



*Culture Change Working Group*

*March 15, 2018*

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Justice Implementation Task Force

*Agenda*

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1. Introductions
2. **Update from MOCJ**
3. Programming subcommittee update
4. Focus on visits
5. Discussion and next steps

*Updates from MOCJ*

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1. *Borough-based jail facility locations*

- The Mayor and City Council reached an agreement to replace Rikers Island with community-based facilities.
  - The agreement ensures a single public review of identified jail sites in four boroughs, which will provide off-Island space for 5,000 detained people.
- The four sites include:
  - Manhattan Detention Center, 125 White Street, Manhattan, 10013
  - Brooklyn Detention Center, 275 Atlantic Avenue, Brooklyn, 11201
  - Queens Detention Center, 126-01 82nd Avenue, Kew Gardens, 11415
  - NYPD Tow Pound, 320 Concord Avenue, Bronx, 10454

2. *Advocacy on Close to Home funding and state legislative agenda*

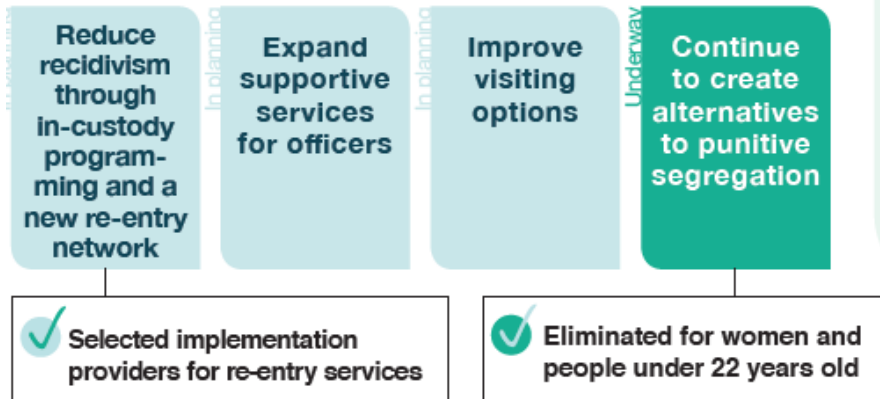
3. *Challenge to partial shutdown of RNDC*

Status of strategies

# 3 FAIRER

## CHANGING THE CULTURE AND PURPOSE OF JAILS

**Strategy Overview:** The Roadmap includes four strategies to improve the culture in city jails.



### PERSPECTIVES FROM OUR PARTNERS

*“Housing Works is committed to partnering with the Mayor’s Office of Criminal Justice to take a call to action by servicing individuals involved in the criminal justice system. This partnership would allow individuals fair, equal access to health and wellness services and workforce development opportunities. Housing Works is dedicated to building safer, healthier communities and playing a key role in reducing recidivism through New York City’s Department of Correction.”*

**Danielle Spina, Director of the SMART Program, Housing Works, Inc.**

### IMPLEMENTATION HIGHLIGHT

In the last month, the Mayor’s Office of Criminal Justice selected the eight non-profits who will provide re-entry services for everyone leaving city jails beginning in 2018. These networks will provide people returning to the community with help enrolling in benefits, finding employment and housing, and connecting to healthcare. Additionally, these providers will offer everyone leaving jail after serving a city sentence short-term transitional employment as part of the Jails to Jobs initiative.

The complete list of selected providers is Housing Works, Fedcap, Fortune Society, Friends of Island Academy, Greenhope Services for Women, Osborne Association, Samaritan Daytop Village, and Women’s Prison Association. These providers will be creating service networks through partnerships with a wide array of subcontractors, including the Center for Employment Opportunities and Exodus Transitional Community.

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*Programming subcommittee: charge*

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***Programming Subcommittee***

Leveraging the unique perspectives of those who work and spend time in the City’s jails, the Programming Subcommittee will explore opportunities to improve programming on Rikers by establishing programming goals and principles, and helping to shape the programming blueprint for the new system.

*Programming subcommittee: outputs*

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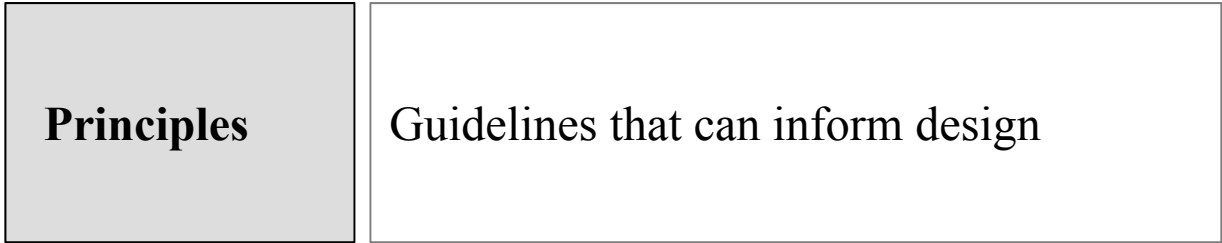
<b>Goals</b>	High-level, aspirational objectives for programming in jails
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*Early ideas:*

1. Inspire hope in an institutional environment by encouraging positive thinking and a prosocial mindset;
2. Respond to an individual’s current and emerging needs over time;
3. Provide opportunities to reduce the use of punitive practices in jails; and
4. Wherever possible, address the root cause of an issue that led a person to jail.

