



**PROGRAMS AND CASE MANAGEMENT'S
FY'15 PROGRESS REPORT**

OCT 2014—SEP 2015

Thomas Faust, Director

DOC Vision

“The Department of Corrections’ vision is to be a benchmark corrections agency. To become a benchmark agency, we will serve with **Pride, Professionalism, and Passion** in caring for human lives.”

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Deputy Warden for Programs and Case Management ~ Overview of FY'15

When you enter the conference room of the Central Detention Facility (CDF, also known as D.C. Jail), a quote from Mary Kay Ash is printed on the dry erase board - “Don’t limit yourself, many people limit themselves to what they think they can do. You can go as far as your mind lets you. What you believe, you can achieve.” The Office of Programs and Case Management staff located at CDF and the Central Treatment Facility (CTF) hold this to be true, and in FY15 sought to not limit themselves, but also to not limit those they serve.

From October 1, 2014 through September 30, 2015, many great things were accomplished. Additional staff were hired in Case Management, Religious Services, Reentry, and Residential Substance Abuse Treatment (RSAT). Reentry staff and Aramark Food Services initiated the IN2WORK ServSafe Certification class at the CTF. Reentry has continued to make strides in implementing the COMPAS risk and needs assessment web-based tool. Education staff sought to strategically

ensure inmates are equipped with skills to pass the new GED test. The Women’s Program has continued to ensure that needs specific to women are met. The Offices of Volunteer and Religious Services continue to recruit and retain highly-skilled volunteers to supplement services and activities. RSAT oversaw, monitored and implemented grant-funded services. The Juvenile Unit adopted a new uniform dress code. Case management staff ensured that the opening of the Inmate Reception Center (IRC) and the intake process for the center were implemented seamlessly.

The amount of work that staff of the Office of Programs and Case Management has completed in FY15 has been tremendous, and I could go on and on about the activities that move us toward the benchmark agency that is our goal.

Just as important, I know that the accomplishments would not have been possible without the tremendous support from all departments within DOC.



Dr. Lane has been with DOC since August 2012 and serves as Deputy Warden for Programs and Case Management.

This is the first year that we have compiled an annual report strictly for Programs and Case Management. The primary purpose for doing so is to inform DOC team members, our partners and stakeholders about institutional and pre-release services provided in DOC.

As we move forward in FY’16, I am very excited about all of the new initiatives that will involve a collaborative effort with other District agencies.

“Coming together is a beginning. Keeping together is progress. Working together is success.”
~Henry Ford

