



Maryland Office of the Correctional Ombudsman Annual Report

DECEMBER 2025

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STATE OF MARYLAND OFFICE OF THE CORRECTIONAL OMBUDSMAN

December 2025 Report

The Honorable Wes Moore, Governor State of Maryland

The Honorable Bill Ferguson, President of the Senate Maryland General Assembly

The Honorable Joseline Peña-Melnyk, Speaker of the House of Delegates Maryland General Assembly

Members of the Maryland General Assembly

Secretary Carolyn Scruggs, Maryland Department of Public Safety and Correctional Services

Secretary Betsy Fox Tolentino, Maryland Department of Juvenile Services

The Honorable Andre Davis, Chairperson Maryland Commission on Juvenile Justice Reform and Emerging Best Practices

The Honorable Dorothy Lennig, Executive Director Maryland Governor's Office of Crime Prevention and Policy

Message from the Maryland Correctional Ombudsman

As discussed in the last report, the concept of the Ombudsman originated during the transition of the Swedish government from monarchy to democracy. The Ombudsman was charged with educating the citizens and serving as a mediator between the new Swedish democracy.¹ This concept has evolved over time to the modern Ombudsman and has expanded to include many different types of Ombudsmen, such as those in healthcare, education, and corrections.

The first Correctional Ombudsman Office in the United States was established in the State of Minnesota in 1972 on an experimental basis in response to national issues and challenges in Minnesota prisons. Originally funded by Law Enforcement Assistance grants through Governor Wendell Anderson's Crime Commission, the office wasn't codified as an independent agency in the Minnesota state government until 1973, when it became the Ombudsman of Corrections.² Later in 2002, the Legislature reduced the agency's budget to \$0, effectively eliminating it in 2003. However, this was short-lived. Realizing the true need for this oversight authority, the legislature reestablished the agency in 2019.

Since the establishment of the Minnesota Correctional Ombudsman Office, other oversight authorities have been slowly developing throughout the US, with a total of 23, including the Maryland Office of the Correctional Ombudsman. The growth of correctional ombudsman oversight authorities underscores the importance of proper, necessary, and effective oversight. Strong and efficient oversight authorities share common characteristics: independence, confidential and unfettered access, appropriate and sufficient funding, comparable salaries to the agencies they oversee, a duty to report, a variety of oversight methodologies, required agency cooperation, and required response.³

The Maryland Office of the Correctional Ombudsman (OCO) was established in September 2024, following years of advocacy by a variety of supporters, to provide oversight of the Department of Public Safety and Correctional Services. This also included the blending of the already established Juvenile Justice Monitoring Unit, which provides oversight to the Department of Juvenile Services (DJS). As required, the first report, published in December 2024, established the agency's strategic plan. The agency has also continued to provide oversight and report quarterly on DJS, as required by statute. This report represents the second agency-wide report. The goal is to continue to expand on the agency's work from the last reporting period, as well as to address the mandatory reporting requirements.

Given the confidential nature of the OCO's work, it is hoped that this report will serve as a mechanism for understanding the need and mission of the OCO while also establishing our credibility. We further hope it will serve as a guidepost for the necessary areas of improvement and potential change, thereby enhancing the lives of those working and living behind the walls.

In gratitude for the opportunity and to recognize the "small, but mighty" OCO team whose contributions have led to all of OCO's achievements.

Respectfully submitted,

Yvonne Briley-Wilson Esquire -OCO-

Yvonne Briley-Wilson, Esquire
Maryland Correctional Ombudsman

¹ American Bar Association Section on Dispute Resolution, Report to the House of Delegate Resolution, 2017

² Minnesota Legislative Reference library, Executive Order 72-14 (Wendall Anderson, 4 February 1972), 1973 Minn. Laws Chap. 553 Minn. Stat. 241.41 [Repealed, 1Sp2003 c 2 art 5 s 18]

³ American Bar Association Section on Dispute Resolution, Report to the House of Delegate Resolution, 2017

STATUTORY AUTHORITY

Maryland Senate Bill (SB) 134 codified as Md. Code Ann., State Gov't § 9-4001 established the Office of the Correctional Ombudsman (OCO) as an independent agency, effective July 1, 2024. The enabling statute delineates the agency's responsibilities and authority, mandating oversight over the Department of Public Safety and Correctional Services (DPSCS) and the Department of Juvenile Services (DJS).

The following is a synopsis of some of the key concepts, responsibilities, requirements, and/or expectations of the statute and is not stated verbatim.

Authority to Investigate

Md. Code Ann., State Gov't § 9-4001 empowers the OCO to investigate complaints on its own initiative or in response to submissions from staff, families, organizations, or individuals who are incarcerated, detained, adjudicated, or otherwise involved. The Ombudsman may investigate any administrative act deemed:

- Contrary to law or regulation.
- Based on a mistake of fact.
- Unsupported by sufficient evidence.
- Performed inefficiently.
- Unreasonable under the totality of the circumstances.
- Otherwise, erroneous.

Independent Reviews and Assessments

The OCO is authorized to conduct independent reviews and assessments of:

- Health Services: Including substance use disorder assessments and treatment for confined individuals.
- Mental Health Services: Provided to confined individuals.
- Agency Plans: Including expansions, renovations, or closures of facilities.
- Educational and Vocational Programs: For individuals confined by any agency.
- Agency Policies: Such as restrictive or protective housing and processes around deaths within the facilities.

Collaborative Efforts

The OCO is tasked with collaborating to improve agency functions and prevent abuse, including:

- Cooperating with any agency to enhance functionality or prevent abuse.
- Inspecting facilities owned or controlled by any agency to monitor conditions.
- Resolving complaints through mediation or other conflict resolution methods.

Investigation Process

The OCO may:

- Interview: Agency personnel or any confined individual.
- Access Records: Maintained by any agency.
- Perform Unannounced Site Visits: And on-site inspections of agency facilities.
- Receive Complaints: Without interception, review, or interference.
- Review Reports: Of disciplinary actions, grievances, and their dispositions.
- Collaborate: With any agency or state government unit to investigate complaints or alleged injury, neglect, or death of individuals under agency supervision.

Subpoena Powers

The OCO can subpoena individuals for sworn testimony or production of documentary evidence necessary for its duties. If an individual fails to comply, a court can enforce compliance, and disobedience may result in contempt charges.

Confidentiality

It is crucial that the Office treat all complaints as confidential, revealing details only if necessary to fulfill its duties and in accordance with state and federal law.

Staff - Juvenile Justice Monitoring Unit

The statute in § 9-4013 further provides for the incorporation of the Juvenile Justice Monitoring Unit as a division/unit of the Office of the Correctional Ombudsman.

The Unit shall:

(1) evaluate at each facility:

- the child advocacy grievance process
- the Department's monitoring process
- the treatment of and services to youth;
- the physical conditions of the facility; and
- the adequacy of staffing;

(2) review all reports of disciplinary actions, grievances, and grievance dispositions received from each facility and alterations in the status or placement of a child that result in more security, additional obligations, or less personal freedom;

(3) receive copies of the grievances submitted to the Department;

(4) perform unannounced site visits and on-site inspections of facilities;

(5) receive and review all incident reports submitted to the Department from facilities;

-
- (6) receive reports of the findings of child protective services investigations of allegations of abuse or neglect of a child in a facility;
 - (7) ensure that each facility is in compliance with the regulations applicable to residential facilities;
 - (8) monitor the implementation of educational programs at each residential facility;
 - (9) collaborate with the Department, the Department of Human Services, the Maryland Department of Health, and the Governor's Office of Crime Prevention and Policy in all matters related to the licensing and monitoring of children's residential facilities; and
 - (10) have a representative available to attend meetings of the advisory boards established under § 9-230 of the Human Services Article and meetings of the Juvenile Services Education Board established under § 9-502 of the Human Services Article.

The Unit may:

- (1) review relevant laws, policies, procedures, and juvenile justice records, including records relating to individual youth;
 - (2) on request, conduct interviews with staff, youth, and others;
 - (3) review investigative reports produced by the Department relating to youth in facilities; and
 - (4) participate, within the context of the local department of social services' multidisciplinary team process, in a child protective services investigation conducted under Title 5, Subtitle 7 of the Family Law Article concerning any allegation of abuse or neglect within any assigned facility.
- (b)(1) The Unit may subpoena any individual to appear to give sworn testimony or produce documentary evidence that is reasonably necessary to carry out the Unit's duties.
- (2) If an individual fails or refuses to comply with a subpoena issued by the Unit, a court of competent jurisdiction, on the application of the Unit, may issue an attachment for the individual and compel the individual to comply with the subpoena, and appear before the Unit and produce documentary evidence for examination and give testimony.
- (3) If an individual disobeys a subpoena or refuses to testify, the court may punish the individual for contempt.

OCO BUDGET

The allotted budget for OCO for Fiscal Year 2026 (FY 26) is approximately \$1.9 million in total spending. Most expenditures, over 89%, are scheduled to support personnel costs.

Personnel Changes and Funding

In fiscal year 2026, six contractual positions have been converted to full-time pinned positions, bringing the total number of regular positions to 13. Personnel mostly include administrative and program management positions. This also includes the funding for the 12-person advisory board.

Staffing and Compensation Strategy

Prior to the establishment of OCO, the staffing positions were budgeted at entry level. However, to attract the most qualified staff, OCO has hired personnel based on their respective qualifications, experience, and education in line with the State of Maryland compensation rules and procedures to ensure the success and sustainability of the agency. Therefore, this placed OCO outside of the entry level range for the respective staff.

Key Focus Areas

- **Personnel Costs:** With a significant portion of the budget allocated to personnel, the focus remains on hiring and retaining talented individuals who can contribute effectively to the agency's mission.
- **Advisory Board Support:** Continued funding for staff to interact with the 12-person advisory board ensures that OCO benefits from strategic guidance and diverse perspectives.
- **Growth and Development:** The conversion of contractual positions to full-time roles highlights OCO's commitment to creating stable employment opportunities and fostering professional growth within the organization.

By aligning its compensation strategy with state guidelines, OCO is building a robust team capable of driving its objectives forward efficiently and effectively.

OCO's responsibilities encompass all facilities, programs, vendors, and services within DPSCS and DJS. While OCO remains focused on its sustainability and effectiveness, we will continue to advocate for staffing that reflects our responsibilities. It is important to note that OCO has been compared to the New Jersey Office of the Correctional Ombudsman (NJ OCO), and our enabling statute is modeled after that of New Jersey. In New Jersey, a team of 26 staff members oversees the entire adult prison population, including juveniles with adult convictions, but excluding adjudicated or detained youth. This structure allows NJ OCO to allocate staff to specific facilities. OCO aims to achieve a similar structure in the coming years as the State's budget improves.

SUMMARY OF ACCOMPLISHMENTS

The OCO has made steady, and consistent progress in the establishment of the agency. Since its last report on the overall operations, in addition to establishing its official mission, and values, the following represents some of the key accomplishments of OCO.

THE OFFICE OF THE CORRECTIONAL OMBUDSMAN MISSION

To function with transparency, accountability, and impartiality, ensuring that incarcerated adults and detained or adjudicated youth are treated fairly, with dignity, humanity, and respect.



VALUES

The OCO emphasizes the importance of collaboration among the agencies we oversee, the individuals in their care and custody, and the staff working within them. We also value the strength of our community partnerships and prioritize the reduction of recidivism and the safety of all Maryland residents thereby improving the integrity of the agencies OCO provides oversight for.



BLENDING OF THE JUVENILE JUSTICE MONITORING UNIT

There has been a successful blending of the Juvenile Justice Monitoring Unit (JJMU) into OCO. As stated in prior reports, OCO views the agency as a tree with two (2) branches representing juvenile and correctional oversight. This structure symbolizes unity and a shared purpose while maintaining distinct functions between the two divisions of oversight. The shared objectives include observations, reflections, our philosophical evolution towards a common goal, and, most importantly, our team approach to effective oversight.

ESTABLISHMENT OF THE OCO ADVISORY BOARD

Md. Code Ann., State Gov't § 9-4001 provides that OCO will be supported by a 12-person Advisory Board appointed by the Governor's Office. To ensure a broad spectrum of knowledge and experience while guaranteeing those individuals participating will be strongly invested in the mission of OCO, the composition of the board, which has successfully been seated is outlined in statute. This includes individuals with a demonstrated interest in corrections or juvenile services, returning citizens, family members of incarcerated individuals, individuals with backgrounds in social work, health care, and substance abuse disorder treatment, individuals with nonsupervisory staff experience in corrections/juvenile services, and individuals with experience managing large government agencies.

STAFFING

Although OCO is striving for 100% full-time equivalents (FTEs) in the 2026 budget cycle, the OCO has successfully onboarded several key positions, including:

- Deputy Ombudsman for Juvenile Oversight
- Deputy Ombudsman for Correctional Oversight
- Executive Administrator for OCO
- Strategic Data and Technology Manager
- Senior Assistant Ombudsman for Juvenile Oversight
- Two (2) Assistant Ombudsmen for Juvenile Oversight
- Intake Specialist
- Assistant Attorney General/Counsel for OCO
- Two (2) Assistant Ombudsman for Correctional Oversight
- Two (2) Contractual Researchers are posted. These positions will not be filled as they have been eliminated from the budget for FY2027
- The current Intake Specialist has been promoted to one of the three (3) Assistant Ombudsman positions. Therefore, the OCO is in the process of hiring a new Intake Specialist.

OMBUDSMAN OFFICE - DIVISIONS & STAFF

Yvonne Briley-Wilson, Esquire
Maryland Correctional Ombudsman

Juvenile Oversight Division – formerly the Juvenile Justice Monitoring Unit
Deputy Ombudsman for Juvenile Oversight Marvin Stone, BS, BSW,
M.Ed., CRCCA, CSOTS, CSC-AD
Senior Assistant Ombudsman Margi Joshi, JD, LCSW-C
Assistant Ombudsman Mark Timberlake, CPM
Assistant Ombudsman – vacant

Correctional Oversight Division
Deputy Ombudsman for Correctional Oversight Janine Meckler, Esquire
Assistant Ombudsman Sakia Allen
Assistant Ombudsman - vacant

*Assistant Ombudsman Anne-Marie Gentry – currently unassigned to a specific unit

Intake & Administration Division
Executive Administrator Adam Cummings
Intake Specialist - vacant

Data & Technology Division
Strategic Data & Technology Manager Stephanie Biggus, M.Ed.

Assistant Attorney General – Counsel
Sally Larsen, Esquire

NETWORKING AND COLLABORATION

Engagement with legislators, stakeholders and advocacy groups

Understanding the importance of relationship building, the OCO has continued to actively network with legislators, stakeholders, and advocacy groups. Through the staff's commitment and dedication, OCO has established instrumental and insightful relationships that support its significant work.

Community and Organizational Collaborations

OCO has developed strong community ties with organizations including, but not limited to, A Mother's Cry, Maryland Justice Alliance for Justice Reform (MJAR), the Maryland Statewide Alliance for Returning Citizens, the Prison Education Delivery Reform Commission, the Commission on Juvenile Justice Reform, and others. These collaborations are crucial in furthering the OCO's mission and goals.

OCO has also established board representation on the Safer Stronger Together Committee (CAB), a collaboration among the Department of Public Safety and Correctional Services (DPSCS), the Department of Juvenile Services (DJS), and the Maryland Department of Human Services (DHS). This strategic involvement allows OCO to provide input and influence policies that impact its stakeholders.

Building Bridges with Oversight Agencies

Recognizing the benefits of engaging with like-minded oversight agencies and leaders, the OCO continues to build bridges with other organizations such as the United States Ombudsman Association (USOA), the National Association for Civilian Oversight of Law Enforcement (NACOLE), and the Prison and Jail Innovation Lab (PJIL). These partnerships enhance OCO's ability to advocate effectively and bring about positive change.

Participation in Peer Learning Communities

The Ombudsman also participates in the Prison and Jail Innovation Lab's Peer Learning Community, which is an invaluable contribution toward the growth and development of the Ombudsman and the OCO. This involvement fosters a shared learning environment where best practices, challenges, and innovative solutions are exchanged, further strengthening OCO's capacity to serve its mission efficiently.

LEARNING OPPORTUNITIES

The OCO has continued to actively engage in learning and networking with other Correctional Ombudsman around the country and similarly situated State of Maryland agency heads and organizations which has proven necessary to the successful establishment of the agency. This provides the benefit of OCO staying current with best practices and innovative solutions.

Conference Participation

United States Ombudsman Association (USOA)

- Attended the United States Ombudsman Association (USOA) Conference from October 20th – October 24th which was multifaceted offering benefits for all staff in attendance as it provided new ombudsman training, as well as continued learning opportunities. The Ombudsman served as a panelist for a session entitled “Climbing Your Mountain: Navigating Challenging Logistics Across Ombuds Models”. It also afforded all staff the advantage of connecting and networking with the knowledgeable ombudsman engaged in general and specialized practice areas. The USOA conference provided many best practice solutions to everyday challenges and concerns in ombudsman work.

National Association of Civilian Oversight of Law Enforcement (NACOLE)

- Attended the annual NACOLE - Corrections track October 26th – 30th which served as an exclusive experience to engage firsthand with the top thought leaders in correctional oversight. The conference also provided valuable insight on best practices, specifically correctional oversight, and counted toward the Ombudsman certification process toward the NACOLE Certified Practitioner of Oversight (CPO) Credential Program.

TECHNOLOGY

IT Systems: Md. Code Ann., State Gov't § 9-4001 requires the creation of a website. As of December 2025, OCO has successfully created a website dedicated to correctional and juvenile oversight for the State of Maryland. The website address is <https://oco.maryland.gov/>.

While the OCO website is still evolving, the sections available to the public during the initial stages of development are:

- Home Page
- Purpose: Introduce visitors to the agency's missions, primary duties, and objectives.
- About
- Mission Statement: Define the agency's goals and guiding principles.
- Work: Highlights the agency's key initiatives and projects.
- Statutory Authority: Explains the legal framework governing the agency.
- Access to Reports: Provide public access to various reports generated by the agency.
- Yearly Summaries: Archive annual reports for public view.
- Complaint Process: Outline of steps for filing a complaint.
- Resources: Provides available resources for families, constituents, legislators and other stakeholders.
- Meet Us: Shares the staff and board members

Anticipated Growth Opportunities

- Downloadable forms: Offer downloadable forms for filing and submission.
- Offer Online submission forms for filing.
- Connection with the OCO eventual case management system

Case Management System

OCO is actively working on securing an appropriate Case Management System. This system is crucial for:

- Data Accuracy: Ensuring the maintenance of accurate and comprehensive data, which is essential for effective and informed decision-making.
- Data Tracking: Ability to easily enter and track data related to the daily activities of the office.
- Evaluating Effectiveness: Enabling the evaluation of the agency's effectiveness by providing clear and concise insights into the resolution of complaints and overall performance.
- Reporting: Enhanced ability to track and pull reporting data directly related to the activities of the office.
- Staffing Needs: Assisting in determining the staffing needs of the agency by assessing the workload and complexity of responsibilities.

Additional Benefits of the Case Management System

- Trend Analysis: Facilitating the identification of patterns and trends in complaints, which can lead to proactive measures and policy changes.
- Resource Allocation: Optimizing the allocation of resources by highlighting areas that require immediate attention or additional support.
- Improved Communication: Enhancing communication within the agency and with external stakeholders by providing easy access to relevant information and updates.

Hotline and Email Contact

The OCO has launched a live hotline and contact email addresses for both the Correctional Oversight Division (COD) and the Juvenile Oversight Division (JOD). These channels allow anyone to file a complaint or request an inquiry. The OCO can be contacted via:

Phone: **844-OCO-INFO or 844-626-4636**

- Email:
 - Correctional Oversight Division: oco.contact@maryland.gov
 - Juvenile Oversight Division: jod.oco@maryland.gov

ViaPath Tablets

OCO has been conducting a pilot program with the Dorsey Run Correctional Facility to facilitate confidential communication among incarcerated individuals. The aim is to

broaden this method of submitting complaints, not only throughout DPSCS, but also eventually extend it to DJS using the ORJIN tablets.

These communication methods are designed to be accessible and efficient, ensuring that all concerns are addressed promptly and effectively.

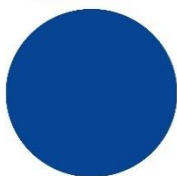
Future Technology Developments

Looking ahead, the OCO plans to expand its digital capabilities. It is the goal of OCO to utilize the website as an additional platform for filing complaints, further broadening accessibility and convenience for all stakeholders involved. This initiative underscores OCO's commitment to transparency and responsiveness in handling oversight issues.

BRANDING

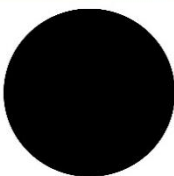
In response to the USOA recommendation that Ombudsman Offices maintain independence, and impartiality inclusive by the branding of themselves with a distinct color scheme, logo and/or seal, the OCO established a set of its own seal and logos. The thought process leading to the creation of these logos and seal by volunteer Maryland Artist, Marisa Summers, are outlined below.

OFFICE OF THE CORRECTIONAL OMBUDSMAN



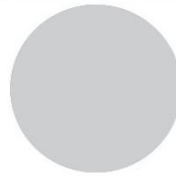
#074494

Blue represents justice on the American flag and is also associated with truth and perseverance.



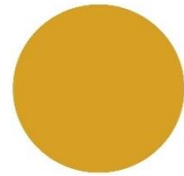
#000000

The black judicial robe is a universal symbol of the judicial role in the United States.



#cdcecf

Silver is associated with justice through the symbol of Lady Justice, who represents fairness, impartiality, and the rule of law.



#d79f24

Gold, a shade of yellow, is often linked with justice and high standards due to its preciousness.

The Office of the Correctional Ombudsman is an independent and impartial oversight entity responsible for conducting investigations and reviews to ensure the integrity of operations within both the Maryland Department of Public Safety and Correctional Services and the Maryland Department of Juvenile Services. The colors associated with its logos and seal are intended to be reflective of the importance the agency plays within the Maryland Carceral and Criminal Justice Systems.

- **Tree with Two Branches:** The tree symbolizes growth, stability, and interconnectedness. The two branches represent the dual focus on juvenile and correctional oversight, emphasizing the agency's commitment to bridging these areas for comprehensive oversight.
- **Unity and Shared Purpose:** Despite the two divisions' distinct functions, the logo underscores a unified mission. This unity is pivotal in achieving the agency's overarching objectives, which hinge on collaboration and mutual understanding.
- **Observations and Reflections:** The logo embodies the agency's dedication to keen observation and thoughtful reflection. These elements are crucial for adapting and evolving the agency's practices to effectively meet its goals.
- **Philosophical Evolution:** The design reflects the agency's journey towards a more integrated oversight approach, highlighting a philosophical shift towards cooperation and shared responsibility.
- **Team Approach:** A central theme of the logo is teamwork. The agency recognizes that effective oversight is a collective effort that requires collaboration among all members and stakeholders.

By incorporating these elements, the logos and seal not only represent the agency's structure and mission but also serve as a visual reminder of its core values and strategic goals.



THE OFFICE OF THE CORRECTIONAL OMBUDSMAN COMPLAINT RESOLUTION PROCESS

OCO has been diligently establishing processes and procedures for receiving complaints related to both correctional and juvenile oversight. The Juvenile Oversight Division (JOD), previously known as the Juvenile Justice Monitoring Unit (JJMU), has been in existence through multiple integrations of the unit. However, with the creation of the OCO, new mechanisms have been introduced to align with the Correctional Oversight Division (COD), thereby enhancing the complaint reception process.

Methods for Filing a Complaint

Complaints can be submitted through various channels, ensuring accessibility for all parties involved. These methods include:

- Site Visits: In-person visits to correctional and juvenile facilities allow direct communication with OCO representatives.
- Office Mail: Traditional mail sent to the OCO office through the United States Postal Service, Fed-Ex or UPS.
- Adult Correctional Facility Mailboxes: Secure drop-off points within adult correctional facilities.
- Email: Digital submission via email for both correctional and juvenile oversight issues.
- OCO Hotline: A dedicated phone line for reporting and consultation.
- ViaPath Tablet: A pilot program enabling complaint submission through tablets available in certain facilities.

SUMMARY OF COMPLAINT HANDLING PROCESS

Handling complaints involves a structured process to ensure accuracy and efficiency. Below is a detailed summary of the steps involved:

Step 1: Creating a Physical File

When a complaint is received, the first step is to create a physical file. This file must be drawn with great attention to detail, ensuring that all relevant information is captured accurately. This physical documentation serves as the foundational record for the complaint.

Step 2: Entering Information into the Database

Once the physical file is prepared, the next step involves entering the information into the complaint tracking database. This digital record helps in maintaining an organized system for tracking the progress and history of the complaint, making it easily accessible for future reference. Currently OCO utilizes an Excel format pending the procurement of a more appropriate case management system.

Step 3: Dissemination to Deputy Ombudsman

After the file has been entered into the database, it is disseminated to the Deputy Ombudsman for Correctional or Juvenile Oversight. This individual is responsible for overseeing the process and ensuring that the complaint is handled appropriately. There are exceptions to this step when the Correctional Ombudsman becomes involved due to the serious nature of the complaint, direct observation or because of direct reach out from the complainer.

Step 4: Assignment of an Assistant Ombudsman

The final step in the process is the assignment of an Assistant Ombudsman. Except for when the Correctional Ombudsman is directly involved, the Deputy Ombudsman assigns an Assistant Ombudsman who will be responsible for managing the complaint, conducting investigations if necessary, and ensuring that the issue is resolved in a timely and satisfactory manner.

This structured approach ensures that each complaint is handled with care and precision, maintaining the integrity of the oversight process. This process allows multiple departments to analyze information for accuracy.

