



JUSTICE IMPLEMENTATION TASK FORCE

Design and Culture Change working groups

June 28, 2018

AGENDA

1. **Welcome and meeting goals**
2. Updates
3. Our focus: intake and admissions
4. Closing and next steps



GOALS

1. Follow up on strategies for improving visits to Rikers Island
2. Introduce next focus area: intake and admissions
3. Understand the intake and admission process, and begin to articulate a set of goals for the intake experience
4. Share what's ahead for our work together

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 1. MOCJ
 2. Department of Correction
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MOCJ UPDATE

- CPSD study
- Peer review
- Staff introduction



DOC UPDATE

- Strategies for improving visits
- Shuttle bus pilot

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OUR FOCUS: INTAKE AND ADMISSIONS

Objective

Develop a set of goals for the intake process and experience in future jails along with recommended strategies for improving the admissions process, the physical design of the intake space, and the interactions that take place during this process.

Key components of the intake process that we hope to explore include:

- Information gathering and sharing;
- Supervision, movement, and tracking;
- Physical design;
- Human interactions; and
- Use of technology.

OUR FOCUS: INTAKE AND ADMISSIONS

Guiding questions

- What are the goals of the admissions process?
- What would a great intake experience look like? What can we learn from comparable intake/admission processes in other contexts?
- How can design support successful and efficient intake?
- How might information collection be streamlined and shared more effectively across the agencies involved in the process (NYPD, Courts, DOC, *etc.*)?
- What are the biggest challenges with the current intake process?

OVERVIEW FROM DOC

- What are the key steps in the current intake and admissions process?
- How long does it take?
- How is it staffed?
- What are the biggest challenges?

NEW ADMISSIONS PROCESS TODAY

New admissions to Rikers Island (male adults)

COURT DIVISION PROCESSING (4 HOURS)

- Take detained person into custody after arraignment
- Conduct search, check detained person's property, and other processes
- Initial data entry

TRANSFER TO RIKERS ISLAND RECEIVING ROOMS (4 HOURS)

- Male adult detainees are accepted to new admission receiving rooms to continue processing
- The new admissions process is overseen by the Office of Custody Management/ New Admission Movement Control Unit (NAMCU)
- DOC has established policies around feeding new detained people and informing them of available medical services and how to access them

DOC AND MEDICAL PROCESSING (4 HOURS)

- New admissions complete all necessary paperwork
- Money and property is collected
- Photo identification and fingerprints are taken
- A search is conducted
- Shower
- Clinic

HOUSING ASSIGNMENT (4 HOURS)

- Housing is assigned based on a detained person's classification
- Classification decisions are based on information regarding an individual's personal information, and criminal and institutional history; classification is reassessed every 60 days
- Placement into a special housing category may result from assessment of an individual's medical, mental health, security and/or other identified need

BEST PRACTICES IN INTAKE

Across human services, the intake process is best when it is...

- Effective in gathering information needed to triage clients and make key decisions (e.g., urgent and emerging needs);
- Safe for all those involved;
- Efficient for both staff and clients;
- Consistent across various points in the process;
- Informative for people experiencing intake;
- Trauma-informed and responsive to people in crisis; and
- Protective of confidential or personal information.

GUIDING PRINCIPLES FOR DESIGN

Intake spaces

Intake is the critical juncture at which people enter the jail system. The physical setting for entry into the jail system should facilitate a consistent, dignified, fair, and transparent process for transition into custody.

The environment should be clearly organized, calm, and support adequate time and space for complete intake assessment, with easy access to related service providers.

The space should also ease and encourage access to information about the intake process through wayfinding, signage, and direct communication with staff and officers.



SELECT DESIGN STRATEGIES

- Consider open booking
- Provide areas for services and connecting detainees to programming
- Provide information, signage, and other resources to explain the intake process
- Ensure the incorporation of technology and other contemporary means of information gathering
- Provide everyday and healthy materials, furnishings, and fixtures
- Provide easier ways for staff to enter and exit the facility separate from intake areas

DISCUSSION: INTAKE AND ADMISSIONS

What are the goals of the admissions process?

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NEXT STEPS: INTAKE AND ADMISSIONS

Guiding questions

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NEXT STEPS: PROPOSED OUTPUTS

Proposed outputs	Possible activities	Target timing
1. Statement of goals for the intake experience	<ul style="list-style-type: none"> - Distill today's discussion - Vet with co-chairs and working group members 	Review draft in July
2. Map of the current intake and admissions journey from multiple perspectives	<ul style="list-style-type: none"> - Visit Rikers Island to see process firsthand and learn from corrections staff, and incarcerated people 	Review draft in July
3. Recommendations for improving the admissions process on Rikers Island	<ul style="list-style-type: none"> - Focus groups with DOC staff and other stakeholders - Review of best practices 	Discuss in July; review draft in September
4. Strategies for ensuring successful intake in borough-based jail facilities	<ul style="list-style-type: none"> - Working group survey - Review of best practices 	Discuss in July; review draft in September

NEXT STEPS