Highlights of Accomplishments in FY 2015

- Implemented a grievance procedure where Case Managers informally resolve issues and correctional managers hold regular town hall meetings. Inmates filed 65 complaints in the last quarter of FY14 alone but only a total of 48 in the first three quarters of FY15.
- Partnered with DC Public Library (DCPL) for the opening of a daily mobile library (Monday-Friday) at the Central Detention Facility (CDF). As of February 2015, there were 1,095 books circulated to 1,050 different inmates in all housing units at the jail.
- On September 9, 2015, local author and journalist Ruben Castaneda spoke with inmates about his memoir. Twenty-seven of the 92 inmates who participated in Summer Reading attended the program. Castaneda signed a copy of "D.C. Noir" for each inmate.
- Launched a work readiness program in partnership with the DC Department of Employment Services (DOES) at the Central Detention Facility (CDF) on housing unit, SW1. Inmates within 12 weeks of release receive work and life skills training from DOES staff and case management and employment assistance upon release. Mayor Bowser held a press conference and visited the unit for the first time on September 14, 2015.
- Since its implementation on March 26, 2015, CDF has conducted 3,363 COMPAS Risk Screenings of inmates to assess their risk to recidivate. The Juvenile, Job Readiness, RSAT and Reentry units have completed a combined total of 154 juvenile, adult male and gender-responsive needs assessments to assist in innovative case planning. Over 80 community service providers and a significant number of SMART goals and tasks were input into the software database as a guide for case managers and returning citizens to develop individualized program participation and release plans.
- Managers under the Deputy Warden for Programs and Case Management visited Roll Call on each shift and gave correctional staff an overview of correctional programs and services provided to inmates.
- Substance Abuse and Mental Health Services Administration (SAMHSA), in partnership with DOC, provided trauma-informed care training to 96 staff who work with women.
- On August 24, 2015, Howard University students and DOC students embarked on a 15 week sociology class collaboration at the CTF where meaningful discussion was held about crime and its impact on the community, those incarcerated, and their families.
- The Volunteer Appreciation Ceremony held on Tuesday, April 21, 2015 honored ten (10) volunteers with awards. In addition, certificates of appreciation were given to all volunteer organizations and/or individuals.
- The juvenile population held successful contact visits with parents and/or guardians during Thanksgiving, Christmas, Mother's Day and Father's Day.
- The Juvenile Unit, based on the efforts of Free Minds Book Club, met Professor Shaka Senghor of the University of Michigan (formerly incarcerated) who wrote a memoir entitled, "Writing My Wrongs," and Mr. Richard Gold, poet and founder of the Pongo Teen Writing Program based in Seattle, Washington.
- The Juvenile Unit received positive results of the interim monitoring conducted by the Federal Bureau of Prisons.
- The 7th Annual Juvenile Student Career Day was held on May 12, 2015.
- Juvenile residents' attire was modified from orange jumpsuits to khaki-colored beltless pants and gray polo shirts.
- The reestablished initiative for the Christian sacrament of baptism occurred in August of 2015 with the baptism of 36 inmates.
- DOC hosted 10 empowerment sessions at the CDF and CTF; featuring several well-respected community figures. Some of the presenters were once incarcerated and they spoke about overcoming obstacles associated with a criminal background, getting back on track to a productive lifestyle and set a tone of encouragement and motivation.
- CDF Case Managers issued Christmas cards to inmates to be mailed to family and friends.
- The Women's Wing, Inc., hosted a Christmas Extravaganza on Saturday, December 20, 2014 for over 100 children and guardians of inmates' children at Echo Stage in DC.

YEAR IN REVIEW



Average Length of Stay

61 days	Pretrial Felon
60 days	Pretrial Misdemeanant
130 days	Parole Violator
206 days	Sentenced Felon
55 days	Sentenced Misdemeanant

Inmate Successes



Good Time Credit Days Awarded

121 Reentry men = total of 1,047 days
58 Reentry women = total of 360 days
10 RSAT clients = 72 days
39 Education students = total of 167 days
165 Detail workers = total of 526 days



ServSafe Food Handling Certifications

52 men
22 women



Contact Visits Earned by Gold Tier Juveniles

98

Risks and Needs Assessments



Risk Screenings (risk to recidivate)
4,141 Men
199 Women
43 Juveniles

Needs Assessments
43 Men (full assessments)
23 Men (short assessments)
68 Women (full assessments)
29 Juveniles (full assessments)

Volunteer Services



150 volunteers in force
on 9/30/15
averaged 3575 volunteer
hours in FY'15

Rate of Recidivism



19.2%
80.8% DID NOT RETURN
WITHIN THE YEAR

CASE MANAGEMENT

Case management is a critical part of the DOC's mission and vision because it provides orientation and classification services to pretrial detainees, misdemeanants, sentenced felons, as well as, convicted felons pending transfer to other facilities, jurisdictions or released housing within DOC or contracted facilities.

During orientation, inmates are instructed of their rights (including Prison Rape Elimination Act (PREA) and responsibilities, program opportunities at the CDF and CTF, and facility operations. Each inmate is assigned a Case Manager, who then uses the Custody Classification System to establish uniform procedures for initial custody and custody reclassification for pretrial and sentenced misdemeanants. Interview techniques and assessment tools, such as the Northpointe COMPAS risk and needs assessment software, enable Case Managers to effectively and efficiently assess inmate security risks, programmatic needs, prepare a case history report, recommend program assignments and connect returning citizens to post-release services through a collaborative network of community resources and social services agencies.

Case managers must remain up-to-date on programs and services offered throughout DOC and the community in order to best inform inmates. They work with Reentry Programs, RSAT, Education, Religious Services, in addition to all new programs and initiatives implemented by DOC and outside service providers.

