.

Appendix A: Demographics of DC Population

The table below provides an overview of the inmate demographics at SFF Hazelton provided by the BOP as of August 2019.

Facility Population Demographics

		Total	%	DC	%
Population	Facility Population	502	100.0%	25	100.0%
Age	18-24	44	8.8%	0	0 %
	25-34	199	39.6%	6	24 %
	35-44	141	28.1%	6	24%
	45-54	72	14.3%	7	50.6 %
	55-64	33	6.6%	4	16 %
	65+	13	2.6%	2	8 %
	<i>Average</i>	<i>37.2 years</i>	-	<i>45.2 years</i>	-
Race	White	275	58.8%	1	4 %
	Black	194	38.6%	24	96 %
	Asian/Pacific Islander	2	0.4%	0	0.0%
	American Indian	11	2.2 %	0	0.0%
Ethnicity	Hispanic	55	11%	1	4.0%
	Non-Hispanic	447	89%	24	96%
Citizenship	USA	475	94.6%	24	96%
	Foreign	27	5.4%	1	4.0%
Legal Residence	USA	480	95.6%	24	96 %
	Foreign	22	4.4%	1	4 %
Religion	American Indian	25	5 %	0	0.0%
	Catholic	36	7.2%	1	4.0%
	Muslim	36	7.2%	5	20 %
	Protestant	105	20.9%	12	48 %
	Other	43	8.6%	2	8 %
	No Preference	252	50.2%	5	20 %
Security Classification	Minimum	15	3%	0	0.0%
	Low	486	96.8%	25	100 %
	Medium	1	0.2%	0	0.0%
	High	0	0%	0	0.0%
Offense	Drugs	219	43.6%	1	4 %
	Weapons/Explosives	53	10.6%	0	%
	Homicide/Aggravated Assault	28	5.6%	18	72 %
	Burglary/Larceny	47	9.4%	2	8 %
	Counterfeit/Embezzlement	3	0.6%	0	0.0%
	Court/Corrections	7	1.4%	0	0.0%

	Immigration	5	1%	0	0.0%
	Fraud/Bribery/Extortion	57	11.4%	0	0.0%
	Sex Offenses	44	8.8%	1	4 %
	National Security	1	0.2%	0	0.0%
	Robbery	24	4.8%	2	8 %
	Miscellaneous	8	1.6%	1	4.0%
	Continuing Criminal Enterprise	2	0.4%	0	0.0%
	Missing	4	0.8%	0	0.0%
History of Violence	None	255	50.8%	11	44%
	Minor <5 years ago	94	18.7%	3	12 %
	Minor 5-10 years ago	31	6.2%	2	8 %
	Minor 10+ years ago	20	4%	1	4 %
	Serious <5 years ago	29	5.8%	0	0%
	Serious 5-10 years ago	27	5.4%	1	4 %
	Serious 10-15 years ago	25	5%	2	8 %
	Serious 15+ years ago	21	4.2%	4	16%
Sentence Imposed	0-12 months (misdemeanor)	23	4.6%	1	4%
	12-35 months	88	17.5%	3	12.%
	36-59 months	77	15.3%	2	8.0%
	60-119 months	151	30.1%	5	20 %
	120-179 months	79	15.7%	2	8 %
	180-239 months	35	7%	1	4 %
	240+ months	34	6.8%	7	28 %
	Life	11	2.2%	4	16 %
	Missing	0	0.0%	0	0.0%
	<i>Average</i>	<i>106 months</i>	-	<i>217 months</i>	-
Sentence Served	0-25%	124	24.7%	6	24 %
	26-75%	319	63.5%	14	56%
	76-90%	40	8%	1	4 %
	91%+	3	0.6%	0	0.0%
	Missing	16	3.2%	4	16 %
Project Time Left to Serve	4 months or less	63	12.5%	2	8 %
	5-8 months	56	11.2%	1	4 %
	9-12 months	30	6 %	1	4 %
	13-24 months	83	16.5%	2	8 %
	25-60 months	119	23.7%	4	16 %
	61-120 months	85	16.9%	5	20%
	121+ months	50	10%	6	24%
	Missing	16	3.2%	4	16 %

Appendix B: Administrative Remedy Filings

The table below provides an overview of the categories with the most numerous administrative remedy filings submitted at each level regarding SFF Hazelton between September 2018 and August 2019.

