

# Reentry in the District of Columbia: Supporting Returning Citizens' Transitions into the Community

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Submitted by the District of Columbia Criminal Justice Coordinating Council's Statistical Analysis Center

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## I. Introduction

Each year an estimated 2,000 – 2,500 offenders return to the District of Columbia<sup>1</sup> from prison and roughly 17,000 cycle through the D.C. Department of Corrections<sup>2</sup>. These individuals face a number of challenges upon their return, not the least of which are finding and sustaining adequate housing and meaningful employment. As is known, many offenders disproportionately return to a small number of neighborhoods, which are struggling with high unemployment rates, lack of affordable housing, and strained resources. This is, perhaps, useful for understanding why roughly 2/3rds of returning citizens recidivate upon their return to the community<sup>3</sup>. We find that both locally and nationally, these rates have been fairly consistent over the last several decades<sup>4</sup>.

Given these high rates of recidivism coupled with the knowledge that the overwhelming majority of those individuals who are incarcerated eventually get released, the idea of reentry transitional planning becomes ever so important. Fortunately, the vast body of evidence-based knowledge on reentry transitional planning has provided much instruction on ways jurisdictions can improve the likelihood of successful reintegration of its returning citizens. For example, the continuity of care ensures those returning have the best odds of transitioning successfully back into the community<sup>5</sup>. More specifically, the foremost aspects of successful transitional planning is identifying the needs of offenders inside the facility, linking them to appropriate services, and supportive networks both inside the facility they are coming from, as well as back in the community to which they are heading.

With assistance from the Bureau of Justice Statistics Grant # 2012-BJ-CX-K02, the Criminal Justice Coordinating Council's Statistical Analysis Center (CJCC SAC) worked with the District's Office of Returning Citizen Affairs (ORCA) to improve their access to information and build their capacity to collect and report information on the population of returning citizens they serve in a given year. ORCA is the legislatively

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<sup>1</sup> Court Services and Offender Supervision 2013 Fact Sheet <http://www.csosa.gov/newsmedia/factsheets/reentry-2013.pdf>

<sup>2</sup> DC Department of Corrections 2013 Facts and Figures

<sup>3</sup> Nakamura and Weiss (2012). Measuring Recidivism in the District of Columbia. Bureau of Justice Statistics. Washington DC.

<sup>4</sup> See Langan and Levine (2002). Recidivism of Prisoners Released in 1994. Bureau of Justice Statistics. Washington DC. Also see Pew Center on the States (2011). State of Recidivism: The Revolving Door of America's Prisons. Washington DC.

<sup>5</sup> MacKenzie, D.L. (2006) What Works in Corrections? Reducing the Criminal Activities of Offenders and Delinquents. Cambridge, UK: Cambridge Press.

mandated reentry agency in the District of Columbia, which helps returning citizens reintegrate into society by providing workforce development services and referrals for housing, employment, mental health, and substance abuse. It should be noted that ORCA is a one-stop-shop and lifeline for over 5,000 often marginalized returning citizens each year in the city<sup>6</sup>.

The first focal point of the grant was to enhance ORCA's capacity to collect and report information about their clients. This included building ORCA's technical capacity to (a) develop performance measures, (b) respond to requests for information from external stakeholders, and (c) produce reports that respond to pressing programmatic and policy questions centered on returning citizens. A major impediment to ORCA has been their primarily paper-based reporting system and the lack of proficient reporting tools. This has drastically reduced their ability to warehouse and automate client intakes, assessments, referrals, and client follow-up functions. To address these challenges, the CJCC SAC and Information Technology (IT) staff, and ORCA staff partnered to develop and implement a case-management database.

The second area of focus was verifying and updating the housing service provider information reported in CJCC's online Resource Locator,<sup>7</sup> a tool for practitioners and clients alike. As the recent research suggests, housing is often a primary barrier to successful reentry for offenders returning to the District of Columbia<sup>8</sup>. Offenders are sometimes limited in the federal and local assistance they can receive due to their criminal records, and they are often turned away by landlords because they do not have the stable employment history necessary to obtain a job to afford long-term housing. In the District, this is compounded by the fact the many local offenders are dispersed throughout Federal Bureau of Prison facilities across the country. The spatial mismatch between the offender's location and their support networks coupled with the lack of adequate information present formidable barriers for ORCA's clients searching for adequate housing upon their return to the District. To address this issue, CJCC SAC and contract staff verified information of housing services who

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<sup>6</sup> Office of Returning Citizens Affairs 2012 Annual Report.

<sup>7</sup> CJCC Resource Locator is an online searchable database of service providers.

<sup>8</sup> Court Services and Offender Supervision Agency. (2007). *Final Report for the Violence Reduction Program Ethnography, Vol. III: Barriers to Successful Reentry and Perceptions of Such Barriers*.

report information in the Resource Locator. Our logic for verifying this housing service provider's information is underscored later.

This report details the steps taken to improve the reentry process in the District of Columbia during FY2013, providing a discussion of the activities, challenges, and progress made to date within the two aforementioned focus areas. Recommendations are also addressed.

## **II. ORCA Business Process and Case Management and Data Reporting Database Development**

Although most returning citizens who are residents of the District receive services through one of the designated local and federal agencies, it is suspected that a disproportionate number of those needing but may not be receiving services cycle in and out of ORCA's doors. ORCA is the designated agency in the District that provides useful information for the empowerment of previously incarcerated persons. In a given year, approximately 5,000 individuals<sup>9</sup> cycle through ORCA's doors for such services as job readiness and placement, Commercial Drivers License training, computer literacy, and other wrap-around services. ORCA provides these much-needed services with a limited staff and primarily paper-based case management and reporting systems.

The limited staff and paper-based case management and reporting system presented a number of challenges to ORCA's day-to-day operations including:

- Determining the unique number of clients served in a given year
- Processing clients in a quick and efficient manner
- Following-up with clients
- Responding to external requests for information
- Performing assessments to identify needs of and link clients to the appropriate service(s).