During FY15, the opening of the new Inmate Reception Center and the subsequent training of Case Managers staffing the center, along with the hiring of new Case Managers, were celebrated. Teresa Ann Washington, Chief Case Manager, now leads a team of twenty-two (22) Case Managers and a Clerical Assistant.

Looking forward into FY16, Ms. Washington seeks to continue ensuring that her team strive to achieve the vision of DOC by providing adequate services to all inmates in the custody of DOC and post-release.



Teresa Ann Washington, Chief Case Manager, has 29 years of corrections experience and has been working in case management for nine (9) years.

MENTAL HEALTH UNIT

"Mental illness is not the person. You must separate the behavior from the person and when you do, you will see that they have thoughts and feelings just like everyone else," states Leslie Palmer, Psychiatric Social Worker, assigned to the Mental Health Unit at CDF and currently assisting with social work services on the Juvenile Unit at CTF.

On the Mental Health Unit, self-management is the goal. Employees seek to guide and encourage male inmates to manage themselves by recognizing triggers and symptoms so that once released to the general population or to the community, they can be more successful. Modalities used to attain this goal include individual/group counseling and psycho-education that addresses trauma; improving social, problem-solving, coping and decision making skills; anger and stress management; and, building self-esteem.

The goal for FY16 will be to consistently provide services on a daily basis so that the participants have the opportunity to reap maximum benefits of the program.

While major successes or shifts in behavior are hard to gauge immediately, staff understand that mental illness treatment is a process and they look forward to hearing about future progress / improvements in the lives of those they serve.



Leslie Palmer, Psychiatric Social Worker, has extensive history working with mental illness across populations. Ms. Palmer joined DOC in October 2014.

"The journey in between what you once were and who you are now becoming is where the dance of life takes place."

-Barbara De Angelis

REENTRY PROGRAMS

Returning to the community from jail or prison presents many challenges for the individual, the individual's family, and the community-at-large. However, with the average length of time served for male misdemeanants being less than 113 days and 40 days for female misdemeanants, how can these challenges be addressed?

DOC Reentry serves women who are pretrial, sentenced misdemeanant or felons designated to serve their sentences in a DOC facility; and men who are sentenced misdemeanants or designated felons. The two DOC Reentry Units (located at the CTF) and the Job Readiness Unit (located at the CDF) are where most of the work is done to prepare returning citizens for successful reentry.

DOC starts reentry at the point of commitment. During intake, all inmates receive risk screenings; and designated misdemeanants, halfway house candidates, juveniles, and RSAT participants receive needs assessments to assist in determining services and community connections that cannot only be provided while in custody, but upon release. Services may include education/vocational classes, mental health care/counseling, life skills, anger/stress management, financial planning, renewing family ties and job readiness. A large number of diversified and highly skilled volunteers have served to provide many of the mentioned services. In addition, DOC often partners with sister government agencies and non-profit organizations to talk about services they provide and to enroll returning citizens in services and build rapport with them before they are released. Reentry is also supported by educational and vocational training provided at the CTF and DOC's Adjusting Our Attitudes Training (AOAT) in the Reentry Units for men and women and for the juvenile population. AOAT has a very positive impact on life skills development, self-motivation, team building, self respect and mutual respect.

FY15 has been a year of growth for tying many components together to make Reentry a comprehensive and successful entity within the District of Columbia. Successes include training Case Managers to use the Northpointe COMPAS risk and needs assessment software; instrumentation in filling case manager vacancies with persons who have significant community services experience; preparing a comprehensive one page community resources guide that is issued to every person upon release; coordinating Aramark training where 74 inmates became ServSafe certified; introducing a sociology college course for Howard University and inmate students; co-developing a Memorandum of Understanding to suspend rather than terminate inmate's health insurance when they are committed; coordinated training for staff to input housing applications in the city database so homeless individuals more quickly obtain housing; tracking and providing increased services to veterans; and working with DC Criminal Justice Coordinating Committee partners to address the economic and social impact of recidivism by misdemeanants.

In FY16, Reentry Programs will focus on added services to returning citizens centered around comprehensive release case planning, veteran's services, housing, and employment/vocational skills training.



