

**COMMISSION ON ACCREDITATION FOR CORRECTIONS**  
**STANDARDS COMPLIANCE REACCREDITATION AUDIT**

Arkansas Department of Correction  
Texarkana Regional Correction Center  
Texarkana, Arkansas

April 19 - 20, 2016

**VISITING COMMITTEE MEMBERS**

Marian Langdon, Chairperson  
ACA Auditor  
1001 City Avenue, EE621  
Wynnewood, Pennsylvania 19096  
(215) 681-2293  
[mlang102@aol.com](mailto:mlang102@aol.com)

Clarence S. Higgs, III  
ACA Auditor  
6813 Oak Valley Drive  
Colorado Springs, Colorado 80919  
(719) 593-2881  
[cshiggs.8@gmail.com](mailto:cshiggs.8@gmail.com)

**A. Introduction**

The audit of the Arkansas Department of Correction, Texarkana Regional Correction Center was conducted on April 19 - 20, 2016 by the following: Marian Langdon, Chairperson and Clarence S. Higgs, III, team member.

**B. Facility Demographics**

Rated Capacity: 128

Actual Population: 128, 128 (32 Regional Maintenance, 96 Work Release)

Average Daily Population for the last 12 months: 124

Average Length of Stay: 90 days for Regional Maintenance, 24 months for others

Security/Custody Level: Minimum/Medium

Age Range of Offenders: 18 - 68

Gender: Male

Full-Time Staff: 35

Administrative 4 Program 3 Custody 26 Other 2

**C. Facility Description AND Program Description**

The Texarkana Regional Correction Center (TRCC) is located in downtown Texarkana, Arkansas and is operated by the Arkansas Department of Correction (ADC). The facility occupies space in a former hospital that has been converted to house a number of criminal justice related offices, including a program operated by the Arkansas Department of Community Corrections who provide the food service for TRCC. The TRCC occupies the entire second floor of the building and is operated independently of the other programs housed in the building.

The facility operates two distinct programs with inmates that remain separate from each other. The Regional Maintenance program has a capacity for 32 inmates who remain for 90 days. The unit is divided by the security monitoring station located in the center as well as a medical dispensary. Inmates are housed in each wing with four inmates in each room. The bathrooms with showers are located at the end of the hall. The unit has pay phones, a small library, a small barber room and a laundry. Provisions are made for water and ice on each unit. The unit houses an investigative status cell to house inmates on disciplinary status awaiting transfer.

The center of the floor houses the visiting room and administrative offices. There is also a dining room and a staff training room. The Work Release program is located at the opposite end of the floor and houses 96 inmates. There are six dorm rooms on this unit with varying numbers of inmates. The Work Release Unit houses the full nursing care/medical care room, the commissary and a large dayroom with televisions, vending machines, pay phones and a small library. There is also a holding cell on this side of the facility. Bathroom facilities are available. Outdoor recreation is within a block of the facility. Parking is available as well.

Mission Statement: “It is the mission of the Texarkana Regional Correction Center to protect, educate and train 128 minimum-medium male inmates helping them to reintegrate into society to become law abiding citizens.”

**D. Pre-Audit Meeting**

The team met on April 18, 2016, in Texarkana, Texas to discuss the information provided by the Texarkana Regional Correction Center staff.

The chairperson divided the standards into the following groups:

Standards #4-ACRS-1A-01 to #5A-26	Marian Langdon, Chairperson
Standards #4-ACRS-6A-01 to #7F-10	Clarence S. Higgs, III, Member

**E. The Audit Process**

1. Transportation

The team was escorted to the facility by Sandra Kennedy, State Accreditation Manager.

2. Entrance Interview

The audit team proceeded to the office of the facility supervisor, Larry Cauley who provided the team with an overview of the program. The team was then escorted to the visitation area where the opening interview took place. The chair expressed appreciation to the facility staff for the opportunity to be involved with TRCC in the accreditation process. The chair explained the audit process and indicated that before she left for the day, the program supervisor would be briefed on the audit progress that day.

