



DEPARTMENT OF CORRECTIONS

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 DEPARTMENT OF CORRECTIONS

Mission: The mission of the Department of Corrections (DOC) is to provide a safe, secure, orderly, and humane environment for the confinement of pretrial detainees and sentenced inmates, while offering those in custody meaningful rehabilitative opportunities that will assist them with constructive re-integration into the community.

Services: The DOC operates the Central Detention Facility (CDF) and the Correctional Treatment Facility (CTF). Both facilities are accredited by the American Correctional Association (ACA). The department has contracts with two private halfway houses: Fairview and Hope Village; these are often used as alternatives to incarceration. Like other municipal jails, 60 to 70 percent of inmates in DOC's custody have one or more outstanding legal matters that require detention, while the remaining are sentenced inmates, parole violators, or writs and holds. Median lengths of stay for released inmates are 31 days or less. Ninety percent of DOC's inmates are male. DOC also houses female inmates and a small number of juveniles charged as adults at the CTF. Each facility offers inmates a number of programs and services that support successful community re-entry. These include: -Residential Substance Abuse Treatment (RSAT); -Re-entry preparation (Re-Entry); -Institutional Work Details and Community Work Squads; -Job-readiness Training (together with the Department of Employment Services (DOES)); -Special Education (through the District of Columbia Public Schools (DCPS)); and, -Adult Education and GED Preparation provided by DOC. American Correctional Association (ACA) and National Commission on Correctional Health Care (NCCHC) accredited comprehensive health and mental health services are provided through Unity Health Care (contractual) and the D.C. Department of Behavioral Health. In addition, facilities provide inmate personal adjustment and support services, such as food services, laundry, religious programming, visitation, law library, inmate grievance process, etc. DOC facilities operate twenty-four hours a day, 365 days a year.

2 2024 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>DOC was found in good standing on its 4th triennial Prison Rape Elimination Act Audit of the Central Detention Facility.</p>	<p>It affirms DOC leadership and staff's commitment to executing its mission which is safety focused.</p>	<p>District residents can be sure that the Department of Corrections (DOC) strives to comply with all laws, regulations and standards, and has policies and processes in place to promote sexual safety and respond to allegations of violations of the same within all facilities that it operates or oversees.</p>
<p>The Department of Corrections (DOC) worked closely with the Board of Elections (BOE) to facilitate the registration process and voting process for DC residents in custody for the primary elections conducted in June 2024. In the primary there were 477 registered voters validated and served, 400 residents were mailed ballots because 77 are "Independents" and could not vote in the Primary. On the day of the primary 257 votes were cast at DOC which was an 18% increase over the participation in the 2022 Primary election. Of these, 216 voted in-person, while 41 cast ballots by mail. There were 91 residents who registered to vote on the same day as the Primary.</p>	<p>The DOC is proud to support the peaceful and successful execution of one of the most fundamental processes of our government in collaboration with BOE, and to ensure that those in our custody who are eligible to vote, have the opportunity to do so.</p>	<p>Voting in elections is both a right and privilege of citizenship and ensuring all citizens have the opportunity to exercise their right to be heard strengthens the state of democracy in the District.</p>
<p>DOC successfully stepped up its efforts to hire staff to keep abreast of attrition and fill mission critical positions by hiring 104 staff members which included 51 Correctional Officers, 2 Lieutenants, and the Warden. Other positions filled include the READY Center Administrator, a Chaplain, and positions in Strategic Communications, Contract Administration, and Education, Programs and Case Management.</p>	<p>These positions will assist DOC in performing the work it is expected to do, to navigate challenges as they arise, and to work towards its vision of becoming a benchmark Corrections agency.</p>	<p>The Department of Corrections' ability to execute its mission depends on maintaining a well staffed workforce. With the filling of each critical position, DOC is better able to respond to daily needs and step up its performance, which is what matters to District residents.</p>

3 2024 OBJECTIVES

Strategic Objective

Foster Environment That Promotes Safety for Inmates, Staff, Visitors and the Community-at-Large.

Improve Inmate Education, Job Skill Levels, and Facilitate Successful Community Re-integration.