Regina Gilmore, Reentry Coordinator, since January 2014, has over 42 years of corrections experience, with 40 of them in DOC as Case Manager, Deputy Warden for Programs, Policy and Procedures and Women's Program Manager.



Deborah Miller, Corrections Program Specialist, has been with DOC for over 29 years and is the Assistant to the Deputy Warden for Programs and Case Management.

HEARING IMPAIRED SERVICES

Deborah Miller, Corrections Program Specialist, has a simple philosophy: "Ensure that staff has whatever they need to accomplish their work." While her philosophy focuses on staff, the same principle is applied to inmates. At CDF (and in a compliance support capacity at CTF), Ms. Miller is the point of contact for hearing impaired inmates and visitors.

From the point of facility intake, Ms. Miller ensures hearing impaired inmates are equipped with interpreter services and access to TTY devices. She also ensures hearing impaired visitors (advanced scheduling required) have interpreter services during video visitation sessions. Ms. Miller conducts staff training on available hearing impaired services and ensures placards about the services are distributed throughout the facilities. To date, eight (8) TTY and nine (9) NexTalk, video remote interpreting (VRI) service locations have been set-up at DOC facilities.

Ms. Miller also serves as the inmate Voting Coordinator, ensuring that all eligible misdemeanant inmates and pretrial felons are afforded the opportunity to vote in local and national political elections by absentee ballot. Policies on inmate voting are in the process of being finalized and should be implemented in FY16.

WOMEN'S PROGRAMS

DOC recognizes that female offenders have potentially different needs and has sought to address these differences with the inclusion of gender-responsive risk and needs assessments that yield gender-specific programming and services. Jacqueline E. Williams is the Women's Program Coordinator at CTF. In her role, she develops, implements, manages and delivers programs and services to an average of 110 pretrial and sentenced misdemeanor, felon and parole violator females.

Mrs. Williams does not do it alone; she employs the services of volunteers, contractors, interns, and community-based service providers to assist women with a variety of holistic, evidence-based and educational programs and services. Some of these services include stress/anger management, women's wellness, parenting, substance-use treatment, job readiness, domestic violence, literacy, in addition to a host of others.

In FY15, Women's Programs celebrated many successes including coordination of training for 96 correctional staff, supervisors, and program staff on trauma informed care in partnership with the National Center of Trauma Informed Care (NCTIC) and relaunching parenting groups for women. The successes can be seen in the excitement and feedback received from the women receiving the programs and services provided at CTF.

According to Mrs. Williams, "Corrections is a pathway to change. With the right connections and motivation, people will be rehabilitated. If one life is saved, we have done our jobs." In FY16, rehabilitation will remain the goal of Women's Programs, focusing on continuing to incorporate evidence-based programming that address the specific needs of women.



Jacqueline E. Williams, Women's Program Coordinator, is a licensed Certified Addictions Counselor Level 1. She has been with DOC for five years and possess over 22 years of counseling experience, with 16 1/2 years being with DC Government.

RESIDENTIAL SUBSTANCE ABUSE TREATMENT



Catherine Voss, Program Manager, joined DOC in November 2014, bringing 11 years of residential drug treatment experience to RSAT.

DOC offers substance use treatment for incarcerated individuals with drug and alcohol addictions. The Residential Substance Abuse Treatment Program, known as "RSAT," provides group and individual counseling; drug education and relapse prevention; anger management; parenting skills training; life skills training; discharge planning; and includes linkages to outside resources post-release. RSAT provides services to men and women on separate designated units reserved exclusively for RSAT clients. The program takes a holistic approach, promoting structure and accountability for self and others. RSAT goals include improved substance use outcome post-release, reduced recidivism, and linkage to services in the community post-release that support efforts to become productive, law-abiding and sober citizens.

To participate in RSAT, incarcerated men and women may self-refer with the assistance of a Case Manager, be referred by an attorney, or be sanctioned by the US Parole Commission. While substance abuse treatment is the key benefit of the RSAT program, an added benefit is the ability for incarcerated men and women to reduce their sentences by successfully completing the program. There is great demand for the program, often resulting in a waiting list.

