

The Fairview RRC

Washington, DC

Contract facility, owned and operated by Reynolds & Associates

Demographics

- Facility Type: Residential Reentry Center
- DC residents as of June 26, 2013: 44
- Capacity: 60
- Residents released in past 12 months: 289
 - Released back to DOC Custody: 16
 - Released back to BOP Custody: 5
- DOC Population on June 26, 2013: 5
 - Pre-trial: 1
 - Sentenced Misdemeanor: 1
 - Electronic Monitoring: 3
- 12 month average occupancy
 - BOP: 36 residents, 79%
 - DOC: 9 residents, 19%
 - CSOSA 1 resident, 2%
- Total staff: 16
- Resident/staff ratio (average over 12 months): 2.125

Commendable Practices

No Resident Concerns

- The CIC interviewed 40% of DOC residents at The Fairview, two out of five residents, provided all DOC residents with our email and mailing addresses, and did not receive any concerns from The Fairview residents.

Volunteer-Run Programming

- DC community organizations offer volunteer services on and off-site to The Fairview residents.

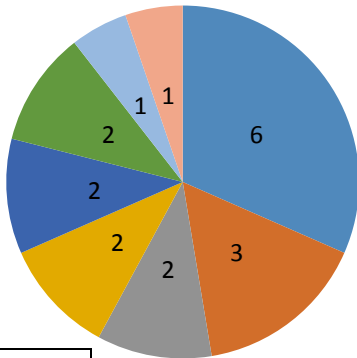
Resident Access to Internet for Employment









- Computer classes are available to residents in the onsite computer room. During class residents may search for jobs on the internet.

Community Relations

- The Fairview holds an annual open house and quarterly Community Relations Advisory Board Meetings. All meetings are open to the public.

Resident Comments*



 Overall Conditions	 Community Partnerships
 Food	 Medical
 Staff	 Transportation
	

Areas for Improvement

Identification

- RRC providers are not contractually required to provide funds for residents to obtain identification documents essential for the employment and reentry process. The CIC recommends the DC government provide one free birth certificate to returning citizens upon release from prison or jail in the same way it has made accommodations for non-driver's IDs to assist residents in obtaining necessary identification.

Housing

- Nationally, finding suitable housing for returning citizens is problematic. DC returning citizens face this same issue.

Mentors

- The Fairview should ensure that residents requesting mentors are matched with them.

Housing	Visitation
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* Please note this chart is entitled *Resident Comments*, not Resident Concerns. Residents commented about the facility, but did not share any concerns or complaints. A breakdown of these topics is noted in the report under the heading *Resident Comments*.

Site Inspection

The CIC conducted an inspection of The Fairview Residential Reentry Center (RRC) located at 1430 G Street NE, Washington DC 20002, with a site visit occurring on June 26, 2013, and related investigation taking place from June 2013 through January 2014. Michelle Bonner, CIC Chair, recused herself from the inspection of The Fairview given her work at The Fairview with co-owner Ms. Reesa Motley Reynolds. The Fairview has been operating in its current location for 18 years. The Fairview houses female residents in the Federal Bureau of Prisons (FBOP), DC Department of Corrections (DOC), and Court Services and Offender Supervision Agency (CSOSA) supervision.

For this inspection the CIC inspected only the DOC contract with The Fairview, not the FBOP contract. On the day of the onsite inspection the CIC had an opening session with Mr. Charles Reynolds, the CEO of Reynolds & Associates, and Ms. Michele Fauntleroy, Director of The Fairview. The CIC then interviewed residents in DOC custody, toured the facility, observed programming, had a close-out session, and reviewed requested documents related to conditions of confinement. The CIC toured and/or spoke with The Fairview staff about the following topics: case management, reentry, programming, housing, recreation, medical and mental health, education, employment, food services, religious programming, and other topics related to DC residents at The Fairview. Additionally, on the day of the onsite inspection, the CIC spoke in person with two of the five residents in DOC custody. Information from these interviews is included throughout the report under the heading *Resident Comments*.

The capacity at The Fairview is 60 and the current occupancy is 35. Per a contractual agreement DOC has access to 25 beds in The Fairview. The Fairview has averaged nine DOC residents from April 2012 through March 2013. The CIC contacted DOC requesting additional information as to why the number of women in DOC custody at The Fairview was low. The CIC had not received a response from DOC at the time this report was released.

The Fairview staff meets monthly with staff from DOC and CTF as well as and women in DOC custody to inform the women of The Farview, discuss challenges the women face upon reentry, and explain the rules and regulations of the facility. Potential Fairview residents are identified by CTF staff. Once identification is complete referrals are sent to a DOC employee for approval and disposition. Procedurally, any potential Fairview resident must: inform CTF staff that she would like to be a resident at the RRC, be medically cleared, not have outstanding warrants, not be a domestic violence case, and not have a previous escaped record from an RRC.