Upgrade Workforce to Better Serve District's Public Safety Needs.

Maintain/Improve Inmate Physical and Mental Health to Support Successful Community ReEntry.

Create and maintain a highly efficient, transparent, and responsive District government.

4 2024 OPERATIONS

Operation Title	Operation Description
Foster Environment That Promotes Safety for Inmates, Staff, Visitors and the Community-at-Large.	
Inmate Work Release Programs: Daily Service	DOC provides opportunities for inmates to serve in community work-squads that provide services such as landscaping for other government agencies such as DGS.
Community Corrections Administration: Daily Service	Provides oversight of inmates placed in privately operated 100% PREA compliant community halfway houses in bed-spaces under contract with DOC. Conducts electronic monitoring where required as a condition of placement. Processes documents for abscond and halfway house escape notifications and subsequent apprehension.
Facility Security: Daily Service	Facility areas not occupied by inmates 100% of the time also require supervision to ensure safety, security and order for DOC's city within a city. Facility security operations include the command center, relief pool, emergency response team, canine support, key and tool control, rules and discipline, and movement control.
Central Cell Block Operations: Daily Service	DOC uniformed staff execute 24x7x365 operations of the Central Cell Block, which houses arrestees charged with non-citationable offenses prior to arraignment at court. On-site triage and clinical services and meals are provided. They ensure safe, secure and orderly operations.
Inmate Records: Daily Service	Inmate records receives, processes, records, files and archives all legal records for inmates committed to DOC custody. Inmate records computes official release dates associated with all misdemeanor sentences under District code, jail credits, and good time credits.
Housing Unit Supervision: Daily Service	Most of DOC's Correctional Officers provide 24x7x365 supervision of inmates ensures safety, security and order in housing units and conducting rounds according to DOC policy. They inspect cells and other areas to detect and remove contraband. Delivery of meals, commissary, linen exchanges, and mail; recreation, and out-of-cell time are supervised. This supports safe, secure and orderly operation of a humane detention environment.
Correctional Surveillance Center: Daily Service	Correctional Surveillance Center operations monitors and reviews surveillance collected from over 650 cameras and other devices to support DOC, and responds to official requests for surveillance to support internal DOC needs as well as law enforcement and criminal justice agencies.
Inmate Receiving and Discharge: Daily Service	DOC receives daily intakes, processes daily release transactions, and provides daily inmate transport to hearings and appointments from the Inmate Reception Center (IRC) at the CDF. Information required to maintain safe, secure, orderly and humane operating environment is recorded there. Initial health and mental health screening and Medicaid enrollment occur at the IRC. Inmate property is received, searched, and stored for 15 days (after which unclaimed property is destroyed). Initial clothing and linens are issued. Initial intake screening by Case Management is performed at the IRC.
Inmate Transport: Daily Service	The uniformed staff in the Inmate Transportation Unit provide daily secure transport to and from courts; and, medical and other appointments for DOC inmates. They operate under contract (Inter-Governmental Agreement) with the US Marshals Service.
Improve Inmate Education, Job Skill Levels, and Facilitate Successful Community Re-integration.	
Inmate Finance and Financial Assistance: Daily Service	These operations supported by the Office of the Chief Financial Officer (OCFO) ensure that inmates receive funds deposited by loved ones so that they can make purchases from the commissary and meet any restorations required as conditions of confinement.

(continued)