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<sup>9</sup> Office of Returning Citizens Affairs 2012 Annual Report.

Given these challenges, the CJCC SAC focused on: (1) developing a database to assist ORCA in their efforts to collect information and accurately report on the number of client's they serve in a given year, (2) developing an assessment tool to help identify the needs of their clients, and (3) create performance metrics to determine how well the services and referrals are addressing their clients identified needs.

## ORCA Business Process Flow and Case Management Development Database

Within the grant year, CJCC's SAC and IT staff worked with ORCA's staff to create a case management system that captures their business processes as well as data capturing requirements. As a result, a Microsoft Access Database was created and launched in September 2013. This database enabled ORCA's staff to more effectively manage their case flow and better track referrals made to and from local and federal criminal justice partners and service providers. The business flow process and case management database schedules are highlighted in Tables 1 and 2.

**Table 1. ORCA Business Flow Development Meeting Schedule**

Meeting Date Range	Content of the Meetings
11-7-2012 to 1-11-2013	Develop initial plan for ORCA
11-14-201 to 1-18-2013	Received ORCA's feedback regarding their business process flow chart developed by CJCC IT
2-4-2013 to 2-8-2013	Met with DOC Staff to discuss ORCA/DOC discharge planning
3-11-2013 to 3-15-2013	Follow up meeting held with ORCA to discuss revised business process flow developed by CJCC IT
3-25-2013 to 3-29-2013	Held conference call with Georgetown staff <sup>10</sup> to discuss ORCA intake sheet development
4-8-2013 to 4-12-2013	Met with Georgetown staff <sup>11</sup> to coordinate efforts for ORCA project
4-22-2013 to 4-26-2013	Met with ORCA staff to finalize business process flow chart
5-6-2013 to 5-10-2013	Discuss revised process flow and IT functional requirements with ORCA (4 <sup>th</sup> meeting)

<sup>10</sup> Students from Georgetown Law Community Justice Projects worked with ORCA to develop resources materials.

<sup>11</sup> Ibid

**Table 2. ORCA Database Development Timeline**

Task Name	Duration	Start	Finish	Predecessors	Resource Names
<b>Process Flow / Requirements</b>	<b>6 days</b>	<b>Fri 5/3/13</b>	<b>Fri 5/10/13</b>		
Finalize Process Flow and Functional Requirements (Internal)	1 day	Fri 5/3/13	Fri 5/3/13		CJCC
Review of Process Flow and Functional Requirements	5 days	Mon 5/6/13	Fri 5/10/13	2	ORCA
<b>Design</b>	<b>15 days</b>	<b>Mon 5/13/13</b>	<b>Fri 5/31/13</b>		
Design Backend Database	10 days	Mon 5/13/13	Fri 5/24/13	3	CJCC
Design User Interface	5 days	Mon 5/27/13	Fri 5/31/13	5	CJCC,ORCA
<b>Development</b>	<b>30 days</b>	<b>Mon 6/3/13</b>	<b>Fri 7/12/13</b>		
CJCC Internal Development	30 days	Mon 6/3/13	Fri 7/12/13	6	CJCC
<b>Testing</b>	<b>15 days</b>	<b>Mon 7/15/13</b>	<b>Fri 8/2/13</b>		
CJCC Functional Testing (Internal)	5 days	Mon 7/15/13	Fri 7/19/13	8	CJCC
ORCA Functional Testing	5 days	Mon 7/22/13	Fri 7/26/13	10	ORCA
Address Issues and Retest	5 days	Mon 7/29/13	Fri 8/2/13	11	CJCC,ORCA
<b>Documentation</b>	<b>11 days</b>	<b>Mon 7/22/13</b>	<b>Mon 8/5/13</b>		
Develop User Manual	5 days	Mon 7/22/13	Fri 7/26/13	10	CJCC
Review User Manual	3 days	Mon 7/29/13	Wed 7/31/13	14	ORCA
Update User Manual	2 days	Thu 8/1/13	Fri 8/2/13	15	CJCC
Deliver Final User Manual	1 day	Mon 8/5/13	Mon 8/5/13	16	CJCC
<b>Production</b>	<b>20 days</b>	<b>Mon 7/22/13</b>	<b>Fri 8/16/13</b>		
Go Live	5 days	Fri 9/6/13	Fri 8/9/13	12	CJCC,ORCA
After-Production Support	5 days	Mon 9/12/13	Fri 8/16/13	19	CJCC

**ORCA Functionality and Daily Usage Preliminary Assessment**

As Table 2 illustrates the “go live” date for ORCA’s database was September 6, 2013. On October 10, 2013, one month after the database went online; CJCC’s IT and SAC met with ORCA staff to obtain their feedback on the process of development and functionality of the case management database. During the meeting, the following areas were discussed: (1) process and development, (2) functionality of the database, and (3) day to day use of system. Ongoing reporting and analytical support provided to ORCA by the SAC was also discussed.

## Overview of ORCA Business Process

The ORCA registration process begins when a new client enters their office either by walk-in or referral by a local or federal/community-based partner. Upon arrival, the new client is required to fill out a sign-in sheet which is then entered into the case management database. Once the client is ready to be seen by ORCA staff, the designated staff person either verifies (online submissions) or assists the individual with completing the intake form and the voter registration form. Once the intake information has been verified with the client, a more in-depth one-on-one assessment is either completed the same day or scheduled within three business days depending on volume of clients in a given day. Once the one on one assessment is complete and the needs of the clients are identified, they are required to attend a mass-orientation to learn more about the range of services provided by ORCA. During mass-orientation clients are provided more details on such services as health, education, career, social services, and housing. For a detailed illustration of ORCA's business process see Appendix A.

