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	POLICY AND PROCEDURE		SUPERSEDES:	1311.7A December 19, 2016	
			OPI:	DIRECTOR	
			REVIEW DATE:	July 21, 2018	
			Approving Authority	Quincy L, Booth, Director	
SUBJECT:		QUALITY ASSURANCE AND ACCOUNTABILITY			
NUMBER:		1311.7B			
Attachments:		None			

SUMMARY OF CHANGES:

Section	Change
	<i>Minor changes made throughout the policy.</i>

APPROVED:



Quincy L. Booth, Director

9/21/17
Date Signed

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1. **PURPOSE AND SCOPE.** To provide guidelines to maintain, evaluate, and improve DC Department of Corrections' (DOC) quality assurance and accountability, and to measure and improve agency performance.
2. **POLICY.** It is DOC policy to annually inspect and review policies and procedures, operations, and programs, to evaluate compliance with local and federal laws, regulations, applicable court orders, and correctional practices, and to take appropriate corrective action when warranted.
3. **PROGRAM OBJECTIVES.** The expected results of this program are:
 - a. Programs shall comply with applicable laws, regulations, policies, procedures and court-ordered provisions.
 - b. Problems shall be identified and corrected at the earliest stage possible.
4. **NOTICE OF NON-DISCRIMINATION**
 - a. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code §§ 2-1401.01 *et seq.*, (Act) the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, or place of residence or business. Sexual harassment is a form of sex discrimination that is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.
5. **DIRECTIVES AFFECTED**
 - a. **Directive Rescinded**
 - 1) PP 1311.7A Quality Assurance and Accountability (12/19/16)
 - b. **Directives Referenced**
 - 1) SOP 1110.2 Directives Management System
 - 2) PP 1311.1 Research Activity
 - 3) PP 2120.3 Food Service Program

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- 4) SOP 2920.1 Fire Safety Inspections and Abatement
- 5) SOP 2920.2 Fire Service Impairment Program
- 6) PP 2920.4 Inspections and Abatement Program
- 7) PP 2920.8 Environmental Safety and Sanitation Inspections

6. AUTHORITY. DC Code § 24-211.02, Powers; promulgation of rules

7. STANDARDS REFERENCED

- a. American Correctional Association 4th Edition Standards for Adult Local Detention Facilities: 4-ALDF-7D-02, and 4-ALDF-7D-09.

8. MEASURABLE GOALS AND OBJECTIVES. DOC has established measurable goals and objectives that are reviewed at least annually and updated, as needed. Goals and objectives are used to develop the annual performance-based budget.

9. STRATEGIC PLANNING. It is intended that strategic planning be a continuous process, and that the use of audit findings and strategic planning objectives or action steps be closely interrelated. By identifying issues through auditing and the program review process, strategic planning/development ensures that corrective action is fully implemented. Information may be used from the following sources to effectuate the strategic planning process:

- a. Policies and procedures;
- b. Management assessments;
- c. Internal reviews;
- d. Audits;
- e. Mayor's Orders
- f. Applicable local and federal statutory, regulatory and case law;
- g. Applicable National Standards of Care;
- h. General Counsel Advice and Recommendations;
- i. Consultants and experts;
- j. Other information sources (District of Columbia Agencies, Federal Agencies,

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- Chief Financial Officer, Inspector General, D.C. Auditor, Office of Risk Management, Department of Health, Department of Consumer and Regulatory Affairs, D.C. Fire and Emergency Medical Services, etc.);
- k. Information analysis and synthesis (Program Summary Reports, etc.);
 - l. Investigative Reports and Recommendations;
 - m. Formulation of strategic plans and goals

10. MANAGEMENT CONTROLS. DOC shall maintain a system of management controls that enables managers to regularly assess program performance, test the adequacy of management controls, assess achievement of goals and objectives and as necessary, implement program changes in response to findings.

a. *Visits*

- 1) The Director, or his or her designee, may conduct periodic announced and unannounced inspections of overall operations of each facility, headquarters and support services areas.
- 2) *The Risk Management Council (RMC).* Chaired by the agency Risk Manager, the committee shall meet monthly to resolve issues including environmental safety and sanitation conditions, fire safety and facilities maintenance.

b. *Inspections*

- 1) Staff conduct and document the daily environmental safety and sanitation conditions of inmate housing units and food service areas. Maintenance repair requests are electronically generated based upon daily inspections.
- 2) Environmental and Fire Safety staff conduct and document monthly inspections.

c. *Internal Reviews.* Program Managers shall monitor their operation in addition to conducting not less than annual Internal Reviews to determine compliance with internal policies and procedures and applicable laws and regulations, and shall take appropriate corrective actions.

d. *Audits.* DOC inspects and reviews operations and programs at least annually to evaluate compliance with internal policies and procedures and applicable

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laws and regulations. A report describing findings and corrective plans is submitted to the appropriate responsible authority.

- e. *Compliance Monitoring.* Designated managers and contract monitors regularly inspect/monitor contractor compliance with internal policies and procedures, applicable contract provisions, and applicable laws and regulations.
- f. *Research.* DOC uses statistical data to evaluate overall performance.
- g. *External Audits*
 - 1) The DC Department of Health regularly audits the CDF.
 - 2) The DC Fire and Emergency Medical Services conduct an annual fire safety audit.
 - 3) Chief Financial Officer for the DC Government conducts annual fiscal audits.
 - 4) An independent outside source annually tests and certifies the safety of the CDF potable water supply.
 - 5) The Office of the Inspector General and the Department of Consumer and Regulatory Affairs periodically conduct audits.
- h. *Corrective Actions.* Corrective action is taken and documented pursuant to SOP 2920.2, "*Fire Safety Inspections and Abatement*", PP 2920.4, "*Inspections and Abatement Program*" and PP 2920.8, "*Environmental Safety and Sanitation Inspections*".