

FRONTLINE NEWS

DC Department of Corrections Newsletter

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Director Faust poses at his desk.
Photo Credit: Darby Baham

Welcome to the New Year

Let me begin by wishing each of you a prosperous and rewarding 2014. In beginning this New Year, I am hopeful that we will continue on our path to excellence. Since joining the Department in October of 2011, I've come to understand the many challenges and opportunities we face as an agency, while also recognizing the progress DCDOC has and will continue to make in moving forward. Our accomplishments reflect the hard work and commitment of staff throughout the Department, both uniformed and civilian personnel who understand that our mission is critical to public safety as well as the health

and well-being of neighborhoods and communities throughout this great city.

The DCDOC team should be proud of the work we've done in 2013. We orchestrated the successful relocation of our headquarters operation from Grimke School to the Reeves Center during the summer months; moved forward aggressively with implementation of Prison Rape Elimination Act (PREA) protocols that will serve to protect the men and women in our custody; successfully initiated construction of our new Inmate Processing Center that streamlines the receiving and discharge process and allows for consolidation of critical front end services; seamlessly assumed responsibility for the Central Cell Block and incorporated on-site medical services; moved forward with video visitation and opened two community based facilities; demonstrated the generosity of our workforce by surpassing every city agency in D.C. One Fund contributions; and established a new vision for the agency that says we are striving to become a benchmark corrections agency serving with pride, professionalism and passion in caring for human lives. While this list of 2013 achievements is not exhaustive, it does confirm that collectively we had a busy and productive year with similar expectations for 2014.

Staff trust and buy-in remains an absolute priority for me-- employees at all levels believing they are valued and heard and that their input makes a difference in the way we do business. I will continue to reach out to learn how you view the agency's progress and the work we are doing to enhance both operations and programs. And lastly, I will continue to ask for **your help** in improving how we communicate information about every aspect of the work we do.

Tom Faust

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"The DCDOC team should be proud of the work we've done in 2013." - Thomas Faust, Director



DOC Raises over \$90,000 for DC One Fund Campaign



DOC employees sign up for DC One Fund Campaign contributions at the kick-off ceremony. Photo Credit: Darby Baham

In a year where Director Faust began the DC One Fund campaign as the Vice-Chair and ended as the Chair of the Campaign, DOC employees once again stood out among the District agencies, raising over \$90,000 of the grand total \$1 million donated.

In fact, while the agency's 2013 goal was set at \$69,671, DOC was able to raise a total of \$90,798 through the efforts of the One Fund Committee and the continued generosity of DOC staff, said Sallie Thomas, DOC One Fund Agency Coordinator.

“During the past three years, the DOC family has continued to demonstrate a caring, generous and giving spirit, proven by being the number 1 donor in the Public Safety Cluster and the District of Columbia,” said Ms. Thomas. “Other agencies across the District want to

know how we accomplish this every year. I tell them we have a strong support from the leadership of our agency and compassionate members of our DOC family who give, give, give and give to help others in need and/or distress.”

Co-chairpersons, Laurinne Ellis and Paulette Hutchings Johnson could not agree more. “We are so proud of the DOC family,” said Ms. Johnson. “We have the most generous and caring employees who always not only rise to the challenge, [but] they exceed the challenge, by far.”

DOC also saw an increase in participation this year, rising from 26 percent to 29 percent.

By Darby Baham

PREA Work Group Seeks to Promote Culture Change

As part of DOC's initiative to improve sexual safety and develop best practices to support those efforts, the Department has established a Prison Rape Elimination Act (PREA) Work Group to ensure compliance with PREA. The December 16 kick-off work group meeting was the first of several that will occur to evaluate the agency's processes, ensure compliance, and promote culture change.

Work group members will work collaboratively to evaluate policies and procedures, employee training, inmate education, risk screening methods, investigations, discipline and sanctions, medical and mental health, contractors and volunteers, and data collection. Resources being used include the PREA toolkit, the PREA compliance audit tool, and the Operations Memorandum. These documents provide a step-by-step guide for preventing, detecting, and eliminating sexual abuse of inmates in DOC custody – and for responding effectively to abuse when it occurs. Prechelle Shannon, Acting PREA Coordinator is the work group's chair and Mike Brown, Training Administrator, is the co-chair.