*Programming subcommittee: outputs*

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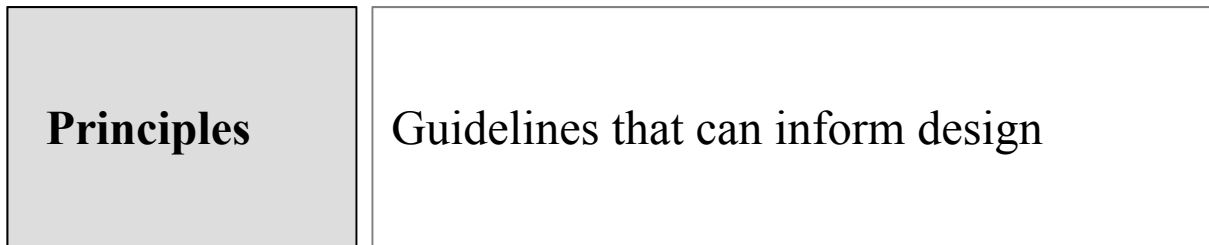
*1. Normalization and integration*

- Programming is part of the DNA of jails.
- Programming supports connections with the community and state facilities.
- Programming and security activities are planned for and delivered in an integrated and coordinated manner.
- All staff is versed in programming and see it as a resource and an integral part of operating a safe and restorative jail environment.
- All staff feel ownership over programming, and understand that programming is part of their job.



*Programming subcommittee: outputs*

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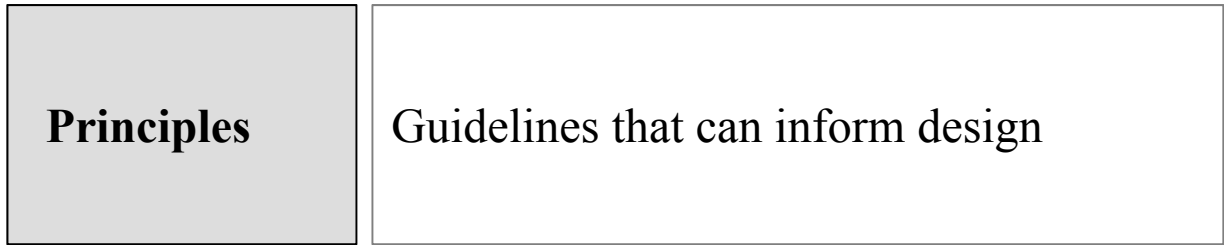


2. *Centered on individual needs*

- Initial assessments that are easy to administer at intake are used to understand risks and needs at the front door.
- Programming is person-centered and is based on an individual’s interests and risk factors around anti-social behavior.
- Programming in housing areas is shaped by the needs and interests of its residents.
- Programs help to broaden perspectives and prepare people for the future.
- There is a customer service-based approach to how programming is delivered.
- Participation is encouraged and supported by those around the individual.

*Programming subcommittee: outputs*

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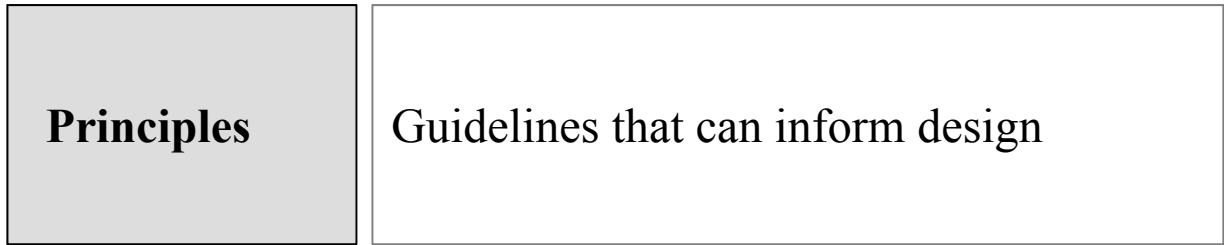


3. *Access and transparency*

- While it may vary in type, programming should be accessible to the entire incarcerated population.
- There is complete transparency and visibility into the types of programming that are available and consistency in access to programming.
- There is continuity of programming and services across facilities and service providers.
- Detained people are housed based on their risks and privileges rather than grouped together.