Facility Level (BP-9s)					
	Submitted	Rejected	Filed	Answered	Granted
Medical-Exc Forced Medical Treatment	95	36	59	56	5
Staff/Others - Complaints	59	38	21	21	0
UDC/RRC Actions	55	34	21	20	0
Classification Matters	37	17	20	17	0
Operations, Institution	29	19	10	10	0
Mail Communication	27	9	18	14	0
Community/Pre-Release Programs	22	9	13	13	1
Transfer—Request/Objection	21	12	9	8	0
Regional Office (BP-10s)					
	Submitted	Rejected	Filed	Answered	Granted
DHO/CDC/Cont. Housing Appeals	137	76	61	47	8
Staff/Others-Complaints	66	60	6	6	0
Medical-Exc Forced Treatment	34	15	19	18	1
Classification Matters	19	10	9	9	0
Central Office (BP-11s)					
	Submitted	Rejected	Filed	Answered	Granted
DHO/CDC/Cont. Housing Appeals	29	14	15	9	0
Staff/Others Complaints	12	10	2	2	0
Classification Complaints	9	5	4	1	0
Medical - Exc. Forced Treatment	8	4	4	2	0
Program Institution	5	3	2	1	0

Appendix C: Methodology

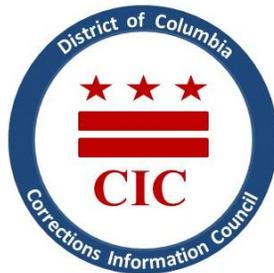
In accordance with the Memorandum of Understanding (MOU) between the CIC and the BOP that requires at least 30 days' notice of an inspection, the CIC notified the BOP on July 16, 2019 of its request to inspect SFF Hazelton, including a tour of all areas to which inmates have access, discussions with staff, and confidential interviews with DC inmates. Prior to the onsite inspection, the CIC communicated with DC inmates at SFF Hazelton, informing them of the upcoming inspection and offering them the opportunity for a confidential interview with a member of the CIC.

The CIC conducted an onsite inspection of SFF Hazelton on August 14-15, 2019. In preparation for the site visit, the BOP provided demographic and other data on the 25 DC residents with DC code offenses. At the end of the tour, the CIC spoke to all DC inmates to offer each individual the opportunity to fill out a survey and speak with a member of the CIC. The CIC interviewed twenty-nine (29) inmates on August 14-15, 2019. Of the twenty-nine, twenty-five were DC residents with DC code offenses, two were DC residents with federal offenses and two were Maryland residents with DC code offenses.

After the inspection, the surveys were compiled using SurveyMonkey, a business intelligence tool, with unique identifiers used instead of individual names to protect confidentiality. Charts and other analysis do not include non-responses, and the total number of respondents for a particular question is noted on each chart. Extended responses from the surveys were compiled with comments from other forms of communications with DC inmates at the facility, and were used to inform analysis and provide context in applicable sections.

In addition to the onsite inspection, survey data, and communication with individuals incarcerated at the facility, the CIC reviewed general inmate and facility data related to inmate population and demographics, facility staffing, significant incidents, urine surveillance, and disciplinary records. The CIC also reviewed an education report, dining menus, commissary lists, the Admissions and Orientation Handbook, the most recent ACA audit, the most recent Prison Rape Elimination Act (PREA) report, and administrative remedy filings and responses at the facility, Regional Office, and Central Office levels.

The CIC provided the BOP with a draft version of the report for review of factual information and an opportunity to respond to follow-up questions and any other information in the report. The BOP responses to the CIC draft report are included in at the end of this report.



**District of Columbia
Corrections Information Council**

The electronic version of this report
is available on the CIC website:
<http://www.cic.dc.gov/>



U.S. Department of Justice

Federal Bureau of Prisons

Washington, DC 20534

March 31, 2020

Donald Isaac, Executive Director
DC Corrections Information Council
1400 I Street, NW
Suite 400
Washington, DC 20001

Dear Mr. Isaac:

This letter is in response to the draft inspection report received on March 2, 2020, regarding the August 14-15, 2019, visit to the Secure Female Facility (SFF) Hazelton. The Bureau of Prisons recognizes the value of the Corrections Information Council (CIC) inspections of its facilities and the voice it provides the D.C. Superior Court inmates. We hope to continue working closely to improve the Bureau facilities and raise awareness with regard to those inmates' needs.

The Bureau is committed to ensuring the safety and security of our staff, the public and all inmates in our population. Allegations of misconduct are thoroughly investigated and based on the findings, appropriate action is taken, if necessary.

I offer the following responses to the statements and recommendations in the report:

- 1. The draft report recommends:** Eliminate or limit the use of "mass punishment." The women interviewed stated that a current practice is to punish all inmates for the infractions of a few. Examples of mass punishment include lowering the limit on spending for commissary; eating on the units rather than in the dining hall; mail restrictions, including photocopying letters and photographs; and unit level "lockdowns."