The following persons were in attendance:

Larry Cauley, Center Supervisor  
Lillie Phillips, Captain, Work Release Supervisor  
Robert Morgan, Lt.  
Pamela Adcock, Unit Accreditation Manager  
Susan O’Rand, Records Supervisor  
Karen Rinehart, Fiscal Support Specialist  
Melvin Scoggins, Sergeant  
Kim Hofmann, Correct Care Solutions, Regional Manager  
Kathy McEntire, Correct Care Solutions, Unit Manager  
Linda Gibson, Lt. ADC Fire/Safety Coordinator  
Sandra Kennedy, ADC ACA Manager  
Eric Keener, Corporal  
David Gilbert, Sergeant

It was explained that the goal of the visiting team was to be as helpful and non-intrusive as possible during the conduct of the audit. The chairperson emphasized the goals of accreditation toward the efficiency and effectiveness of correctional systems throughout the United States. The audit schedule was also discussed at this time. Introductions were made and the audit team provided some background information on their experience in corrections and with the accreditation process.

3. Facility Tour

The team toured the entire facility from 8:30 a.m. to 10:30 a.m. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

Larry Cauley, Center Supervisor  
Lillie Phillips, Captain  
Robert Morgan, Lieutenant  
Pamela Adcock, Unit Accreditation Manager  
Melvin Scoggins, Sergeant  
Linda Gibson, Lieutenant  
Sandra Kennedy, State Accreditation Manager  
Eric Keener, Corporal

4. Conditions of Confinement/Quality of Life

During the tour, the team evaluated the conditions of confinement at the facility. The following narrative description of the relevant programmatic services and functional areas summarizes the findings regarding the quality of life.

**Security:**

There is a security monitoring station which is staffed twenty-four hours a day and is equipped with security monitors to monitor the inmate and staff activities. Additionally, officers are assigned to walk the unit.

Visitors sign in and out and are escorted by staff. Offenders are processed/checked in and out by security staff. Surveillance cameras are placed throughout the facility. Officers issue keys to staff, conduct counts, supervise cleaning and perform searches, fire safety procedures and transportation. Staff and visitors have a separate entrance than the offender population.

**Environmental Conditions:**

The facility is sparkling clean. The facility lighting, air circulation and noise levels exceed standards. Temperatures and furnishings meet standards. This is a smoke free facility. The facility presents as one adhering to best practices.

**Sanitation:**

The facility is inspected annually, by the local health authority and any minor deficiencies are corrected. A housekeeping plan is in effect and is both observed and monitored. Weekly, monthly and annual inspections are documented and kept in files. Cleaning supplies are stored appropriately and toxic and caustic materials are kept under lock and key.

**Fire Safety:**

The facility is inspected annually by the local and state fire services. Equipment is adequate, properly inspected and checked appropriately by outside sources. Fire drills are conducted and recorded. Floor plans, lighted exits and evacuation plans are all a part of the fire prevention and protection system. The local fire inspector has inspected the facility and approved the emergency plans.

Tools are kept in an outside shed and are used primarily by the Regional Maintenance inmates. They are inventoried and properly accounted for by the officers transporting the workers. There is a small armory and standards are in place and followed with regard to the distribution of weapons and the qualifying of those who are issued weapons.

**Food Service:**

Two hot meals are prepared by the Arkansas Community Corrections facility that is also in the building. That facility is also accredited by ACA. The food is transferred over and served by inmates supervised by security staff. A core of offenders who are trained to assist with food service duties also clean-up after the meal. The food service provider follows menus approved by a dietician and serves both special diets for medical and religious reasons. The proper temperature logs are kept. The chair ate the evening meal on the first day of the audit. The meal consisted of chicken with noodles and vegetables, greens, a slice of bread, fruit cocktail and a choice of sweet tea and water. It looked appetizing, was adequate in size and very tasty.

Bagged lunches are prepared for all offenders, served to those in house and distributed to others as they leave for work.

**Medical Care:**

The Arkansas Department of Correction contracts for medical care for all the offenders placed at TRCC through Correct Care Solutions. The treatment includes medical, dental and mental health services and is coordinated by a registered nurse who conducts the health screening. Two nurses provide service between 5:15 a.m. and 10:00 p.m. A doctor responds to sick call and chronic care needs on the early shift once a week.