## Process and Development

Overall, ORCA staff held favorable views regarding the development process despite the challenges that cropped up along the way. As for the challenges, ORCA described them as "usual hiccups" beyond their control such as a lack of staff and technical knowledge to contribute meaningfully to the development of the system. There were also a few instances when the developers were not always available to address emergent questions. However, ORCA staff pointed out that when the developers were contacted they responded in a timely and addressed their questions in a sufficient manner. ORCA staff also pointed out that the number of development meetings were sufficient and the process related to the business process flow and case management system was transparent. They further stated that the case management system was an accurate reflection of their business process. ORCA staff noted that the timely delivery of the case management system and its ease of use outweighed the challenges experienced during the development process.

## Database Functionality

The case management system's user interface and back end database both require users to login with a secure username and password to protect client information. Both also have two user levels, administrative login and general login, to ensure authorized entry of client information and export of client level data. The administrative login allows the user to view, add, delete, or modify client records. The general login allows users to view, add, and modify client information only. Each service and referral tab includes associative drop-down menus that enable ORCA staff to collect information on service-specific needs of clients. All of the information collected in the database can be exported in a Microsoft Excel file or extracted directly from the server using a business intelligence tool (Tableau). For more details on the information included in each tab (see Appendix D).

Proper functioning of ORCA's case management system is critical to ensuring that their day-to-day operations are implemented with a high level of efficiency. To gain perspective on how well their case management database was functioning, CJCC IT and SAC gathered ORCA's staff feedback. ORCA's staff understood that the development process would be an iterative process which would require some fixes before being considered final. According to ORCA's staff, "most fixes to the system were minor in nature". For example, some data entry fields returned error messages; toggling between home screen and other tabs were not working properly; some data fields which should have been pre-populated were not; and some canned reports were incomplete. However, after some trouble-shooting and series of subsequent meetings, CJCC's IT staff "seamlessly" made the changes in the case management database to meet the expectation of ORCA staff. Although some canned reports needed further development, the ORCA staff mentioned that one's currently available would help them to respond to external requests in a timely manner.

## Day-to-Day Use

As previously stated, the case management and reporting database has greatly enhanced ORCA's ability to collect the information needed to better understand and service its clients. Prior to the database, ORCA reported only basic information related to the number of clients served and referred by enrollments by type, the

number of voters registered, and the number of HIV tests administered. Since then, the day-to-day operations have improved in the following ways: ORCA staff is able to scan and attach documents to client files; the system will likely expedite their response to the DC Council and inquiries from other local and federal research partners; the information extracted from the system is helping them to “become smarter” about the population they serve (e.g., develop an improved understanding of their clients’ needs); information security and client confidentiality has been greatly enhanced; client follow-up is much easier; and the data extracted from the system is informing their business practices in ways unlike before. Overall, ORCA staff is now more proactive in reaching out to local and federal criminal justice partners in response to clients under supervision.

### **Preliminary Client Profile**

Preliminary results for client information extracted from the database between September 6<sup>th</sup> and October 9<sup>th</sup>, 2013 led to the discovery of information known anecdotally prior to the implementation of the new system<sup>12</sup>. For example, based on 208 clients’ registration information entered during this time-frame we observed the following information (*See Table 3*):

- Eighty-two percent (170) clients were male
- The average age was 38
- Nearly 50 percent of clients reside in Ward 8
- The average period of incarceration was 4.1 years (ranging from one day to 42 years)
- The average period since last incarceration was 2 years (ranging from 2 days to 39 years)

ORCA staff is in the preliminary stages of entering client intake and referral information. Therefore, we were unable to provide greater details on the needs identified during the intake process and whether clients were referred to and linked to appropriate services. The CJCC SAC will provide technical support to ORCA in helping them develop this information in the future.

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<sup>12</sup> It should be noted this preliminary client profile is based on data entered by ORCA staff as of October 31, 2013 and does not reflect the total number of clients they service during this time as it excludes the number of new referrals and the back log of intake files that ORCA had on hand prior to the implementation of the database. Therefore, this information should be considered incomplete. For these reasons the profile may change in future reporting. For a more accurate and complete client profile please contact ORCA staff.

**Table 3. A Profile of Returning Citizens Serviced by ORCA**

<b>ORCA Client Information Entered September 6 to October 9, 2013</b>		
<b>Number of clients registered</b>	<b>208</b>	
<b>Gender</b>		
Male	170	82%
Female	31	15%
Missing	7	3%
<b>Average Age</b>	<b>38</b>	
<b>Ward</b>		
One	4	2%
Two	2	1%
Three	1	
Four	8	4%
Five	24	12%
Six	10	5%
Seven	31	15%
Eight	97	47%
Missing	31	15%
<b>Period of Incarceration</b>		
Average	4.1 years	
Range	one day to 42 years	
<b>Period Since Last Incarceration</b>		
Average	2 years	
Range	2 days to 39 years	

### **III. Ongoing Reporting and Analytical Support Provided by the SAC**

The implementation of the ORCA case management database enhanced their ability to collect and report information in a timely and intelligent manner. Despite the advancements noted above, technical assistance will support ORCA’s efforts to develop practical and applicable research reports as well as to continue to improve their business process. With this in mind, the CJCC SAC plans to continue to support ORCA’s staff to (1) leverage the information extracted from their case management database to (1) identify the needs of their clients and link them with appropriate services, (2) develop performance metrics to assess the efforts of their work and (3) build their capacity to respond to external requests for information. Our plans for such work are detailed below.

## ORCA's Client Profile and Performance Measurement

In light of the fact that data are still flowing into the ORCA case management database, it is too early to report complete information on performance metrics. However, over the next fiscal year it is anticipated that both the performance metrics and reentry profiles will be completed and automated. Administrative data extracted from the case management database will be used to construct a more precise profile of the clients served by ORCA in a given year. The case management information will also be used to develop metrics to provide an overall impression of who their agency touches on a yearly basis, the needs this population faces, and the efforts undertaken by ORCA on behalf of these reentrants. A select listing of intake information and performance metrics is listed below. A more detailed listing of intake information can be found in Appendix C.