On January 27, DOC conducted an external investigate mapping session. This session, held at the CDF Armory, involved the Moss Group's team of experts working with DOC staff to evaluate and guide the investigative process from beginning to end and to help improve upon its coordinated responses, develop solid communication strategies and ensure compliance. Representatives from the US Marshals Service, US Attorney's Office, Metropolitan Police Department, Victim Services, SANE, and the Rape Crisis Center were in attendance. The Director of the Forensic Laboratory, Department of Forensic Sciences also attended.

By Prechelle Shannon

Getting to know Dr. Lane

Dr. Lane earned a Bachelor of Science degree in Sociology and a Bachelor of Arts degree in African American Studies from Eastern Illinois University in May 1998. She subsequently earned her Master of Science degree in Family Services from Eastern Illinois University. In 2003, Dr. Lane became Program Director of a foster care agency in Owensboro, Kentucky. She later received her PhD with a specialization in Criminal Justice from Capella University in June 2010.

She has worked in the correctional field since 1998, being hired as a Correctional Officer (Juveniles) and Correctional Counselor for the Illinois Department of Corrections. In July 2006, she worked as a Case Manager at the Plainfield Re-Entry Educational Facility (PREF) and was promoted to Unit Team Manager in May 2007. In March 2008, she was promoted to the position of Assistant Warden at PREF, and in February 2009, was appointed Warden at PREF.

Dr. Lane served as the Deputy Chief/Strategic Planner for the Indiana Department of Corrections in 2010. While in this role, she developed and implemented a new and innovative process, which involved over 140 staff, to disseminate the Agency's Strategic Plan to every Indiana Department of Corrections facility and parole district.

In March 2011, she was appointed Director of Re-Entry for the Florida Department of Corrections, where she initiated new programs and management techniques. She joined DC DOC in 2012 as the Administrator for Programs and was promoted to Warden in Fall 2013.

Profile: Dr. LaToya Lane

This Fall, Dr. LaToya Lane was officially announced as Warden for the D.C. Jail. She previously held the position of Administrator for Programs, a role she took on in 2012. Please read below to learn more about Dr. Lane.



Photo credit: Bridget Reavis-Tyler

Q: What led you into a career in corrections?

A: At sixteen, I knew, without any reservations, that my purpose in life involved working with individuals in the Department of Corrections and to become a Warden. I was aware of the numerous challenges that at-risk youth and adults faced, such as stability, educational achievement, and personal and emotional issues, and those were areas I knew I wanted to address.

Q: What are your thoughts on the role of leadership, especially in light of your new role as Warden?

A: I feel that leadership is a process in which leaders and followers engage in working with purpose and meaning to fulfill a desired goal. Leadership is not a pursuit of an individual's self-serving agenda but one that engages the energy, power, and potential of its followers. Throughout my career, I have taken great pride in always being a friendly, outgoing, team oriented and energetic person, and I look forward to continue doing so in my role as Warden.

Q: Tell us a bit about yourself—some of your hobbies and interests.

A: I am an active member in the National Association of Blacks in Criminal Justice and American Correctional Association and have served on the national advisory board for Rasmussen College. I am also the Vice-Chair for the American Correctional Association's Substance Abuse Committee.

A Year in Review

A lot can happen in a year of someone's life, and it's no different when thinking of the changes that can occur within an agency. In a year filled with many changes, including a new Warden, a new vision, a new headquarters location and expanded access with Video Visitation, photos work to convey what a thousand words sometimes cannot.

The next two pages highlight just a few of the accomplishments and events that occurred this year within DOC, but by no means showcase everything. However, we encourage you to take a few moments to reflect on where the agency has been in 2013 and where it plans to go in 2014.

As the new vision states, DOC seeks to become a benchmark agency with all officers and staff serving with pride, professionalism, and passion in all that we do.



Above: DOC's Honor Guard poses with Director Faust and Deputy Mayor Quander during the annual Wreath Laying Ceremony and Honor Guard Competition.