Medications are ordered by medical personnel through a contracted service and are all kept on person. The facility has staff trained in first aid, CPR and AED usage. First aid kits are on hand and stocked according to a health authority inventory. Emergency care is available through Wadley Hospital. The facility accesses an emergency vehicle through 911. Any medical care needed outside the two shifts provided can be provided by nursing staff located elsewhere in the building in the Arkansas Community Corrections program.

**Recreation:**

Residents have space in a common area for recreation as well as an outdoors recreation area. The outdoor recreation area has volleyball, basketball, horseshoes and a covered area with tables and chairs. Television, games and space for reading and writing are provided.

**Religious Programming:**

Religious services are provided each week through volunteers from the community.

**Offender Work Programs:**

Inmates in the Regional Maintenance program participate in community service projects throughout the community. These services have great value to the local towns during a time of tight budgets. The inmates participate in community clean-ups, maintenance work and provide the labor for other projects as requested. Other inmates are in house porters who keep the facility clean and do the laundry.

The facility is considered to be a work release center. Most offenders move from Regional Maintenance status to Work Release status after 90 days. Inmates are then employed in the community in various jobs. There are a number of employers that the facility maintains a relationship with who hire the inmates and allow them to do shift work. The facility has vehicles and transportation officers who shuttle the inmates back and forth to the various job locations. The inmates pay \$119.00 a week for room and board to the facility. They are allowed to save and encouraged to pay any outstanding court fines and child support.

:

**Academic and Vocational Education**

Any work release inmate may request permission to attend GED classes in the community. The request is channeled through the Unit Classification Officer. The emphasis at TRCC is work.

**Social Services:**

The facility has assigned officers with social service training to provide case management services. This staff meets with the inmates monthly to review program progress, employment issues and any concerns the inmate may have.

Assessment and classification are part of the process. Inmates requiring more specific help in the area of social services are placed in programs that offer those services. In fact, in discussing the outcome measures, it was stated that an offender's successful completion of the Work Release program and transfer to another facility for treatment is not counted as a success. Thus, TRCC releases more than half of their population to other programs in the system.

**Visitation:**

Visitation is permitted on Saturday from 12:00 p.m. to 4:00 p.m. Space is provided in the facility. Vending machines are available in the facility. Visiting is monitored by requiring a list of approved visitors; and provisions are made for special visits. The visitation room has a kiosk that provides the inmates with the opportunity to download music on MP3 players and view email and personal photos from family and friends.

**Library Services:**

There are numerous books available in the facility. They are in bookcases in common areas in the facility.

**Laundry:**

Laundry facilities are available in the building and include commercial sized washers, dryers and pressing machines. Work release offenders who are unemployed are assigned to do the laundry. Adequate amounts of clean clothing and bedding are stored in the facility.

**F. Examination of Records**

Following the facility tour, the team proceeded to the visitation room to review the accreditation files and evaluate compliance levels of the policies and procedures. The facility has no notices of non-compliance with local, state, or federal laws or regulations.

The file folders were neat and orderly. The documentation in the files was adequate and easy to identify. The accreditation staff was helpful in checking to see if the team needed any information. It is obvious that they believe in the process and live it.

1. Litigation

The facility has no consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

The team reviewed the Significant Incident Summary. Most statistics are zeroes with the exception of three “offender on staff” assaults – one with a weapon and two without; six forced moves (all were incidents of handcuffing an offender which is counted as a forced move at TRCC); two escapes and 8 substantiated grievances reported throughout the year. These statistics were reported for the period beginning April 2015 and ending March 2016.

The team reviewed the Outcome Measures, which were tracked from April 2015 to March 2016 and based on an average daily offender population of 124. The facility reports four offenders injured while on the job, two unauthorized offender absences from the facility in the reporting period. There were 242 incidents in total; 59 involving contraband, four instances of a controlled substance found in the facility, four involving keys, six involving tools (TRCC considers brooms and mops as tools), 204 rule violations and 83 offenders terminated due to rule violations.