### *Reentrant Profile*

#### *Services Needed:*

- Housing
- Employment

#### *Days Since Release*

#### *Supervision Status*

### *Performance Metrics*

- The number of participants by demographic group and service types
- The number of referrals made
- The number and percent of participants linked to employment or education
- The number of resumes produced and interviews secured
- Staff/client ratios
- Workforce development curriculum completion rates
- The number of clients that maintain employment longer than six months

## **Build ORCA's Capacity to Respond to External Data Requests**

While some of data mentioned above were collected by ORCA before the development of their case management system, much of the information was disjointed and not easily queried. Microsoft Visio and Tableau licenses were provided to enable ORCA staff and the DC SAC to translate their case management information into easily digestible tabular and graphical formats. Microsoft Visio will allow ORCA to develop business process flows and other graphical illustrations for reporting purposes. Tableau will allow ORCA staff to use their administrative data to develop dash boards to monitor its performance. It is anticipated that Microsoft Visio and Tableau will allow ORCA staff to report near-real time information related to clients coming through its front door.

## **IV. Verifying Housing Service Providers Information in the Resources Locator**

Returning citizens to the District face a number of challenges, but perhaps one of the foremost challenges is timely access to accurate service-related information. With this in mind, the CJCC in conjunction with local and federal criminal justice partners developed an online resource locator that serves as a repository of service providers (including, but not limited to, housing, substance abuse, mental health, medical, legal, and social services) in the DC Metropolitan area. Realizing the number of practitioners and clients who would use the Resource Locator and the role that housing plays in the reentry process, CJCC's SAC and contractors verified and updated housing service provider information reported in the online database.

### **Housing Service Provider Site Visits**

Over several weeks, CJCC SAC and contract staff made site visits to verify the information reported by housing service providers in the CJCC Resource Locator. The site visits were 15 to 60 minutes in length and involved verifying the following information: general information (e.g. address, phone number, etc.); intake forms and operations (e.g. referral requirements); and services provided (e.g., substance, housing, target population, etc.). As of October 15, 2013, the site visit team had visited verified, and/or updated information on

approximately 75 housing service providers across the DC Metropolitan area. Also, an additional 47 housing service providers not currently being reported in the Resource Locator had been identified and added to the Resource Locator. A summary of the general information collected and lessons learned from the interviews are highlighted below.

### **Challenges and Lessons Learned**

The process of ensuring that reentry practitioners and returning citizens have access to accurate information meant not only verifying and updating the service related information (e.g., housing services and target population) but also addressing inaccuracies related to general information as well (e.g., site locations, telephone numbers, general email addresses, special languages, and wheel chair accessibility). Beyond service related information, we found numerous errors related to the general information reported by some housing service providers. For example, a number of housing service providers were listed as wheel chair accessible, but during the interview process it was determined they were not (particularly the older housing services provider locations). Some service providers listed as “walk-ins accepted” actually did not allow walk in referrals but required clients to be referred by another agency. Some facilities were closed and others had moved locations or changed names. Some overnight homeless shelters were only staffed from 7:00pm – 7:00am making the facilities unreachable for site visits during business operation hours. All of the aforementioned changes have been made to the resource locator.

Most housing service providers were contacted and information was verified or updated, however a number of challenges made it difficult to do the same for others. For example, it was difficult to establish contact with some service providers to arrange visits; responses to CJCC staff email communication to arrange site visits were mixed--some responded others did not; phone calls were consistently more effective than email communication; service providers with no listed point of contact required voice mails to be left in a general mail box; there was a lack of coordination and communication between the service providers; some service providers

were unaware of District agencies such as ORCA; and locations in certain quadrants were less accessible by metro (rail/bus) and sometimes difficult to locate due to missing street address numbers.

A review of the Resource Locator's Google analytics tool<sup>13</sup> along with information received from a number of reentry service providers revealed important details regarding usage patterns. Between April 2013 and September 2013 there were 423 unique visitors, 877 total visits, and 7,099 page views. On average, visitors stayed on the site for 4 minutes and 30 seconds. As for those service providers who responded to our questions regarding how often they use the Resource Locator, most indicated that they use the Resource Locator between one and two times a week and frequently referred their clients to the website.

While Google Analytics and respondent feedback provides valuable information regarding the volume and nature of traffic on the website, such information is limited in scope and prohibits a greater assessment of the utility of the information reported used by practitioners and returning citizens. In the upcoming fiscal year the CJCC SAC plans to conduct a survey of Resource Locator's users to gauge website utilization user satisfaction, and recommendations for enhancements.

## **V. Recommendations**

The development of the case management and reporting database is valuable for ORCA's day-to-day operations. Similarly, the verification of the housing service provider's information was also important given the number of practitioners and returning citizens that uses the Resource Locator. Early results from both efforts have begun to show promise in helping ORCA better manage their day-to-day functions as well ensure the returning citizens have access to accurate service-based information and are linked to appropriate services. In light of the work the outstanding work that is needed, the following recommendations are suggested:

- Continuously review the case management information to ensure that valid and reliable information is collected and to, when necessary, remove extraneous information