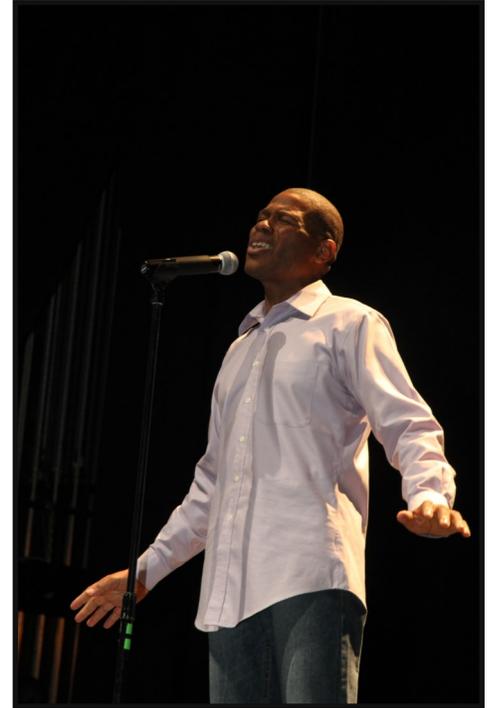
At right: Congresswoman Eleanor Holmes Norton visited the women's program during their Mother's Day Ceremony. She spoke graciously to the women, inspiring them to continue reaching for their goals which will help them to be even better mothers to their children. She also gave the flowers she received from the women back to them to honor their efforts in the program.



At left: DOC's headquarters office moved from the Grimke building after over 20 years at that location. In July, administrative staff officially moved to the Reeves Center at 2000 14th Street, NW. .



Above: For the 3rd year in a row, DOC stood out in its DC One Fund giving efforts. Director Faust jokes with the crowd at the annual Kick-off event, encouraging the staff to continue with their giving spirit.



Above right: Sergeant Marion Boyd participated in the citywide annual DC One Fund Kick-off/Talent Show, closing out the show with his rendition of Donnie McClurkin's *Stand* to a standing ovation.



At right: DOC graduated three officer classes in 2013, one of the biggest being Class 13-02.



At right: Lieutenant Armstrong, a member of the One Fund Committee, prepares food for the popular fish fry!

At left: DOC's video visitation continued to expand its hours and serve as a greater access tool for visitation. Auxiliary centers were also added at the MLK library and Deanwood Recreation Center.



Video Visitation Center Expands to Community Locations



A view of the MLK Library in Washington, DC — one of DOC's Video Visitation satellite locations. Photo via DCLibrary.org

Last September, DOC's Video Visitation Center (VVC) began implementing a vision that had been talked about for some time — that of expanding the VVC into satellite locations within the community to allow for greater access to visitation.

With the opening of the video station at the Martin Luther King Library in Washington, DC, the VVC took its first step into expansion, allowing for visitation to be scheduled on Thursdays from 2 to 8pm, and Fridays and Sundays from 2 to 5pm. Within four months, a second location was added at the Deanwood Recreation Center with hours on Wednesdays and Fridays from 2 to 8pm.

The expansion has been met with positive feedback, said Craig Swaisgood, Project Manager. "We've heard nothing but good

things about both locations so far," he said. "As time goes on, more people have been going to MLK, and we believe that will continue for both locations."

Lieutenant Armstrong and his staff at the VVC have also received positive remarks regarding the expansion. "We have received overwhelmingly positive responses from the community about the convenience and the fact that it doesn't have the air of visiting a penal institution," he said.

Satellite visitors call the main VVC or go online to schedule appointments. When entering the satellite facilities, front desk personnel check them in by calling the VVC to verify their appointments. From there, connectivity is provided remotely, with officers at the VVC monitoring all visits.

By Darby Baham

Join the Fight Against Heart Disease this February

Heart disease is the leading cause of death in women in the United States, "claiming more lives than all forms of cancer combined," says the American Heart Association (AHA). In fact, according to AHA, 1 in 3 women dies from heart disease each year.

Unfortunately, they also note that there are several misconceptions and myths about the disease. Some of these include that it is a man's disease, that it only affects elderly people, and that women who are fit are immune to it.

To eliminate these myths and help increase heart disease awareness, the American Heart Association encouraged the public to celebrate National Wear Red Day this past Friday, February 7 and to continue celebrating American Heart Month throughout February. Participants were asked to submit their photos on Instagram and Twitter through their annual #GoRedChallenge.

Locally, The Department of Health (DOH) is also encouraging DC government employees to participate in the month of recognition. DOH, in conjunction with the D.C. Department of Human Resources, will host a variety of activities throughout the month aimed to celebrate American Heart Month.

To learn more information about heart disease, its symptoms, and myths, visit <https://www.goredforwomen.org/>. Milton L. Miller at DCHR can be contacted for more information about the District's planned activities.



Photo via GoRedForWomen.org

Class 13-04 Graduates Twenty-One New Officers

"If you feel pride, professionalism, and passion today, wait: that sense of pride, professionalism, and passion will only be heightened as you move forward in your career," said Deputy Director Cross, as she spoke to Class 13-04 during their graduation ceremony.