The chart below outlines the average occupancy and custody of The Fairview residents from April 2012 through March 2013.

Date	BOP Population	CSOSA Population	DOC Population	Total
April 2012	28	0	8	36
May 2012	30	1	9	40
June 2012	30	1	11	42
July 2012	36	0	12	48
August 2012	39	0	9	48
September 2012	38	1	12	51

October 2012	40	1	11	53
November 2012	37	2	9	48
December 2012	38	1	4	43
January 2013	42	0	6	48
February 2013	38	0	8	47
March 2013	39	1	7	47
12 month average	36	1	9	46
% of total population	79%	2%	19%	

Document Review

The document request and review process for this inspection was uncomplicated. The CIC requested The Fairview inspection and corresponding documents related to conditions of confinement on Wednesday June 6, 2013. The CIC was able to review all requested documents for a 24-hour period beginning on the date of the inspection. A list and brief description of the documents the CIC reviewed are attached at *Appendix F: CIC Document Review*.

Overall Conditions

The CIC toured the facility and overall the facility was clean and in suitable condition.

Resident Comments:

- Generally Fairview is fine.
- DC offers many opportunities to their residents; success will just depend on the individual.
- The rooms at the Fairview are fine and the bathrooms are shared with everyone.
- Residents clean the facility twice daily.
- The temperature is good.
- The facility is too strict.
- The staff members are nice, most of the time.
- At orientation the case manager will meet with each resident individually. After this initial meeting residents see their case manager weekly.

Medical

Through its partnership with Unity Health Care the Fairview offers residents offsite medical service, including a physical examination upon arrival at The Fairview and other necessary medical care. At The Fairview all medication is distributed by staff. Medical distribution times are displayed on the bulletin board and a medical log signed by residents is kept to track intake and distribution. Additionally, while at the facility residents may apply for medical benefit programs which will be available upon release.

Resident Comments:

- Most of the time medical care can be easily assessed.
- The facility keeps the medication downstairs and provides medication to residents as directed.

Mental Health

The case managers at The Fairview provide resident referrals for appointments with the Department of Mental Health office located at 35 K Street NE. This process generally takes one full day. The Department of Mental Health will provide 30 day supply of medication to any DC resident that does not have insurance. Residents placed on “no movement” status are still able to receive medical and mental health services.

The Fairview residents attend Narcotics Anonymous (NA) and Alcoholics Anonymous (AA) meetings at Holy Name Parish, St. Martin’s, and Howard University Hospital. The Fairview also offers onsite drug education, relapse prevention, and recovery support groups.

Food Services

The Fairview utilizes a catering service that provides meals to residents three times a day. Residents are served a hot breakfast and dinner each day and are allowed to order out on the weekends. There is also a microwave and vending machine available to residents for use during free time.

Resident Comments:

- The food is alright.
- The food is good sometimes and has been better recently.

Programming

The Fairview staff informed the CIC that individual program plans are developed and recommended for each resident in accordance with the resident’s specific goals and needs. All residents are required to participate in a minimum of 12 hours of Life Skills classes. The Life Skills class and other employment training courses are taught by the Social Service Coordinator. Classes are held during the evening allowing all residents to may attend. The Life Skills class focuses on transition. Each resident is provided with a journal and life skills book. The classes are rotated through the month with different topics from week to week. The class always has something pertaining to employment (resume writing, attire, schedule, budgets). This class is required for all FBOP residents not in drug treatment.

On the day of the inspection the CIC observed one hour of the Job Readiness Skills class entitled *Successful Workplace Attitudes and Behaviors*. There were 10 residents present. The teacher kept the class involved and the topics discussed were related to job preparation. The classroom was welcoming with positive signs on the wall such as, “What you tell yourself is what you believe and what you believe is what you do and what you do is what you become.”

Computer classes are available to residents in an on-site computer room. Through this class residents have access to the Internet and email for job searching purposes only.

Additionally, residents needing assistance beyond just employment attend day programs at the McClendon Center, Community Connections, PSI, Strive, and other core service providers though out the city. Residents are to provide their own transportation, unless they are indigent. If residents are indigent The Fairview provides a smart trip card, tokens, or transports them in the facility van.

The Fairview staff also provide one-on-one meeting time with residents and assistance with GED and vocational skills. Furthermore, case managers may require additional groups and programming depending on the needs of specific residents. Case managers are required to facilitate life skills, such as self-esteem, stress management, boundaries, building healthy relationships, cultural diversity, financial planning, parenting, maintaining a household, and many more. The Fairview also has guest speakers, interns, and other volunteers facilitate groups with residents.