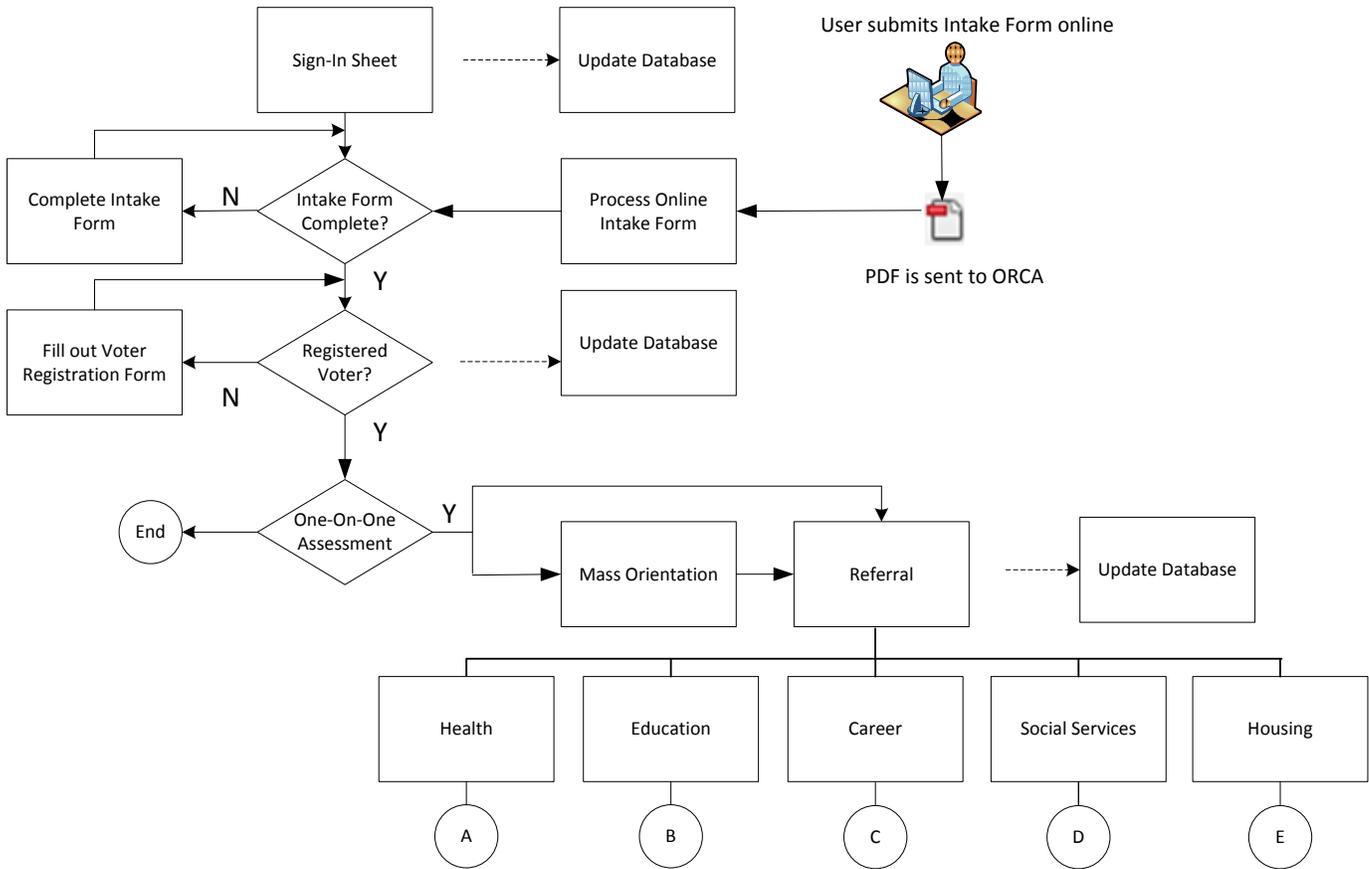
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<sup>13</sup> Although the this information may not focus exclusively on reentry housing service providers were able to confirm that some of the local agencies that provide housing services to returning citizens used the Resource Locator.

- Increase the use of assessment forms to ensure that returning citizens are linked to appropriate community-based services
- Develop and track performance measures to continually improve the quality services provided and referrals made and work toward a process or impact evaluation
- Enhance the Resource Locator by including onsite verifications to the audit protocols, continue to encourage its use among reentry partners, and follow up with reentry partners to assess the utility of the information.