The ceremony, which was held at the Training Academy on December 16, included inspirational and congratulatory comments from Ms. Cross and Dr. Willie Barr (the lead Training Specialist for this class), as well as brief remarks from Michael Brown, DOC's Training Administrator, Harry Lundy, and the oath of office administered by Major Kevin Hargrave.



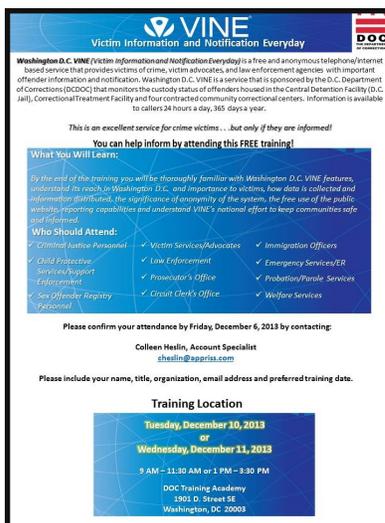
Class 13-04 poses with Deputy Director Cross and the Training Academy team. Photo: Darby Baham

Standing on their motto as "We have no fear. Started from the bottom, now we're here" the class delivered lively renditions of their oath of office and their pledges as new officers. Throughout the afternoon, certificates were handed out to various members of the class based on individual skill and leadership, but Ms. Cross' words heard earlier that day seemed to resonate through the remainder of the ceremony and symbolize what is expected of the class as a whole.

"I do not know what brought each of you to corrections," she said. "But DOC is glad that you chose us. You are becoming a member of a very large and very professional organization. You are also becoming a steward of an agency that is working to become a benchmark correctional agency that other correctional agencies look up to."

By Darby Baham

DOC Hosts Victim Information and Notification System Training



This past December marked the first time in almost fifteen years that DOC personnel, MPD staff, and victim advocacy groups met together for in-person training on the DC VINE system. The training was held at the DOC Training Academy and open to the public.

VINE (Victim Information Notification Everyday) is a program that the Department uses to notify victims, friends and family members of victims, and any other anonymous registrants of the custody change of an inmate. For example, registrants are able to receive automatic notifications when an inmate is released, transferred, etc...

The training included an informational video, the opportunity to ask questions about how notifications are sent out to the public, and information regarding how the system can be used internally and externally for all.

"We couldn't have been happier for the opportunity to spend time with District corrections officials and victim advocates, and to give them a clear understanding of how VINE helps crime victims," said Erin Combs, DC's Appriss Program Manager/Liaison. "We have a great partnership, with the shared goal of helping victims stay safe and informed and giving them

A look at the VINE flyer released by DOC.

peace of mind."

Participants who attended the training said it was very helpful and looked forward to learning more information about VINE through the free webinars offered to attendees. However, more in-person trainings will be scheduled in 2014 for those who were not able to attend. For more information on DC VINE, please contact Darby Baham, DOC Vine Program Manager.

RFID System: Next Big Step in Technology

As a part of its ongoing mission to modernize the jail, the Department is in the process of installing a Radio Frequency Identification (RFID) System at the D.C. Jail. When operational, the D.C. Jail would be the largest facility of its kind in the United States to have an RFID system of this scope. The project is expected to be fully operational in FY 2015.

The agency intends to use the system for maximizing safety of its inmates, staff and visitors, while also utilizing it to enhance compliance with policies related to PREA, rounds tracking and program attendance. The system will be linked to the DOC's Offender Management System and its workforce scheduling system, In-Time Solutions. As a result of these links, the department can better manage the components of its operating environment.

The project involves having every inmate wear an RFID bracelet, while all staff and visitors will be assigned a Personal Safety Device (PSD), which will be worn on their person while at the jail. Both are active RFID devices that continuously emit radio signals. These signals uniquely identify individual devices and their locations in real-time, and can be tracked on large screens at the CDF's Surveillance Center. The tamper proof bracelets are resistant to environmental and chemical damage and are also completely friendly to sensitive skin.

The project is expected to have multiple advantages, including simplifying several processes, enhancing the safety of officers and inmates, preventing unauthorized persons from being in certain areas of the jail, facilitating incident and illegal activity investigations, clearing counts and more. Suggestions and comments about this project are welcome and can be directed to Rohit Shivamallu at rohit.shivamallu@dc.gov.

By Rohit Shivamallu

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DOC Receives 11 out of 12 on Language Access Scorecard

After a year that included the formation of DOC's first Language Access Team and an internal audit of Language Access protocols/practices, the Department received its official scorecard from the Office of Human Rights this January. The scorecard, which was completed for 33 District Government agencies, resulted in a score of 11 out of 12 for DOC.