Catherine Voss, Program Manager for RSAT, joined DOC early in FY15. According to Ms. Voss, "There is hope for everyone, bottom line." In addition to the Program Manager, the program employs six (6) full-time Clinicians and two (2) temporary/part-time, grant-funded Peer Specialists. The program also makes use of volunteers who facilitate meditation, yoga, art, spirituality discussions and Alcoholic Anonymous (AA) meetings. Community partners, such as the HOPE Foundation, assist with facilitating weekly group sessions.

Looking ahead, FY16 goals for the RSAT Program Manager include continued learning of both the position and the correctional system, improving program structure and expectations, and seeking/retaining program funding.

JUVENILE UNIT/EDUCATION



Fredrick Rogers, Juvenile Program Coordinator, has been working with DOC for a little over 2 years and has 7 years of experience in juvenile services.

The Department of Corrections (DOC) houses Title XVI juveniles who have been committed by the courts pursuant to DC ST§ 16-2301, which contains provisions for the court to transfer a juvenile who is 16 or 17 years old to the DOC for criminal prosecution as an adult. The average length of stay for a DOC juvenile is one (1) year.

According to Fredrick Rogers, Juvenile Program Coordinator, "Our job is to fill our young people's bucket of self-esteem so high that no one can poke enough holes in it to drain it dry..." Key expectations are for juveniles to receive an education and participate in meaningful program opportunities while in DOC care and custody.

The Incarcerated Youth Program Model is a correctional management technique that focuses on cognitive, emotional, educational and social needs of incarcerated adolescents up to age 18 and is designed to provide programming to increase self-esteem and improve life management skills. Program goals are to provide juveniles with skills necessary to successfully navigate society and become positive contributing members of their communities; to develop and implement a behavior management strategy that will significantly enhance educational achievement; and to provide programming and treatment services specific to the special educational, cognitive, physical and emotional needs that are inherent to some adolescents.

Positive Youth Development (PYD) is the guiding principle within the DOC Juvenile Incarcerated Youth Program. PYD emphasizes building skills and assets in youth in addition to preventing common negative outcomes. The approach seeks to develop and integrate multi-faceted programs that help youth grow and mature. Examples of the PYD approach include the Behavior Modification Program and the Juvenile Treatment Team Review Board.

The Behavior Modification Program relies on a three-tiered level system (Bronze, Silver, and Gold) that imposes firm consequences as well as increasing rewards in order to modify behavior through positive reinforcement and accountability. New intakes start on the Bronze-level and over time are monitored by the Juvenile Treatment Team Review Board and unit staff for progress and promotion to a higher tier or remaining on the same tier. Consequences for poor behavior may result in demotion to a lower tier.

The Juvenile Treatment Team Review Board uses a unified intervention approach to address the treatment and programming needs of juveniles and also participates in Administrative Restrictive housing reviews for juvenile males. The Treatment Team is composed of a multi-disciplinary team of DOC staff, DCPS, and mental health care providers.

Mr. Rogers reports there was a noticeable cultural change within the unit for the better in FY15. The continued monthly parental case conferences during treatment team review continues to be a very useful tool in helping juveniles to adjust in a positive way. The incentive of contact visits for Gold Tier (honor) juveniles has also worked extremely well.

In FY16, the unit looks forward to the addition of a dedicated juvenile social worker who will address mental health concerns during critical evening hours. Staff is also looking to foster partnerships with local and sister organizations to provide even more impactful services to the juvenile population."

Education Program

The "Don't Forget Us" Peer Tutorship GED Program is administered by James Greene, Education Program Administrator. Currently, the tutoring program is being managed by Mr. Fredrick Rogers, Juvenile Program Coordinator, in Mr. Greene's absence.

Created in 2008 the program helps CDF inmates with Adult Basic Education (ABE), offer instruction to those whom English is a second language, and to prepare others to obtain a GED. The GED Unit particularly targets inmates over the age of 18 who have not received a high school diploma or GED.

To enroll, inmates can self-refer or DOC staff, program partners, and parents/guardians can refer inmates.