Operation Title	Operation Description
Inmate Personal Services: Daily Service	These include laundry, commissary, mail, property, clothing and linens, and food services that support continuous operations at DOC facilities that house inmates. Many of these operations are carried out by inmates in institutional work-squads supervised by DOC Correctional Officers.
Inmate Programs and Services: Daily Service	DOC offers programs and services to support connections with the community and community reentry. They include education, recreation, visitation, law library, mobile library services (with DC Public Library), employment readiness unit (with DC Department of Employment Services), religious and volunteer services, women's program and services, young adult program and services, Residential Substance Abuse Treatment (RSAT), and ReEntry services.
Upgrade Workforce to Better Serve District's Public Safety Needs.	
Personnel Services: Daily Service	Human resources management, EEO and diversity management, and training ensure that DOC operates with an adequately staffed, well trained, and diverse workforce. The goal is to support a work-force well capable of providing service delivery for a city-within-a-city that strives to be a benchmark corrections agency.
Maintain/Improve Inmate Physical and Mental Health to Support Successful Community ReEntry.	
Health and Mental Health Services: Daily Service	Dually ACA and NCCHC accredited comprehensive health and mental health services are provided at the CDF and CTF. Medical outpost security required to provide supervision for DOC inmates and CCB arrestees requiring outpatient or inpatient care; and, takeovers for any St. Elizabeths' residents requiring hospital care and any MPD arrestee requiring over two (2) hours of care at an area hospital are provided by DOC Correctional Officers. Typically 40-50 full time employees (FTE) are required over and above the 25 FTE officially authorized for this service; the majority are required to supervise MPD arrestees.
Create and maintain a highly efficient, transparent, and responsive District government.	
Executive Direction and Support: Daily Service	The Department of Corrections is a small city within a city that operates 24x7x365. Services that support the DOC executive functions on a daily basis include legal services, federal billing, public affairs, and strategic planning and analysis.
Agency Operations Support: Daily Service	A city-within-a-city that operates 24x7x365 to care for persons under its custody requires fleet management, procurement, contract administration and supply chain management to ensure that people are transported; materials and supplies are provided in a timely manner; and services are provided in accordance with the District's requirements, so that the DOC can deliver high quality services to those it serves.
Facility Services: Daily Service	Ensuring a safe, secure and functional physical operating environment for over 450,000 sq. ft. of detention space in a 40 year old city-within-a-city that operates 24x7x365 requires daily facility maintenance and repair, facility inspection, construction crew escort, and environmental and sanitation services.
Management Control: Daily Service	Risk Management, Policy and Procedures, Accreditation and Compliance, Prison Rape Elimination Act Compliance, and Investigative Services together document and support agency accreditation and compliance with laws, audits, standards, and promote implementation of best practices.
Technology Support: Daily Service	It takes a considerable amount of technology, project management, and business process re-engineering to support the daily operations for a city-within-a-city. Together these services assess, plan, implement, and maintain DOC's communication and technology infrastructure; conduct business process assessment; and, implement approved business process re-engineering projects.

5 2024 STRATEGIC INITIATIVES

In FY 2024, Department of Corrections had 5 Strategic Initiatives and completed 60%.

Title	Description	Update
Achieve NCCHC Re-certification for Inmate Health Services	The NCCHC sets standards for and requires that facilities achieving certification implement and adhere to best practices in health and mental health care for those held in detention facilities. DOC will achieve recertification of its Inmate Health Services by the National Commission for Correctional Health Care (NCCHC) by July 2024.	Completed to date: 50-74% While DOC completed preparation for the National Commission on Correctional Health Care (NCCHC) audit, it has been rescheduled and is expected to occur in FY 2025. Key staff have been newly appointed, such as the Medical Director for Unity Health Care, DOC's contractual provider. They will have the opportunity to freshly prepare for the audit under the new operating conditions. The audit has been rescheduled for FY 2025.
Upgrade DOC Facilities' Wireless Capacity	DOC will implement a wireless network at its detention facilities in conjunction with its existing ethernet network to improve connectivity, reduce dead-spots, improve life-safety impacts, improve training provision and compliance, improve information security and network access by staff in DOC facilities and reduce cost to implement and maintain the communications network by September 30, 2024.	Completed to date: 50-74% Building A - Wi-Fi Access Points are all complete. The installation/configuration of the CTF main network closet is complete and the CTF main network closet has been upgraded to support Wi-Fi and regular voice/data network. DCNET will work to complete installation and upgrades to C and E buildings in the upcoming weeks. The DCNET contract was awarded in June and the plan was to complete buildings A, C and E at CTF by September 30, 2024. That plan proved to be too ambitious as issues were encountered which resulted in delays in completing the work. The work now appears to be back on track and the C and E buildings should be upgraded before the end of Q1 FY 2025. In addition, there are FY 2025 activities for this initiative which are focused on upgrading the Wi-Fi at CDF.
Continue Work with CTF Annex Design and Planning Consultant and DGS to Develop a Program Plan for the new CTF Annex	DOC will build upon the work that commenced in FY 2023 to work with DGS and the CTF Annex design and program planning consultant to develop a design plan for the CTF Annex during FY 2024. This plan will provide guidance as the District breaks ground on the new facility in FY 2027.	Completed to date: Complete DOC completed its work for FY 2024 to support the CTF Annex Design and Planning Project. It has meetings scheduled during the month of October with the Consultant to discuss various aspects of the program planning and design based upon an updated understanding of custodial population levels and characteristics following the declaration of the Crime Emergency in July 2023.