Each scorecard was based on assessments of a multitude of criteria, including but not limited to, the agency's collection of data, translation of materials, outreach efforts to Limited English Proficient/Non-English proficient communities, and any improvements since FY12.

"We are excited that the Office of Human Rights acknowledged our efforts to improve Language Access services over the past year," said Darby Baham, Language Access Coordinator. "But we also understand that we still have more work to be completed. I'm looking forward to our scorecard reflecting a score of 100 percent. It's important that we continue to enhance all services available to our LEP/NEP community."

For more information about how DOC and other agencies performed this past fiscal year, contact Darby Baham for a copy of the 2013 Annual Compliance Review: Language Access in the District.

Department of Corrections
FY13 COMPLIANCE SCORECARD

The mission of the Department of Corrections (DOC) is to ensure the public safety of citizens by providing an orderly, safe, secure, and humane environment for the confinement of pretrial detainees and sentenced inmates, while affording those in custody meaningful opportunities for reintegration into the community. It has an average daily population of approximately 2,600 inmates. In FY 13, the agency voluntarily adopted a language access policy and established a language access team which has enabled DOC to more effectively address LEP/NEP needs.

COMPLIANCE COMPARISON		2012	2013
PREPAREDNESS			
P1. Is agency consistently collecting data?		x	x
P2. Did data collection process comprehensive and reliable data?		x	x
P3. Did agency make significant efforts to train staff?			x
P4. Did agency communicate effectively with LA Programs in FY13?		x	x
P5. Is the agency managing and meeting requests for interpretation and/or translation services?		x	x
PREPAREDNESS SCORE		5	4
ACCESSIBILITY			
A6. Were vital documents translated/uploaded in FY13?		x	x
A7. Did languages that vital documents translated into in FY13, reflect the needs of the population served at agency?		x	x
A8. Were agencies able to reach efforts to LEP/NEP communities conducted in FY13?		x	x
A9. Are translated vital documents accessible on website?		x	x
ACCESSIBILITY SCORE		4	4
QUALITY			
Q10. Has OHR observed a complaint filed or other incident in FY13?		x	x
Q11. Were any letters turned away during test?		x	x
Q12. Did interviewees receive employee or interpretation but did not receive requested information or services?			NO
Q13. Has OHR observed significant improvement, newly program, or decline in implementation in FY13?		x	x
QUALITY SCORE		3	3
TOTAL AGENCY SCORE		12	11
TOTAL POSSIBLE SCORE		14	12

FIELD TEST RESULTS
In FY13, no field testing was conducted at DOC. OHR concentrated its field testing at agencies with the highest traffic and that serve large LEP/NEP populations. Testing is random and any agency can be tested at any time.

ANNUAL COMPARISON
Translation of vital documents into additional languages. In FY13, DOC translated 13 vital documents. The majority of the vital documents—12 out of 13—were translated from English into Spanish. The agency has an exemplary website in terms of LEP/NEP accessibility because vital documents and additional resources are placed under 'en Español' tab on the front page of the agency website. The agency's Government and Public Affairs office has also been more diligent in translating printed materials into Spanish and ensuring that the information is available on the website. Ensure all vital documents are easily accessible on DOC's website. Vital documents that were translated into Spanish can be easily found under the en Español tab located at the top left of the main portal for the agency's website. The OHR commends these efforts and as well as the outstanding commitment of senior leadership, which helped assemble a Language Access compliance team.

Remain aware of emerging languages as ten year anniversary of the Language Access Act approaches. This year marks the 10th anniversary of the passage of the Language Access Act. In April 2014, OHR will release a report that reassesses the top languages spoken in the District. OHR expects the agency to closely monitor and report emerging languages tied to new and growing immigrant populations in the District that are represented in their customer base, and to hold appropriate outreach events and other efforts to reach these communities. Top emerging languages revealed in the report should be an indicator for determining which languages vital documents should be translated to. Additionally, staff that have contact with the public should be made aware of emerging languages in the District in order to better identify them when customers speaking those languages seek services.

AGENCY PROFILE

- 11 of 12 COMPLIANCE requirements met by agency in FY 13
- 416 ENCOUNTERS with identified LEP/NEP individuals in FY 13
- SPANISH LANGUAGE encountered most frequently at agency in FY 13

A look at DOC's scorecard, provided by the Office of Human Rights.

By Darby Baham