The facility reports 48 offenders successfully released during the reporting period, 28 of them employed upon release. Of the 159 offenders who left the program only the 48 were released to the community. Some were released to other programs required by the sentencing judge or to complete programming ordered by the court and not provided in the TRCC. The facility housed 298 offenders during the reporting period and all participated in community service for a total of 30,393 hours. With the explanation of certain differences in reporting statistics, the statistics reported are consistent with the type of programming followed at the facility.

3. Departmental Visits

The team revisited the following departments to review conditions relating to departmental policy and operations:

<u>Department Visited</u>	<u>Person(s) Contacted</u>
Administration	Pamela Adcock, Larry Cauley
Security	Janice Nicholson, James Thompson,
Food Service	Observed residents serving the supper meal
Medical	Kathy McEntire



4. Shifts

The facility operates two security shifts – 7:45 a.m. to 7:45 p.m., and 7:45 p.m. to 7:45 a.m. There is a short overlap on each shift for shift briefing, a formal count and proper relief procedures.

a. Day Shift

The team was present at the facility during the day shift from 8:00 a.m. to 5:00 p.m. The team toured the facility, reviewed files and policies and procedures, observed the evening meal and interviewed staff and clients.

b. Night Shift

The team was present at the facility during the evening shift from 6:30 p.m. to 7:30 p.m. The team observed shift change and interviewed staff.

5. Status of Previously Non-compliant Standards/Plans of Action

There were no standards previously found in non-compliance.

**G. Interviews**

During the course of the audit, team members met with both staff and offenders to verify observations and/or to clarify questions concerning facility operations.

1. Offender Interviews

The team interviewed 18 offenders. They indicate that they feel safe and believe that they are going to be better prepared to return to their families and communities after being in this facility. There were no complaints about food, medical care or staff. The offenders stated that the food is better than any other in the system. They also express a feeling of satisfaction about being in this facility.

2. Staff Interviews

The team interviewed 17 employees. Their tenure varied between less than two years and almost 40 years. They are very dedicated to the operation and express concern about the population they serve. The employees believe that the opportunity to do time at TRCC makes a difference in offenders' ability to successfully transition back to the community. There is a sense of shared concern for helping among the staff and offenders. It is obvious that management staff mentor subordinates.

## **H. Exit Discussion**

The exit interview was held at 12:00 p.m. in the visitation room with the Center Supervisor and nine staff in attendance.

The following persons were also in attendance:

Wendy Kelley, ADC Director  
Dale Reed, ADC Chief Deputy Director  
Dexter Payne, ADC Deputy Director  
Rory Griffin, ADC Deputy Director  
Solomon Graves, ADC Public Information Officer  
Sandra Kennedy, ADC ACA Manager  
Linda Gibson, ADC Fire/Safety Coordinator  
Dona Gordon, Correct Care Solutions Regional VP  
Kim Hofmann, Correct Core Solutions Regional Manager

The chairperson explained the procedures that would follow the audit. The team discussed the compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group.

The chairperson expressed appreciation for the cooperation of everyone concerned and congratulated the facility team for the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

AND THE

AMERICAN CORRECTIONAL ASSOCIATION

**COMPLIANCE TALLY**

<b>Manual Type</b>	Adult Community Residential Standards – 4 <sup>th</sup> edition	
<b>Supplement</b>	2014 Standards Supplement	
<b>Facility/Program</b>	Texarkana Regional Correction Center	
<b>Audit Dates</b>	April 19 – 20, 2016	
<b>Auditor(s)</b>	Marian Langdon, Chairperson; Clarence s. Higgs III, Team Member	
	<b>MANDATORY</b>	<b>NON-MANDATORY</b>
Number of Standards in Manual	33	219
Number Not Applicable	0	20
Number Applicable	33	199
Number Non-Compliance	0	0
Number in Compliance	33	199
Percentage (%) of Compliance	100 %	100%
<ul style="list-style-type: none"> <li>● Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable</li> <li>● Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance</li> <li>● Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance</li> </ul>		

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Arkansas Department of Correction  
Texarkana Regional Correction Center  
Texarkana, Arkansas  
April 19 - 20, 2016

Visiting Committee Findings

Non-Mandatory Standards

Not Applicable

**Standard #4-ACRS-1A-14**

MALE AND FEMALE OFFENDERS DO NOT OCCUPY THE SAME SLEEPING ROOM.