Table 1: OCO complaint process

Process Steps	Role	Description
Receive Complaint	Intake Specialist	Complaints are received through numerous means to include the following: Phone, Email, Site Visit (internal), Tablet, and Physical Mail
Verify Information	Intake Specialist	Utilize DPSCS (OCMS) or DJS (ASSIST) internal database to verify information on the subject.
Create Complaint File	Intake Specialist	Determine if the complaint has been filed previously on behalf of or by the individual. No File: Create the complaint file. Existing File: Notify the Deputy Ombudsman.
Enter Complaint into Database	Intake Specialist	Enter all the information from the complaint file into the database. Assign an OCO complaint file number.
Assign Assistant (A/O) or Monitor	Deputy Ombudsman	Assign specific Assistant Ombudsman or Juvenile Monitor to complaint file.
Complaint Resolved	Deputy Ombudsman	Return the complaint file to the Intake Specialist for proper filing.

Source of Complaints

The OCO can receive complaints from various sources. However, the primary source of complaints is the incarcerated individual within DPSCS and the adjudicated or detained youth within DJS.

Who Can File a Complaint?

The OCO welcomes complaints from a wide array of individuals and groups, including:

- OCO self-identified issues: Instances identified internally by the OCO.
- Incarcerated individuals: Those currently serving time in correctional facilities.
- Detained or adjudicated youth: Young individuals in juvenile detention or under judicial supervision.
- Family members: Relatives of incarcerated or adjudicated individuals.
- Legislators: Government officials interested in oversight matters.
- Community organizations and stakeholders: Groups and individuals invested in correctional and juvenile justice.
- Facility staff and others: Employees within correctional and juvenile facilities and other interested parties.

Complaint Retrieval Method

While the primary source of complaints/inquiries for the OCO is the affected individual, the method of receiving those complaints varies significantly. The OCO juvenile oversight division receives most of its complaints from on-site observation, but the primary source for the correctional oversight division has been through US mail.

The following table is the representative breakdown of OCO's sources of complaints received from January 21, 2025, through December 29, 2025.

Table 2: Source of Complaint by Retrieval Method (DPSCS & DJS)

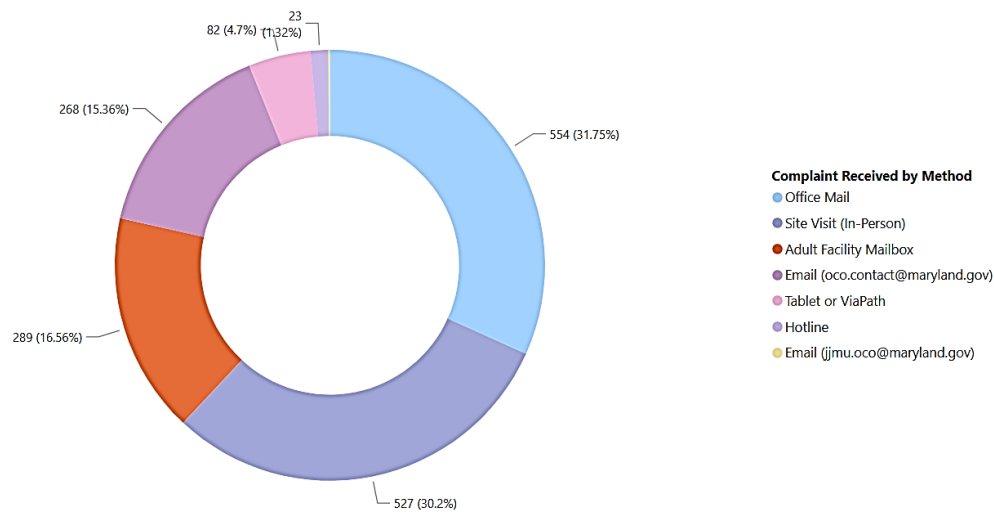
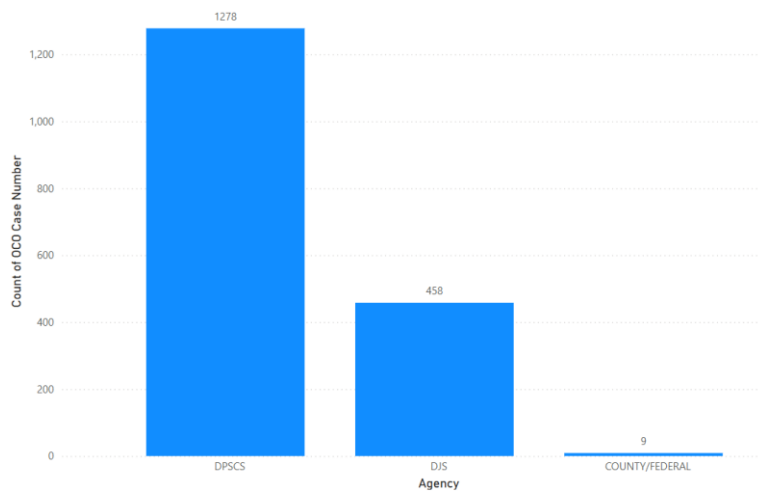


Table 3: Estimated total complaints received by Agency



*Note the tracking of complaints related to Juvenile Oversight did not begin consistently until October 2025 and is not inclusive of system wide issues and OCO/JOD reviewing of the DJS incident reports.

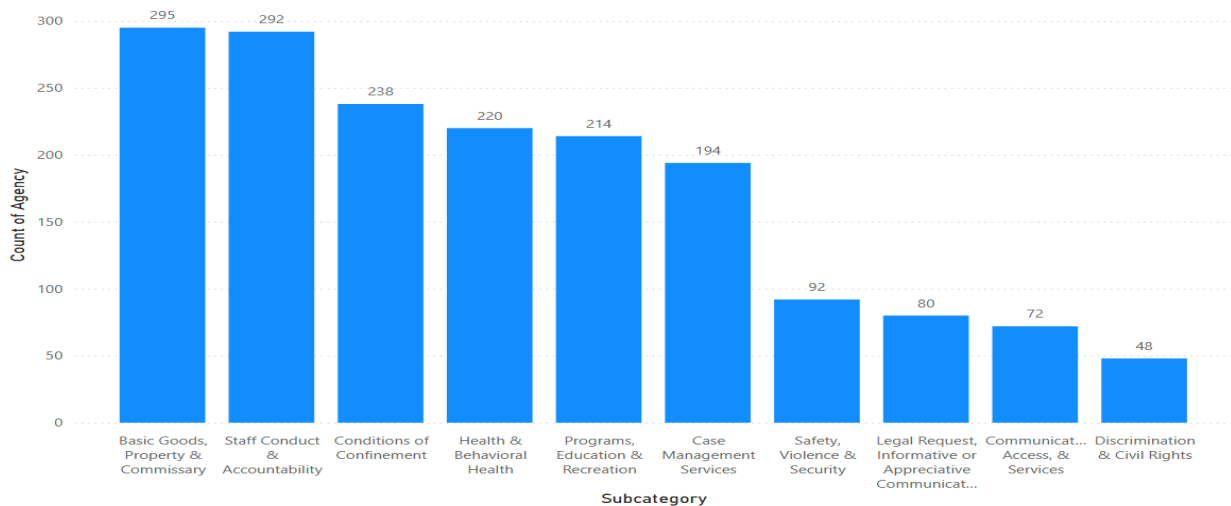
THE DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES (DPSCS)

July 1, 2025, marked the first year since the passing of SB 134 and October 2, 2025, a year since the start of the Maryland Correctional Ombudsman. It has been a year of establishing the agency, creating credibility among incarcerated individuals, cultivating relationships, and continuous learning. An analogy can be drawn to the old saying of one “flying the plane while building the plane.” Establishing the daily operations, policies, and procedures is a continuous process while also attempting to identify and implement the best practices for identifying, receiving, resolving, and reporting on complaints.

The oversight provided under SB 134, prioritized the Jessup region for DPSCS facilities for the initial year of operations. However, DPSCS oversees the daily lives of approximately 17,000 incarcerated individuals, managing housing and everything from programming and education to health and dietary needs. As indicated in the December 2024 report, OCO made a strategic and conscientious decision to focus on facilities in Jessup, and to gradually respond to complaints while establishing appropriate procedures and processes and working to become properly and fully staffed.

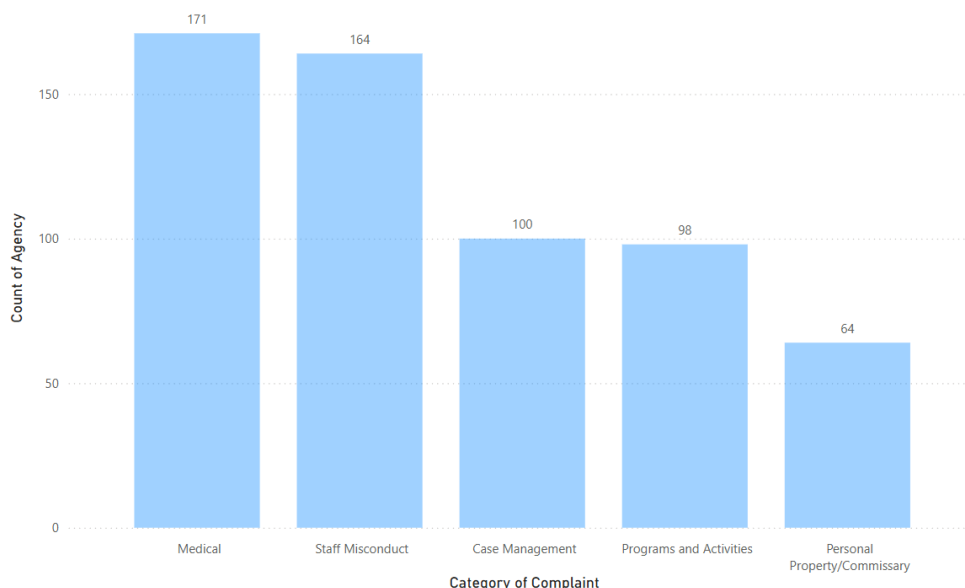
While OCO is still working diligently to fully staff the correctional oversight division (COD), it has received approximately 1278 inquires/complaints within various categories from January 21, 2025, to December 29, 2025, with the top five (5) complaint categories and sub-categories as reflected in tables 3 and 4.

Table 4: All Complaints by Subcategory



*See **Appendix 1** for the definitions of the sub-categories.

Table 5: DPSCS Top 5 Complaint Categories



DPSCS – TOP FIVE (5) COMPLAINT CATEGORIES

Medical Inquires – 174 complaints

COMAR 10.07.12 requires DPSCS to provide health care services according to the needs of the incarcerated individual and that care be designed to maintain the highest possible degree of function, self-care, and independence. DPSCS is required to provide comprehensive medical, mental health, and dental care to incarcerated individuals, beginning with an immediate intake evaluation upon admission to identify urgent, chronic, or infectious conditions.

COMAR requires:

- health care programs are developed to ensure prompt treatment of injury or illness.
- The health care facility shall provide equipment necessary for medical care according to the needs of the patients.
- An individual medical record shall be maintained for each patient. The record shall indicate their condition at the time of admission, reports of illness and injury, medical treatment provided, results of treatment, and their condition at the time of discharge.

Specific key requirements include:

- **Intake & Screening:** Immediate screening for contagious diseases, suicidal risk, and chronic health needs.
- **Medical Care Standard:** Care must be provided to manage illnesses and injuries, including identifying needs at intake, during physical exams, or upon referrals.

Staffing & Equipment: Facilities must employ sufficient qualified personnel to meet incarcerated individuals' needs and provide necessary medical equipment.

- Emergency Care: Written procedures must exist for summoning medical staff during emergencies.
- Record Keeping: Individual, comprehensive medical records must be maintained for each incarcerated individual.
- Mental Health: Procedures for identifying and treating acute or chronic psychiatric illnesses, as well as developmental disabilities

All these requirements can be met through the utilization of vendors such as Centurion. From OCO's observations and discussions with incarcerated individuals this has been and is a challenge. The highest category of inquiries received by the Office of the Correctional Ombudsman (OCO) as it relates to DPSCS pertains to medical care. The challenges highlighted encompass a range of issues, including but not limited to:

- **Neglect of Preventive or Necessary Procedures:** Instances where incarcerated individuals do not receive necessary and/or preventive care (i.e. colonoscopies or recommended and/or required surgeries and proper follow-up).
- **Medication and Device Mismanagement:** Failures in providing prescribed medications or essential medical devices (i.e. incarcerated individuals need medical devices or tools and don't receive them or they function improperly, i.e. wheelchairs, diabetic footwear, etc.)
- **Inadequate Chronic Illness Management:** Cases where there are improper or no follow-up for chronic illnesses, leading to worsening health conditions.
- **Insufficient Medical Follow-up:** A lack of follow-through after initial medical consultations or treatments.
- **Restricted Access to Personal Medical Records:** Denial of access to incarcerated individuals' own medical records, impeding their ability to manage their health effectively.
- **Failure to Facilitate Medical Transport:** Instances where individuals are not transported to necessary medical appointments, preventing timely medical intervention.

Initial Collaborative Success with Centurion

Centurion is the contracted medical provider to DPSCS. At the onset of OCO's establishment, a collaborative and responsive relationship was cultivated with the former Centurion Vice President of Operations (VPO) in Maryland. This strong partnership facilitated efficient responsiveness to OCO inquiries, ensuring that the concerns of incarcerated individuals were addressed more swiftly and decisively.

Complaint Examples:

Toenail Care for a Diabetic Patient

An illustrative case involved a senior incarcerated individual with diabetes who requested toenail cutting. Despite multiple consultations over five months prior to the inquiry to OCO, there was disagreement between the patient and the provider about whether the need for toenail care was communicated. Although referred to a wound care nurse, there was no

follow-up until the intervention by the OCO and the former Centurion VP who then ensured the patient received the necessary care.

Alleged Retaliation And Withholding Of Medication

OCO received an alarming complaint from a relative of an incarcerated individual who suffered from diabetes, neuropathy, and had an open wound that required treatment daily. The family indicated that the incarcerated individual was experiencing retaliatory practices because of a written grievance filed against the nursing staff. Additionally, there was a suggestion that medication was withheld.

The former VPO assured the OCO that retaliation would not be tolerated in any capacity. The matter was immediately assigned for review and addressed by the regional medical office staff who visits throughout the state.

Challenges Post-VPO Departure

Following the departure of the Centurion VPO, OCO has faced ongoing challenges in addressing medical complaints directly with Centurion. Despite an agreed-upon procedure, there has been a lack of consistent follow-through by Centurion staff.

There have been weeks that have gone by without receiving follow-up related to some very challenging health situations for incarcerated individuals. OCO sought assistance for an incarcerated individual who had originally been approved for an orthopedic specialist in April of 2025 and then again in June of 2025. This individual needed a hip replacement for approximately three (3) years and experienced issues in his right knee. Although the specialist recommended a hip replacement in September 2025, the incarcerated individual was only approved for screws as the specific specialist assigned could not perform hip replacement surgery. The incarcerated individual was experiencing intense pain.

When surgery was eventually performed, it was not hip surgery as expected, it was arthroscopic surgery on his left knee, not even his right knee. The incarcerated individual continues to experience a great deal of pain.

OCO has had to continuously try to resolve this matter with the new Centurion leadership. While the leadership has been responsive, the resolution has been challenging with the boots on the grounds staff and some of those charged with resolving the challenges.

Steps Toward Resolution

OCO and the current Centurion leadership have recently engaged in discussions to resolve these challenges and reestablish a collaborative relationship. Efforts are underway to not only reinstate the original procedures but also enhance them with specific timeframes for Centurion to respond to urgent requests.

Recommendations

To maintain compliance with COMAR 10.07.12, OCO recommends:

- OCO, Centurion and DPSCS leadership collaborate on the appropriate and necessary process to ensure that incarcerated individuals are receiving the required preventive care, chronic care, and emergent needs.
- OCO, Centurion and DPSCS leadership coordinate to ensure that incarcerated individuals do not receive a delay in their transport to outside medical practitioners while ensuring facility safety and security.
- OCO, Centurion, and DPSCS leadership coordinate efforts to determine the best practice for ensuring incarcerated individuals receive consistent and proper medical follow-up.
- OCO and Centurion continue to work through the process for proper and consistent follow-up, especially in emergent situations.
- OCO, DPSCS and Centurion codify the established processes through a Memorandum of Understanding to guarantee compliance regardless of leadership changes.

These steps will ensure proper and consistent medical care for incarcerated individuals, reducing medical complaints and improving the quality of care and responsiveness.

Staff Misconduct – 164 complaints

The OCO receives numerous inquiries about staff misconduct, a significant concern in correctional facilities. This area of inquiry is crucial as it directly affects the well-being, humanity, rights, and safety of incarcerated individuals.

Common Complaints/Key Areas of Concern

- **Neglect:** Reports often highlight instances where staff fail to provide adequate care or attention to the needs of incarcerated individuals. This neglect can manifest as a lack of timely medical attention, failure to address mental health needs, or insufficient provision of essential services.
- **Abuse:** Allegations of physical, emotional, or verbal abuse by staff members are particularly troubling. Such behavior not only violates the rights of individuals but also undermines the integrity of the DPSCS.
- **Retaliation:** There are concerns that staff may engage in retaliatory actions against individuals who file complaints or communicate with OCO representatives. Retaliation may discourage others from reporting misconduct, thereby perpetuating a cycle of abuse and neglect.
- **Lack of Responsiveness:** Incarcerated individuals frequently report that their concerns and grievances are not signed off on for filing, ignored or inadequately addressed by staff. This lack of responsiveness can lead to unresolved issues, escalating tensions, and a perception of injustice within the facility.

Additional Concerns

- **Provision of Basic Necessities:** Ensuring access to adequate food, clothing, shelter, and hygiene products is a fundamental responsibility of the correctional staff. Failures in this area can severely impact individuals' physical and psychological health.
- **Staff Mistreatment:** Instances of disrespectful or demeaning treatment by staff contribute to a hostile environment. Such behavior can erode trust and exacerbate existing challenges in managing the facility.

Complaint Example:

Retaliation after OCO Staff visits

In June of 2025, OCO staff received several complaints about a DPSCS facility relating to extreme heat and the institution selectively providing the incarcerated individuals with water and access to fans. After visiting the facility in response to the initial complaint, OCO was advised that the issue had been resolved. However, OCO received a follow-up complaint indicating that not only had the matter not been resolved, but there had been retaliation because of the incarcerated individuals speaking with the OCO staff. Upon the OCO staff visiting the facility follow-up on the retaliation complaint, OCO received a mass number of complaints made against the then Warden and Chief of Security (COS) by incarcerated individuals and staff. OCO brought concerns to leadership. Subsequently, both the Warden and COS were re-assigned. This type of behavior impedes the work of the OCO and creates an environment of apprehension for incarcerated individuals and DPSCS staff to bring their concerns to OCO.

Correctional Officers Not Wearing Nametags

According to the DPSCS personal appearance and dress standards for non-uniformed employees, dated December 13, 2010, an employee "shall wear a DOC identification card at all times while on duty." These identification cards must be visible and worn above the waist. While this policy can be applied to correctional staff, it does not establish a requirement for name identification for them.

OCO's observations, along with complaints from incarcerated individuals, highlight this as a significant concern. Incarcerated individuals have reported to OCO staff that they frequently encounter misconduct from correctional staff. When they request the names of the staff involved, they often face indifference, refusal, or are provided with incorrect information. Additionally, OCO has received complaints indicating that when individuals inquire about a name for the purpose of submitting a complaint through the Administrative Remedy Procedure (ARP), officers may respond by stating their name and instead provide the name of the facility they work in, reference a fellow officer, or simply give an initial. Lastly, this makes it difficult for OCO and DPSCS to track staff named in repeated complaints. OCO encountered this situation firsthand in June of 2025 when an officer at MCI-W verbally and in writing claimed to be the Commissioner of Corrections, although he was not. He failed to display a badge or any identifying information to verify his identity.

Inconsistent Utilization of Body Cameras

In February 2025, DPSCS launched its body-worn camera (BWC) pilot program. This initiative involves correctional officers at Patuxent Institution, Eastern Correctional Institution (ECI), Maryland Correctional Institution for Women (MCI-W), and Baltimore Central Booking (BCBIC). The primary goals of these body-worn cameras are to enhance accountability, ensure safety, and provide a vital analytical tool for improved transparency. According to COMAR 12.10.07, these cameras aim to create an objective and documented record of interactions between correctional and community supervision professionals, incarcerated individuals, supervised individuals, and members of the public.

COMAR 12.10.07 clearly defines the requirements associated with body-worn cameras (BWC), including:

- .01 – Purpose
- .02 – Definitions
- .03 – Purpose of Oversight
- .04 – Training
- .05 – Notifications of Recordings
- .06 – General Operational Procedures
- .07 – Qualifying Events – Mandatory Recording
- .08 – Prohibited Use of BWCs
- .09 – Discretionary Use of BWCs
- .10 – Access, Storage, and Retention of BWC Video
- .11 – Dissemination and Release of Recordings

While all aspects of this regulation are crucial, the most significant elements pertain to qualifying events, prohibited use, and discretionary use.

.07 Qualifying Events – Mandatory Recording

A. Activation of the BWC is required as soon as it is safe and reasonably feasible.

B. The following situations are classified as qualifying events:

1. Critical incidents.
2. Use of force situations.
3. Interactions with aggressive or agitated individuals.
4. Community contacts conducted by correctional officers or agents.

C. Agencies may designate additional qualifying events if they do not conflict with Regulation .08 of this chapter.

.08 Prohibited Use of BWCs

A. The BWC must not be activated in places where there is a reasonable expectation of privacy, including, but not limited to:

1. Toilets and showers while in use.
2. Strip searches.
3. Substance use testing.
4. Attorney-client visits.
5. Interactions with clergy.
6. Confidential communications regarding physical, mental, or dental health with a medical practitioner.
7. Courtrooms and court facilities, unless permitted by court rules and local guidelines.
8. Administrative investigations or hearings related to personnel matters.
9. Interviews with confidential informants.
10. Conversations with other employees during non-job-related activities, including breaks.
11. Discussions or meetings outside the presence of an incarcerated individual, supervised individual, or a public member.

B. To protect their privacy, correctional officers or agents may place the BWC in sleep mode or turn it off entirely when in locker rooms or restrooms.

.09 Discretionary Use of BWCs

A. Correctional units may instruct officers and agents to activate BWCs when not otherwise prohibited to record:

1. Witness interviews, according to agency policies.
2. Events where BWC recording is deemed necessary for public safety.
3. Cell searches, clothed frisk searches of employees, visitors, and incarcerated individuals, and facility searches in line with agency policies.

B. Officers or agents must obtain consent from individuals, being recorded if required by law.

C. After a discretionary recording, officers or agents must follow the procedures specified in Regulation

.06. While in facilities, the OCO consistently receives complaints regarding BWCs. The predominant complaint from incarcerated individuals is that correctional officers (COs) instigate confrontations while wearing the cameras. Reports indicate that COs often say or do something inappropriate to provoke the incarcerated individuals, intending to elicit a

reaction. This occurs while the camera is off, but just before the individual's response, the CO turns the BWC back on to capture the reaction.

Though OCO cannot fully substantiate all complaints related to BWCs, the Ombudsman has witnessed such behavior firsthand during facility visits. In June 2025, while observing an incident involving several officers and an incarcerated individual, OCO staff noted that the CO turned the camera off while explaining their version of the events, only to immediately reactivate it when the Ombudsman began asking additional questions and responded.

Staff Culture/Environment

Another key challenge that OCO includes under staff misconduct is the culture within facilities directly impacted by staff and their treatment of incarcerated individuals. This can be due to race, personal backgrounds, or city/state/country of origin. Incarcerated individuals complain about a lack of understanding of cultural differences due to race, or a lack of understanding stemming from personal biases related to the staff member's place of origin, potentially leading to differing viewpoints on incarceration, whether it is intended to be punitive or rehabilitative. OCO recognizes that DPSCS is aware of some of these challenges and understands the need to address them in the most culturally sensitive way.

Recommendations

Addressing these concerns requires a comprehensive approach that includes staff training, clear policies and procedures, and robust oversight mechanisms to ensure accountability and transparency within DPSCS correctional facilities.

- OCO recommends anonymous, confidential and secure surveys of staff and incarcerated individuals conducted by DPSCS leadership and/or in collaboration with the staff union and/or OCO throughout all DPSCS facilities to evaluate staff treatment and culture.
- OCO recommends ensuring a culture of accountability for improper staff behavior toward incarcerated individuals through training, collaboration with the staff union around expectations and acceptable staff conduct.
- OCO recommends cultural sensitivity training for all staff.
- OCO recommends training on self-identification of micro-aggressions and/ or implicit bias.
- Periodic review of staff expectations conducted in roll call.
- Conducting comprehensive continue education programs for staff.
- While some correctional staff do wear name tags, given the inconsistency, OCO recommends that all correctional staff be mandated to wear name tags that properly display their names and rank. This recommendation can also be met when the information is embroidered on to the uniform.
- OCO recommends increased guidelines around the utilization of BWC.

Treatment, Programs, Education and Activities

Programming, education and activities are essential components in correctional facilities, aimed at providing education, skill development, and rehabilitation for incarcerated individuals. Despite their importance, these programs often face numerous challenges and shortcomings. Below is an exploration of common complaints related to programming,

education and activities in these settings:

Common Complaints/Key areas of concern

- **Lack of Programming:** Many incarcerated individuals report insufficient programming options within facilities, leaving individuals without constructive activities.
- **Inconsistent Programming:** Even when programs are available, they may not be offered consistently, disrupting the learning and rehabilitation process.
- **Insufficient Programming:** Available programs may not adequately meet the diverse needs of the incarcerated population, limiting their effectiveness.
- **Access to Programming:** Barriers to accessing programs can include restrictive policies, limited spots, or logistical challenges such as only certain programming being available within specific facilities.
- **Programming Denied Due to Lack of Staffing:** Insufficient staffing often leads to program cancellations or reductions, further limiting opportunities for participants.
- **Limited Variety of Programs:** Often, the range of available programs does not cover the full spectrum of interests and skills, leaving many needs unmet.
- **Quality of Programming:** Instruction and materials can vary significantly from facility to facility, affecting the programs' overall impact and effectiveness.
- **Equity in Programming:** OCO receives a large amount of complaints from incarcerated women about the disparity between programming for women versus men.