Provide Education to DOC Residents under the age of 22 with Individual Education Plans (IEP), through the See Forever Foundation (Maya Angelou)

DOC has contracted with the See Forever Foundation to provide the required education requirements for residents with IEPs who are under the age of 22. DOC will monitor the performance of See Forever Foundation during FY 2024 to ensure that at least 85% of residents in DOC custody who have IEPs and are under the age of 22 receive the required education; prepare for high school or equivalent examinations; and, maintain a pass rate of over 60% in subjects/sections where tests are attempted.

Completed to date: Complete
In Q4 FY 2024 24 students attempted five (5) section tests of the GED exams and received passing score in three (3) section tests. The overall pass rate was 78%. For FY 2024 five (5) sections tests were attempted. Passing scores were received in four(4) section tests. The pass rate was 84%. This meets exceeds the goal for FY 2024.

Achieve Full Compliance with PREA in the Fourth Triennial Prison Rape Elimination Act (PREA) Audit Cycle at the Central Detention Facility

DOC will achieve certification as fully compliant with PREA Standards in the fourth triennial audit cycle at the Central Detention Facility (CDF) by April 2024.

Completed to date: Complete
DOC has been advised by the auditor that DOC is in good standing regarding the CDF PREA Audit.

6 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Foster Environment That Promotes Safety for Inmates, Staff, Visitors and the Community-at-Large.											
Percent of disciplinary reports adjudicated as charged	Up is Better	84.7%	80.5%	50.5%	53.7%	61%	56.2%	55.5%	70%	Unmet	Staff vacancies, transition of new staff into various roles including the operation of the adjustment board, and challenges in training staff on appropriately writing disciplinary reports resulted in challenges to meeting the target for FY 2024. As the hiring picks up to keep pace of attrition rates, and staff become more experienced in their assigned roles, DOC expects that the percent of disciplinary reports adjudicated as charged will rise to meet the target.
Percent of inmate on staff assaults resulting in requests for criminal prosecution	Up is Better	68.2%	61.4%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	43.3%	55%	Unmet	Due to staff vacancies in critical supervisory positions in FY 2024, DOC faced challenges in ensuring the quality of the incident related documentation in a timely way. Existing staff were spread thin. As these critical positions are filled and staff are trained on maintaining documentation and meeting DOC policy deadlines for the same DOC expects that the performance will improve and once again meet established targets.