FINDINGS:

Female inmates are not housed at this facility.

**Standard #4-ACRS-2A-05**

WHEN BOTH MALES AND FEMALES ARE HOUSED IN THE FACILITY, AT LEAST ONE MALE AND ONE FEMALE STAFF MEMBER ARE ON DUTY AT ALL TIMES.

FINDINGS:

Female inmates are not housed at this facility.

**Standard #4-ACRS-2A-06**

IF EMPLOYEE'S CONTRACTS ARE GOVERNED BY CIVIL SERVICE OR UNIONS, PROCEDURES PROVIDE FOR PROVISIONAL APPOINTMENTS TO ENSURE THAT SHORT-TERM PERSONNEL, BOTH FULL-TIME AND PART-TIME, CAN BE AVAILABLE DURING EMERGENCIES.

FINDINGS:

Employees of ADC are not governed by civil service or union contract.

**Standard #4-ACRS-2A-13**

THE ELECTRONIC MONITORING PROGRAM HAS A SYSTEM OF ACCOUNTING FOR AN OFFENDER AT ALL TIMES, INCLUDING VERIFICATION OF ACTIVITIES, REPORTING OF TARDINESS AND/OR ABSENCE FROM REQUIRED SERVICES OR ACTIVITIES, AS WELL AS OTHER PROGRAM VIOLATIONS.

FINDINGS:

The facility does not have an electronic monitoring program.

**Standard #4-ACRS-2A-14**

ACCESS TO COMPUTER EQUIPMENT IS LIMITED TO AUTHORIZED PERSONNEL WITH SECURITY CODES. ADEQUATE POWER AND COMMUNICATION BACKUP SYSTEMS PROVIDE CONTINUOUS, UNINTERRUPTED OPERATIONS.

FINDINGS:

The facility does not have an electronic monitoring program.

**Standard #4-ACRS-2A-15**

ANY INTERRUPTION IN SERVICE IS DOCUMENTED AND REPORTED TO THE AUTHORITY HAVING JURISDICTION.

FINDINGS:

The facility does not have an electronic monitoring program.

**Standard #4-ACRS-2A-16**

A DETAILED WRITTEN OFFENDER SCHEDULE IS DEVELOPED AND SIGNED BY A STAFF MEMBER AND THE OFFENDER.

FINDINGS:

The facility does not have an electronic monitoring program.

**Standard #4-ACRS-2A-17**

PROVISIONS ARE MADE FOR THOSE WHO ARE UNABLE TO PAY PROGRAM COSTS.

FINDINGS:

The facility does not have an electronic monitoring program.

**Standard #4-ACRS-4C-07**

EACH NEWLY ADMITTED RESIDENT WHO WAS NOT TRANSFERRED FROM A CORRECTIONAL FACILITY UNDERGOES A MEDICAL EXAMINATION WITHIN 14 DAYS OF ADMISSION.

FINDINGS:

All inmates have been transferred from a correctional facility.

**Standard #4-ACRS-4C-14**

IF FEMALE OFFENDERS ARE HOUSED, ACCESS TO PREGNANCY MANAGEMENT SERVICES IS MADE AVAILABLE.

FINDINGS:

TRCC does not house female offenders.

**Standard #4-ACRS-4C-14-1**

WHERE NURSING INFANTS ARE ALLOWED TO REMAIN WITH THEIR MOTHERS, PROVISIONS ARE MADE FOR A NURSERY, STAFFED BY QUALIFIED PERSONS, WHERE THE INFANTS ARE PLACED WHEN THEY ARE NOT IN THE CARE OF THEIR MOTHERS.

FINDINGS:

TRCC does not house female offenders.

**Standard #4-ACRS-5A-08**

PROVIDE FOR EARLY IDENTIFICATION AND TREATMENT OF INMATES WITH ALCOHOL AND DRUG ABUSE PROBLEMS THROUGH A STANDARDIZED BATTERY ASSESSMENT. THIS BATTERY SHALL BE DOCUMENTED AND INCLUDE, AT A MINIMUM, THE FOLLOWING:

- SCREENING AND SORTING
- CLINICAL ASSESSMENT AND REASSESSMENT
- MEDICAL ASSESSMENT FOR DRUG AND ALCOHOL PROGRAM ASSIGNMENT APPROPRIATE TO THE NEEDS OF THE INDIVIDUAL OFFENDERS

- REFERRALS

FINDINGS:

TRCC does not operate a substance abuse treatment program.