It is the goal of OCO to address these complaints. OCO strives to aid DPSCS in improving the quality and accessibility of programming and activities, which are crucial for rehabilitation and successful reintegration into society which begins the moment incarcerated individuals enter the system. In response to these concerns, OCO sought to gather information around the programs provided to incarcerated individuals by DPSCS.

Cognitive Behavioral Group Treatment

According to DPSCS, social workers across the state provide an array of evidence-based group treatment. DPSCS group programming is offered to the entire institutional population and at most facilities, there are waitlists to get into social work groups. Referrals for group participation can come from case management, psychologist, the parole commission, custody, medical, but most often are by self-referral.

DPSCS indicates that referrals are prioritized based on release date, parole requirements, and treatment readiness and through clinical assessment by the individual social worker. Groups normally consist of 10-15 individuals, are held 2 times per week and run roughly 6-8 weeks, depending on the program. The goal of group treatment is to address the psychological, cognitive and behavioral challenges that lead to incarceration. Each group focuses on different topics and skills, but many themes are consistent throughout multiple treatment programs. A list of all approved social work groups is below:

- Communications
- Decisions/ Decision Making
- Domestic Violence

- Relationships
- Seeking Safety (Trauma)
- Thinking for a Change
- Thinking, Deciding, and Changing
- Victim Impact: Listen and Learn
- Anger Management
- Parenting Group Treatment Protocol
- Inside Out Dad
- Decision Points
- Trauma Education and Support for Survivors (TESS)
- Moral Recognition Therapy
- Reentry Group
- Support Groups (Varies by institution and needs of the respective population)
- Baby Bonding (MCIW)
- TESS Aftercare Group

Table 6: Below is data on individuals completing social work groups by facility from FY 19 (July 2018- June 2019) - FY 25 (July 2024- June 2025 provided to OCO from a data request to DPSCS

Individuals that Completed Social Work Groups							
Institution	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Balt. Pre-Trial	0	0	0	0	0	20	0
Balt. Sentenced	90	55	45	5	0	0	35
CMCF	0	0	0	0	0	0	0
DRCF	50	14	9	0	25	35	0
ECI	273	62	0	34	79	111	181
JCI	31	165	0	23	0	0	0
MCIH			10	18	30	48	49
MCIJ	54	54	26	19	31	13	18
MCTC		28	39	34	66	103	72
NBCI	120	50	61	55	73	97	276
RCI	121	73	63	68	43	52	35
WCI	101	109	31	50	93	122	138
MCI-W (women's)	36	75	50	26	78	33	84
Total	876	685	334	332	518	601	888

*Notes:

- Baltimore City Institutions were in transition over this timeframe. At different times pre-trial detainees sentenced DOC individuals or both. Data was collected based on these two populations as opposed to by facility as we were working to build pretrial services and add pretrial social work positions - which were added in 2023.
- ECI Data includes all compounds- ECI-East, ECI-West and ECI Annex.
- DPSCS did not have complete data prior to FY 2019 and FY2020 from some institutions due to leadership changes.
- DPSCS does not record ages of participants or have a way to obtain this information based on current data collection processes, however all clients served in the numbers provided are 18 or older.

Barriers related to group treatment

- **Social Work Staffing-** in 2020, the DPSCS Social Work Department had a vacancy rate of 40%. According to DPSCS, this stemmed from previous administrations who were less focused on treatment, state-hiring freezes and lengthy HR processes that impeded hiring of clinical staff. In addition, DPSCS has often had challenges hiring clinical staff due to the work environment and the length of training necessary. Training includes attending the Correctional Officers Academy, and a seven-week paramilitary training academy. This is at times a barrier to hiring clinical staff. As of September 2025, there was a 7% vacancy rate. Even when fully staffed, the DPSCS Social Work Department has 42 positions to serve incarcerated individuals in all DOC and DPDS facilities. The institutions often have significant wait lists for social work groups.
- **Correctional Officer Staffing-** Some institutions face shortages of custody staff, which can affect DPSCS' ability to facilitate social work groups. Although an officer is not present in the room while group sessions are held, posts nearby must be staffed for safety reasons for groups to occur. Custody staffing shortages that prompt facility lockdowns or modified movement schedules can also cancel social work groups when there are other competing priorities.
- **Lack of space for group facilitation -** Some facilities, especially older facilities, were not built with programming in mind so there is often a lack of space available to facilitate programming. Social work shares these available spaces with mental health staff, substance use and treatment staff, Chaplains, volunteer programs and educational programs but sometimes space is a limiting factor in how many groups can be held.
- **During FY20, FY 21, FY 22 and FY 23,** COVID restrictions affected DPSCS' ability to facilitate Social work groups. There were many restrictions on the number of individuals who could be in a space together, movement around and between institutions, social distancing etc. that affected the ability to facilitate groups for several years. After blanket group restrictions were lifted, there were institution specific restrictions that would occur in response to outbreaks or increased COVID numbers. Social Workers did move to correspondence style groups for much of this time, but that model limited the number of individuals who could be served.

Individual Treatment Services

According to DPSCS, social workers provide clinical counseling and crisis intervention services to individuals in need of short-term treatment to address specific issues. Social Workers utilize solution focused treatment interventions, harm reduction interventions and motivational interview techniques when working with clients. All social work staff are trained in the trauma informed care model of service provision. Due to low staffing, DPSCS is unable to provide treatment to all those who need it, so these services are completed at the discretion of the Regional Social Work Supervisor in each region. In some institutions with Special Needs Units, social work provides long-term individuals treatment in partnership with mental health staff.

Table #7: Below is data on Individual counseling services provided by Social Workers at each institution from FY 20-FY 25 provided to OCO from a data request to DPSCS

Institution	Individual Counseling Sessions						
	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Balt. Pre-Trial	0	0	12	20	110	86	6
Balt. Sentenced	0	0	0	25	1	50	13
CMCF	0	0	2	24	0	0	3
DRCF	1	16	50	35	0	0	1
ECI	20	0	0	0	1	0	8
JCI	13	189	128	843	223	0	0
MCIH		0	62	32	61	74	54
MCIJ	0	0	2	2	0	0	0
MCTC		178	177	210	201	158	2
NBCI	505	401	271	389	526	471	299
RCI	16	32	19	19	10	11	15
WCI	47	14	28	76	126	136	96
MCI-W (women's)	5	166	241	217	208	144	2
Total	607	996	1025	1892	1467	1130	499

*Notes:

- Baltimore City Institutions were in transition over this time frame. At different times this applied to pre-trial detainees sentenced DOC individuals or both. Data was collected based on these two populations as opposed to by facility as according to DPSCS, they were working to build pretrial services and add pretrial social work positions -which were added in 2023.
- ECI Data includes all compounds- ECI-East, ECI-West and ECI Annex.
- DPSCS did not have complete data for FY 2019 and FY2020 from some institutions due to leadership changes.
- DPSCS did not record ages of participants or have a way to obtain this information based on current data collection processes, however all clients served in the numbers provided are 18 or older.

Release Planning Services/Re-entry

According to DPSCS, release planning services are provided to individuals with serious mental illness, major medical issues, HIV/AIDS, developmental disabilities, physical disabilities (including blind, deaf and individuals living in wheelchairs) and those with long incarcerations that may need more assistance reintegrating into the community. Social Workers complete a psychosocial assessment of each individual and connect them to housing, medical care, mental health care, entitlements such as medical assistance and Social Security Income, addictions treatment, job training programs, veterans' programs, support groups and any other necessary community resources. DPSCS regularly refers individuals to nursing homes, assisted living facilities, transitional housing programs, inpatient substance abuse treatment facilities, Residential Rehabilitation Programs (for the

seriously mentally ill population), VA housing programs and when all other options are exhausted, shelters. Release planning cases can be referred to social work by any other department or by self-referral from clients. According to DPSCS, Social Workers also consistently monitor the 12-month release lists for their institutions to track individuals who meet their criteria and would qualify for release planning services. DPSCS further indicates that they aim to assign qualified individuals to a social worker within 6-12 months of their anticipated release date. However, when in multiple facilities incarcerated individuals complain of the lack of assistance in preparation of release. A systematic complaint is not receiving proper documents (i.e. driver's license, birth certificate, social security cards, etc.).

Table 8: Below is data for the number of incarcerated individuals who received release planning services at each institution from FY 19-FY 25 provided to OCO from DPSCS.

	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025							
Institution	Release Plans	Medical Paroles	Release Plans	Medical Paroles	Release Plans	Medical Paroles	Release Plans	Medical Paroles	Release Plans	Medical Paroles	Release Plans	Medical Paroles	Release Plans	Medical Paroles
Balt. Pre-Trial	0	0	0	0	185	0	64	0	208	0	282	0	81	0
Balt. Sentenced	33	0	6	1	25	3	20	1	11	1	136	1	97	1
CMCF	13	0	3	0	12	0	13	0	7	0	0	0	0	0
DRCF	51	1	29	3	43	4	30	2	13	1	15	1	12	1
ECI	154	3	142	3	82	7	165	4	106	2	28	0	25	1
JCI	17	8	136	9	15	7	26	5	20	2	26	8	21	4
MCIH			15	3	22	1	40	1	18	0	26	2	21	3
MCIJ	18	2	9	2	17	1	17	0	12	0	9	0	4	0
MCTC			132	0	95	0	91	0	59	0	45	0	81	1
NBCI	13	0	7	0	6	0	6	0	9	0	3	0	7	0
RCI	70	4	70	0	42	0	47	1	32	1	24	0	39	0
WCI	19	2	19	1	10	3	23	3	15	3	14	2	16	4
MCI-W (women's)	53	2	66	1	78	3	65	1	53	1	58	2	54	2
Total	441	22	634	23	632	29	751	18	563	11	666	16	458	17

*Notes:

- Baltimore City Institutions were in transition over this timeframe. Many at different times served pre-trial detainees sentenced DOC individuals or both. Data was collected based on these two populations as opposed to by facility as we were working to build pretrial services and add pretrial social work positions – which were added in 2023.
- ECI Data includes all compounds- ECI-East, ECI-West and ECI Annex.
- We do not have complete data for FY 2019 and FY 2020 from some institutions due to leadership changes
- We do not record ages of participants or have a way to obtain this information based on current data collection processes

Barriers to Individual and Release Planning Services

- Social Work Staffing- in 2020, the DPSCS Social Work Department had a vacancy rate of 40%. According to DPSCS, as with the group therapy, this stemmed from previous administrations who were less focused on treatment, state-hiring freezes and lengthy HR processes that impeded hiring of clinical staff. Additionally, DPSCS indicates it has challenges hiring clinical staff due to the work environment and length of training necessary. As previously mentioned, training includes attending the Correctional Officers Academy, and a seven-week paramilitary training academy. This is at times a barrier to hiring clinical staff. DPSCS as of September 2025, documented that they were at a 7% vacancy rate. When fully staffed, the DPSCS Social Work Department has 42 positions to serve incarcerated individuals in all DOC and Division of Pre-trial Detention Services (DPTS) facilities. DPSCS

indicates that Release Planning clients are identified by need and individual counseling clients are served as DPSCS is able based on staff ability and in conjunction with facility mental health staff.

- **Correctional Officer Staffing-** Many institutions face shortages of custody staff, which affects DPSCS' ability to meet one on one with clients. As stated earlier, although an officer is not present in the room, while DPSCS' social workers meet with clients, the posts nearby must be staffed for safety reasons for II's to be in the offices. Custody staffing shortages that prompt facility lockdowns or modified movement schedules can affect the ability to meet with clients. Social Workers can go to the housing units to see clients in these cases but private space to meet where they have access to a computer and phone are often not available.
- **Space availability-** In most institutions, Social Workers have private office space in which they can meet with clients in a HIPAA compliant environment. This is a challenge in some institutions where there aren't dedicated spaces for social work services; and they can limit the days or times in which individual social work services can be provided.

Substance Use Disorder and Treatment Services

According to Maryland Public Policy Partners, the state of Maryland has been a trailblazer in leading the way by requiring medication for addiction treatment for those incarcerated behind the walls. While it is important to note this accomplishment, it is equally important to note the challenges or barriers in providing these services to all of the incarcerated individuals in need of them.

While the OCO requested DPSCS provide the data for incarcerated individuals participation in substance abuse counseling beginning in January of 2019, DPSCS responded indicating that the department only began collecting data in January 2023. Provided by DPSCS, the following information outlines the participation rates of incarcerated individuals in substance abuse counseling by facility, starting in 2023. The data is reflective of gender, facility, and age.

Overview of Services Offered

The services provided encompass multiple levels of care according to the American Society of Addiction Medicine (ASAM) Criteria, including:

- **ASAM Level 1.0 (Outpatient):** Known as the Addictions Treatment Protocol (ATP) and Aftercare.
- **ASAM Level 2.1 (Intensive Outpatient):** Referred to as the Addictions Changing Together-Substance Abuse Program (ACT-SAP).
- **ASAM Level 3.5 (High-Intensity Residential):** Known as the Therapeutic Community (TC).

ACT-SAP is available for both males and females at the Baltimore City Pretrial Complex, while ATP and TC services are provided for males and females in the Division of

Corrections (DOC). According to DPSCS, individuals who successfully complete any of these three programs are offered aftercare as part of a continuum of care and services.

According to the data provided, when the current Director and Deputy Director assumed their roles, ACT-SAP was already in place for both male and female clients, while ATP and Aftercare were available for male clients only. At the time of receiving this data, no TC services or programs for women in DOC were offered. The first male TC program commenced in August 2023, and those figures will be included in the DPSCS FY24 and FY25 statistics. ATP services for the female population began in July 2024, with female TC services starting in August 2024; these numbers will appear in the DPSCS FY25 statistics.

Additional Statistical Program Data Charts Available:

1. ACT-SAP BCBIC FY23 – FY25
2. ACT-SAP MTC FY23 – FY25
3. Aftercare MCTC FY23 - FY25
4. Aftercare BCBIC FY23 - FY25
5. Aftercare ECI FY23 - FY25
6. Aftercare MTC FY23 - FY25
7. ATP ECI FY23 - FY25
8. ATP MCIW FY24 - FY25
9. ATP MCTC FY23 - FY25
10. ATP RCI FY23 - FY25
11. TC MCTC FY24 - FY25
12. TC PIW FY25
13. Total Number of Participants

Table 9 - Total Participants FY 2023

FY 2023	ACT-SAP	ATP	Aftercare	TC
BCBIC (F)	42		13	
MTC (M)	34		8	
MCIW (F)				
ECI (M)		37	8	
MCTC (M)		23	8	
RCI (M)		34		
PIW (F)				

Table 10 - Total Participants FY 2024

FY 2024	ACT-SAP	ATP	Aftercare	TC
BCBIC (F)	64		23	
MTC (M)	57		21	
MCIW (F)				
ECI (M)		33	16	
MCTC (M)		23	10	88
RCI (M)		69		
PIW (F)				

Table 11 - Total Participants FY 2025

FY 2025	ACT-SAP	ATP	Aftercare	TC
BCBIC (F)	20		0	
MTC (M)	103		21	
MCIW (F)		40		
ECI (M)		60	17	
MCTC (M)		36	13	84
RCI (M)		41		
PIW (F)				42

Table 12 - Total Participants by gender FY 2023 -2025

Gender	FY23	FY24	FY25
Male	152	317	375
Female	55	87	102

Barriers to Incarcerated Individuals' Participation in Substance Abuse Counseling

OCO was informed that in April 2018, the Director of the Substance Use Disorder Treatment Services Department resigned, and the Deputy Director followed suit in May 2018. From June 2018 until August 2022, the Department operated without both leadership positions filled. The current Deputy Director took on the role in August 2022, while the new Director began in October 2022. Upon their arrival, they found that no data had been collected or maintained since the prior leadership left. The new Director and Deputy Director initiated efforts to start collecting monthly and fiscal year data, with this process beginning in January 2023. Consequently, DPSCS was unable to report any data for the years 2019 through 2022.

DPSCS data is organized by fiscal year rather than calendar year; therefore, the data for FY23 only includes the first half of the fiscal year, from January 2023 to June 2023. Although DPSCS did not specify particular barriers, similar challenges arise as those encountered in accessing social work services. Based on OCO's observations and discussions with incarcerated individuals, an additional barrier identified is the requirement that individuals must enter the system with a pre-existing drug addiction. If an individual develops an addiction while incarcerated, they are not eligible for the same services.

Barriers to Mental Health Care - According to DPSCS

- Workforce Development: DPSCS faces challenges in hiring essential mental health positions in both the Eastern and Jessup Regions.
- Post-Pandemic Trends: There is a growing demand for virtual roles within the mental health sector as a whole.
- Eastern Region: The number of mental health professionals on the Eastern Shore is limited, making it difficult to recruit Psychologists and Licensed Mental Health Professionals for the prison system.
- Jessup Region: Due to its proximity to Baltimore and Washington, D.C., this area offers higher salaries in the community. Mental health staff prefer virtual options, and the Department of Public Safety and Correctional Services (DPSCS) competes with other state agencies for Psychologists, which often provide better pay (MDH).

Summary of Statistics – DPSCS has indicated that the stats are impacted by:

- The variation in statistics among institutions is linked to the number of state mental health employees. For instance, MCIW had three staff members in 2019, but this number decreased to two in 2020.
- The pandemic impacted the number of individuals seen due to the emergency operations in the facilities; however, DPSCS indicated that incarcerated individuals continued to receive follow-up care.
- In 2019 and 2020, CDF statistics did not differentiate between males and females. This changed in 2021 and 2022 to include female statistics. Notably, in 2022, federally incarcerated women were transferred to MCIW.
- MRDCC began housing pretrial incarcerated females in 2021.
- The Patuxent Stepdown/Transitional unit operates separately from the Statutory Programs.

Education

When sentenced to the DPSCS, many incarcerated individuals are already challenged with educational and work skills deficits. Education and workforce requirements within the DPSCS are governed by COMAR 09.37.02. This provision outlines the mandatory requirements for empowering incarcerated individuals through education and workforce skills for their successful reentry into the community. This regulation mandates the implementation of systemwide educational and workforce skills programs in all facilities carried through by the Maryland Department of Labor in conjunction with DPSCS.

COMAR 09.37.02.04 requires incarcerated individuals to participate in a mandatory educational and workforce skills training program if:

- He or she does not possess a verifiable high school diploma or a General educational Diploma (GED).
- Was sentenced to the care and custody of DPSCS after July 1, 1987.
- Has 18 months or more remaining to be served on the incarcerated individual's sentence before their mandatory supervision release date; and
- The incarcerated individual is not exempted from requirements due to medical, developmental or a learning disability as defined by COMAR 09.37.02.03

Once it is determined that an incarcerated individual meets the mandatory requirements, it is the responsibility of the case manager to refer the incarcerated individual for the mandatory educational and workforce skill training program. Maryland Labor and Employment Article, §§11-902(b) and 11-903 specifically entrust the Correctional Educational Council with oversight authority and outlines the duties, responsibilities and procedures that should be followed.

The incarcerated individual must be:

- Assessed – incarcerated individuals shall be tested by Test of At Basic Education (TABE) or a comparable assessment for proper placement.
- Programming – the incarcerated individual shall participate in educational programming for at least 240 days with the goal to achieve his or her GED.
- Days are defined by calendar days based on the incarcerated individual's assignment and attendance in class.
- Suspension of the calculation can occur based on incarcerated individual's removal, reassignment, or transfer to another facility and will continue upon his or her return to another educational program unless case management deems it inappropriate.
- The 240-day requirement can be waived if the incarcerated individual successfully achieves a high school diploma or GED before the expiration of the 240-day requirement.
- The 240-day regulation is not required if an incarcerated individual completed the mandatory education requirement prior to October 1, 2021.

It is expected that incarcerated individuals will comply with the rules of attendance and conduct. Infractions or disciplinary actions in and outside of the educational environment negatively impact the incarcerated individual's successful completion of educational programs.

Priority status placement is expected for incarcerated individuals 21 years old or younger.

There are similar requirements for incarcerated individuals assigned to workforce training.

If an incarcerated individual is deemed eligible for workforce skills training instead of a traditional educational program:

- Incarcerated individuals are assessed by Correctional Education and placed into a specific training program in consultation with case managers.
- Participation continues until the incarcerated individual demonstrates proficiency in the subject skill.
- Incarcerated individuals can participate in additional training programs at case management discretion.
- Compliance with the rules is expected and required.
- Rule violations and infractions can impact incarcerated individuals' ability to participate.

When entering DPSCS facilities OCO staff often receive complaints from incarcerated individuals expressing their frustration or desire for educational, programming or work force opportunities. There are concerns that while paying their debt to society, their opportunities are being interrupted due to a lack of staffing, being locked down, and other challenges. Incarcerated individuals realize the value of educating themselves to ensure successful re-entry.

Most of the educational interruptions directly relate to staffing as it leads to lock downs, lack of movement and cancellation. The following group of graphs outline the percentage of custody to non-custody staff from 2021 to 2025 according to data provided to OCO.