DOC offers other forms of educational services to include, special education by District of Columbia Public School (DCPS) and vocational programming for those interested in obtaining professional skills and certifications. Mr. Rogers reports, "By empowering inmates through education, the peer tutorship program aims to severely limit the high rate of recidivism which plagues the community today."

Inmates are required to meet attendance and participation guidelines to remain involved in educational programs. Depending on the type of program, at completion, they may receive a GED, high school diploma, or industry recognized credential.

In FY16, DOC looks to continue adding educational programming and strive to increase inmate completion rates.

"Treat people as if they were what they ought to be, and you'll help them become what they are capable of becoming."

-Johann Wolfgang von Goethe

RELIGIOUS SERVICES

“My vision is to make DOC Religious Services a benchmark program among area correctional religious organizations. We should be an example of what Religious Services in a correctional facility should look like,” states Reverend Samuel Whittaker, the Supervisory Chaplain at CDF. Chaplain Whittaker and Chaplain Betty Green have been working to do just that.

The Religious Services team ensures that all inmates, regardless of their religious beliefs, have a place of comfort and peace. They utilize spiritual knowledge and understanding to better the lives of male inmates housed at CDF. The goal is to assist them in successfully reintegrating into the community and to reduce recidivism by providing returning citizens with community connections and support.

While spirituality is a major component of the services provided, the team also has the task of giving inmates (including juveniles housed at CTF) death notices and providing grief counseling to inmates and their families along with preparing for reentry (i.e. counseling, housing, and employment services).

One of the challenges of serving such a large population with a variety of faith-based and reentry needs is staffing. To address this challenge, staff utilize the services of individual volunteers and community-based organizations to provide mentoring. An additional challenge is the availability of space to provide services to the inmates; however, Chaplain Whittaker and staff continue to incorporate creative measures to make it work.

In response to the needs of Christian inmates, a quarterly baptism initiative was implemented in August of 2015. The inaugural class of candidates for baptism consisted of 36 inmates participating in four (4) classes during a two (2) week period in preparation for the baptism that took place in the CTF Chapel.



Reverend Samuel Whittaker, Supervisory Chaplain has 5 years of corrections experience. He joined DOC in June 2015. Reverend Betty Green, Chaplain, has 40 years of corrections experience. She has been working in Religious Services for 15 years.



Linda Greene, Correctional Program Specialist, Office of Volunteer Services, has eight (8) years experience with DOC. She has a Master’s degree in Clinical Community Counseling—Trinity Washington University, a Bachelor’s in Liberal Studies and Theology—Georgetown University and is an ordained minister.

Linda Greene, Correctional Program Specialist, works under the supervision of Reverend Whittaker. Ms. Greene recruits and processes volunteers to serve at the Central Detention Facility (CDF) and the Correctional Treatment (CTF) facilities.

The following programs are supported by Volunteer Services: Case Management, Juvenile Services, Men and Women’s RSAT (Residential Substance Abuse Treatment), Education, Men and Women’s Reentry, Religious Services, District of Columbia Public Schools (DCPS), and District of Columbia Public Library (DCPL). According to Ms. Greene, “While some inmates hunger and thirst to do well; volunteers hunger to serve.” She contends that DOC’s ability to continue delivering programs and services with the goal of rehabilitating and reintegrating inmates into the community in FY15, has been a successful one due in part to the dedication and commitment of volunteers.

Several other responsibilities of the Office of Volunteer Services include volunteer program development and evaluation and oversight of the internship program.

VOLUNTEER SERVICES

During program evaluations, inmates have the opportunity to complete a Client Satisfaction Survey which helps DOC gauge the growth, rehabilitation and satisfaction of the inmates, as well as the effectiveness of volunteer services.

During FY15, volunteers were honored at the Volunteer Appreciation Ceremony hosted by DOC. As a reminder of the event, the following bulletin including a quote from DeAnn Hollis can be found posted in the Office of Volunteer Services: “The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others.”

To this end, in FY16, Ms. Greene looks forward to continuing her zeal towards recruiting and retaining dedicated and committed volunteers; building upon best practices by networking with volunteer coordinators in other jurisdictions; reviewing and revising (as needed) volunteer policies and procedures; and continuing to provide support and services to inmates, such as notary public services and back-up religious services support in the absence of the Chaplain.