# Appendix

## Appendix A. ORCA Business Process Flow

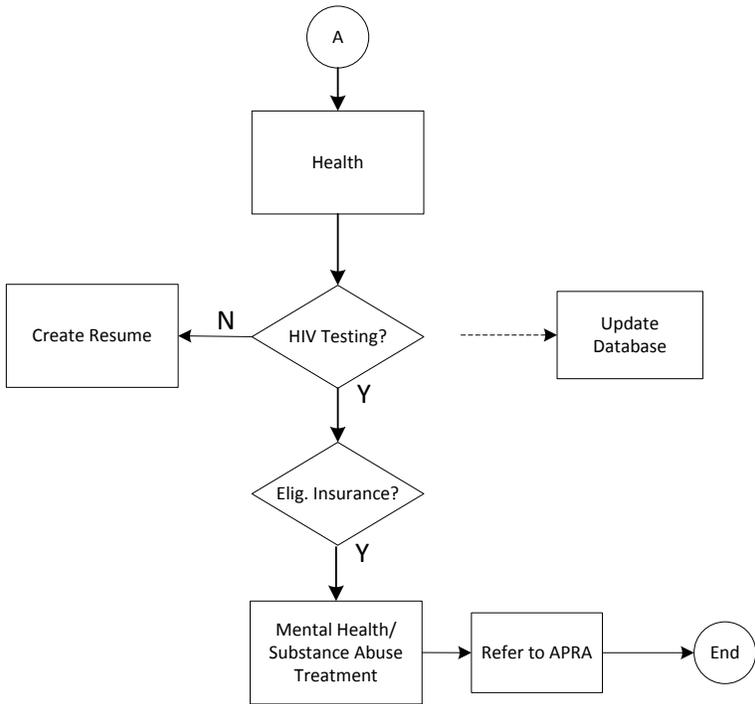


User submits Intake Form online

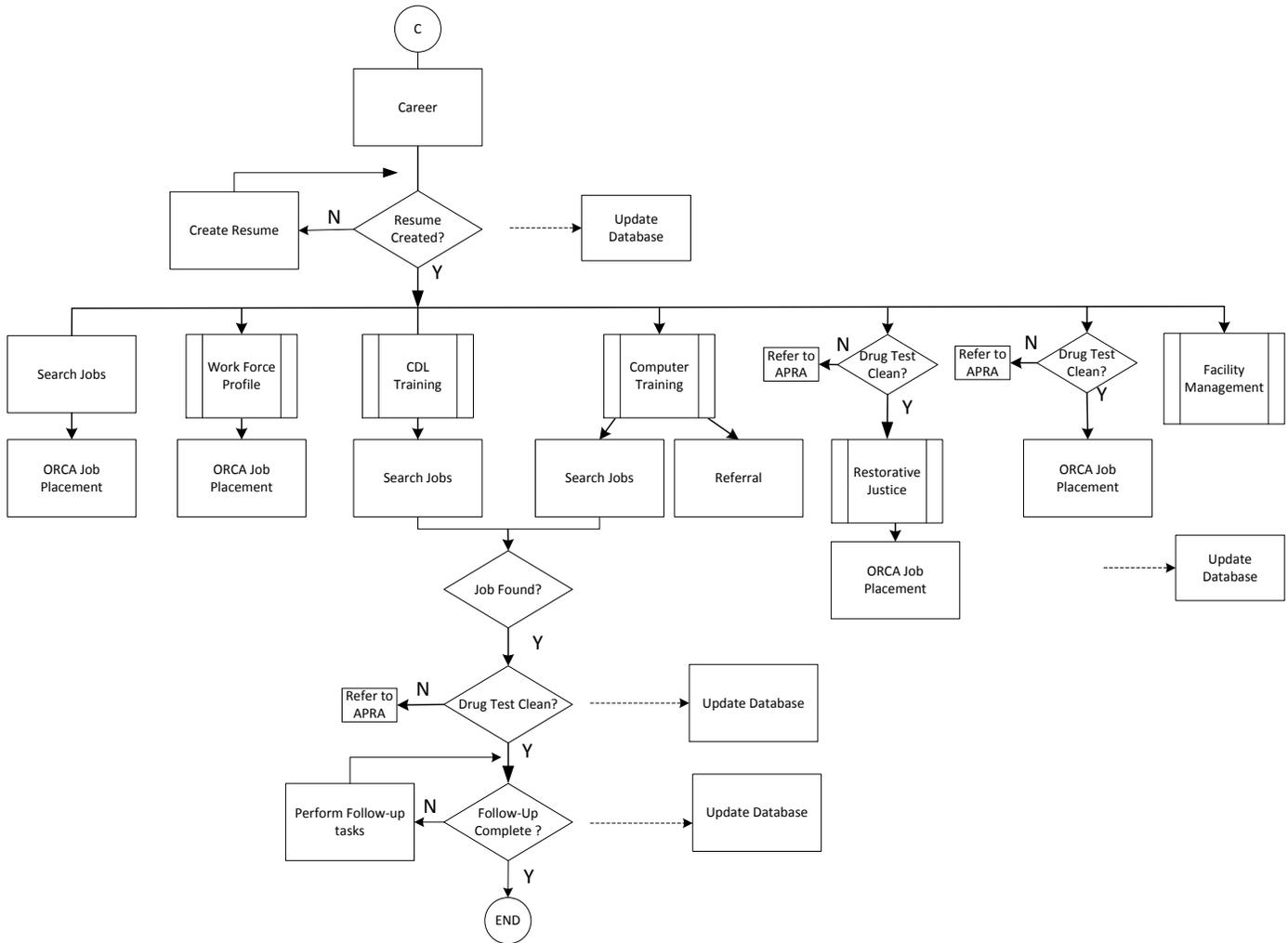


PDF is sent to ORCA

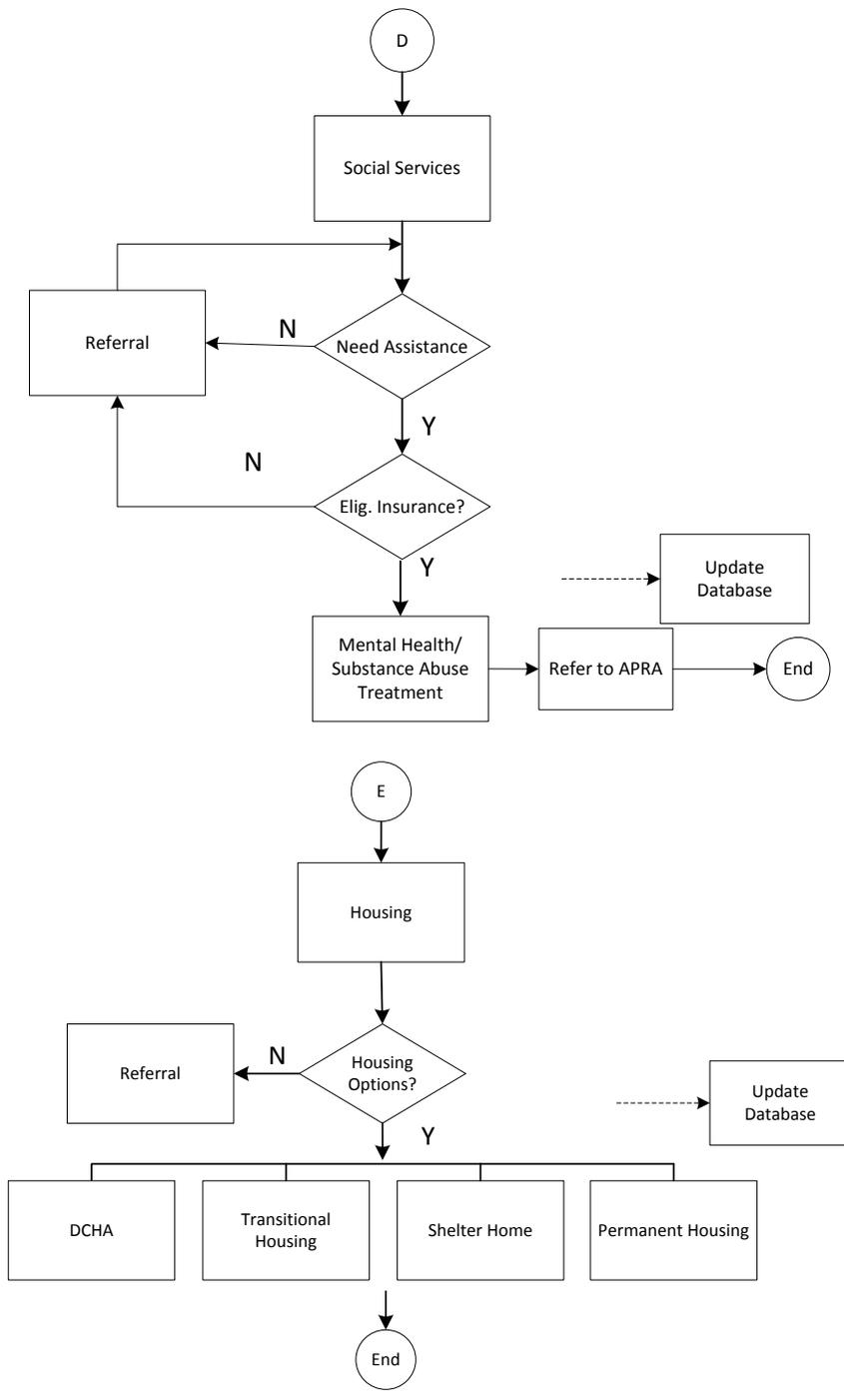
A



# ORCA Business Process Flow Continued



# ORCA Business Process Flow Continued



# Appendix B. ORCA Registration Form



## Office of Returning Citizen Affairs Registration Form

Registration Id:  Date Entered:

Last Name:  First Name:  M.I.:  Date of Birth:

US Citizen:  Sex:  Race:  Marital Status:  # of Dependent Children:

Cell #:  Other #:  Best Time to Call:  Email:

Street:  Zip Code:  Quad:  Ward:  Registered Voter:

How did you hear about ORCA?

Referral Source:   
CSOSA  
DDS  
DOC  
DOES  
FBOP

Previously selected referral sources:

Education:  Degree:  Vocational/Trade School Program:  Date of Completion:

Driver License Permit Class:

Military History: Have you served in the Military?  Reserves:  Date Entered:  Date Discharged:  Honorable Discharge:   
Disabled Veteran:  Branch:

Criminal History: In what state(s) do you have a criminal record?  Convicted:

if yes, list convictions:

Most recent period of incarceration:  to  State of Incarceration:

Supervision/Case Manager:  Name of CSO:  Phone #:

Reason for Visit:   
Clothing  
Disability Services  
Education  
Employment  
Food

Previously selected reasons for the visit:

This Resigeration Form was completed by:

Name:  Position:  Completion Date:

## Appendix C. ORCA Assessment Form

Date Entered:  Name:

Assessment Date:  Address:

Phone:  Email:

Have you been to ORCA before?  If yes, when?

What did you come in for last time?

Did you get help with that?  Have you been given Resources Pages before?

If yes, which Resources Pages?

Did you visit any providers list on the Resource Pages?

Which providers did you visit?

What did you come to ORCA for today?

Would you like help from the faith community in reaching your goals for employment or other aspects of your reentry?

### RESOURCE ASSESSMENT (Part 1)

<u>Initial if Resource Page was Received</u>	<u>If Returning Citizen marks "NO" for any question within a Category, get a Resource Page for that Category</u>	<u>Y/N</u> Check the box if the answer is 'No'