Table 13: summary of custody to non-custody staff 2021

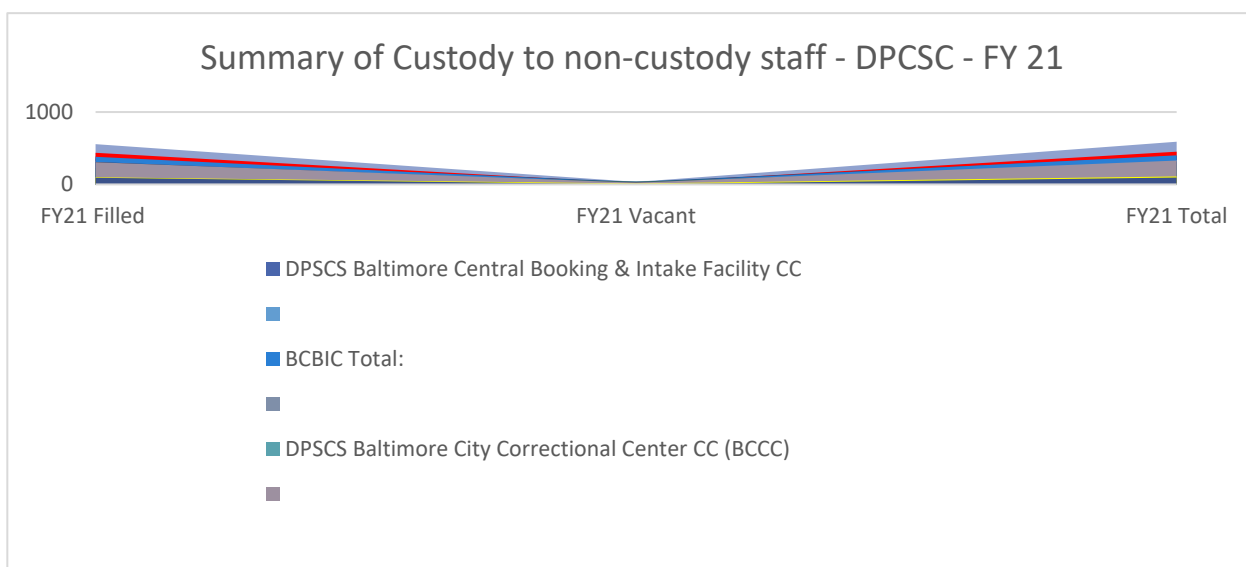


Table 14: summary of custody to non-custody staff 2022

Summary of Custody to non-custody staff - DPCSC - FY 22

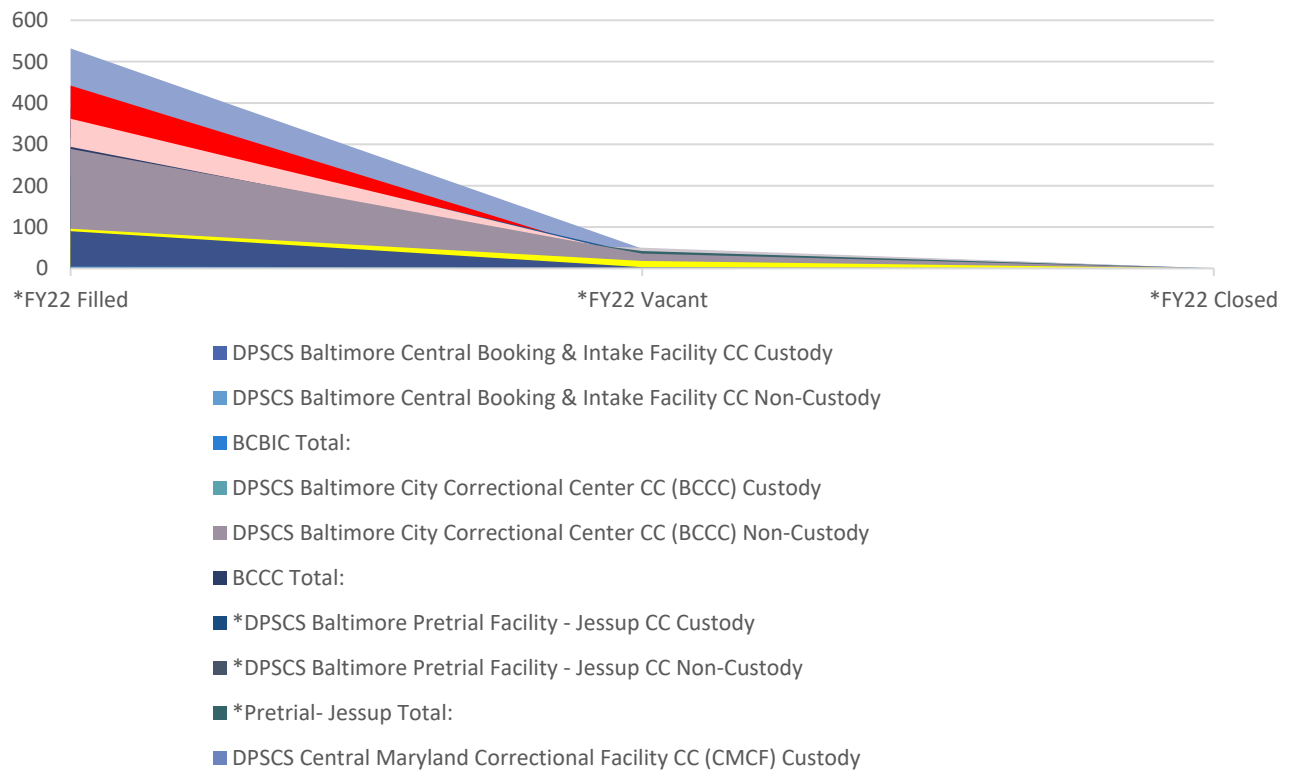


Table 15: summary of custody to non-custody staff 2023

Summary of Custody to non-custody staff - DPCSC - FY 23

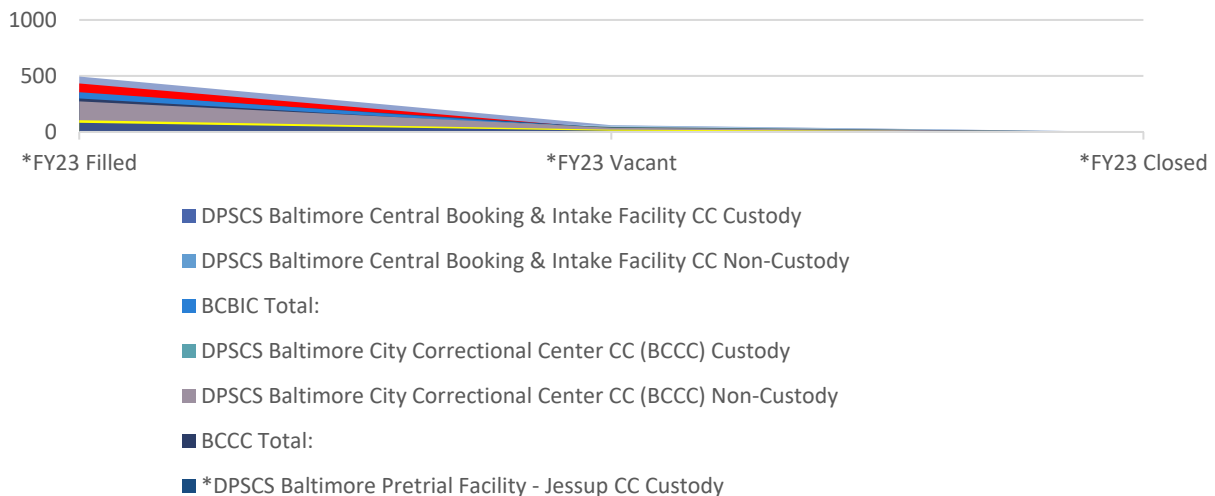
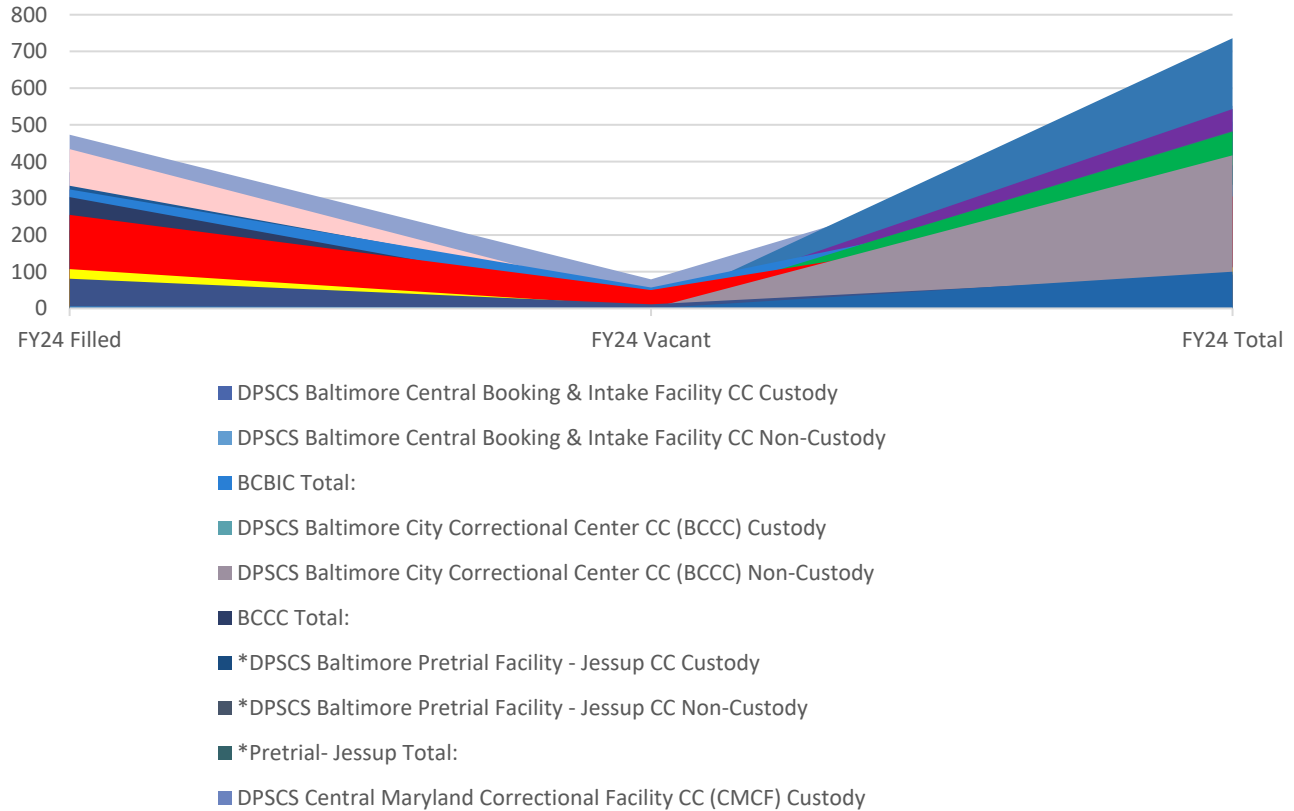


Table 16: summary of custody to non-custody staff 2024

Summmary of Custody to non-custody staff - DPSCS FY24



OCO requested cancellation data from both DPSCS and the Department of Labor (DOL) to gain an understanding of the level of educational services provided to incarcerated individuals within the care and custody of DPSCS. DPSCS indicated their lack of data specifically related to educational services provided by DOL.

The cancellation data details school cancellations at DPSCS institutions, which became critical due to a shortage of DPSCS officers starting at the end of FY23. A new procedure was implemented in FY24 to accurately determine the number of days impacted.

The data tracks cancellation rates from FY24 through a partial FY26 (165 days): Cancellation Rates by Institution, month and Fiscal Year. See **Appendix 2**.

The facilities with the highest cancellation rates consistently included WCI, RCI, and MCTC:

Table 17: highest cancellation percentage by facility.

Institution	FY24 Total (248 days)	FY25 Total (249 days)	FY26 Total (165 days)
WCI	55%	93%	92%
RCI	46%	72%	71%
MCTC	40%	60%	79%
NBCI	24%	36%	22%
ECIE	17%	22%	23%
ECIW	10%	21%	30%

Key Observations:

- WCI showed the highest rate of cancellations across all years, reaching 93% in FY25. A note indicates that WCI has a modified schedule where some classes are cancelled daily to ensure consistency, resulting in a real shutdown rate of ~75%.
- MCTC cancellations increased significantly from 40% in FY24 to 79% in the partial FY26 data.
- Institutions with consistently low cancellation rates include DRCF (1% in FY25, 0% in FY26), MCIW (4% in FY25, 2% in FY26), and PATX (5% in FY25, 1% in FY26).

Specific Cancellation Details (ECIW Example)

The ECI-W tracker lists specific incidents in August and September 2025 (FY26) where:

- Classes were cancelled at both the East and West facilities on many dates.
- On August 4, 2025, cancellations included 13 East Occupational (Occ), 8 East Academic (Acc), 13 West Occ, and 8 West Acc classes.
- Occupational classes (shops) were frequently cancelled, such as on August 11, 2025 (no shops at East, only academic testing) and several other dates in August and September.

The OCO requested from both DPSCS and DOL the documented data related to virtual learning per facility beginning in 2019. Once again, DPSCS indicated a lack of data relying on the information being provided by DOL. The DOL indicated that virtual school has not been implemented, but a pilot program will begin at RCI in September or October of 2026. Prior to the implementation of the program, students will continue to receive physical work packets that are delivered to their housing units during shutdown days.

DPSCS did indicate that all Higher Education program/college courses teach in a hybrid format. This means that even though students come to school every day, some of those days may be simply logging onto the computer to attend class virtually while other days the teacher is in person. According to DPSCS, neither the colleges nor DPSCS track the days when in-person classes versus virtual classes are provided because either one is considered as being in attendance and the student is paid for that day.

Please see **Appendix #3** for a statistical breakdown of classes offered by DOL per facility, capacity and enrollment as of September 2025.

An additional and important concern is the obstacles incarcerated individuals with disabilities face in accessing education, treatment and reentry programs within DPSCS.

Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against individuals with disabilities by state and local governments. It mandates that public entities provide equal opportunities for those with disabilities to engage in and benefit from their services, programs, and activities. Additionally, Title II requires effective communication and reasonable modifications to policies and practices to prevent discrimination, unless such changes fundamentally alter the service or program.

Barriers to education for incarcerated individuals with disabilities

According to DPSCS, the most common barriers faced by incarcerated individuals related to ADA accommodations in education, reentry services, and treatment programs include:

- **Limited Technology:** Access to computers and internet connections is not available for incarcerated students, creating a significant barrier to education. Other constraints include:
 - High costs of equipment
 - Budget limitations
 - Insufficient tech support
 - Inadequate staffing
- **Logistical Restrictions:** Structural limitations at older correctional facilities hinder programming. Education programs and occupational training may be restricted due to:
 - Employment limitations
 - Physical demands of specific programs (e.g., students with physical disabilities are being redirected from physically demanding courses like roofing).

Recommendations

The barriers around ADA accommodations are especially challenging because the cost associated with the corrections are mostly big-ticket items. A huge part of addressing challenges included budgeting for change:

- Seek out grants that may support the high cost associated with the technological needs.
- Seek to budget for staff specifically assigned to address technology requirements; collaborate with the union to offer special incentives.
- DPSCS collaborate with the Department of Management and Budget, and the Department of General Services to address structural limitations and establish a regular and consistent schedule.

Please see **Appendix 3** for educational Offerings by facility in accordance with information provided to OCO by DPSCS or DOL.

Case Management – 100 complaints

The role of case management in correctional facilities is critical to ensure the effective coordination of services for incarcerated individuals. However, several challenges have been identified by the OCO correctional oversight staff, which highlight the need for improvement in this area.

Common Complaints/Key areas of concern

- **Lack of Contact or Responsiveness:** A significant concern is the insufficient communication between case managers and the incarcerated individuals or their family members. This lack of responsiveness can lead to frustration and feelings of neglect among those incarcerated and their loved ones.
- **Ratio of Case Managers to Incarcerated Individuals:** The imbalance in the number of case managers compared to the incarcerated population is another pressing issue. This ratio often results in case managers being overburdened, thereby reducing their ability to provide personalized attention and support.
- **Coordination of Services:** Effective coordination of services is crucial for addressing the diverse needs of incarcerated individuals, including rehabilitation, education, and health care. However, the current system often falls short, leading to gaps in service provision.
- **Documentation upon Release:** Proper documentation is essential for the smooth transition of individuals back into society. The failure to provide this documentation can hinder access to necessary resources and support, negatively impacting reintegration efforts.
- **Calculation of Good Credit Calculations –** disagreement around calculations of credit toward sentence length.

Recommendations

To address these challenges, several steps can be taken:

- **Increase Staffing Levels:** By hiring additional case managers, facilities can ensure a more manageable ratio, allowing for more individualized attention and effective delivery of services.
- **Enhance Training Programs:** Providing comprehensive training for case managers can improve their ability to communicate effectively and coordinate services efficiently. OCO has received complaints about the effectiveness of communication.
- **Implement Technology Solutions:** Utilizing technology to streamline communication and documentation processes can greatly enhance the responsiveness and efficiency of case management. Perhaps DPSCS can explore utilizing the ViaPath Tablets to improve responsiveness measures.
- **Regular Evaluations and Feedback:** Conducting regular evaluations of case management practices and seeking feedback from incarcerated individuals and their families can help identify areas for improvement and ensure that services meet their needs.

- Providing an improved process for ensuring incarcerated individuals have proper documentation upon release: Plans for re-entry for incarcerated individuals should begin upon entry into the system. Therefore, the process for preparing incarcerated individuals with the necessary documentation to re-entry the community successfully should be consistent throughout the system and begin much sooner to ensure adequate time for processing.

By addressing these issues, DPSCS can improve the quality of case management services, ultimately contributing to better outcomes for incarcerated individuals and their reintegration into society.

Table 18: DPSCS Complaints by Facility, Race and Age Group

Facility	18-29	30-44	45-59	60-75	75+	Under 18	Total
☐ BCCC	12	28	26	7	1		74
Black or African American	8	25	26	7			66
Other					1		1
White	4	3					7
☐ CDF	2	7					9
Black or African American	2	4					6
White		3					3
☐ CMCF		2	1				3
Black or African American		2	1				3
☐ DRCF	24	51	49	6	1		131
Black or African American	18	37	40	3			98
Native Hawaiian or Pacific Islander			1				1
Other					1		1
White	6	14	8	3			31
☐ ECI	2	19	25	21	16		83
Asian		3					3
Black or African American	2	12	24	6			44
Other					5		5
White		4	1	15	11		31
☐ FED			2		1		3
Other					1		1
White			2				2
☐ JCI	85	186	152	43	10		476
Asian	5						5
Black or African American	66	128	126	22			342

Continued - Complaints received by DPSCS Facility, Race and Age Group

Facility	18-29	30-44	45-59	60-75	75+	Under 18	Total
Other						9	9
White	14	58	26	21	1		120
⊞ LDC	3				6		9
Black or African American	3						3
Other					6		6
⊞ MCI-H		1	6				7
Black or African American			6				6
White		1					1
⊞ MCI-J	2	16	14	6	8		46
Black or African American	2	9	3	2			16
Hispanic or Latino			3				3
Other					8		8
White		7	8	4			19
⊞ MCI-W	26	82	16	17	42		183
American Indian or Alaska Native		1					1
Black or African American	24	57	6	4			91
Hispanic or Latino	1	2					3
Other					36		36
White	1	22	10	13	6		52
⊞ MCTC	26	25	8	6			65
Black or African American	21	23	5	6			55
White	5	2	3				10
⊞ MRDCC	2	1					3
Black or African American	2						2
White		1					1
⊞ NBCI	5	4	6	24			39
Black or African American	5	3	5	18			31
White		1	1	6			8
⊞ Patuxent	9	11	22		5		47
Black or African American	9	9	13				31
Other					5		5
White		2	9				11
⊞ RCI	27	8	2	6	2		45
Black or African American	22	2		5			29
Other					2		2
White	5	6	2	1			14
⊞ WCI	3	15	9	3			30
Black or African American	3	8	4	3			18
White		7	5				12
⊞ YDC	8				9		17
Black or African American	8						17
Other					9		9
Total	236	456	338	139	101	17	1287

*Note if a complaint was submitted without age and/or documentation, it is added as other.

Appendix 4 provides more detailed documentation of DPSCS reported race information per facility vs % of complaints by race at each facility received by OCO. The positive percentage value means the particular race is filing more complaints than expected based on their population. The negative percentage value indicates that group is filing fewer complaints than expected, based on their population. The data implies a few points of interest:

- With a population of 982, "Latinx" incarcerated have only filed 6 complaints.
 - They have filed less complaints than expected in every facility except MCI-J. It is OCO's position that this highlights a need to bridge the communication gap for Spanish speakers
- Based on the population, White incarcerated complained over their expected amount in 9 Facilities.
- The African American/Black population data is consistent as expected vs actual complaints filed:

- complained less than expected at: North Branch Correctional Institution (NBCI), Patuxent Correctional Institution (PATX), Roxbury Correctional Institute (RCI), Western Correctional Institute (WCI), Eastern Correctional Institute (ECI), Maryland Reception and Diagnostic Correctional Center (MRDCC), and Maryland Correctional Center (MCIJ)
- complained more than expected at: Central Maryland Correctional Facility (CMCF), Maryland Correctional Training Center (MCTC), Maryland Correctional Institute- Hagerstown (MCI-H), Baltimore City Central Center (BCCC), Eastern Correctional Institute (ECI), Dorsey Run Correctional Facility (DRCF)

OCO's four highest complaint totals are from focused facilities where OCO spent most of its time and established a presence: JCI, MCI-W, and DRCF. The rates of complaints per race are aligned in these facilities.

Based on the data, it can be concluded that the OCO's presence allows staff to be responsive to more incarcerated individuals, which also ends up being aligned with the actual race rates when we are able to regularly be in the facilities.

It also creates consideration for facilities that OCO does not have assigned PIN positions, such as ECI. ECI has the largest single cohort in DOC which is Black/African American Males (2,381); 72.84% of ECI's population. However, OCO receives complaints from that cohort only 54% of the time.

DPSCS Facilities

While the enabling statute mandated the facilities within the Jessup Region as the primary focused area for the first complete year, OCO has visited institutions throughout the state. The following outlines the facilities and some of the specific areas of concern by facility. Not all issues will be documented under the facility as they represent systemic issues that will be addressed under the identified category.

Please see **Appendix #5** for a glossary of definitions.

Focused Facilities - Jessup Region

Dorsey Run Correctional Facility (DRCF) – Built to replace the Jessup pre-release unit. The facility originally opened in **2013 and the final phased in 2015.**

Facility Overview

- Owned and operated by DPSCS
- Security Level
 - Mostly minimum-security level
- Capacity 1030 males
- Facility layout: The institution consists of four housing units with the lowest capacity being 204 and the highest capacity 280 depending on the housing unit.

-
- The facility also houses incarcerated individuals on work release status.

The OCO originally visited DRCF for a facility tour in December of 2024. Since that time, OCO has made several unannounced visits and has responded to complaints, from incarcerated individuals, family members, staff, and other stakeholders. Additionally, OCO has had the benefit of attending a Lived Experience Group visit and program honoring Veterans.

The OCO has received approximately 131 complaints between January 1, 2025 – December 29, 2025, for DRCF. The OCO provides debriefing communications to the leadership of DRCF upon leaving the facility or in follow-up. The leadership demonstrates cooperation and collaboration in its responsiveness to complaints.

As previously discussed, OCO has initiated a pilot program with ViaPath Tablets serving as a method for filing confidential complaints to OCO. Since initiating this program, OCO has received 82 complaints between November 10, 2025, and December 29, 2025, from the one housing unit involved in the pilot program,

Jessup Correctional Facility (JCI) – formerly Maryland House of Corrections – Annex. Opened **October 1991**.

Facility Overview:

- Owned and operated by DPSCS
- Originally opened as an annex to the Maryland House of Corrections in 1981, and currently operates as a separate facility
- Security Level:
 - Maximum security level
- Capacity: 2068 males inclusive of some medium security incarcerated individuals. JCI hospital beds 27.
- Facility layout: The Institution consists of five housing units. The facility is designed for double bunks. Inclusive in the total capacity is a segregation housing/restrictive housing unit of 332 cells where incarcerated individuals are isolated from the general prison population either as punishment, or voluntarily for their own protection. A support services building houses the dining room, education and vocational training, and medical services.

The OCO originally visited JCI for a facility tour November of 2024. Since that time, OCO has made several unannounced visits and has responded to complaints, from incarcerated individuals, family members, staff, and other stakeholders. Additionally, OCO has attended multiple Lifer's Group meetings, Certified Peer Recovery Specialist meetings (CPRS), a Veterans' Group meeting, an ADA Compliance/Accommodation meeting, a presentation from the Lived Experience Group, a Warrior Canine Connection graduation, mediation classes, and an educational tour with the Prison Education Delivery Reform Commission.

The OCO has received approximately 475 complaints between January 1, 2025 – December 29, 2025, for JCI. The OCO provides debriefing communications to the leadership of JCI upon leaving the facility or in follow-up. The leadership demonstrates cooperation and collaboration in its responsiveness to complaints.



JCI Warrior Canine Pets

Maryland Correctional Institution – Jessup (MCI-J) – originally opened as an annex to Maryland House of Corrections. Opened **1981**.

Facility overview

- Owned and operated by DPSCS
- Security level
 - Medium security level
- Capacity: 789 inclusive of 120 segregation beds
- Facility layout: MCI-J has both dormitory and double bunk cells with a total of twelve housing units.

OCO first toured MCI-J in November of 2024 and had multiple unannounced visits since that date. OCO was notified of the plans to close the facility in September of 2025. The plans are to close the facility no later than June 30th, 2026. Given the foundational challenges of the degradation of the facility's foundation due to substantial water penetration, the functional lifespan of the facility, and the alignment of the plan with the Governor's Modernization Plan, the decision was made to close the facility.

Pending the closure of the facility, OCO received approximately 46 complaints between January 1, 2025 – December 29, 2025, for MCI-J. The OCO provides debriefing communications to the leadership of MCI-J upon leaving the facility or in follow-up. The primary complaint categories included medical, infrastructure, staff conduct, and food.

Photos of MCI-J in front and back of the housing units – Toilet with debris



Maryland Correctional Institution for Women (MCI-W) – is the state’s primary facility for women. Built in **1939**.

Facility overview

- Owned and operated by DPSCS.
- Security level
 - Minimum, medium, and maximum-security women
- Capacity 816 inclusive of 36 segregation beds. MCI-W hospital beds 77.
- Facility layout – MCI-W has four buildings with ten (10) housing unit.

OCO’s first tour of MCI-W in November 2024 and has continued to make unannounced visits and has responded to complaints, from incarcerated individuals, family members, staff, and other stakeholders. OCO has participated in the lifers’ group meeting, Inmate Leadership Council (ILC) meeting, and an educational tour with the Prison Education Delivery Reform Commission.

In June and July of 2025, OCO responded to a series of complaints about the facilities conditions at MCI-W. OCO’s initial unannounced visit to investigate the complaints led to a series of additional visits and complaints related to specific and disturbing facility leadership and staff behaviors, including but not limited to complaints of favoritism, staff misconduct and staff retaliation from leadership toward incarcerated individuals and staff especially. The OCO brought these complaints and concerns to the attention of DPSCS leadership who was responsive in addressing and investigating OCO’s findings.

The OCO has received approximately 183 complaints between January 1, 2025 – December 29, 2025, for MCI-W. The OCO provides debriefing communications to the leadership of MCI-W upon leaving the facility or in follow-up. The new leadership at MCI-W has been more responsive and has demonstrated more cooperation than the prior leadership team.

Patuxent Institution - began operations in **1955** with the mission of insuring public safety through the psychotherapeutic treatment of offenders who were designated by the court as “Defective Delinquents.”

Facility Overview

- Uniquely designed to be a self-contained operation staffed by full-time clinicians, including psychologists, social workers and psychiatrists, as well as by custody personnel. Patuxent Institution was provided with its own admission, inmate review, and paroling authority separate from that of the Maryland Division of Correction (DOC).
- Security level
 - Maximum for men and women
- Capacity – Males 680 inclusive of 128 segregation, Females 888 inclusive of 4 segregation beds. Patuxent-CMHCJ 191.

OCO had its initial planned tour of Patuxent in December 2024 followed by another planned visit with the former VPO of Centurion in February of 2025, and at least one unannounced visit.

The OCO has received approximately 47 complaints between January 1, 2025 – December 29, 2025, for Patuxent.

Some Highlights - Non-focused facilities by region

While OCO has conducted unannounced sited visits in multiple facilities, OCO will highlight one front each region.

Baltimore Youth Detention Center (YDC) - Baltimore City. Opened in 2017

Facility Overview

- Owned and Operated by the DPSCS
- population Served:
 - Youth charged as adults waiting for transfer hearings (reverse waiver)
 - Youth charged as adults awaiting adult (criminal) trials
 - Sentenced youth (transferred to adult prisons after turning 18)
- Rated Capacity: 80 males; 10 females (90 youth total), YDC hospital beds 9
- Facility layout: Unit F, located on the 1st floor, is the female unit and has 10 cells. The first floor also includes a cafeteria, kitchen, and medical suite. The male units (A, B, C and D) are on the 2nd floor. Unit B and C have 13 cells and Units A and D have 12 cells. The gym is located on the 3rd floor. There is minimal outdoor space. Eager Street Academy, a program within the Baltimore City Public School System, operates a school for grades 6-12 within the detention center.

OCO made its first unannounced visit to YDC as a direct result of receiving multiple complaints from stakeholders and concerned individuals about the lack of heat (beginning around the week of November 30, 2025) along with ongoing concerns about conditions of confinement at YDC. Although the facility falls outside OCO's focused facilities as

delineated by SB 134. Giving the pressing nature of the concerns, OCO conducted site visits on December 3, 4, 6, 7, 8 and 9, to investigate concerns.

Youth and staff at YDC were without heat inside the facility for over a week and a half due to repairs needed to the HVAC system, delayed delivery and installation of the required parts. Temperatures throughout the facility ranged from 55 and 67 degrees Fahrenheit with cells significantly colder than hallways and common areas. DPSCS agreed to provide youth with 3 blankets following an OCO request, however distribution was inconsistent. Incarcerated youth reported that they were not attending school consistently during the heat outage.