A Few Success Stories



The Hope Foundation

- ◆ **CH** was released September 2013 from the RSAT Program. Today, CH has her own apartment, is enrolled in UDC as a Psych major and volunteers at Fairview Halfway. She is also preparing for Peer specialist training at the Department of Behavioral Health.
- ◆ **AH** was released from RSAT in September 2012. Today, he is married, has a newborn son, currently works at Community Connections as a peer specialist, mentor's young males as a youth minister at Mt. Enon Baptist church, facilitates awareness groups, and helps mentor men under the leadership of his mentor, Corwin Knight of the Hope Foundation.
- ◆ **CJ** was released from RSAT in November 2012. Today, he is an independent IT Consultant with two local non-profit organizations, and he is the sole proprietor of a mobile computer resources company.
- ◆ **LR** was released to N Street Village from RSAT in February 2013. She is currently working on an AA in Addictions Counseling, and a BA and MA in Social Work via the University of DC Community College. LR was nominated into the National Society of Collegiate Scholars and is maintaining a 3.5 GPA. She completed her field practicum at Department of Behavioral Health where she now works as a Transitional Specialist on the Critical Time Intervention Team. LR is also a reading tutor for elementary school children. She maintains her home and spends a great deal of time with family when not working or attending NA meetings.

Consultants for Change

- ◆ **KM** sent the following email: "I am writing you to inform you that I am doing extremely well. I had applied for an IT Help Desk position with Bread for the City immediately once I returned home and must say I have gotten the position, started two months after my release. I wanted to thank you so much for believing in me and staying by my side when I wanted to give up. Your words of wisdom meant and still mean so much to me. Thank you again and take care."

Religious Services and the World Hope Mentoring Program

- ◆ **CH** was honored at the CSOSA Reentry Reflections Awards Banquet in 2015. CH has a significant criminal history spanning more than 30 years but since being released in 2014, he has earned his Commercial Driver's License, is gainfully employed, and his goal is to obtain employment with PEPCO. He is quick to point to the help he received from DOC Chaplain and from pre and post release mentoring through the World Hope Mentoring Program as critical to his journey.

CDF Mobile Library

- ◆ An inmate on NE3 has reviewed 17 books this summer. When speaking with him, he shared that since mobile library service began in the Jail, he has read 96 books which equals approximately 37,000 pages. He has kept a list of all of the titles he has read and the number of pages in each of those books. His goal is to read 100,000 pages.

Juvenile Services

- ◆ Phone Call from a parent: "Shortly after my son came home, he was able to complete his high school diploma through summer school, have a meaningful work experience with the DC Summer Youth Employment Program and meet with Rehabilitative Services Administration (RSA) to explore vocational opportunities. I am so grateful for the work you did with him."



PROGRAMS AND CASE MANAGEMENT CONTACT INFORMATION

DOC SERVICES AT THE CENTRAL DETENTION FACILITY (CDF)

DEPUTY WARDEN FOR PROGRAMS/CASE MANAGEMENT	(202) 523-7010
CASE MANAGEMENT SERVICES	(202) 523-7090/7091
EDUCATION and LAW LIBRARY	(202) 523-7099
HEARING IMPAIRED	(202) 523-7074
RELIGIOUS SERVICES	(202) 523-7075/7079
VOLUNTEER SERVICES	(202) 523-7077

DOC SERVICES AT THE CORRECTIONAL TREATMENT FACILITY

JUVENILE SERVICES	(202) 547-7822 X72289
REENTRY SERVICES	(202) 547-7822 X72330 (202) 698-6988
REENTRY (MEN)	(202) 547-7822 X72320
RESIDENTIAL SUBSTANCE ABUSE TREATMENT (RSAT)	(202) 547-7822 X72344
WOMEN’S PROGRAMS	(202) 547-7822 x72212

Acknowledgements

Programs and Case Management staff would never be able to accomplish its objectives without the support and dedication of DOC Executive and Operations staff along with sister agencies, volunteers (individuals and organizations) and a myriad of community stakeholders.

Sincere gratitude is extended to all whose contributions added to the FY15 accomplishments in Programs and Case Management.