GOVERNMENT OF THE DISTRICT OF COLUMBIA

DOC
THE DEPARTMENT
OF CORRECTIONS

Guide to Complete New Program/Service Proposal Application (NPSPA)
CBO Training Webinar
January 26, 2021
11:00 am -1:00 pm
TRAINING WEBINAR MEETING MINUTES

Attendees:

- Allen, Jimmie
- Akinboyewa, Charles
- Apraku-Gyau, Kwasi
- Bailey, Crystal
- Bairstow, Anne-Marie
- Bennett, Chet
- Booth, Quincy
- Brown, Veronica
- Colbert, Nicole
- Cragin, Caroline

- Daley, Akea
- Faly, Dele
- Greene, Robert
- Harkins, Chaunice
- Harris, Courtney
- Harris, Jarnese
- Howell, Charisma
- Jackson, Kendrick
- Kasasa, Sheila
- Knight, Corey

- Link, Tameka
- Morse, Stephanie
- Namayanja, Josephine
- Pearson Jr, Alfonso
- Petersmeyer, Julie
- Reinberg, Melissa
- Robinson, Matt
- Rupert, Gina
- Sponaugle, Katherine
- Stanards, John

- Stanley, Karol
- Stewart, Ronald
- Stewart, Tawana
- Stone, Mark
- Stratton, Sheryl
- Thalley, Sandra
- Thompson, Paula
- Venson, Keith
- Williams, Camile
- Wormley, James

The training began at 11:05am. There was a total of forty (40) attendees present at various points of the townhall in which twenty-six (26) were service providers and fourteen (14) were District of Columbia employees.

The District of Columbia Department of Corrections' (DC DOC) Program and Case Management (PCM) Program Administrator, Mr. Dele Faly welcomed all participants and began the meeting with an introduction of the Program Administration and other DC DOC staff, sister governmental agencies and representatives from various community-based organizations (CBOs).

DC DOC's Program Administrator proceeded with a brief presentation on the status of the PCM's programs and services due to the COVID-19 pandemic, it is the division's goals, interests, and new standards as well as the purpose of the training webinar. The purpose was to provide a guide to service providers on how to complete the New Program/Service Proposal Application (NPSPA). This presentation is also available on the DC DOC website: Volunteer Service Providers | doc (dc.gov).

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Topic 1: Training Webinar Questions and Answers

Question 1: Is there a running list of all of the programs and services available at the facility that is publicly accessible?

DC DOC currently has an updated list of our virtual programming and services. Please see the attached listing.

Question 2: Since the city is in a public health state of emergency, should a service provider apply for in-person or virtual programming/services?

In the general information part of the NPSPA, there is a section in the application that states combination of in-person and virtual program and service facilitation. It gives a volunteer/service provider the opportunity to select virtual program and service facilitation as well as in-person program and service delivery. If the volunteer/service provider plans to provide in-person programs and services, then the service provider must wait until DC DOC reopens. However, if the service provider opts for virtual programs and services, then it can select virtual or digital facilitation on the application. If the service provider would like to do both, DC DOC advises the selection of both categories; this will allow the service provider to provide in-person programs and services when the agency is able to reopen.

Question 3: Are Zoom classes coming soon?

DC DOC is currently exploring the possibility for live interactive programming and services due to the jail's infrastructure. However, the agency is currently providing virtual programs and services that are pre-recorded content which has gone over pretty well among the residents.

Question 4: Do participants have access to online quizzes/tests/exams/surveys?

Yes, the residents at our facility have access to take quizzes/tests/exams or surveys online. Service providers are encouraged to create and submit these items to the program managers. The content can be uploaded in a PDF or MS Word format. The DC DOC program managers can provide service providers with feedback one of two ways. It will be a printout of their exam score or an Excel spreadsheet that will measure their performance competency.

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Question 5: Will there be an interruption in service provider's ability to provide materials pending application approval?

We do not expect any interruptions in services. It can take up to three (3) months from the approval of the NPSPA to secure the Memorandum of Agreement (MOA), if funding is associated with the program and service being provided. When the application is approved, the DC DOC Program Administrator will provide the volunteer/service provider with an email approval of their application and next steps regarding the volunteer services application process. Existing service providers can start working on their content with their DC DOC Program Managers pending the result of the background check and securing the MOU/MOA. DC DOC understands that it has raised the bar. The agency must be able to intelligently speak to the goal and objective of its programs/services and what impact they have on the residents. We understand this is a new challenge for some volunteer/service providers, and that is one of the reasons why DC DOC organized this webinar so it can guide them as to how to complete the new NPSPA process. Service providers have until October 1, 2021 to complete the volunteer/service provider process to include the NPSPA and to secure a MOA, if funding is associated with the program and service being provided.