OCO was met with cooperation and responsiveness from boots on the ground staff. Boots on the ground staff were responsive in providing the incarcerated youth with blankets, extra clothing per OCO's request pending the repair of the heating system. The former warden was equally responsive, but OCO experienced some push-back, negative feedback, and delayed responses from an acting leader who has since been made a permanent leader in the facility.

YDC temperature reading in common area of housing unit December 4, 2025



YDC temperature reading in common area of housing unit December 5, 2025



YDC temperature reading in common area of housing unit December 8, 2025



YDC temperature reading in common area of housing unit December 9, 2025



Maryland Correctional Training Center (MCTC) – Western region - Authorized by the General Assembly in **1966**

Facility overview

- Owned and operated by DPSCS.
- Security level
 - Medium- security men
- Capacity 2565 inclusive of 384 segregation beds. MCTC hospital beds 77.
- Facility layout – MCTC has seven buildings with ten (13) housing units.

OCO's first visit to MCTC was July of 2025 when staff toured the educational program at Roxbury Correctional (RCI) and MCTC with the Prison Education Delivery Reform Commission. OCO has had additional unannounced visits with MCTC. The primary category of complaints rose from medical complaints. While OCO was met with push-back from the medical staff, OCO received immediate response from the facility leadership.

The OCO has received approximately 69 complaints between January 1, 2025 – December 29, 2025, for MCTC. The OCO provides debriefing communications to the leadership of MCTC upon leaving the facility or in follow-up. The leadership demonstrates cooperation and collaboration in its responsiveness to complaints.

Eastern Correctional Institution (ECI) - Eastern Region

Facility overview

- Owned and operated by DPSCS.
- Security level
 - Minimum, medium, and maximum-security women
- Capacity ECI-Annex 604, ECI-W 1422 inclusive of 248 segregation beds ECI-W 1404 inclusive of 72 segregations.

Facility layout – ECI is Maryland largest state facility in the Eastern Shore.

OCO's initial visit to ECI was July of 2025 when staff toured the educational program at ECI, Roxbury Correctional (RCI), and MCTC with the Prison Education Delivery Reform Commission. OCO has had multiple unannounced visits at ECI. The primary category of complaints rose from medical complaints. While OCO was met with push-back from the medical staff, OCO received immediate response from facility leadership.

The OCO has received approximately 81 complaints between January 1, 2025 – December 29, 2025, for MCTC. The OCO provides debriefing communications to the leadership upon leaving the facility or in follow-up. The leadership demonstrates cooperation and collaboration in its responsiveness to complaints.

DEATHS IN CUSTODY

The OCO is required to report annually on the deaths in custody. In December of 2024, OCO staff met with the DPSCS Internal Investigation Department (IID) to learn about the department. Both OCO staff and IID staff discussed their respective roles and responsibilities. It was agreed that the Ombudsman's Office would be notified about the deaths of incarcerated individuals simultaneously and with the same information members of DPSCS leadership receives. The information provided in the initial text messages included details related to the incarcerated individual's anticipated cause of death along with other key information.

This process was inconsistent at best. After another meeting with IID leadership in September of 2025 OCO learned that IID also had its own case management system which OCO eventually gained access to for closed cases. While OCO is also now receiving the death notifications again, the information is now limited, without full access.

It is especially important to investigate because of the death trend occurring with DPSCS. The analysis of the death trend from January 2015 to December 2025 shows a general upward trajectory in the average number of monthly deaths over the period and continues to rise.

Monthly Death Trend (January 2015 - December 2025), illustrates the monthly count of deaths.

Key Trend Takeaways

1. Significant Increase in Average Monthly Deaths

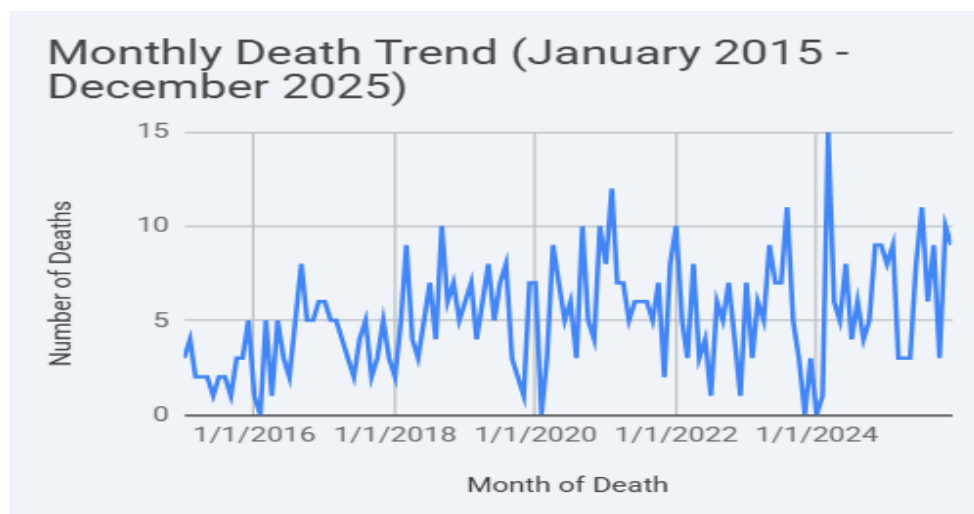
- The data suggests an increasing trend in the number of deaths, with the second half of the period experiencing a substantially higher average than the first half.
- The average monthly death count for the first half of the period (2015-2020) was 4.32.
- The average monthly death count for the second half of the period (2020-2025) rose to 5.97, an increase of approximately 38%.
- Across the entire 132-month period, there was a total of 679 deaths, with a mean of 5.14 deaths per month.

2. Volatility and Peak Occurrence

The monthly death counts are highly volatile, with significant month-to-month fluctuations.

- The highest number of deaths recorded in a single month was 15, which occurred in March 2024.
- The lowest number of deaths recorded in a month was 0, which occurred in February 2016, February 2020, November 2023, and January 2024.

Table 19: Monthly Death Trend – January 2015 – December 2025



When examining the deaths in custody, OCO faces challenges given the barriers experienced in this process. In addition to limiting the initial information provided to OCO, DPSCS only provides OCO access to closed files through its IID case management system which means OCO is not privy of the same investigative material and information as DPSCS and Maryland State Police (MSP). Consequently, the OCO cannot investigate

simultaneously with MSP and/ or IID, but OCO's process is delayed until those investigations are closed. Additionally, all information shared with OCO prior to death investigations being closed is controlled and provided to OCO through DPSCS to OCO.

It is OCO's position that its enabling statute provides full access to current and closed investigations. This will be a manner OCO and DPSCS will continue to work through. However, given the progression of deaths in custody within DPSCS, this will be one of the top priorities for OCO worthy of a special report within the year. OCO believes a deep dive is necessary to identify any trends specific to causes, facilities, or other notable metrics.

Please see **Appendix 6** for more information about deaths in custody.

Systemic Issues within DPSCS

Through observations and complaints, OCO has identified systemic points of concern consistent across facilities. While there are many, we highlighted those below.

Medical

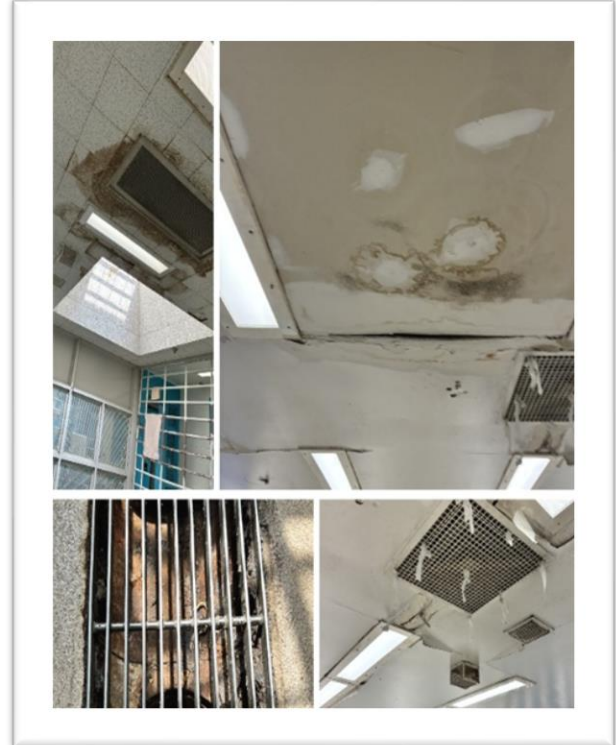
As already discussed, incarcerated individuals receiving proper medical care remain at the top of OCO's concerns. This is a direct result of the number of complaints received from incarcerated individuals, their families, stakeholders and community partners and direct observation. OCO recognizes that it is not enough to change the vendor. The vendor must make a concerted effort to change processes and procedures and identify appropriate and invested staff. While appreciating the challenge associated with finding competent individuals committed to working behind the wall may prove challenging, the investment must be made. OCO acknowledges that DPSCS and the vendor, Centurion, have made efforts in this regard, continued steps must occur to improve these efforts. This will require creative, and out of the box thinking and collaboration. Steps are being taken with OCO, DPSCS and Centurion to actively move in this direction.

Infrastructure, Plumbing, Maintenance, Pest Control and Sewage Concerns –

DPSCS facilities seem plagued with many infrastructure challenges. The observations and complaints received a facility with infrastructure issues which have been neglected, overlooked and left unattended, incarcerated individuals that have not received proper medical care or have been medically neglected,

- Unaddressed holes in the ceiling
- Unaddressed discoloration in the ceiling appears to be a result of leaks
- Piping with holes
- Lifting and loose tiles
- Flooring which has the appearance of mold
- Dirty vents which appear to have mold

- During an unannounced visit to JCI on October 16, 2025, OCO documented low water pressure or no water in multiple cells; non-flushing toilets, toilets overflowing from one cell to another
- Cell doors with problems opening
- Broken windows



Infrastructure and Maintenance concerns



FOOD And Kitchen Cleanliness & Commissary

Another systemic complaint across facilities is either the cleanliness of the kitchen and/or the quality of the food provided. Common complaints include:

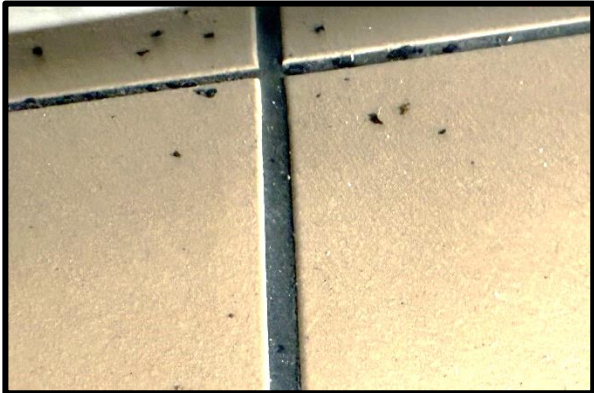
- Portion size
- Quality
- Repetitive food
- Lack of options
- Mice Feces in the Kitchen area and even in food
- Lack of nutritional value
- Lack of fruits and vegetables
- Little availability of bread
- Milk – termination of carton availability; milk being poured into cups that are often unclean
- Commissary prices as comparable to wages
- Lack of cultural choices for commissary selection
- Lack of gender and gender identification selections available
- Quality of commissary selections
- Discolored and/or foul-smelling water



Bird droppings on table and chair in dining area



Birds on fan in dining area



Mouse droppings in facility kitchen

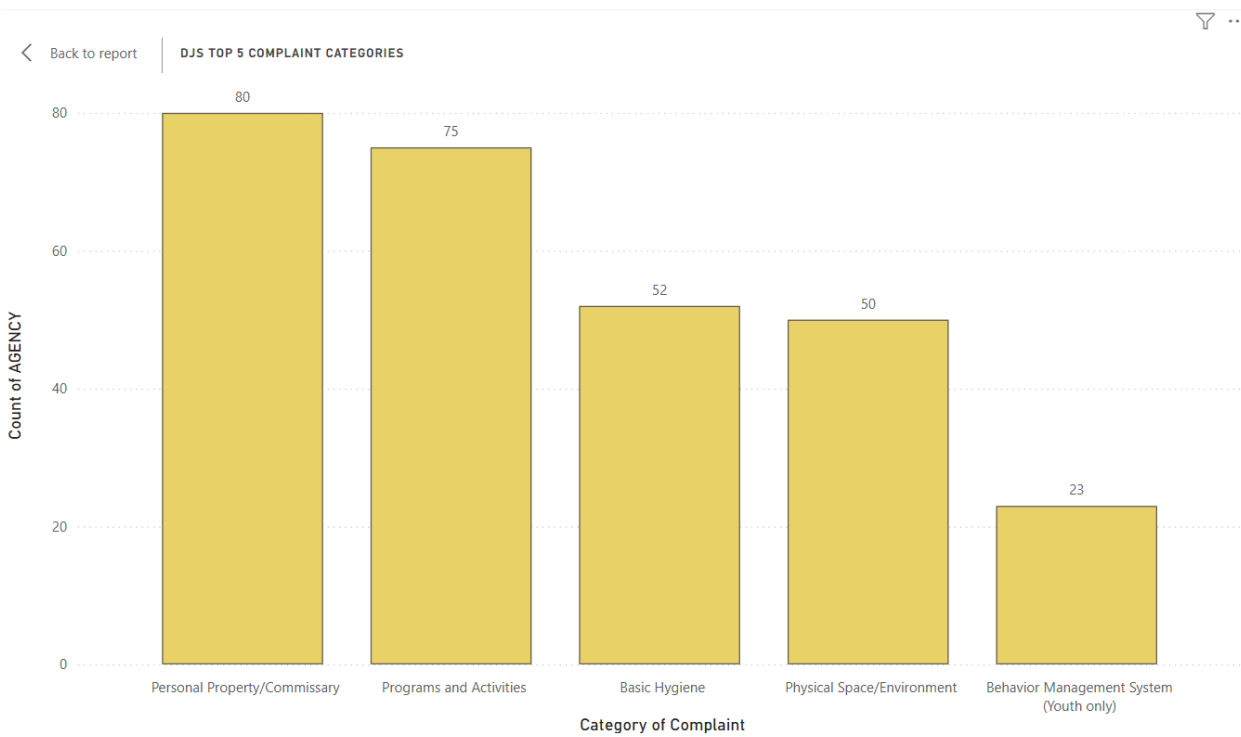


The Department of Juvenile Services (DJS)

As previously mentioned, the Juvenile Justice Monitoring Unit (currently known as JOD) began overseeing the DJS in September 2000. Since then, this work has continually evolved. The latest development under OCO involves JOD making efforts to statistically track its activities. Similar to the correctional oversight division, we anticipate providing more precise reporting once the case management system is operational. In the meantime, OCO initiated a process to monitor the work of the Assistant Ombudsman starting in October 2025.

The following chart represents the five (5) top complaint categories for DJS.

Table 20: DJS Top 5 Complaint Categories



OCO produces four quarterly reports each year concerning the conditions within DJS facilities. These reports cover various aspects, including facility living conditions, programs, treatment, hygiene, infrastructure, behavioral health, education, rodent infestations, and more.

Instead of reiterating the findings, hyperlinks are provided below for your review, along with the responses from DJS and OCO’s follow-up inquiries.

[https://dlslibrary.state.md.us/publications/Exec/OCO/JJMU/SG9-4016\(b\) FY2025\(3\)\(4\).pdf](https://dlslibrary.state.md.us/publications/Exec/OCO/JJMU/SG9-4016(b) FY2025(3)(4).pdf) – OCO - FY 2025 Third and Fourth Quarter Report

<https://djs.maryland.gov/Documents/publications/MD-DJS-Response-to-3rd-and-4th-Quarter-JJMU-Report.pdf> - DJS response to FY 2025 Third and Fourth Quarter Report

OCO Repsonse1 - OCO follow-up response to DJS' FY2025 Third and Fourth Quarter Report

[https://dlslibrary.state.md.us/publications/Exec/OCO/JJMU/SG9-4016\(b\).FY2026\(1\).pdf](https://dlslibrary.state.md.us/publications/Exec/OCO/JJMU/SG9-4016(b).FY2026(1).pdf) - OCO – First Quarter Report

COMMON CONCERNS for DPSCS and DJS

OCO is optimistic that establishing a common oversight authority for DJS and DPSCS presents an opportunity to pinpoint shared concerns. Some issues may be addressed collectively, while others will require separate solutions. Key points of shared concern include:

Infrastructure, Maintenance, and Pest Control

Facilities under both DJS and DPSCS have suffered from neglect for too long. Just as we, as citizens, maintain our homes, attention must also be given to the facilities where individuals are confined or employed. Proper maintenance is essential to ensure that these spaces are livable and provide suitable working conditions. Regular maintenance is not merely an option; it is a necessity to mitigate costs associated with emergency repairs due to neglected infrastructure challenges.

Furthermore, OCO has not reviewed the individual contracts for pest control services. However, based on complaints from incarcerated individuals and detained youth, OCO acknowledges the need for a strong pest control program within both agencies. This could present an opportunity for service collaboration.

An Up-to-date Electronic Health Record System (EHRS)

In September 2025, OCO recognized and advised DJS on the necessity of implementing an Electronic Health Record System to replace outdated paper methods. The vendor for DPSCS has also indicated that their system is no longer current. DJS has mentioned that they have been requesting a new system for several years.

While updating or purchasing a new system for DJS and DPSCS represents a significant procurement expense, OCO believes this investment is essential to ensure privacy, consistency, safety, and streamlined health records, enabling staff to utilize the system effectively.

Although OCO has not investigated the costs associated with this procurement, there may be potential for research into creating a shared system between the agencies, equipped with appropriate permissions to maintain privacy. This could foster collaboration and possibly reduce costs for individual agencies.

Increased Need for Equity Between Male and Female Confined Individuals

Based on complaints and observations, there appears to be a pressing need for enhanced programming and basic living provisions for confined females compared to their male counterparts in both DJS and DPSCS. Complaints received by OCO highlight issues such as limited commissary options for females, inadequate programs and activities (e.g., a party for

males in YDC without a similar event for females), and a lack of proper clothing and gender-specific products. While OCO understands that various factors influence service and program considerations for males and females, it is suggested that equity should be a fundamental aspect of the decision-making process.

Food Services

OCO has noted a trend in complaints regarding food quality, quantity, options, and menu repetitiveness. This may be another area where exploring collaborative efforts could yield benefits for both agencies.

CONCLUSION

The ongoing progress of the OCO is tremendously important to numerous stakeholders. OCO is dedicated to continuous, intentional efforts and will remain committed to a framework of best practices that emphasizes transparency, independence, and impartial oversight.

Strategically, while OCO will continue to oversee DJS and DPSCS, we have pinpointed specific focus areas for 2026, listed below in no particular order.

Strategic Focus Areas of Oversight for DPSCS

- Deaths in Custody
- Segregation
- Medical Care
- Staff Misconduct Affecting Incarcerated Individuals
- Food Services

Strategic Focus Areas of Oversight for DJS

- Programming
- Safety and Security
- Staff Misconduct Affecting youth
- Equity of Services

*OCO intends to strive to establish a more collaborative relationship with both unions.

As OCO continues to grow, evolve, and advance, its involvement in critical discussions will be essential for sustainability. It is crucial for OCO to have a voice and share observations during the decision-making process. This engagement will ensure that OCO's insights contribute to transformative changes that impact those in confinement, their families, constituents, legislators, community partners, the state, and all other stakeholders. As highlighted in the 2024 report, the cornerstone of this initiative is ensuring that OCO engages directly and regularly with all relevant leaders and agencies that influence oversight efforts. This direct line of communication is vital to prevent the dilution or filtering of information. Protecting this engagement fosters fair, honest, and unbiased communication, aligning with statutory requirements.

Appendix

Appendix 1 – Definition of OCO’s complaint sub-categories

Basic Goods, Property & Commissary

- Compensation and Financial – Complaints related to financial issues, including delays, errors, or disputes over wages, restitution, or other monetary entitlements.
- Personal Property and Commissary Items – Concerns regarding access to, loss of, or damage to personal property, or issues with commissary purchases and services.
- Basic Hygiene – Complaints regarding the availability or quality of hygiene products, sanitation supplies, or personal care items.

Case Management Services

- Case Management – Issues concerning access to case management staff, individualized plans, or coordination of services within the facility.
- Grievance Process – Complaints about the procedures for submitting, reviewing, or resolving grievances, including perceived unfair treatment or delays.
- Immigration/Out-of-State/Federal/County Issue – Concerns related to jurisdictional matters, transfers, or legal matters involving other governmental entities.
- Parole/Sentence Length – Questions or disputes regarding parole eligibility, release dates, sentence calculations, or modifications.

Communication, Access, & Services

- Advocacy Services – Complaints about access to legal advocates, ombudsmen, or other support services.
- Family Engagement/Telephone System/Visitation – Issues related to visitation rights, telephone access, or communication with family members.
- Mail Services – Complaints regarding delays, censorship, or loss of mail.
- Translator – Concerns about access to language translation or interpretation services for non-English speakers.

Conditions of Confinement

- Facility-Wide Complaint – General complaints affecting the entire facility, such as policies, management, or operations.
- Food Services – Issues related to meal quality, quantity, preparation, or special dietary needs.

-
- Housing – Complaints regarding cell assignments, overcrowding, heating/cooling, or other living conditions.
 - Physical Space and Environment – Concerns about cleanliness, maintenance, lighting, ventilation, or other aspects of the physical environment.
-

Discrimination & Civil Rights

- ADA Compliance – Complaints regarding accessibility, accommodations, or compliance with the Americans with Disabilities Act.
 - Age Discrimination – Issues where treatment differs based on age, including access to services, housing, or programs.
 - Gender Equality or Sexual Orientation – Complaints related to discrimination or inequitable treatment based on gender identity or sexual orientation.
 - Racial Discrimination – Complaints alleging unequal treatment based on race or ethnicity.
 - Religious Expression – Concerns regarding the ability to practice religion, access worship services, or observe religious dietary or ritual requirements.
-

Health & Behavioral Health

- Behavior Health – Complaints regarding access to counseling, therapy, mental health services, or behavioral programs.
 - Medical – Concerns about access to medical care, treatment quality, medications, or medical staff conduct.
-

Programs, Education & Recreation

- Behavior Management System (Youth only) – Complaints regarding disciplinary or behavior management system specific to the youth population.
 - Education – Issues related to educational programming, classes, or learning materials.
 - Programs and Activities – Complaints concerning recreational, vocational, or rehabilitative programs and activities.
-

Safety, Violence & Security

- Another Incarcerated Individual – Complaints involving interactions, threats, or harm caused by other incarcerated persons.
- Contraband – Issues related to possession, confiscation, or distribution of contraband items.

-
- Death – Complaints concerning fatalities, incidents resulting in death, or inadequate response to life-threatening situations.
 - PREA – Complaints involving sexual assault, harassment, or violations under the Prison Rape Elimination Act.
 - Violence or Bullying – Issues involving physical, verbal, or psychological abuse or intimidation.
-

Staff Conduct & Accountability

- Illegal Lockdown – Complaints regarding restrictive housing or extended lockdown measures.
 - Retaliation – Allegations of punishment or adverse treatment by staff in response to complaints or reporting.
 - Staff Misconduct – Complaints about improper, abusive, or negligent behavior by staff members.
 - Staff on Staff – Issues involving conflicts, misconduct, or disputes between staff members.
-

Legal Request, Informative or Appreciative Communication

- Informative or Appreciative Communication – General communications that do not involve a complaint, such as positive feedback or informational submissions.
- Legal Services – Complaints regarding access to legal assistance, attorneys, or legal resources.
- Request for Information – Requests for information or clarification about policies, procedures, or individual cases.