The following organizations facilitate group programming at The Fairview and other locations: Shaw Collaborative, University legal Services, University of the District of Columbia, Eve, Women of Virtue, and Consultants for Change.

Academic and Vocational Education

There are a variety of academic and vocation programs available to The Fairview residents. Residents must obtain a referral from their case manager to sign up for these programs.

Upon leaving The Fairview, residents can contact the following agencies for academic assistance and services: Academy of Hope, Ballou STAY High School, Byte Back, Catholic Charities, Congressional Heights Training Center, GED Testing and Verifications, Opportunities Industrialization Center DC, DC Central Kitchen, Marshall Heights Community Development Organization, New Course Catering, N Street Village, and Vocational Rehabilitation Center.

Recreation

There is a recreation room with a television, playing cards, games, and books. The recreation room is available to residents at all times unless there is a scheduled class or event.

Religious Services

Residents can go to the religious service of their choice within the community and/or attend religious programs offered at the facility. Onsite religious services are offered throughout the week by volunteers. Also, religious dietary preferences are recognized along with special dietary needs.

Community Relations and Partnerships

According to The Fairview staff, the facility has been in its current location for 18 years and there have been no issues or tensions with the neighborhood. The Fairview has a Community Relations Advisory Board (CRB) and community partners that provide services and education to residents.

The CRB is comprised of Mr. Charles Reynolds and Ms. Reesa Motley Reynolds (CEO of Reynolds & Associates), church groups, an employee from the Department of Employment Services, and other members of the community. The Board meets quarterly and the meetings are open to the public. The CRB is comprised of diverse, cross-section of representatives from the civic, social, religious, educational, cultural, business, and public safety sectors of the community. Members provide linkages and input to programming by enhancing The Fairview's

ability to tailor programs to meet the needs of the residents. CRB members facilitate life skills groups and host RDAP sessions on Friday evenings.

Additionally, The Fairview has listed 60 community partners in various fields, such as federal corrections, mental and physical healthcare, clothing assistance, housing assistance, educational services, and employment assistance.ⁱ

Additionally, the Fairview has been in communication with the Office on Returning Citizens Affair (ORCA), Ballou, Project Empowerment, Court Services and Offender Supervision Agency (CSOSA), and other neighboring companies and community partners to educate The Fairview about the reentry needs of women. The Fairview holds events in which the facility invites local companies and community partners to the facility to meet the residents. The Fairview has held open houses to allow the community to tour the facility, speak with the residents, meet staff, and generally foster a better understanding of the services The Fairview provides. The Fairview also uses this event to recruit volunteers. It should be noted that in 2013 the Fairview did not hold an open house because their occupancy was far below capacity and they were not able to finance the venture.

Resident Comments:

- Every Sunday different people from churches come to the facility to preach and sing.
- Volunteers come to the facility to provide programming.
- One resident would like a mentor.

DC Community Member Comment:

- One DC community member informed us that she has attempted to volunteer to provide reentry services to residents at The Fairview for over a year. She has followed the proper procedure for volunteers and completed the necessary paperwork, but has not received approval from the facility.

Visitation and Community Relationships

Visitation is available to residents two times per week, Saturday and Sunday. Each visitor may visit for up to two hours. Residents also have access to a pay phone onsite.

Resident Comment:

- One resident informed the CIC that visitation is available to her; however, she does not utilize use this.

Employment Assistance

The Fairview offers employment training and life skills classes to residents. According to The Fairview, numerous organizations are available to assist residents with job training, interviews, professional dress attire and other employment-related needs.ⁱⁱ

The Fairview Social Service Coordinator (SSC) is responsible for providing employment contacts to residents. The SSC develops relationships with employers that hire returning citizens, confirms employers who are hiring, and coordinates efforts for residents to apply to those companies. In addition, The Fairview works closely with the Department of Employment

Services, Office of Returning Citizens Affairs, DC Central Kitchen, New Course Catering, the University of the District of Columbia, and other stakeholders to assist women in obtaining gainful employment.

Housing Assistance

Residents are held at The Fairview for relatively short periods of time and need to find housing before they leave. Staff at The Fairview providing housing assistance to residents; however, locating suitable housing is problematic nationwide for individuals returning from incarceration.

The Fairview staff refer residents with housing assistance needs to Virginia Williams, House of Ruth, and N Street Village. If the resident is connected to a core service provider, staff will partner with that provider to assist the resident in obtaining housing.

Resident Comment:

- One resident has a place to live when she is released. She received a voucher from Unity Health Care for housing.