*Programming subcommittee: outputs*

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*4. Conducive space and design*

- Jail design facilitates opportunities for group and individual programming.
- There is ease of access to and from programming spaces.
- Jail design meets demands for various programming spaces, including adequate separation; programming spaces in proximity to housing areas to eliminate the need for moving and spaces that may be far away from housing areas.

## *Agenda*

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1. Introductions
2. MOCJ update
3. Programming subcommittee update
4. **Focus on visits**
  1. **Guiding questions**
  2. **Challenges**
  3. **Overview from DOC**
  4. **Design principles**
5. Discussion and next steps

*Focus on visits: guiding questions*

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*Questions to inform our discussion of visits today on Rikers and visits in the future:*

- There is significant work underway to improve the experience of visits for incarcerated people and their families. In what ways can this working group contribute to new initiatives or advance existing efforts?
- Does the group have any new ideas for improvements that can be made to the visit experience today?
- Are there additional considerations for the design of visit spaces in the new jail system?



*Focus on visits: challenges*

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*Recap: the challenges of visits*

- Transportation access and location
- Long wait times
- Extensive, security checkpoints that are not streamlined
- Lack of clarity about the visits process
- Inconsistent enforcement of rules and regulation
- Disparities in who receives visits—men get more visits than women

*Focus on visits: overview from DOC*

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*The Department of Correction has successfully rolled out the following improvements to the visit process:*

- Hired visit greeters trained to assist visitors through the process
- Created a visit “handbook” including resources, a description of the visit process, and a list of contraband
- Created bilingual messaging on procedures and policies
- Expedited the process for families with young children at Central Visits
- Provided DOHMH training on Narcan to visitors, which includes instructions for the safe administration of Narcan in the event of overdoses in the community
- Presence of service providers in Central Visits to share information with visitors about DOC programming and resources

*Focus on visits: overview from DOC*

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*There are more projects underway to improve the experience of visits.*

*Current projects*

- Creating a more user-friendly experience for visitors on DOC website
- Renovation of Central Visits location – flooring, seating, paint
- Placement of informational PowerPoints on monitors in facility visit waiting areas
- Surveying visitors and inmates to determine how DOC can best help to improve the visit process and increase visits (underway at RMSC)
- Providing programming brochures to visitors to inform them of the programming opportunities available to their loved ones

*Projects under consideration*

- Creating child-friendly spaces in the visit waiting areas
- Offering activities/programming led by DOC staff to help facilitate improved interaction between inmates and children visiting
- Offering customer service training to all visit staff
- Re-training all visit staff on visit directive
- Renovating non-contact booths to improve communication and window clarity
- Increased camera coverage in visit areas



*Focus on visits: overview from DOC*

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*There are more projects underway to improve the experience of visits.*

***Women-specific initiatives***

- Dedicated program counselors in RMSC children's visit area
- Family outreach to encourage more visits for women
- Expanding number of Children of Incarcerated Parents Program (CHIPP) visits at RMSC, with steady staff
- CHIPP-style visits for children of incarcerated women who are not in the child welfare system
- Changes to physical visit space in RMSC
- Allow mothers to join children in the children's area at RMSC
- Increase family days at RMSC
- Joint family visit programming for women and their families at RMSC

*Focus on visits: design principles*

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*During the Design Principles Workshop, the group was charged with considering the ideal characteristics of the space for people visiting someone in jail.*



*Focus on visits: design principles*

*Ideas from different perspectives...*

<i>Visitors</i>	<i>Staff</i>	<i>Neighbors</i>
<ul style="list-style-type: none"><li>• Efficient transportation options and check-in process</li><li>• A “greeter” or “conciierge”</li><li>• A pleasant interior design</li><li>• Video visit options</li><li>• Utilize publicly available spaces for digital visits and scheduling</li><li>• Child-friendly visit spaces, and programming that allows children to visit without their parents</li><li>• Co-located social services (e.g., counseling, family reunification)</li><li>• A sense of normalcy—light, air, acoustics, outdoor space</li></ul>	<ul style="list-style-type: none"><li>• Reliable process to ensure contraband does not enter the facility</li><li>• Electronic clearance system</li><li>• Efficient system for notifying incarcerated people when a visitor arrives, and for transporting them to the visits area</li><li>• Online system for people to register and schedule a time to visit</li><li>• List of “pre-cleared” visitors for each incarcerated person</li></ul>	<ul style="list-style-type: none"><li>• Design a space (potentially accessible 24 hours) that allows visitors to wait inside.</li><li>• Support this design with surrounding community assets, like coffee shops and stores, so people have something to do while they wait to visit.</li><li>• Create a direct relationship with the surrounding community, and have the first floor of the building include commercial and other shared space.</li></ul>

*Discussion*

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*Questions*

- In what ways can this working group contribute to new initiatives or advance existing efforts?
- Does the group have any other ideas for improvements that can be made to the visit experience today?
- Are there additional design principles for visits in the new jail system to consider?

Timeline and next steps