Appendix 2- Cancellation Rates by Institution

FY24 Cancellation Data

Institution	FY24 Cancellation Data													Total (248 days)
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
DCRF	1/20 (5%)	1/23 (4%)	0/20 (0%)	0/21 (0%)	0/19 (0%)	0/20 (0%)	0/21 (0%)	0/20 (0%)	0/21 (0%)	0/22 (0%)	0/22 (0%)	0/19 (0%)	2/248 (1%)	
ECIE	3/20 (15%)	3/23 (13%)	5/20 (25%)	6/21 (29%)	1/19 (5%)	0/20 (0%)	1/21 (5%)	2/20 (10%)	2/21 (10%)	7/22 (32%)	8/22 (36%)	5/19 (26%)	43/248 (17%)	
ECIW	2/20 (10%)	3/23 (13%)	4/20 (20%)	6/21 (29%)	4/19 (21%)	4/20 (20%)	3/21 (14%)	0/20 (0%)	0/21 (0%)	4/22 (18%)	4/22 (18%)	3/19 (16%)	26/248 (10%)	
JCI	0/20 (0%)	1/23 (4%)	1/20 (5%)	0/21 (0%)	0/19 (0%)	1/20 (5%)	2/21 (10%)	0/20 (0%)	0/21 (0%)	1/22 (5%)	2/22 (9%)	10/19 (53%)	18/248 (7%)	
MCIH	8/20 (40%)	6/23 (26%)	6/20 (30%)	9/21 (43%)	7/19 (37%)	4/20 (20%)	5/21 (24%)	5/20 (25%)	5/21 (24%)	7/22 (32%)	2/22 (9%)	2/19 (11%)	66/248 (27%)	
MCUJ	0/20 (0%)	0/23 (0%)	0/20 (0%)	0/21 (0%)	1/19 (5%)	2/20 (10%)	0/21 (0%)	0/20 (0%)	2/21 (10%)	2/22 (9%)	5/22 (23%)	0/19 (0%)	12/248 (5%)	
MCIW	0/20 (0%)	1/23 (4%)	0/20 (0%)	0/21 (0%)	0/19 (0%)	0/20 (0%)	1/21 (5%)	0/20 (0%)	1/21 (5%)	1/22 (5%)	1/22 (5%)	0/19 (0%)	5/248 (2%)	
MCTC	6/20 (30%)	4/23 (17%)	8/20 (40%)	7/21 (33%)	7/19 (37%)	12/20 (60%)	4/21 (19%)	7/20 (35%)	9/21 (43%)	10/22 (45%)	12/22 (55%)	12/19 (63%)	98/248 (40%)	
NBCI	3/20 (15%)	6/23 (26%)	5/20 (25%)	5/21 (24%)	2/19 (11%)	4/20 (20%)	4/21 (19%)	3/20 (15%)	5/21 (24%)	9/22 (41%)	11/22 (50%)	2/19 (11%)	59/248 (24%)	
OSTC-BCCC	0/20 (0%)	0/23 (0%)	0/20 (0%)	0/21 (0%)	0/19 (0%)	0/20 (0%)	0/21 (0%)	0/20 (0%)	0/21 (0%)	0/22 (0%)	4/22 (18%)	0/19 (0%)	4/248 (2%)	
PATX	0/20 (0%)	2/23 (9%)	0/20 (0%)	0/21 (0%)	0/19 (0%)	1/20 (5%)	0/21 (0%)	0/20 (0%)	0/21 (0%)	2/22 (9%)	0/22 (0%)	0/19 (0%)	5/248 (2%)	
RCI	14/20 (70%)	8/23 (35%)	11/20 (55%)	10/21 (48%)	4/19 (21%)	6/20 (30%)	9/21 (43%)	5/20 (25%)	10/21 (48%)	11/22 (50%)	13/22 (59%)	14/19 (74%)	115/248 (46%)	
WCI	6/20 (30%)	9/23 (39%)	5/20 (25%)	7/21 (33%)	8/19 (42%)	7/20 (35%)	9/21 (43%)	12/20 (60%)	18/21 (86%)	16/22 (73%)	20/22 (91%)	19/19 (100%)	136/248 (55%)	

FY25 Cancellation Data

FY25 Cancellation Data														
Institution	July	August	September	October	November	December	January	February	March	April	May	June	Total (249 days)	FY24 Comparison
DCRF	0/22 (0%)	0/22 (0%)	0/20 (0%)	3/22 (14%)	0/18 (0%)	0/21 (0%)	0/21 (0%)	0/19 (0%)	0/21 (0%)	0/22 (0%)	0/21 (0%)	0/20 (0%)	3/249 (1%)	14/248 (6%)
ECIE	6/22 (27%)	2/22 (9%)	6/20 (30%)	3/22 (14%)	4/18 (22%)	5/21 (24%)	5/21 (24%)	1/19 (5%)	3/21 (14%)	3/22 (14%)	10/21 (48%)	6/20 (30%)	54/249 (22%)	52/248 (21%)
ECIW	6/22 (27%)	3/22 (14%)	8/20 (40%)	1/22 (5%)	3/18 (17%)	6/21 (29%)	9/21 (43%)	1/19 (5%)	5/21 (24%)	3/22 (14%)	4/21 (19%)	3/20 (15%)	52/249 (21%)	42/248 (17%)
JCI	2/22 (9%)	2/22 (9%)	8/20 (40%)	6/22 (27%)	0/18 (0%)	4/21 (19%)	0/21 (0%)	0/19 (0%)	1/21 (5%)	1/22 (5%)	3/21 (14%)	3/20 (15%)	30/249 (12%)	12/248 (5%)
MCIH	3/22 (14%)	2/22 (9%)	1/20 (5%)	4/22 (18%)	7/18 (39%)	7/21 (33%)	7/21 (33%)	5/19 (26%)	3/21 (14%)	3/22 (14%)	6/21 (25%)	2/20 (10%)	49/249 (20%)	65/248 (26%)
MCUJ	0/22 (0%)	0/22 (0%)	0/20 (0%)	2/22 (9%)	2/18 (11%)	7/21 (33%)	0/21 (0%)	0/19 (0%)	0/21 (0%)	0/22 (0%)	0/21 (0%)	0/20 (0%)	8/249 (3%)	31/248 (13%)
MCIW	0/22 (0%)	5/22 (23%)	1/20 (5%)	0/22 (0%)	0/18 (0%)	0/21 (0%)	1/21 (5%)	1/19 (5%)	1/21 (5%)	0/22 (0%)	0/21 (0%)	0/20 (0%)	9/249 (4%)	8/248 (3%)
MCTC	12/22 (55%)	12/22 (55%)	17/20 (85%)	14/22 (64%)	12/18 (67%)	9/21 (43%)	10/21 (48%)	13/19 (68%)	18/21 (86%)	15/22 (68%)	15/21 (71%)	18/20 (90%)	163/249 (65%)	109/248 (44%)
NBCI	11/22 (50%)	13/22 (59%)	11/20 (55%)	11/22 (50%)	8/18 (44%)	4/21 (19%)	0/21 (0%)	2/19 (11%)	2/21 (10%)	0/22 (0%)	1/21 (5%)	0/20 (0%)	63/249 (25%)	58/248 (23%)
OSTC-BCCC	2/22 (9%)	0/22 (0%)	0/20 (0%)	1/22 (5%)	0/18 (0%)	0/21 (0%)	0/21 (0%)	0/19 (0%)	0/21 (0%)	1/22 (5%)	4/21 (19%)	2/20 (10%)	10/249 (4%)	8/248 (3%)
PATX	0/22 (0%)	0/22 (0%)	4/20 (20%)	1/22 (5%)	0/18 (0%)	4/21 (19%)	0/21 (0%)	0/19 (0%)	3/21 (14%)	0/22 (0%)	0/21 (0%)	4/20 (20%)	16/249 (6%)	6/248 (2%)
RCI	20/22 (91%)	10/22 (45%)	10/20 (50%)	17/22 (77%)	10/18 (56%)	12/21 (57%)	20/21 (95%)	19/19 (100%)	20/21 (95%)	16/22 (73%)	19/21 (90%)	20/20 (100%)	193/249 (78%)	118/248 (48%)
WCI	20/22 (91%)	22/22 (100%)	19/20 (95%)	20/22 (91%)	14/18 (78%)	19/21 (90%)	20/21 (95%)	19/19 (100%)	21/21 (100%)	22/22 (100%)	16/21 (76%)	20/20 (100%)	232/249 (93%)	147/248 (59%)

Shutdown rate is significantly higher in FY25 than FY24

Shutdowns have improved since this time last year (starting since last may) February update: Shutdowns returning to F levels

*Note, many days are partial shutdowns. [See linked doc for information](#)

*Note, Modified Schedule: some classes are cancelled und cost containment everyday to ensure a consistent Schedule

*Note, Modified Schedule: some classes are cancelled und cost containment everyday to ensure a consistent schedule shutdown rate ~75%

FY26 Cancellation Data

FY26 Cancellation Data												
Institution	July	August	September	October	November	December	January	February	March	Total (165 days)	FY25 Comparison	FY24 Comparison
DCRF	0/22 (0%)	0/21 (0%)	0/21 (0%)	0/22 (0%)	0/18 (0%)	0/22 (0%)	0/20 (0%)	0/19 (0%)	0/21 (0%)	0/186 (0%)	3/186 (2%)	13/185 (7%)
ECIE	13/22 (59%)	13/21 (62%)	0/21 (0%)	2/22 (9%)	3/18 (17%)	4/22 (18%)	1/20 (5%)	2/19 (11%)	0/21 (0%)	38/186 (20%)	35/186 (19%)	35/185 (19%)
ECIW	16/22 (73%)	13/21 (62%)	4/21 (19%)	5/22 (23%)	2/18 (11%)	5/22 (23%)	2/20 (10%)	2/19 (11%)	5/21 (24%)	54/186 (29%)	42/186 (23%)	31/185 (17%)
JCI	2/22 (9%)	2/21 (10%)	0/21 (0%)	2/22 (9%)	3/18 (17%)	3/22 (14%)	3/20 (15%)	2/19 (11%)	3/21 (14%)	20/186 (11%)	23/186 (12%)	8/185 (4%)
MCIH	3/22 (14%)	5/21 (24%)	3/21 (14%)	0/22 (0%)	3/18 (17%)	4/22 (18%)	3/20 (15%)	3/19 (16%)	6/21 (29%)	30/186 (16%)	38/186 (20%)	58/185 (30%)
MCUJ	0/22 (0%)	0/21 (0%)	0/21 (0%)	0/22 (0%)	0/18 (0%)	1/22 (5%)	5/20 (25%)	0/19 (0%)	1/21 (5%)	7/186 (4%)	8/186 (4%)	21/185 (11%)
MCIW	0/22 (0%)	0/21 (0%)	0/21 (0%)	0/22 (0%)	0/18 (0%)	2/22 (9%)	2/20 (10%)	0/19 (0%)	1/21 (5%)	5/186 (3%)	9/186 (5%)	6/185 (3%)
MCTC	9/22 (41%)	17/21 (81%)	20/21 (95%)	18/22 (82%)	17/18 (94%)	19/22 (86%)	16/20 (80%)	15/19 (79%)	21/21 (100%)	152/186 (82%)	117/186 (63%)	86/185 (46%)
NBCI	3/22 (14%)	6/21 (29%)	2/21 (10%)	1/22 (5%)	5/18 (28%)	10/22 (45%)	9/20 (45%)	1/19 (5%)	0/21 (0%)	37/186 (20%)	62/186 (33%)	37/185 (20%)
OSTC-BCCC	8/22 (36%)	1/21 (5%)	0/21 (0%)	0/22 (0%)	0/18 (0%)	0/22 (0%)	3/20 (15%)	0/19 (0%)	5/21 (24%)	17/186 (9%)	3/186 (2%)	4/185 (2%)
PATX	0/22 (0%)	0/21 (0%)	1/21 (5%)	1/22 (5%)	0/18 (0%)	0/22 (0%)	0/20 (0%)	0/19 (0%)	0/21 (0%)	2/186 (1%)	12/186 (6%)	4/185 (2%)
RCI	20/22 (91%)	16/21 (76%)	10/21 (48%)	11/22 (50%)	11/18 (61%)	21/22 (95%)	12/20 (60%)	16/19 (84%)	20/21 (95%)	137/186 (74%)	138/186 (74%)	92/185 (50%)
WCI	21/22 (95%)	19/21 (90%)	21/21 (100%)	19/22 (86%)	16/18 (89%)	20/22 (91%)	18/20 (90%)	17/19 (89%)	21/21 (100%)	172/186 (92%)	174/186 (94%)	109/185 (59%)

*Note, Modified Schedule: some classes are cancelled under cost containment everyday to ensure a consistent Schedule

*Note, Modified Schedule: some classes are cancelled under cost containment everyday to ensure a consistent schedule. I shutdown rate ~75%

APPENDIX # 3 - Class offered by the Department of Labor (DOL) – per facility, capacity, and enrollment as of 2025

Jessup Correctional Institution - JCI

Scheduled Hours	Scheduled Hours	Scheduled Hours	Scheduled Hours	Scheduled Hours
2:30	Beginning Basic	LA/SS/Math/Science	12	0
2:30	High Intermediate GED	Math Science	18	15
2:30	High Intermediate GED	LA/SS	18	15
2:30	Low intermediate GED	Math Science	14	1
2:30	Transition	Intro to Computer	14	8
2:30	Low Intermediate GED	Math/Science/SS/LA	14	1
2:30	Low Intermediate GED	LA/SS	14	7
2:30	Low Intermediate GED	Math/Science	14	11
2:30	Beginning Basic	LA/SS	12	0
	Transition	Intro to Computer	14	14

Maryland Correctional Institution Jessup - MCI-J

PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
Academic	Inter High/GED	36	18
Academic	PreGED	28	29
Academic	Begin Basic	20	18
Academic	ESL	24	8
Occupational	Computer Tech	20	18
Occupational	Graphic Arts	21	28
Occupational	Auto Shop	15	16
		164	135

*Duration of classes were not provided for MCI-J

Maryland Correctional Institution for Women - MCI-W

Scheduled Hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.	Capacity	Enrolled
3	Academic	Literacy	10	9
3	Academic	Intermediate Low	14	3
3	Academic	Intermediate Low	14	8
3,3	Occupational	Office Technology	15	7
3,3	Occupational	Hospitality	15	2
3	Transition	Parenting/Life Skills; Tablet Initiative	15	6
3	Transition	Success at Work (SAW)	15	5
3	Academic	Intermediate High - Pre-GED	18	11
3	Academic	Intermediate High - Pre-GED	18	11
3	Academic	ESOL	8	6
3	Academic	Beginning Basic	12	12

Patuxent Institution

Scheduled Time	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.	Capacity	Enrolled
3	Academic	Int. Low	14	9
3	Academic	Int. Low	14	10
3	Academic	Int. High/GED	18	8
3	Academic	Int. Low 1 Female Needs own class	1	1
3	Academic	BBE/SPED	8	10
3	Academic	Int. High/GED	14	8
3	Academic	Int. Low	14	11
3	Academic	Int. Low	14	11

Maryland Correctional Pre-Release System (MCPRS)

Scheduled Hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
3	Academic	Adult Secondary/ GED	12	11
3	Academic	Low Intermediate	10	11
3	Academic	spec ed./ Literacy	8	7
3	Academic	Adult Secondary/GED	12	7
3	Academic	High Intermediate	10	9
3	Academic	spec ed./ Literacy	8	5
3	Academic	All levels except GED	8	8
3	Academic	GED	8	6
3	Transition	ERW	18	19

Maryland Correctional Institution Hagerstown – MCI-H

Scheduled Hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
3	Academic	GED/Pre-GED	12	12
1:30	Academic	ABE Math	12	9
1:30	Academic	ABE Language	12	8
3	Occupational	Computer Tech	14	13
3	Occupational	Sheet Metal	0	0
3	Transition	ERW/ITC	11	5
3	Library	Library	6	5
2:45	Academic	GED/Pre-GED	12	7
1:30	Academic	ABE Math	12	9
1:30	Academic	ABE Language	12	8
2:45	Occupational	Sheet Metal	0	0
2:45	Transition	ERW/ITC	11	8
2:45	Contractual TABE Tester	T/TH only	0	0
2	Library	Library	0	0

Maryland Correctional Training Center (MCTC)

Scheduled Hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
3	Academic	Begin. Basic	12	10
3	Academic	Intermediate Low	14	11
3	Academic	Intermediate Low	14	8
3	Academic	Interim. Low/High	14	7
3	Academic	Interm. Low/High	14	6
3	Academic	Lit/Begin. Basic	10	
3	Academic	Special Education	10	5
3	Academic	Interm High/GED	18	5
3	Academic	Interm. High/GED	18	6
3	Academic	ESL/Special Ed	8	9
3	Occupational	Auto Body	15	8
3	Occupational	Auto Tech	12	16
3	Occupational	Electrical Wiring	15	10
3	Occupational	Intro to Computers	12	15
3	Occupational	Masonry	15	12
3	Occupational	Plumbing	15	9
3	Occupational	Res. Carpentry	15	14
3	Transitional	PACE	0	
3	Academic	Intermediate Low	14	3
3	Academic	Begin. Basic	12	10
3	Academic	Interm. Low/High	14	8
3	Academic	Interm. Low/High	14	4
3	Academic	Begin. Basic	12	10
3	Academic	Interm. High/GED	18	6
3	Academic	Intermediate Low	14	6

3	Academic	Intermediate Low	14	7
3	Academic	Lit/Begin. Basic	10	5
3	Academic	Interm High/GED	18	5
3	Academic	Interm High/GED	18	6
3	Occupational	Auto Body	15	9
3	Occupational	Auto Tech	12	17
3	Occupational	Electrical Wiring	15	10
3	Occupational	Intro to Computers	12	14
3	Occupational	Masonry	15	12
3	Occupational	Plumbing	15	9
3	Occupational	Res. Carpentry	15	14

Roxbury Correctional Institution – RCI

Scheduled Hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
1:25	Academic	ABE Beg. Basic	12	6
1:25	Academic	ABE Beg. Basic	12	5
1:25	Academic	ABE BB/Int	12	6
1:25	Academic	ABE BB/Int	12	4
1:25	Academic	ABE Int/GED	18	5
1:25	Academic	ABE Int/GED	18	10
1:25	Academic	Sp. Education	10	0
3	Occupational	Warehouse	15	3
3	Occupational	Barbershop	10	3
3	Occupational	Masonry	15	1
3	Occupational	Computer Tech	12	5
1:30	Academic	ABE Beg. Basic	12	5
1:30	Academic	ABE Beg Basic	12	6
1:30	Academic	ABE BB/Int	12	4
1:30	Academic	ABE BB/Int	12	6
1:30	Academic	ABE Int/GED	14	6
1:30	Academic	ABE Int/GED	14	9

1:30	Academic	Sp. Education	10	0
1:25	Academic	ABE Beg. Basic	12	4
1:25	Academic	ABE Beg Basic	12	7
1:25	Academic	ABE BB/Int	12	7
1:25	Academic	ABE BB/Int	12	6
1:25	Academic	ABE Int/GED	14	5
1:25	Academic	ABE Int/GED	14	5
1:15	Academic	ABE Beg. Basic	12	7
1:15	Academic	ABE Beg Basic	12	4
1:15	Academic	ABE BB/Int	12	6
1:15	Academic	ABE BB/Int	12	7
1:15	Academic	ABE Int/GED	14	2
1:15	Academic	ABE Int/GED	14	8
2:45	Occupational	Warehouse	15	3
2:45	Occupational	Barbershop	10	3
2:45	Occupational	Masonry	15	1
2:45	Occupational	Computer Tech	12	5

Eastern Correctional Institution – ECI

Scheduled Hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
3	Academic	Int. Low	14	17
3	Academic	Int. High/GED	18	20
3	Academic-Annex	Int. High/GED	18	19
3	Academic-Annex	Begin Basic	12	12
3	Occupational	CADD	15	15
3	Occupational	Graphic Design	15	24
3	Occupational	Automotive	15	21
3	Academic	Begin Basic	12	10
3	Academic	Intermediate Low	14	10
3	Academic-Annex	Intermediate Low	14	18
3	Academic-annex	Begin Basic	12	12
3	Occupational	CADD	15	15
3	Occupational	Graphic Design	15	24
3	Occupational	Automotive	15	21

North Branch Correctional Institution -NBCI

Scheduled Hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
1:45	Academic	ABE/GED	10	8
2:45	Academic	ABE/GED	10	10
3:45	Academic	ABE/GED	10	9
2:15	Academic	ABE/GED	10	10
2:15	Academic	ABE/GED	10	10
2:15	Academic	ABE/GED	10	9

Western Correctional Institution – WCI

Scheduled hours	PROGRAM (Academic/Occupational/Transition)	CLASS/LEVEL (Example - ABE Int. High, Plumbing, etc.)	Capacity	Enrolled
1	Academic	ABE - PC Students	class starting soon	n/a
2	Academic	ABE - BB	12	12
2	Academic	ABE - BB	12	11
2	Academic	Int/GED	12	10
2	Academic	ABE - BB	12	13
2	Academic	ABE - BB	12	11
2	Academic	ABE - Literacy	10	12
2	Academic	Int/GED	12	11
2	Academic	Int/GED	12	12
2	Academic	ABE - LIT/BB	12	14
2	Academic	ABE - BB	12	11
2	Transitional	ERW/Intro to Computers	7	6
3	Occupational	Graphic Arts	12	13
3	Occupational	Facilities Maint.	12	12
3	Occupational	Res. Carpentry	12	13

3	Occupational	Welding	12	12
3	Occupational	Plumbing	12	12

Occupational Skills Training Center and Baltimore City Center Booking – OSTC-BCCC

Department of Public Safety and Correctional Services (DPSCS)

Enrollment in Higher Educational Classes by facility per class as of September 2025

DPSCS – Higher Education Programs and enrollment

The Higher Education programs are offered in a cohort model, where students attend 2 to 4 hybrid classes (either virtual or in-person) each semester (Fall, Winter, Spring, Summer):

Goucher College

- The Goucher program commenced in 2012, offering a Bachelor of Arts (BA) degree in American Studies.
- Students are admitted every two years, with an average enrollment of 130 students between MCIJ and MCIW.
- Many students need noncredit college preparatory courses to address gaps in their college readiness.
- Some students manage to take part-time classes while working full-time institutional jobs.
- If they demonstrate capability, students may double their course load, leading to varied graduation timelines.
- On average, part-time voluntary students take about 8 years to complete their BA degree, while MCIW students had the option in Fall 2025 to switch to full-time classes, allowing for graduation in 4 years.

University of Baltimore

- The University of Baltimore (UB) program started in 2016, offering a BA in Human Services Administration at JCI.
- Students begin with general education requirements for the first 2-3 years before progressing to major-specific courses.
- Additionally, UB provides a minor in Business Management.
- The typical duration to fulfill graduation requirements is around 6 years, depending on course availability, with 25 students admitted annually.
- In 2020, UB adopted a hybrid model, incorporating both in-person and virtual classes.

Georgetown University

- Georgetown launched its inaugural cohort of 25 students in January 2022 at PATX, leading to a BA in liberal arts.
- After completing core courses, students can customize their degree with one of three majors: cultural humanities, interdisciplinary social science, or global intellectual history.

-
- This program is distinctive, being offered full-time as the primary institutional assignment, with an expected graduation timeline of 4-5 years.
 - Unlike others, Georgetown utilized a statewide application process, attracting over 300 applicants for its first semester.
 - Each year, an average of 25 students are anticipated to graduate, with the Summer 2022 cohort featuring both men and women learning together.

Bowie State University

- Bowie State University (BSU) began classes at JCI in Fall 2022 for 9 students pursuing a B.S. in Sociology.
- BSU offers academic counseling and transitional guidance for students before their release to continue their education.
- The program also incorporates mentorship and tutoring for additional support.
- Currently, there are three cohorts of enrolled students, and BSU plans to introduce an Entrepreneurship Certification in Fall 2025.

Total Enrollment of Higher Education Students by School:

- **Goucher College:** 130 students
- **Bowie State University:** 28 students
- **University of Baltimore:** 51 students
- **Georgetown University:** 57 students

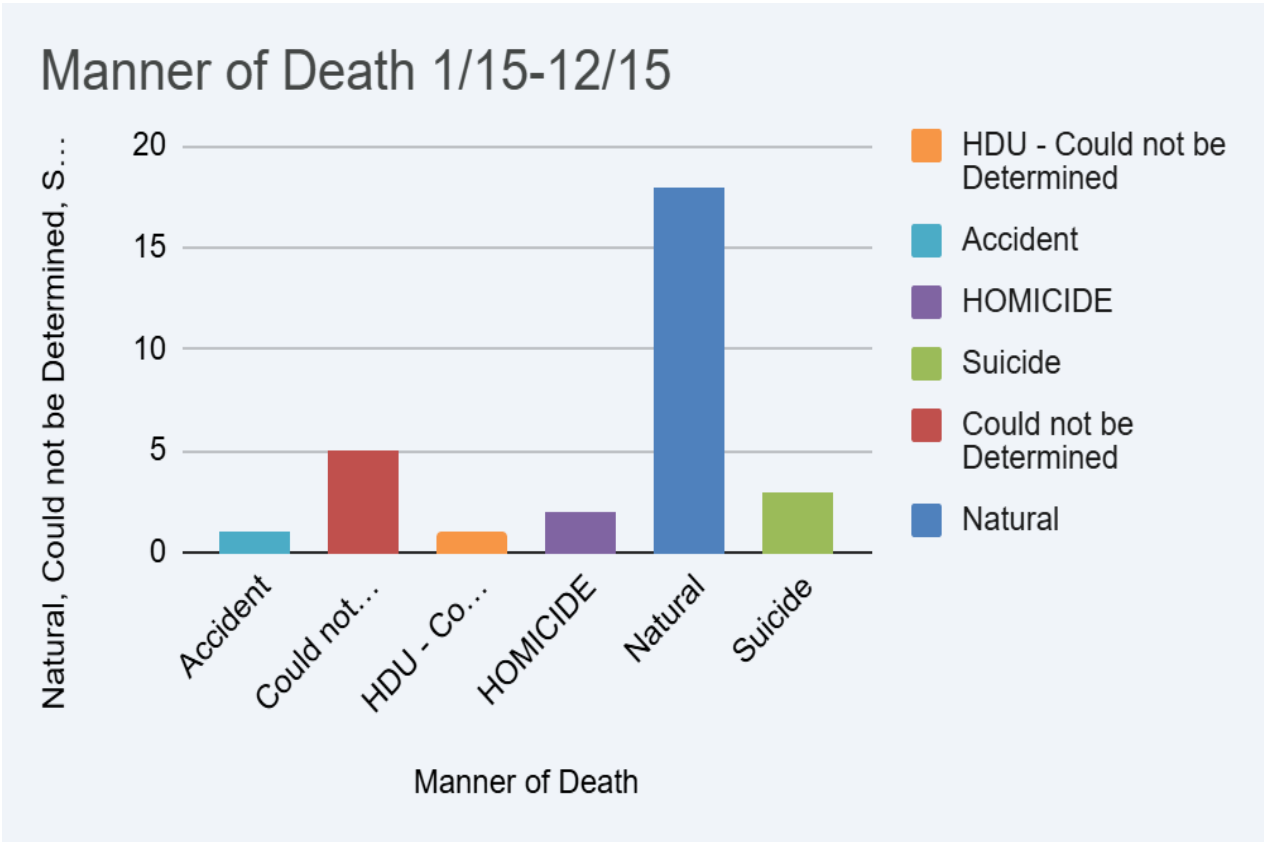
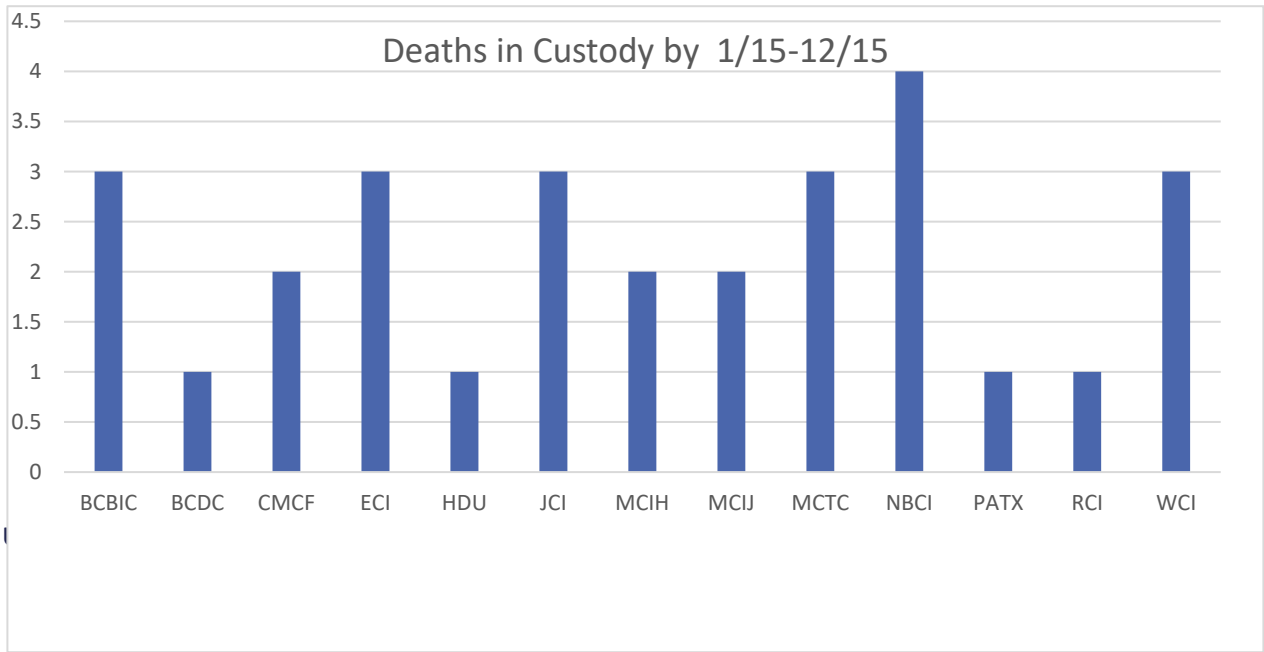
APPENDIX # 4

Documentation of DPSCS reported race information per facility vs % of complaints by race at each facility received by OCO.