Transportation Assistance

The Fairview provides residents deemed indigent by their respective case managers with tokens and smart trip cards for travel to job interviews, vocational training, medical appointments, and legal appointments.

Resident Comments:

- One resident receives funding from her family for transportation; she has never asked Fairview for transportation assistance.
- One resident never received transportation assistance but never asked for it.

Disciplinary Procedure

A violation of The Fairview rules or new criminal conduct may lead to an incident report, disciplinary action, and/or an investigation for new criminal conduct. There are numerous options available for disciplinary action, the most severe being returning residents to secure DOC custody. Decisions regarding disciplinary action may be made by DOC or by The Fairview in conjunction with DOC together. The most common reason residents are remanded back to secure DOC custody is for testing positive to drugs; however, positive tests do not require automatic actions. Each violation is decided on a case-by-case basis. The Fairview had six DOC residents remanded to the DC jail in the past 12 month period. During this same 12 month period, there were no administrative remedies filed by residents.

Resident Security

Residents may obtain daily activity passes for the following purposes: church, court, psychological/psychiatric services, job interviews, substance abuse treatment, social security appointments, to obtain a driver's license, attorney interviews, medical appointments, school, and other employment-related purposes.

Residents' ability to obtain social passes is dependent on the satisfactory progress of the individual toward program goals and/or objectives, as determined by the case manager. To

obtain a social pass to leave The Fairview residents must first submit a destination sheet to their case manager for approval; all activities must be confirmed and documented prior to pass approval. After the application/destination sheet is submitted and approved by staff, the staff will schedule the social pass in the Secure Management System. If there are no scheduling conflicts the pass will be approved.

The SecurManage System is a computer based program that documents intake information in a database. Items in the SecurManage system include case notes, program plans, shift log entries, resident photographs, resident inventory, resident movement, safety and sanitation, fire drills, and more. This system is designed to eliminate paper files and store information electronically.

Subsistence Contributions

DOC requires residents to contribute 20% of gross earnings during each pay period.

DOC Oversight

The Fairview is contractually required to administer and manage local regulations and the contractual agreement in a professional and responsible manner. The Fairview staff informed the CIC that they are in constant communication with the community corrections center (CCC) administrator, to ensure that questions, issues, and concerns raised by residents and staff are addressed in a timely manner. The CCC office also conducts random visits and inspections.

Administrative Remedy Process

The Fairview has an internal communication process and an administrative remedy process. For the internal communication process a resident with a concern will complete a communication form, provide it to the director, and allow sufficient time for staff to address the concern internally. The communication forms are readily available for residents. Once a form is completed it is placed in a locked box and a response is due to the resident within 24 hours. If the resident is not satisfied with the director's response she is directed to address the concern to the executive vice-president. If residents are still unsatisfied residents are directed to the president. The RRC also has an administrative remedy process with both the contracting agencies. The DOC grievance process is posted onsite for residents and FBOP administrative remedy forms are readily available to residents. Additionally, all of the contractor's contact information is posted on the resident communication boards.

Conclusion

The CIC had a successful first inspection of The Fairview RRC. We look forward to working in partnership with The Fairview, the DOC, and the DC community to better serve our returning citizens and DC residents in DOC and FBOP custody in the future.

ⁱ Federal Correctional partners include: BOP, DC DOC, US Probation Office of DC – Assistance with sex offender population, and US Probation office of Eastern VA – Assistance with sex offender population. Mental and Physical Health Community relations include: DC Department of Mental health, Anchor Mental health, Community Connections, Green Door, McClendon Center, Dr. Fredrick Clark, DDC, Universal Health Care Management, and Whitman – Walker Clinic. Clothing Assistance partners include: Goodwill of Greater Washington, Dress for Success, and Suited for Change. Housing partnerships

include: House of Ruth, New Endeavors, and Virginia Williams Housing Services. Information Services community relations include: Bread for the City, Chevy Chase Presbyterian Church – Birth Certificate Assistance, Foundry United Methodist Church – Birth certificate Assistance, Social Security Cards, Miriam’s Kitchen, Office on Ex-Offenders Affairs, PDS, Our Place DC, Ralph Waldo Green Community Center (UPO), So Others Might Eat, ULS, and Visitor’s Legal Services.

ⁱⁱ According to the Fairview the numerous organizations are available to assist residents with job training, interviews, professional dress attire and other employment related needs, including: Strive DC, Inc., Suited for Change, Toni Thomas Associates, Inc., Wider Opportunities for Woman, Workforce Development Program – P.R. Harris, Shadd Elementary, UDC, and Workforce Development Program – Maryland.