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of contraband seizures resulting in requests for criminal prosecution	Up is Better	66.2%	62%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42.7%	45%	Nearly Met	There are many new supervisors or persons acting in those roles who need training on standards of documentation of evidence required to meet legal standards. There is also a need to train on report writing. As the staff vacancies are filled and DOC is able to provide the necessary training, DOC believes that this performance target will be met.
Delayed release rate	Down is Better	0.4%	0%	0%	0%	0.2%	0.1%	0.1%	0.1%	Met	
Erroneous release rate	Down is Better	0.1%	0.1%	0.1%	0%	0%	0.1%	0%	0%	Met	
Inmate on inmate assault rate -inmate on inmate assaults per 10,000 inmate-days	Down is Better	0.3	1.3	1.39	1.32	0.92	1.15	1.19	1.25	Met	
Inmate on staff assault rate - inmate on staff assaults per 10,000 inmate-days	Down is Better	0	0.2	0.07	0	0.06	0	0.03	0.8	Met	
Percent of inmates served by video and remote visiting program (CDF)	Up is Better	36.5%	37.1%	52.4%	83.8%	38.9%	34%	49.7%	35%	Met	
Improve Inmate Education, Job Skill Levels, and Facilitate Successful Community Re-integration.											
Inmate grievance resolution rate - percent of inmate grievances resolved within 30 days	Up is Better	65.6%	89.5%	94.5%	77%	92%	93.2%	90.3%	80%	Met	
Percent of housing units receiving access to programs and services (including virtual programs and services)	Up is Better	17.2%	73.3%	81%	81%	81%	81%	81%	73.3%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of inmates utilizing library services at DOC facilities (including law and leisure library, mobile library, and e-books)	Up is Better	Not Available	66%	67%	75.9%	No applicable incidents	No applicable incidents	26.9%	55%	Unmet	DC Public Library (DCPL) had no staff assigned to provide library services at DOC during the last two quarters of FY 2024. A DCPL librarian has been hired, and, is expected to begin providing service at DOC in the second week of November 2024. It is worth noting that in the two quarters where the library services were operating, the performance was on target.
Percent of attempted GED test sections passed	Up is Better	74%	56.3%	67%	60%	82%	78%	71.8%	60%	Met	
Percent reduction in the 12-month rate of return to DOC of reentry program (Transition Assistance Program (TAP) and Better and Beyond participants compared to that of misdemeanants	Up is Better	59.8%	30.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	-13.5%	35%	Unmet	Two of the most significant challenges this year in meeting the performance goal were turnover in staff who run the program and the exceptionally high proportion of participants with serious mental illness (SMI) and substance use disorders (SUD). SMI and SUD diagnoses frequently correlate to high recidivism rates. Reentry programs do not currently have a treatment focus. DOC is restaffing these programs and reviewing their content to promote improved outcomes in future.

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent Reduction in 12-month reincarceration rate of Residential Substance Abuse Treatment (RSAT) program participants compared to that for all DOC inmates	Up is Better	41.3%	73.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15.3%	40%	Unmet	There was a significantly higher than average rate of return to incarceration among RSAT participants in FY 2024 than in past years. This may in part reflect a shift in substance of choice to more addictive opioids among this population. DOC is working with partners to emphasize the need for continuity of care upon release from DOC to support improved outcomes for RSAT participants and the community.
Number of persons who are/were in DOC custody served by the READY Center	Up is Better	342	1,728	1,114	1,714	2,296	610	5,734	440	Met	
Number of FBOP returning citizens served by READY Center	Up is Better	140	545	275	423	698	695	2,091	400	Met	
Percent of 18-22 year old inmates with Individual Education Plans (IEPs) served by Maya Angelou	Up is Better	New in 2024	New in 2024	72.9%	80.6%	54.1%	68.1%	67.1%	85%	Unmet	Challenges to meeting the target included limited staffing, inconsistent inmate motivation and engagement and high turnover rates due to frequent releases and transfers from DOC facilities. Going forward, DOC and Maya Angelou Academy (MAA) will ensure proper staffing; promote engagement; and monitor attendance and academic progress; and consider ways to promote educational continuity even when students depart from DOC.
Upgrade Workforce to Better Serve District's Public Safety Needs.											
Percent of DOC FTE compliant with In-Service Training requirements	Up is Better	58.8%	69.2%	74.3%	81.4%	77.7%	71.3%	75.8%	75%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Maintain/Improve Inmate Physical and Mental Health to Support Successful Community ReEntry.											
Percent of inmates released to community with required medications	Up is Better	98.3%	97.8%	98%	97%	98%	98%	97.8%	95%	Met	
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of priority 1 maintenance and repair requests completed within 8 hours	Up is Better	69.5%	87.9%	98.9%	82.3%	94.4%	97.3%	92.4%	80%	Met	
Federal revenue reimbursement rate	Up is Better	89.5%	78.6%	99.7%	98.7%	99.7%	71.5%	90.8%	95%	Nearly Met	DOC has worked with federal partner agencies to reestablish a process to ensure that invoices are reviewed and processed in a more timely manner. The partner agencies are working through the backlog and the District hopes to be up to date by the end of CY 2024.
Percent of new hires that are District residents	Up is Better	New in 2023	35.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	27.9%	-	-	
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	22.9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26.4%	-	-	
Percent of employees that are District residents	Up is Better	New in 2023	19.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20.3%	-	-	
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	-	-	