Question 6: Can DC DOC give an example of what is baseline data?

Baseline data is a measurement that is collected prior to starting intervention or teaching. It can be collected through various measures including: percent accuracy, frequency, duration, rate and intervals. For example, a baseline can be, "the service provider has delivered 1,000 pizzas in the DMV region", however, its goal is to increase pizza delivery to the community by 20%. So, the service provider's baseline is 1,000 and its outcome is whatever percentage that the service provider would like to achieve.

Question 7: Does the Oct 1st deadline mean that there will be no in-person programming until that date?

The October 1, 2021, is the effective date for all of the CBOs to be fully vetted by DC DOC using the volunteer services application process, from the application approval to securing a MOA. Please refer to the official DOC website for any updates regarding the modified medical stay in place. https://doc.dc.gov/page/coronavirus-prevention.The website will have all the up to the minute updates regarding DOC's operations.

Question 8: How many service providers have been approved currently?

As of January 2021, DC DOC has approved two volunteers/service providers under the new application process and we are working with several others to assist them with submitting a successful application.

Question 9: What timeline is DC DOC looking at in relation to program implementation for a proposed program?

It is very important as a Correctional institution to know how the volunteers/service providers are planning to implement their proposed programs and services. Service providers should be able to articulate the methodology of their proposed program and service and provide their program implementation start date. DC DOC must ensure that whatever the service providers decide to do, the agency can help to facilitate it.

Question 10: If a service provider wants to provide materials for a static 15-minute art video, is there a way to deliver art materials to residents to participate?

All materials must be approved by the Operations division first for safety and security reasons. DC DOC would need a list of all the materials from the service provider to include a sample or pictures in advance. If approved and when DC DOC resumes in-person programs and services, the Operations division will need specific information such as how many people the service provider would be providing materials to, how often the service provider will be entering the facility, who will be monitoring and supervising (the residents with materials and during the group) as well as the internal logistics.

Question 11: Will service providers have access to this training recording?

No. The service providers will have access to the presentation slides and meeting notes. The presentation is available on the website at Volunteer Service Providers | doc (dc.gov).

Question 12: On your website it is stated that volunteers that are retuning citizens must not have been incarcerated or sentenced to probation within the past three (3) years. If an

individual was sentenced to probation over the three (3) year period but is still currently on probation, will he/she still be eligible for volunteering?

Typically, if a person is actively on probation, the individual would not be eligible to volunteer. Nonetheless, all volunteers are vetted by DC DOC's Office of Investigative Services and Office of the General Counsel and their decisions are made on a case by case basis.

Question 13: What does the access to technology for the participants look like?

Most residents have access to tablets that offers a variety of programming options. Please refer to the other questions and answers within this document to provide the full picture of the resident's access to technology while in DC DOC custody.

Question 14: What kind of data can DC DOC provide service providers about engagement with the tablet programming?

The respective DC DOC program manager will be able to provide engagement data to the CBOs. For example, how many residents participated in various tablet programming as well as how many residents completed their assignment (if applicable) and how long it took resident to complete the assignment. The DC DOC program manager will also provide feedback to the CBO that will assist them with their future planning efforts.

Question 15: Our agency programming currently has its own LMS that our client can access via the browser. Would DC DOC residents be able to access the browser on their tablet? Or could the service provider work with you to load our LMS onto their tablets?

Currently, the residents do not have access to the internet on the tablets. Therefore, the residents cannot access the service providers' virtual platform. However, DC DOC in collaboration with APDS, could work with the service provider to upload their content onto our LMS.

Question 16: How much time does the resident get on a tablet each day or week?

The residents receive tablets every day between 7:30 AM and 8:00 AM and return them around 10:45 PM.

Question 17: After applying, when will service providers know if they were accepted or denied?

It depends on the completeness and clarity of the proposal. It will also depend on whether the Review Committee has additional questions. The Review Committee consists of at least five (5) DC DOC employees who evaluate the proposed program or service. Each reviewer is a subject matter expert in their respective field (i.e. public health programs/services, re-entry services, employment services, gender-specific programs, evidence-based programs/practices, etc.). If the application is not clear and the methodology is not well articulated, the service provider will receive a phone call from DC DOC's Program Administrator and a follow-up email to that phone conversation. If the application has been successfully completed, it can possibly take a 2-3 months for the different levels of review and approval.