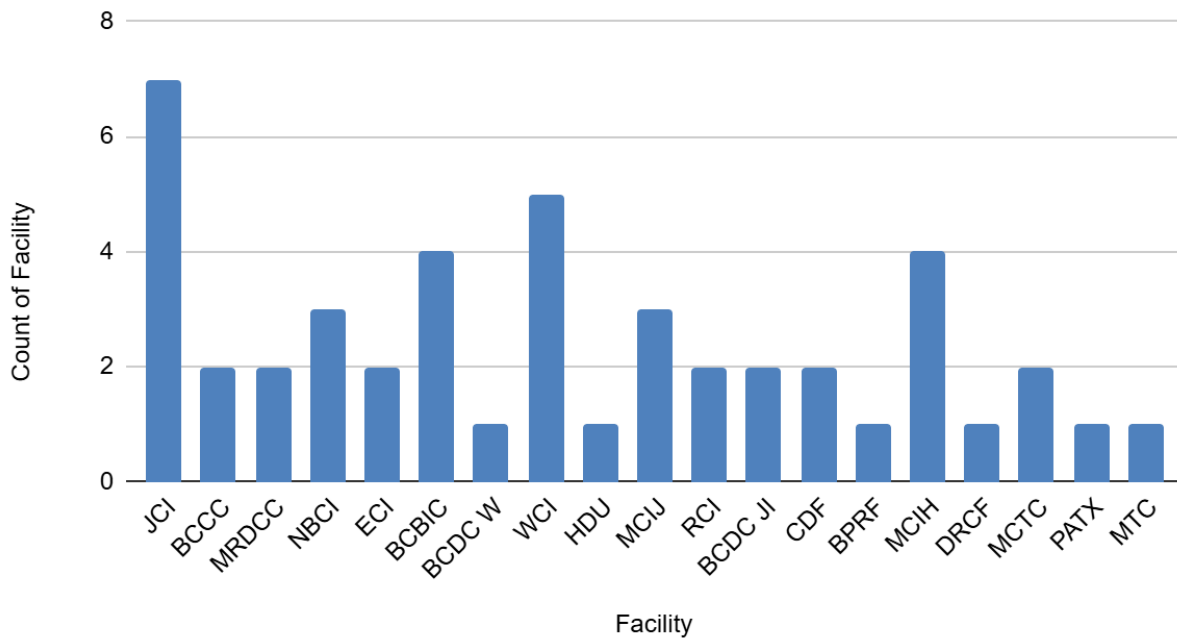
Facility	Race	Race %	Complaints	Complaint %	Absolute Difference	Facility	Race	Race %	Complaints	Complaint %	Absolute Difference	Facility	Race	Race %	Complaints	Complaint %	Absolute Difference
BCBIC	Black	82.98%	No complaints on file from BCBIC.			BCCC	Black	81.14%	52	93%	11.72%	CMCF	Black	76.74%	3	100.0%	23.26%
BCBIC	White	14.18%				BCCC	White	15.35%	4	7%	-8.21%	CMCF	White	19.42%	0	0.0%	-19.42%
BCBIC	Latinx	2.84%				BCCC	Latinx	3.07%	0	0%	-3.07%	CMCF	Latinx	3.60%	0	0.0%	-3.60%
BCBIC	American Indian	0.00%				BCCC	Asian	0.44%	0	0%	-0.44%	CMCF	Asian	0.24%	0	0.0%	-0.24%
BCBIC	Asian	0.00%				BCCC	American Indian	0.00%	0	0%	0.00%	CMCF	American Indian	0.00%	0	0.0%	0.00%
BCBIC	Unknown	0.00%				BCCC	Unknown	0.00%	0	0%	0.00%	CMCF	Unknown	0.00%	0	0.0%	0.00%
JCI	Black	73.52%	357	73%	-0.86%	MCI-H	Black	69.16%	6	86%	16.58%	MCIU	Black	77.07%	17	42.5%	-34.57%
JCI	White	21.89%	124	26%	3.62%	MCI-H	White	21.60%	1	14%	-7.32%	MCIU	White	16.24%	20	50.0%	33.76%
JCI	Latinx	3.98%	0	0%	-3.98%	MCI-H	Latinx	8.36%	0	0%	-8.36%	MCIU	Latinx	6.13%	3	7.5%	1.37%
JCI	Asian	0.34%	5	1%	0.69%	MCI-H	American Indian	0.70%	0	0%	-0.70%	MCIU	American Indian	0.28%	0	0.0%	-0.28%
JCI	Unknown	0.22%	0	0%	-0.22%	MCI-H	Unknown	0.17%	0	0%	-0.17%	MCIU	Asian	0.14%	0	0.0%	-0.14%
JCI	American Indian	0.06%	0	0%	-0.06%	MCI-H	Asian	0.00%	0	0%	0.00%	MCIU	Unknown	0.14%	0	0.0%	-0.14%
MRDCC	Black	93.55%	2	67%	-26.88%	MTC	Black	75.34%	No complaints on file from MTC.			NBCI	Black	81.60%	32	80.0%	-1.60%
MRDCC	White	4.84%	1	33%	28.49%	MTC	White	13.70%				NBCI	White	13.69%	8	20.0%	6.31%
MRDCC	Latinx	1.61%	0	0%	-1.61%	MTC	Latinx	9.59%				NBCI	Latinx	3.81%	0	0.0%	-3.81%
MRDCC	American Indian	0.00%	0	0%	0.00%	MTC	Asian	1.37%				NBCI	American Indian	0.36%	0	0.0%	-0.36%
MRDCC	Asian	0.00%	0	0%	0.00%	MTC	American Indian	0.00%				NBCI	Asian	0.36%	0	0.0%	-0.36%
MRDCC	Unknown	0.00%	0	0%	0.00%	MTC	Unknown	0.00%				NBCI	Unknown	0.18%	0	0.0%	-0.18%
RCI	Black	74.53%	30	68%	-6.35%	WCI	Black	73.74%	17	59%	-15.12%	YDC	Black	93.33%	25	100.0%	6.67%
RCI	White	18.80%	14	33%	13.02%	WCI	White	19.61%	12	41%	21.77%	YDC	White	6.67%	0	0.0%	-6.67%
RCI	Latinx	6.12%	0	0%	-6.12%	WCI	Latinx	5.91%	0	0%	-5.91%	YDC	American Indian	0.00%	0	0.0%	0.00%
RCI	Asian	0.24%	0	0%	-0.24%	WCI	Asian	0.60%	0	0%	-0.60%	YDC	Asian	0.00%	0	0.0%	0.00%
RCI	Unknown	0.18%	0	0%	-0.18%	WCI	Unknown	0.13%	0	0%	-0.13%	YDC	Latinx	0.00%	0	0.0%	0.00%
RCI	American Indian	0.12%	0	0%	-0.12%	WCI	American Indian	0.00%	0	0%	0.00%	YDC	Unknown	0.00%	0	0.0%	0.00%
DRCF	Black	73.88%	97	78%	3.72%	ECI	Black	72.84%	44	54%	-18.81%	MCTC	Black	64.57%	55	84.6%	20.05%
DRCF	White	21.16%	27	22%	0.44%	ECI	White	20.22%	34	42%	21.76%	MCTC	White	23.04%	10	15.4%	-7.63%
DRCF	Latinx	3.43%	0	0%	-3.43%	ECI	Latinx	6.03%	0	0%	-6.03%	MCTC	Latinx	11.52%	0	0.0%	-11.52%
DRCF	Asian	0.95%	1	1%	-0.15%	ECI	Asian	0.52%	3	4%	3.18%	MCTC	Asian	0.63%	0	0.0%	-0.63%
DRCF	Unknown	0.47%	0	0%	-0.47%	ECI	American Indian	0.21%	0	0%	-0.21%	MCTC	American Indian	0.13%	0	0.0%	-0.13%
DRCF	American Indian	0.12%	0	0%	-0.12%	ECI	Unknown	0.18%	0	0%	-0.18%	MCTC	Unknown	0.13%	0	0.0%	-0.13%
MCIW	Black	60.98%	91	61%	0.51%	PATX	Black	76.05%	31	74%	-2.24%	Positive value -- that race is filing more complaints than expected based on their population					
MCIW	White	34.12%	55	36%	1.69%	PATX	White	18.38%	11	26%	7.81%						
MCIW	Latinx	3.21%	3	2%	-1.18%	PATX	Latinx	4.55%	0	0%	-4.55%	Negative value -- that race is filing fewer complaints than expected.					
MCIW	Asian	0.84%	0	0%	-0.84%	PATX	Asian	0.84%	0	0%	-0.84%						
MCIW	Unknown	0.51%	0	0%	-0.51%	PATX	Unknown	0.17%	0	0%	-0.17%						
MCIW	American Indian	0.34%	1	1%	0.34%	PATX	American Indian	0.00%	0	0%	0.00%						

1. **Capacity** – Maximum number of beds available in the facility.
2. **Work-release** - Pre-release incarcerated individuals who work within the community without supervision.
3. **Security -level** – The level of security risk assigned to individuals within DPSCS. In DOC, the security levels from lowest to highest risk are Pre Release, Minimum, Medium, Maximum and Max II. In DPDS the security level ranges from High, Medium and Low.
4. **Protective Custody** - Special Confinement housing beds designated for incarcerated individuals who are in fear for their life.
5. **Non-Conventional Bed** - used to housed incarcerated individuals in an emergency.
6. **Disciplinary Segregation** - Special confinement housing designated for incarcerated individuals pending or receiving disciplinary segregation time for infractions through the adjustment process.
7. **Case Management** -An area where incarcerated individuals meet with case management counselors for reclassification and to receive assistance to progress towards release.
8. **Administrative Segregation** - Special Confinement housing designated for incarcerated individuals on segregation status pending transfer, for investigation, threat to security or staff.
9. **Juvenile Lifer** – According to Md. Code Regs. 12.02.29.03 – Classification - means an inmate serving a life sentence for a crime committed while under the age of 18.
10. **Warrior Canine Connection** – a program within DPSCS where incarcerated individuals where they raise and train service dogs for veterans.
11. **Prison Education Delivery Reform Commission (PEDRC)** - a body created by Senate Bill 623 (2024) and extended by HB 877 (2025) to improve, study, and restructure educational programs in state prisons to reduce recidivism, enhance public safety, and improve rehabilitation through evidence-based practices.
12. **Defective Delinquents** - These were individuals who demonstrated persistent antisocial and criminal behavior, and they were involuntarily committed to Patuxent Institution under an indeterminate sentence.

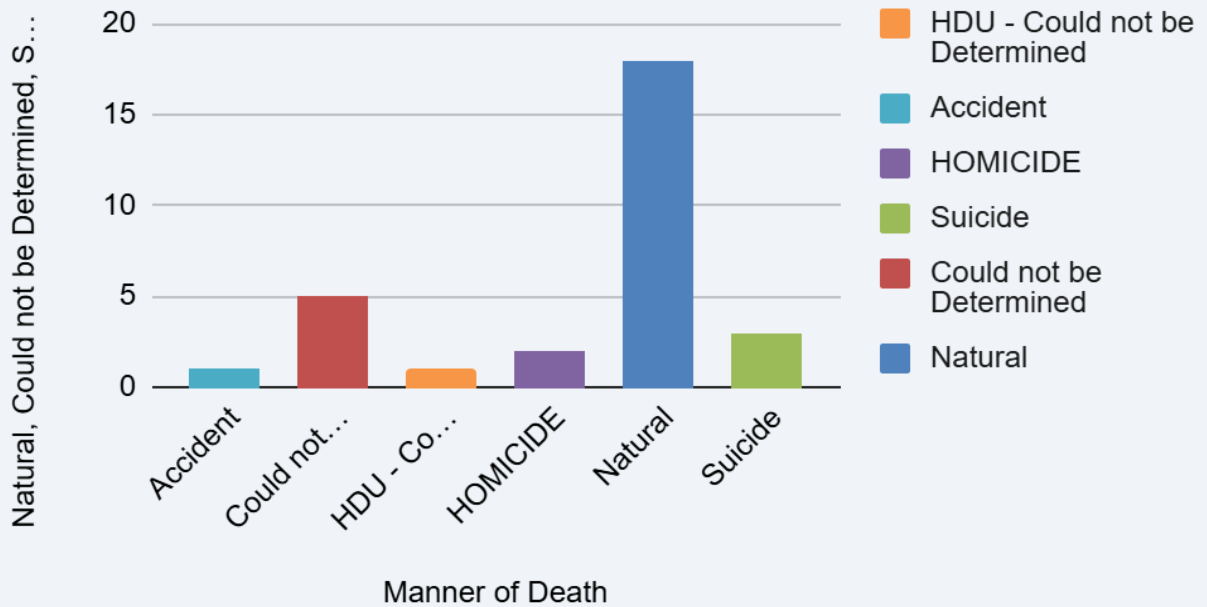
Appendix #6 –Trends of Deaths in custody year and manner of death by DPSCS facilities, 2015-2025



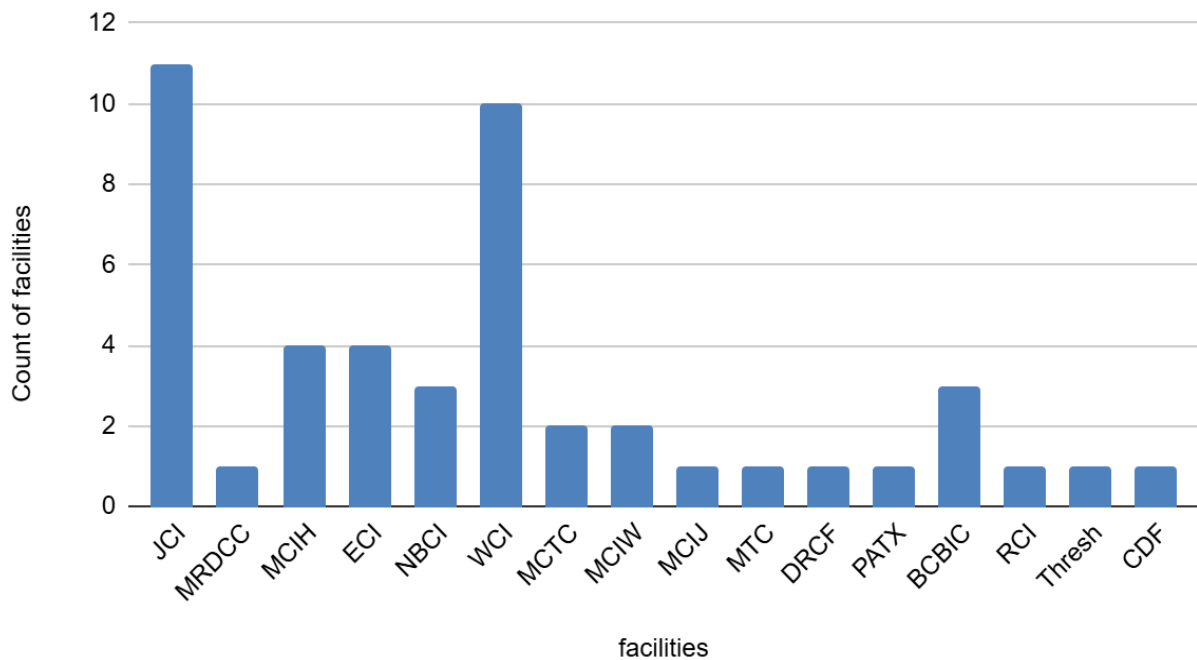
Deaths by Facility 1/16 - 12/16



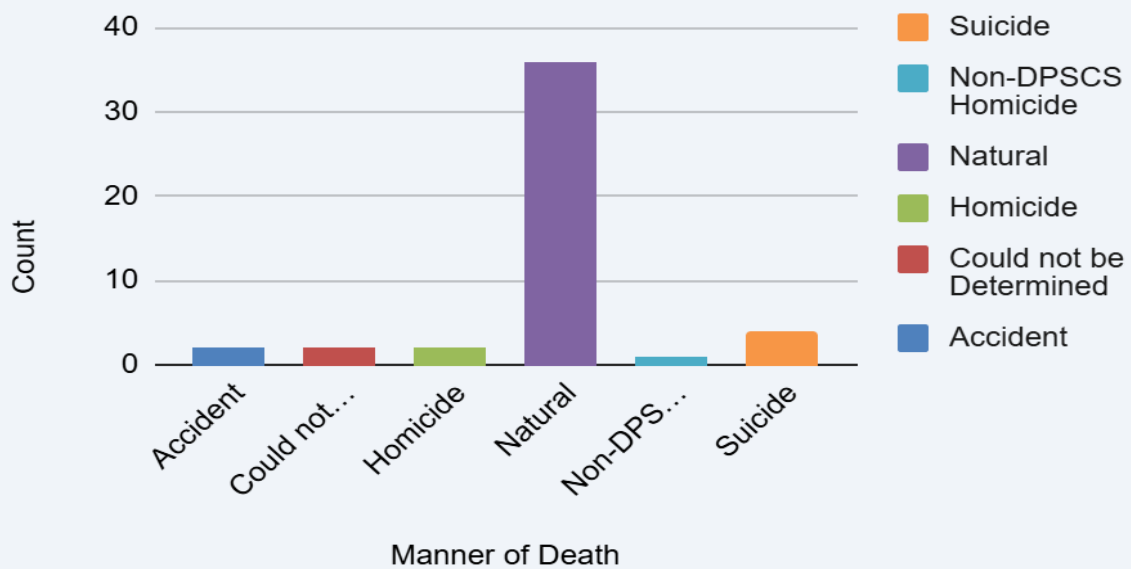
Manner of Deaths 1/16 - 12/16



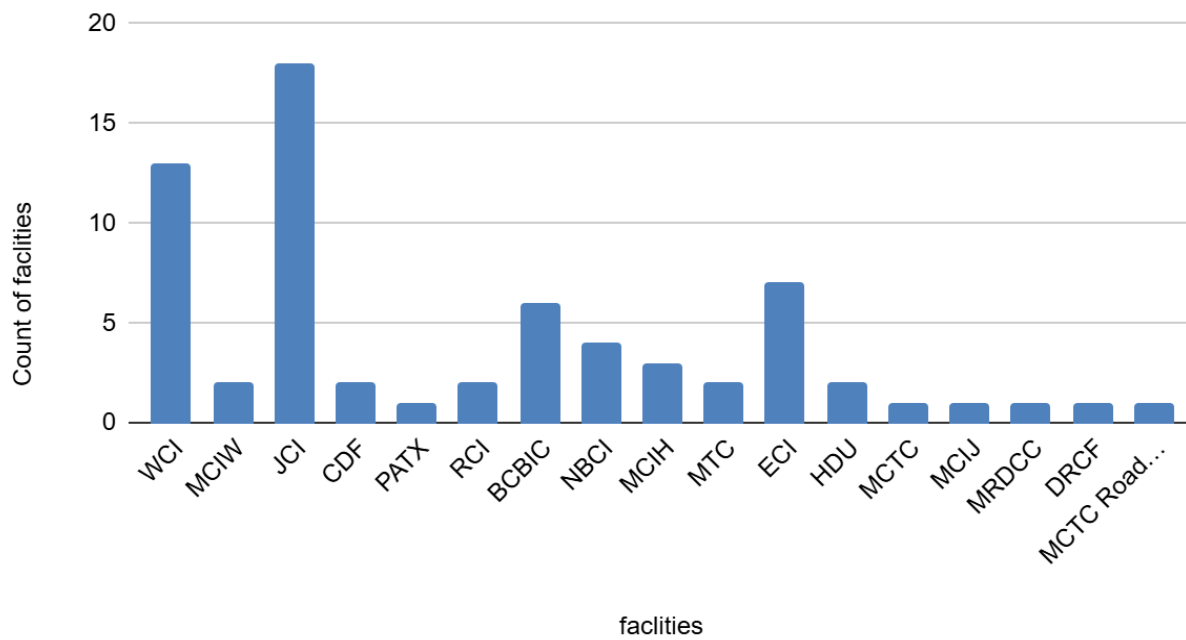
Deaths by facilities 1/17 - 12/17



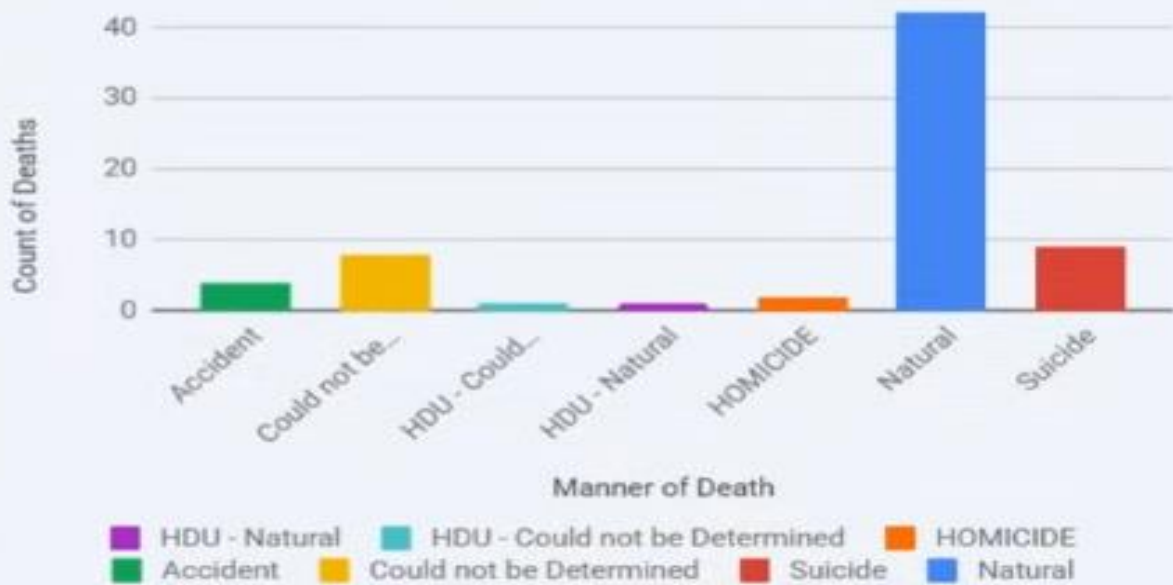
Manner of Death (1/17 - 12/17)



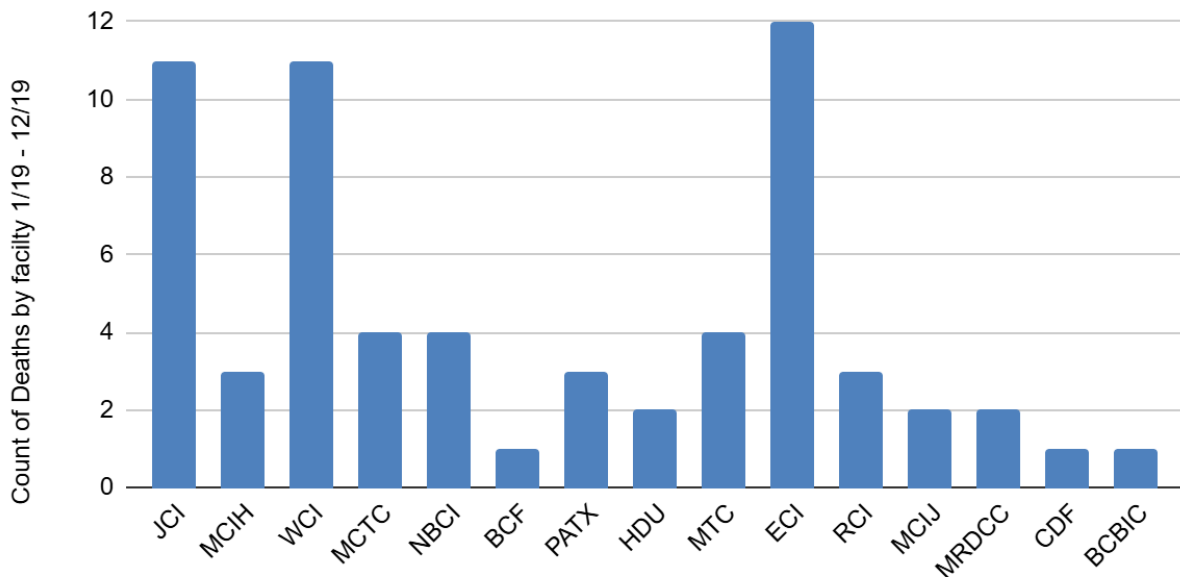
Deaths by facilities 1/18 - 12/18



Manner of Deaths (January 2018 - December 2018)