<input type="checkbox"/>	<b>1. Identification:</b> Get ID right away to apply for jobs and benefits. Do you have a driver's license or non-driver's ID? ..... <input type="checkbox"/> Do you have a social security card? ..... <input type="checkbox"/> Do you have a birth certificate? ..... <input type="checkbox"/> <i>If a Returning Citizen marks "No" for any question above, get a Identification Resource Page.</i>	
<input type="checkbox"/>	<b>2. Housing:</b> It is important to talk to an expert to get housing help. Do you have a safe, stable place to live? ..... <input type="checkbox"/> Do you have long-term housing? ..... <input type="checkbox"/> <i>If a Returning Citizen marks "No" for any question above, get an Housing Resource Page.</i>	
<input type="checkbox"/>	<b>3. Education:</b> Education programs can help you get a job. Do you have a high school diploma or GED? ..... <input type="checkbox"/> Do you have a college degree? ..... <input type="checkbox"/> Is English your first language? ..... <input type="checkbox"/> Are you comfortable using computers at home and at work? ..... <input type="checkbox"/> <i>If a Returning Citizen marks "No" for any question above, get an Education Resource Page.</i>	
<input type="checkbox"/>	<b>4. Medical &amp; Dental:</b> Get insurance right away in case of medical emergency. Do you have medical insurance? ..... <input type="checkbox"/> If yes, what kind? <input type="text"/> Do you have a doctor? ..... <input type="checkbox"/> Do you have a dentist? ..... <input type="checkbox"/> Have you been tested for HIV/AIDS? ..... <input type="checkbox"/> Do you have the information or support you need for HIV/AIDS? ..... <input type="checkbox"/> <i>If a Returning Citizen marks "No" for any question above, get an Medical &amp; Dental Resource Page.</i>	
<input type="checkbox"/>	<b>5. Benefits:</b> Government benefits include: TANF, SNAP, WIC, Medicaid, SSI, SSDI Have you registered for government benefits? ..... <input type="checkbox"/> <i>If a Returning Citizen marks "No" for any question above, get a Benefits Resource Page.</i>	
<input type="checkbox"/>	<b>6. Basic Needs:</b> Food and clothing assistance is available. Do you have enough food? ..... <input type="checkbox"/> Do you have enough clothing? ..... <input type="checkbox"/> <i>If a Returning Citizen marks "No" for any question above, get an Basis Needs Resource Page.</i>	