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	65%	-	-	

Workload Measures

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Central Cell Block Operations							
Arrestees processed	3,596	10,718	2,874	2,911	2,910	2,999	11,694
Arrestees served by Central Cell Block Clinic (CCBC)	616	2,895	715	740	734	976	3,165
Community Corrections Administration							
Number of inmates placed in Halfway-Houses	3	7	3	0	4	2	9
Correctional Surveillance Center							
External requests processed by the Correctional Surveillance Center (CSC)	846	931	230	446	309	302	1,287
Internal requests processed by the Correctional Surveillance Center (CSC)	1,471	1,698	453	232	418	1,036	2,139
Facility Security							
Number of items of contraband seized	2,516	2,415	1,734	2,397	859	1,771	6,761
Number of hearings conducted	5,915	6,786	1,799	1,847	359	301	4,306
Housing Unit Supervision							
Percent of inmates charged with violent or dangerous offenses	75%	70.4%	56.9%	56.2%	83.2%	60.4%	67.2%
Median Length of Stay (LOS) in custody (days)	191	140	105	112	119	133	119
Recidivism rate for women - percent of women intakes with two or more bookings in 12 months	0.2%	21.2%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21.5%
Recidivism rate for 18-24 year olds - percent of 18-24 year olds with two or more bookings in 12 months	0.1%	17.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16.1%
Recidivism rate for men - percent of men with two or more bookings in 12 months	0.2%	19.2%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16.3%
Recidivism rate for young adult program participants - percent of participants with new bookings after program completion	Not Available	2.8%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2.2%
Recidivism rate for Residential Substance Abuse Treatment (RSAT) program participants - percent of participants with new bookings after program completion	0.1%	5.1%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15.3%

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Recidivism rate for reentry programs (Transition Assistance Program (TAP) for men and Better and Beyond for women) - percent of participants with new bookings after program completion	19.4%	14.7%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	30%
Hours of Overtime (OT) required	440,833.9	530,839	144,006	151,500	163,011	159,279.6	617,796.6
Average Daily Population (ADP)	1,411	1,328	1,645	1,798	1,908	1,990	1,836
Inmate Receiving and Discharge							
Recidivism rate for DOC inmates - DOC inmates with two or more bookings in 12 months	0.2	0.19	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0.38
Median Length of Stay (LOS) to release (days)	27.7	21.8	Annual Measure	Annual Measure	Annual Measure	Annual Measure	133
Average Daily Population (ADP) for DOC	1,388	1,328	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,836
Annual intakes (number of transactions resulting in movement of residents from non-DOC locations to DOC locations)	4,062	5,489	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7,508
Annual releases (number of transactions resulting in movement of residents from DOC facility locations to non-DOC facility locations)	4,249	5,274	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7,244
Inmate Records							
Documents processed	35,862	46,089	12,294	14,496	14,987	15,466	57,243
Sentences computed	2,807	3,706	1,048	1,176	1,249	1,186	4,659
Inmate Transport							
Hours of service provided by Court Transport	27,447	33,701	9,281	9,251	9,497	9,711	37,740
Inmate Work Release Programs							
Dollar value of service provided by inmate work squads	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents
Number of inmates on work release	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents
Inmate Finance and Financial Assistance							
Dollar value of inmate finance transactions processed	\$1,222,127.90	\$1,124,655.17	\$365,399.89	\$824,301.17	\$1,012,211.18	\$460,840.14	\$2,662,752.4
Number of inmates provided financial assistance	1,400	2,700	740	1,000	700	900	3,340