Response: The decision to restrict eating areas, spending limits, and securing an institution is one that is never taken lightly. It is only done when absolutely necessary to maintain the safe and secure running of the institution. The primary objective is to investigate what necessitated an event and to determine how best to prevent it from happening in the future. The need for a type of restriction 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.

As for mail restrictions, the Correctional Systems staff process all mail on a daily basis and ensure it is delivered the same day. In attempt to reduce the amount of contraband introduced through the mailroom, parameters have been implemented to ensure the safety and security of the institution for inmates and staff. For example, photographs printed on paper (as opposed to photograph paper) are photocopied. In addition greeting cards, colored paper and scented paper are no longer allowed; as well as colored/painted pictures, as the aforementioned have all contributed to the introduction of contraband and affects the orderly operation of the institution. Inmates were notified via TRULINCS prior to the implementation of this measure and advised to inform their friends and family of this change.

- 2. The draft report recommends:** Increase programming opportunities, such as the Resolve Program, and prioritize efforts to reduce lengthy waiting lists. The women interviewed spoke about the lack of programming. Seven women specifically noted that they were not participating in any programs due to a lack of availability and a desire for additional programs. Three DC women are participating in the Resolve Program, which focuses on women's trauma; however, there is a long waiting list.

Response: SFF Hazelton is in compliance with Program Statement 5300.21, Education, Training and Leisure Time Program Standards, and recently added a number of programs to assist inmates with their transition back into society. This includes, the First Step Act recognized National Parenting from Prison Program Phase I and Phase II. Additionally, beginning June 2020, SFF Hazelton will introduce the Female Integrated Treatment (FIT) program to its institution. It will accommodate 240 inmates into the program. The FIT program is a unit-based therapeutic program, which addresses the specific needs of women. The FIT Program integrates treatment for trauma, substance abuse, and mental health, while also focusing on work and family-related issues, ultimately preparing women for a successful transition into society.

- 3. The draft report recommends:** Eliminate triple bunking. As of October 22, 2019, 343 of the 502 inmates were tripled bunked.

Response: As of November 26, 2019, a memorandum approving a population of 384 inmates for SFF Hazelton-General Population was approved by the Correctional Programs Assistant Director. This cap will enable the facility to discontinue the use of triple bunks.

- 4. The draft report recommends:** Shorten lengthy wait times for medical and dental care by increasing medical and dental staff. Medical and Dental Services: The women and staff reported excessive waiting periods and limited staff for medical and dental care. The medical and dental staff rotate amongst the facilities within the Hazelton complex.

Response: SFF ensures medical and dental care is triaged in order of emergency, and the most serious clinical problems are addressed first. We are always seeking to recruit medical and dental professionals, but have historically had difficulty filling these positions. Nonetheless, we have increased our dental staff to nearly the recommended numbers. We usually have dental staff on-site at each facility most days of the week. We have had more challenges filling the medical staff positions, especially physicians. We have one staff physician and one contract physician for the entire complex. Multiple avenues are being utilized to recruit more physicians and mid-level providers. We have renovated our sick-call process to maximize the available staff and address patient concerns, as soon as possible.

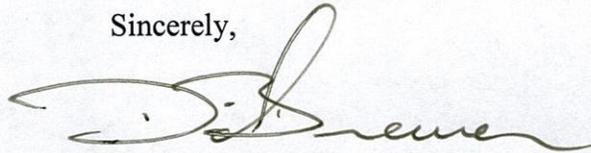
5. **The draft report recommends:** Mandate that all corrections officers receive training focused on gender specific mental health and trauma. Assure that staffing responsibilities are filled by officers who have undergone trainings relative to the populations with whom they are working. Staffing is based upon the needs of the Hazelton complex, rather than the needs of the inmates at the SFF. Correctional officers can be reassigned at any time without prior training on the specific needs of the population.

Response: Every officer at FCC Hazelton has undergone Trauma-Informed Care (TIC) trainings relative to the populations with whom they are working. TIC training is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. The Trauma-Informed Correctional Care training is provided to every new staff member prior to working any housing unit, and it is also conducted annually during staff annual training.

I appreciate the opportunity to review and provide comments to your inspection report regarding SFF Hazelton.

Please contact me at (202) 353-3638, if I can be of further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Brewer', with a large, stylized flourish extending to the left.

David Brewer, Administrator
Correctional Programs Branch