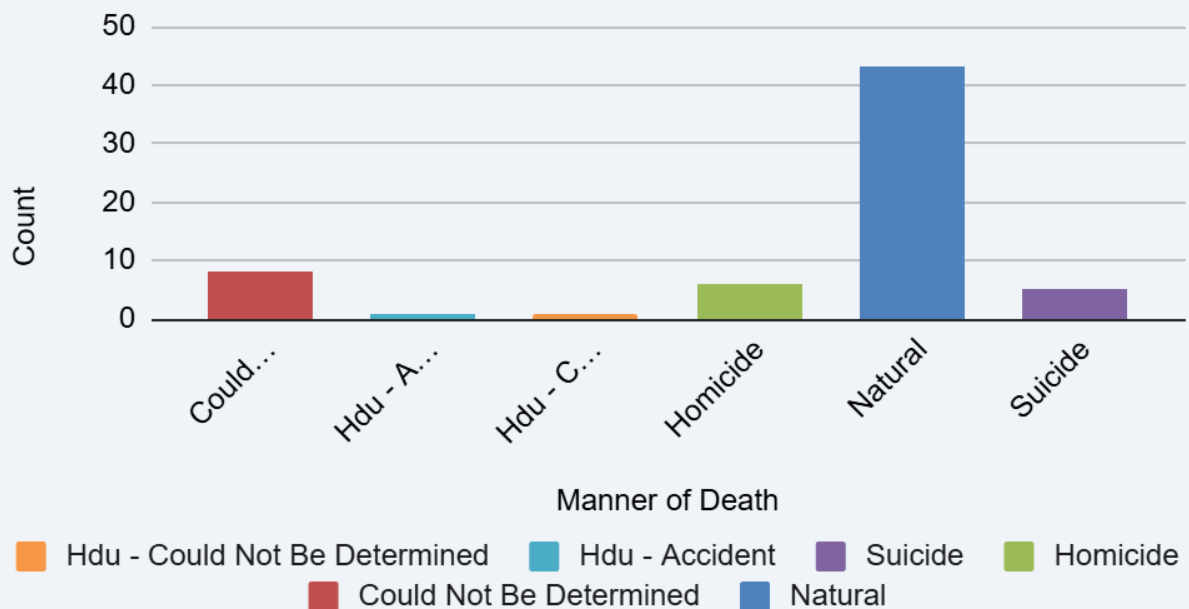


Count of Deaths by facility 1/19 - 12/19

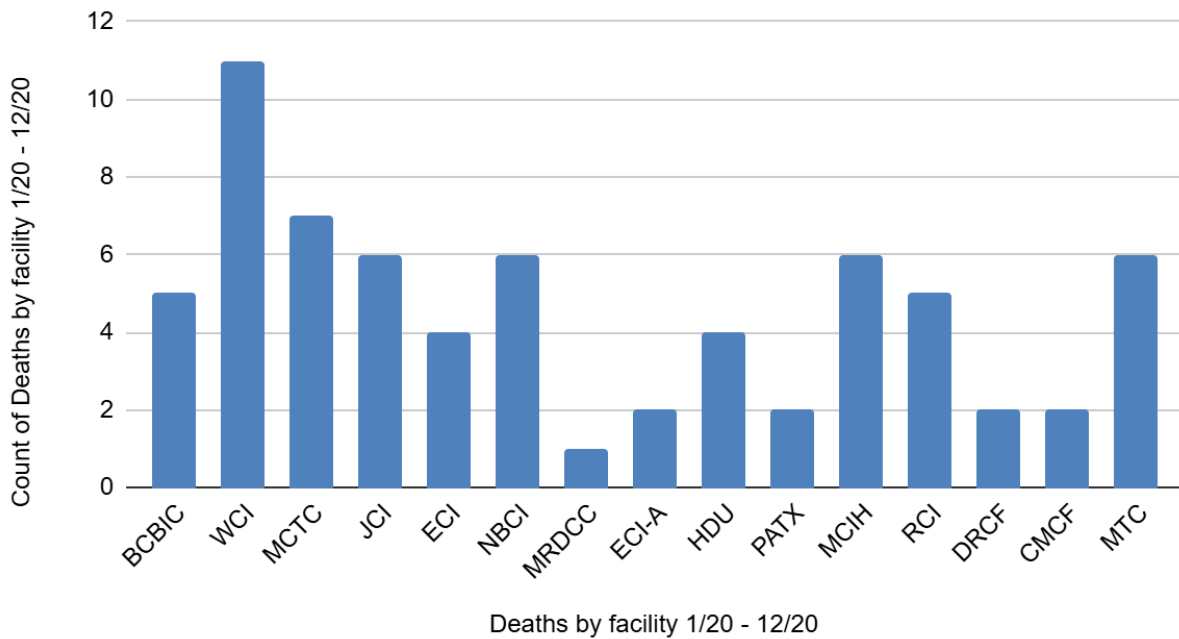


Deaths by facility 1/19 - 12/19

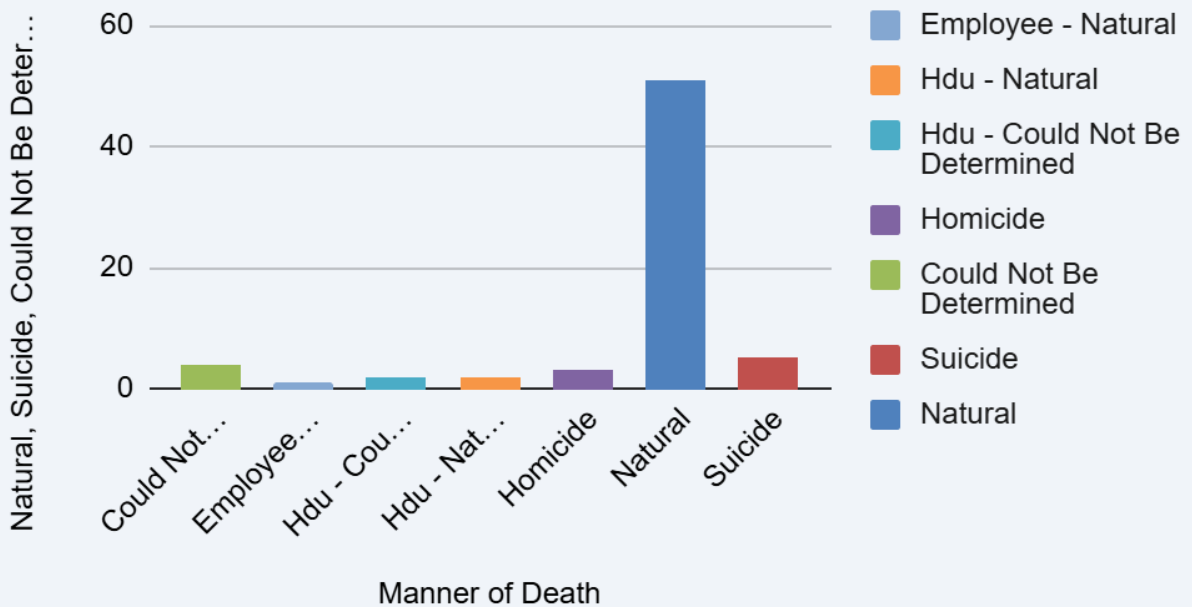
Manner of Death (1/19 - 12/19)



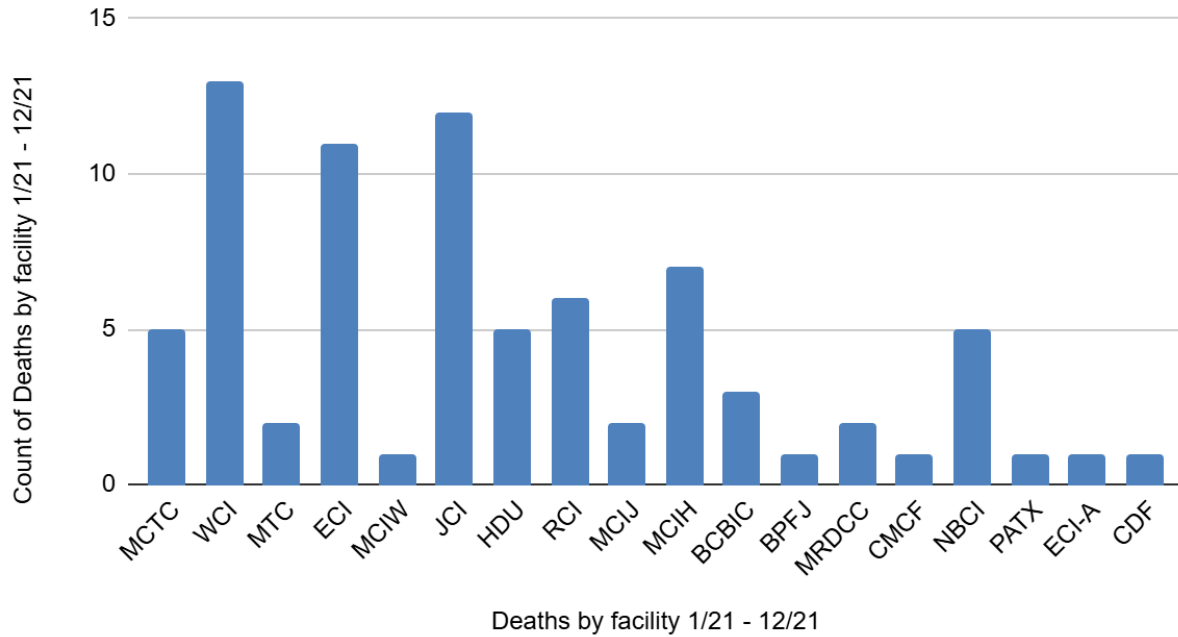
Count of Deaths by facility 1/20 - 12/20



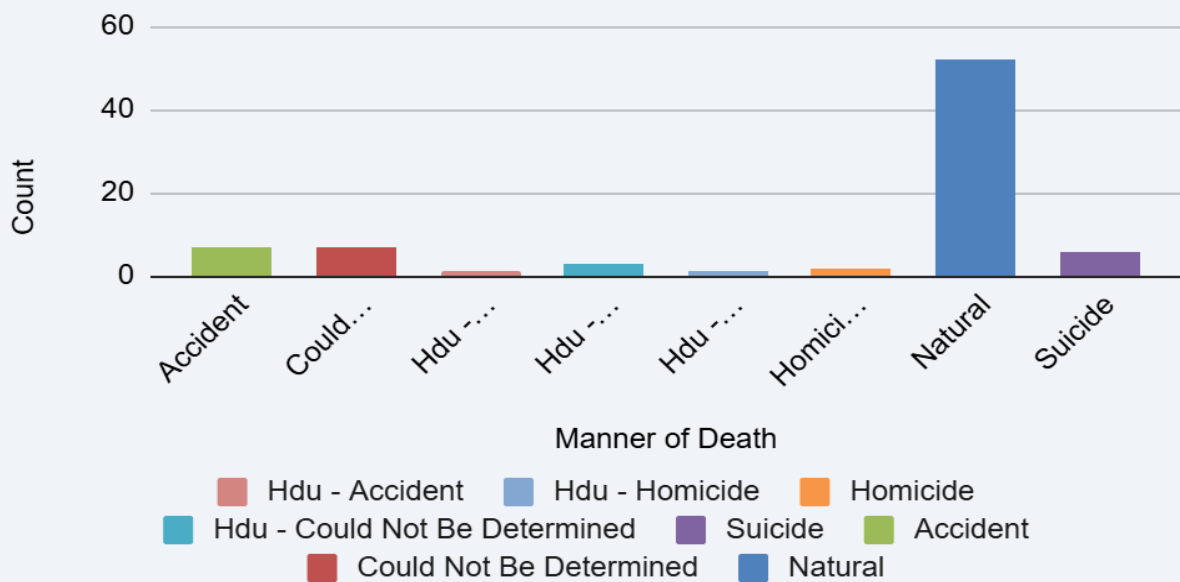
Manner of Death (1/20 - 12/20)

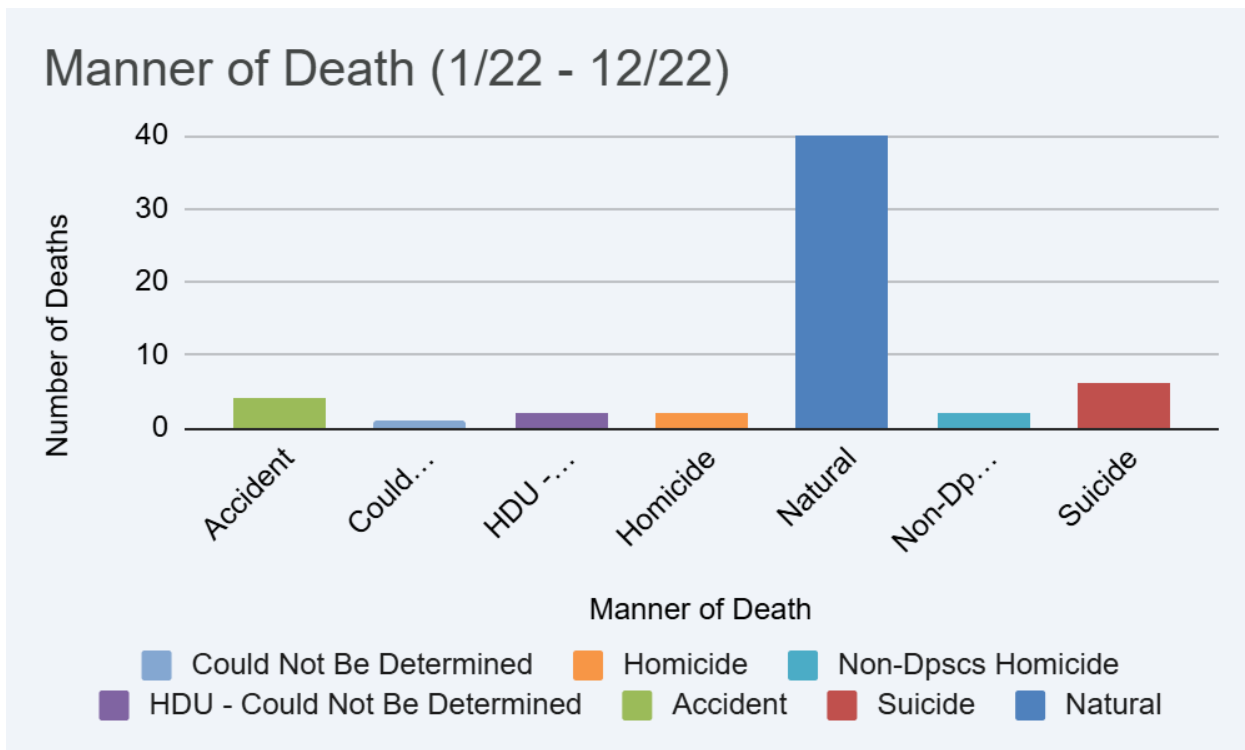
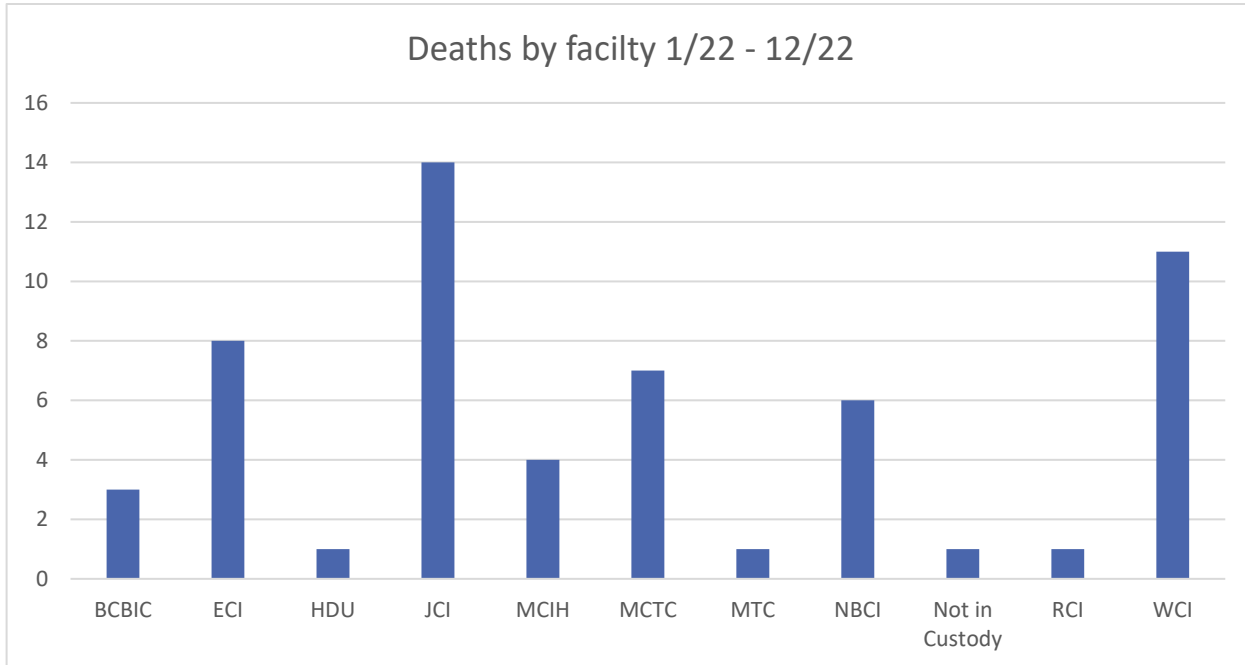


Deaths by facility 1/21 - 12/21

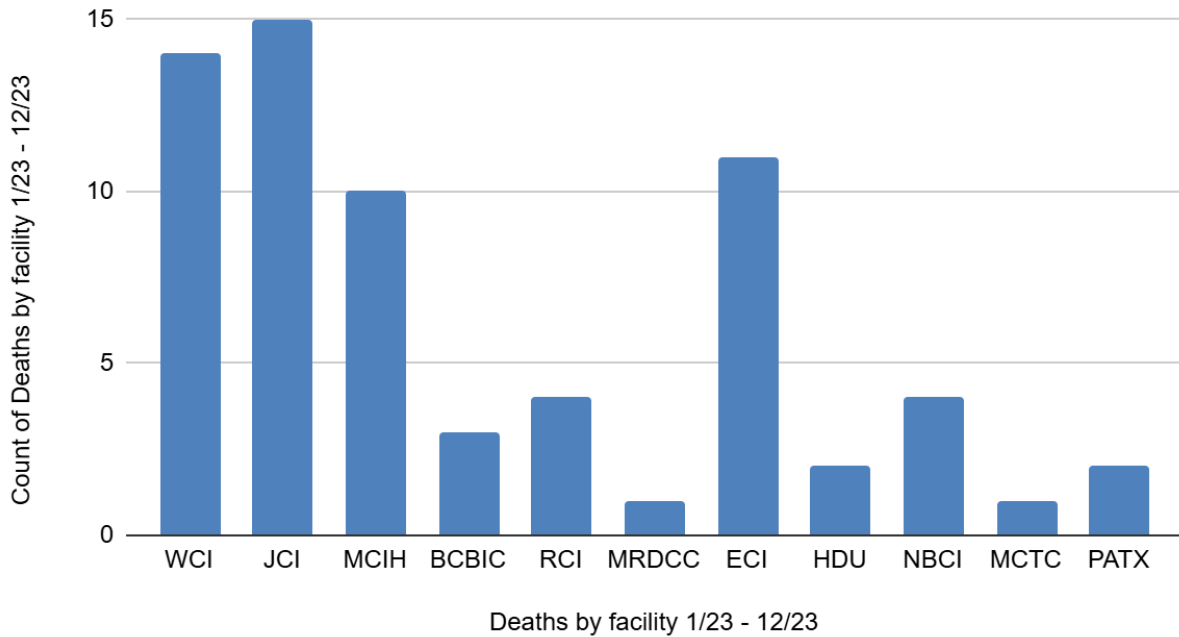


Manner of Death (1/21 - 12/21)

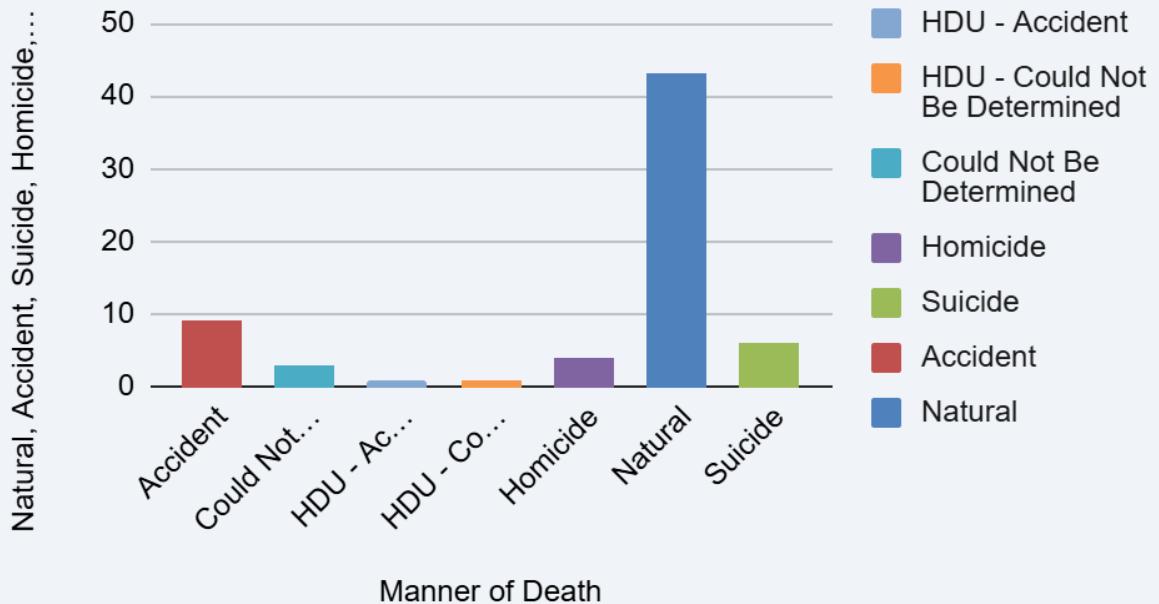




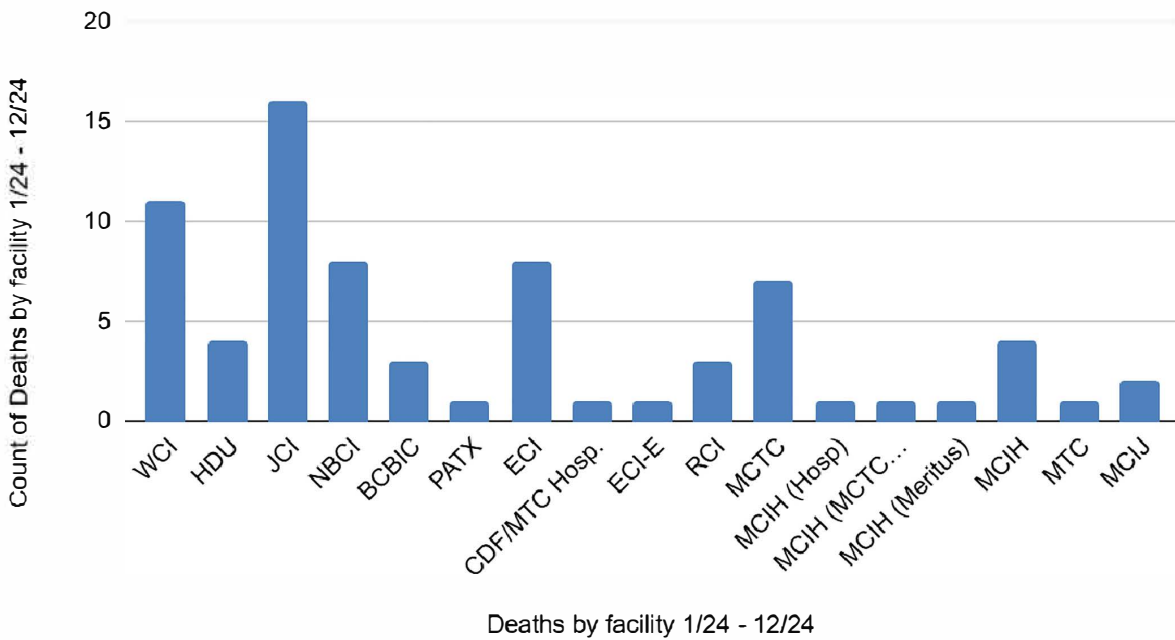
Count of Deaths by facility 1/23 - 12/23



Manner of Death (1/23 - 12/23)



Count of Deaths by facility 1/24 - 12/24



Manner of Death (Natural)