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Number of inmate finance transactions processed	15,483	13,766	4,183	12,138	13,892	5,338	35,551
Inmate Personal Services							
Dollars of inmate commissary items delivered	\$1,215,654.10	\$1,479,653.60	\$488,302.22	\$645,421.51	\$724,728.46	\$676,759.44	\$2,535,211.6
Inmate Programs and Services							
Number served by the LEAD Out! program	New in 2023	64	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100
Number served by the LEAD Up! program	New in 2023	114	Annual Measure	Annual Measure	Annual Measure	Annual Measure	234
Number of inmates who utilized education tablets	12,651	9,586	1,411	1,566	1,607	1,640	6,224
Number of social visits at CTF	New in 2023	5,589	2,047	2,171	2,777	2,772	9,767
Number of residents with disabilities	New in 2023	8	6	5	2	19	32
Number of library books issued by mobile library	2,662	2,540	610	781	14	No applicable incidents	1,405
Number of video visits conducted	15,492	17,482	5,190	5,365	6,482	7,306	24,343
Number of face-to-face visits conducted	152	660	255	237	172	325	989
Number of inmates between 18 - 22 years of age with Individual Education Plans (IEPs) served by See Forever Foundation (Maya Angelou)	497	393	164	175	184	111	634
Number of inmates served by literacy or GED programs	3,759	2,047	204	217	340	204	965
Number of participants for women's programming	420	437	62	102	103	115	382
Inmates served by law and leisure libraries	9,853	9,586	1,411	1,566	1,607	1,640	6,224
Number of inmates served by post-secondary education programs	1,092	807	687	552	396	441	2,076
Number of inmates served by Career and Technical Education (CTE) programs	12,751	736	100	39	77	68	284
Number of inmates with high or medium recidivism risk scores on the COMPAS Risk Screening Tool	1,777	3,790	985	937	1,237	1,119	4,278
Number of participants for the Transition Assistance Program (TAP) or Better and Beyond Program (Re-Entry)	318	225	94	92	112	109	407
Number of inmates served by C-Tech industry certification programs	3,684	50	28	30	46	22	126

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Number of participants served by the Residential Substance Abuse Treatment (RSAT) program	54	78	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98
Number of participants for Young Men Emerging (YME) programming	47	Not Available	14	15	22	24	32
Personnel Services							
Number of employees, contractors, and volunteers trained	2,053	2,430	526	334	403	562	1,825
Number of training classes conducted for employees, contractors, and volunteers	1,152	2,833	954	1,067	951	1,204	4,176
Health and Mental Health Services							
Hours of overtime (OT) required for medical outposts	23,061.5	61,210	24,977.8	23,894	19,188	15,172.8	83,232.6
Number served by the men's Substance Use Treatment unit	New in 2023	76	Annual Measure	Annual Measure	Annual Measure	Annual Measure	58
Number served by the women's Substance Use Treatment unit (Women's Wellness Unit)	New in 2023	194	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95
Number of intakes with active diagnoses of mental illness	1,897	2,846	813	1,858	989	1,625	5,285
Number of intakes with active substance abuse disorder diagnoses	1,774	2,402	792	1,180	996	1,210	4,178
Number of inmates served by the Acute Mental Health Unit	788	505	196	204	201	195	796
Number of inmates served by the mental health Step Down Unit (SDU)	77	62	31	34	27	26	118
Agency Operations Support							
Total dollar value of supply chain managed through DOC Warehouse	\$4,048,184.00	\$3,928,853.00	\$408,187.00	\$623,877.00	\$1,234,294.00	\$2,479,418.00	\$4,745,776
Number of vehicle inspections conducted	157	171	39	45	47	52	183
Number of requisitions submitted	263	300	86	75	74	73	308
Number of procurements processed	231	264	65	71	71	69	276
Executive Direction and Support							
DOC per-inmate per day incarceration cost	\$371.10	\$412.85	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$294.35
Number of FOIA requests processed	123	153	39	40	21	29	129
Facility Services							

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Total workorders recorded	14,790	13,029	3,133	3,136	2,185	1,108	9,562
Number of facility inspections conducted	4,722	4,790	1,056	932	840	1,639	4,467
Management Control							
Number of background investigations conducted	62	87	16	33	33	50	132
Number of ACA compliance audits conducted	247	312	67	139	43	39	288
Technology Support							
Number of helpdesk requests processed	4,328	4,831	788	756	649	671	2,864
Number of communication devices supported	4,832	4,771	1,240	1,235	1,213	1,232	4,920
Number of all other IT devices supported	8,548	8,595	2,058	2,035	2,021	2,037	8,151