## Appendix D. ORCA Case management Database Service Tabs



### Attachment Tab

\* Date Entered:  \* Attachment Type:

\* Filename:

Note: Click 'Browse' to add or change the attachment

\* Required fields

Record:

**Attachment History - To view the attached document, click the 'Document Name'**

Date Entered	Document Type	Document Name	Username	Fiscal Year

### Phone Log Tab

PhoneID:  Date Entered:

Type Call:

Comments:

Record:

**Phone Log History**

DateEntered	TypeCall	Comments	Username	Fiscal Year

### Referral Tab

stration | Assessment | Attachment | Phone Log | **Referrals** | Flagger Info | Restorative Justice | Re-Entry Initiative | CDL Training | Computer Training | Work Force Profile | ORCA Services Provide

Referral ID:  Date Entered:

ORCA Staff Name:

Referral Reason: \*

Select the reason for the referral:
 

- Housing
- Transportation
- Utilities
- Clothing
- Employment

Previously Selected Reasons for the Referral:

Agency Referred To: \*

Select the agency(ies) referred to:
 

- ORCA
- CSOSA
- DOES

Previously Selected Agency(ies) referred to:

Agency Contact Name:  Title:

Address:

Phone Number:  Fax Number:  Email Address:

Comments:

Record:

**Referral History**

ORCA Staff	Referral Reason	Agency Referred to	Agency Contact Name	Agency Title	Agency Number	Agency Email	Agency Fax Number	Age
*								

# Appendix D. ORCA Case management Database Service Tabs Continued

## Flagger Training Tab

Date Entered:

Date Placed:  Name:  Number:

Record:

**Flagger Training History**

DateEnterec	FBOPName	FBOPNumbr	DatePlaced	username	FiscalYr
*					

Record:

## Restorative Justice Tab

ID:  DateEntered:

Type Program:  Drug Test Results:

Probation/Parole Contact Information:

APRA  APRA Visit:

Point of Contact:

ReadyToWork

Record:

**Restorative Justice History**

username	ReadyToWo	Contact	APRAVisit	APRA	ProbationPa	DrugTest	TypePrograr	DateEnterec	FiscalYr
cmoses	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		ghghds	Electrical	8/3/2013	20
cmoses	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Janitorial	8/3/2013	20

## Re-Entry Initiative Tab

ID:  Date Entered:

Work Site:  Employer:  Start Date:

Agency Referred To:

Previously selected referral sources:

Rate of Pay:  Status/Reason:  EmploymentCheck:

Record:

**ReEntry Initiative History**

DateEnterec	WorkSite	Employer	StartDate	ReferralSou	Rate of Pay	Status/Reas	Employmen	Username	Fiscal Year

# Appendix D. ORCA Case management Database Service Tabs Continued

## CDL Training Tab

ID:  Date Entered:

Training Date:

Comments:

Record:

CDL Training History					
DateEntered	Training Date	Comments	username	FiscalYr	

### 1) Computer TrainingTab

ID:  Date Entered:

Type of Class:

Training Date:

Comments:

Record:

Computer Training History					
DateEntered	Type of Class	TrainingDate	Comments	Username	Fisc

### 2) Work Force Profile Tab

WIPID:  DateEntered:

Skills:

Previously selected skills:

Record:

Work Force Profile History				
DateEntered	Skills	Username	Fiscal Year	
*				

# Appendix D. ORCA Case management Database Service Tabs Continued

## ORCA Services Provided Tab

ID:  Date Entered:

**Services Provided by ORCA:**

Assisted with setting up email account:  Email Address:

Assisted with Online Job Application:

Assisted with Job Placement  Job Placement Location:

Comments:

Record:

ORCA Services History

DateEntered	Assistedwith	ClientEmail	Assistedwith	AssistedJob	JobPlacement	Comme

## Appendix D. Example of CJCC SAC Service Provide Site Information Verification Form

**NAME OF ORGANIZATION** \_\_\_\_\_

**DATE VERIFIED** \_\_\_\_\_

**GENERAL INFORMATION**

1. Is the following information listed in the resource locator accurate?

**Yes No NA Update**

Phone Number

--	--	--	--

Address

--	--	--	--

Website

--	--	--	--

Hours of Operation

--	--	--	--

General Email Address

--	--	--	--

2. Is the location of the facility within a mile of public transportation?

--	--	--	--

b. If yes, please describe (e.g. name of Metro station or bus route and distance from facility).

--	--	--	--

3. Does your organization have multiple locations in the DC Metropolitan Area?

--	--	--	--

b. If yes, have there been any changes in the operations of any these locations?

--	--	--	--

4. Does the description of your agency reported in the resource locator accurately reflect the mission of your organization?

--	--	--	--

**INTAKE FORMS AND OPERATIONS**

5. Are the referral requirements listed on your website?

--	--	--	--

6. Are the referral requirements accurate?

--	--	--	--

7. Are material that clients should bring with them during intake clearly communicated?

--	--	--	--

8. Are material that clients should bring with them during intake accurate and complete?

--	--	--	--

**SERVICES PROVIDED**

9. Based on the list of categories in the resource locator, is organization listed under the appropriate category(ies) based on the type services provided?

--	--	--	--

10. Are the services provided by the organization listed on the website?

--	--	--	--

11. Are the services provided by the website accurate and complete based on what is reported in the resource locator?

--	--	--	--

12. Does the target population serviced by the organization match what is reported in the

--	--	--	--