**Standard #4-ACRS-5A-26**

THE FACILITY'S LOCATION FACILITATES ACCESS TO AND THE USE OF COMMUNITY-BASED SERVICES, RESOURCES, AND PUBLIC TRANSPORTATION. [NEW CONSTRUCTION ONLY]

FINDINGS:

The facility is not new construction.

**Standard #4-ACRS-6A-01-1**

STAFF AND OFFENDERS HAVE ACCESS TO AN APPROPRIATELY TRAINED AND QUALIFIED INDIVIDUAL WHO IS EDUCATED IN THE PROBLEMS AND CHALLENGES FACED BY OFFENDERS WITH PHYSICAL AND/OR MENTAL IMPAIRMENTS, PROGRAMS DESIGNED TO EDUCATE AND ASSIST DISABLED OFFENDERS, AND ALL LEGAL REQUIREMENTS FOR THE PROTECTION OF OFFENDERS WITH DISABILITIES.

FINDINGS:

The facility does not accept inmates with physical and/or mental impairments.

**Standard #4-ACRS-6A-04**

OFFENDERS WITH DISABILITIES ARE HOUSED IN A MANNER THAT PROVIDES FOR THEIR SAFETY AND SECURITY. HOUSING USED BY OFFENDERS WITH DISABILITIES IS DESIGNED FOR THEIR USE AND PROVIDES FOR INTEGRATION WITH OTHER OFFENDERS. PROGRAMS AND SERVICES ARE ACCESSIBLE TO OFFENDERS WITH DISABILITIES WHO RESIDE IN THE FACILITY.

FINDINGS:

The facility does not accept inmates with disabilities.

**Standard #4-ACRS-6A-04-01**

THE ASSIGNMENT OF APPROPRIATELY TRAINED INDIVIDUALS TO ASSIST DISABLED OFFENDERS WHO CANNOT OTHERWISE PERFORM BASIC LIFE FUNCTIONS IS PROVIDED.

FINDINGS:

The facility does not accept inmates with disabilities.

**Standard #4-ACRS-6A-04-2**

EDUCATION, EQUIPMENT AND FACILITIES, AND THE SUPPORT NECESSARY FOR INMATES WITH DISABILITIES TO PERFORM SELF-CARE AND PERSONAL HYGIENE IN A REASONABLY PRIVATE ENVIRONMENT ARE PROVIDED.

FINDINGS:

The facility does not accept inmates with disabilities.

**Standard #4-ACRS-7A-02**

A SOLE PROPRIETOR OPERATING A FACILITY IS ABLE TO DOCUMENT THAT NECESSARY LEGAL MEASURES HAVE BEEN TAKEN TO PROVIDE CONTINUITY OF SERVICE IN THE EVENT OF BANKRUPTCY, INCAPACITATION, RETIREMENT, OR DEATH.

FINDINGS:

TRCC is not a sole proprietor.

**Standard #4-ACRS-7A-03**

THE AGENCY SATISFIES PERIODIC FILING REQUIREMENTS NECESSARY TO MAINTAIN ITS LEGAL AUTHORITY TO CONTINUE OPERATIONS. (PRIVATE AGENCIES ONLY).

FINDINGS:

TRCC is not a private agency.

**Standard #4-ACRS-7A-04**

AT A MINIMUM, THE BYLAWS FOR THE GOVERNING AUTHORITY OF THE AGENCY INCLUDE:



- MEMBERSHIP (TYPES, QUALIFICATIONS, COMMUNITY REPRESENTATION, RIGHTS, DUTIES)
- SIZE OF GOVERNING BODY
- METHOD OF SELECTION
- TERMS OF OFFICE
- DUTIES AND RESPONSIBILITIES OF OFFICERS
- TIMES AUTHORITY WILL MEET
- COMMITTEES
- PARLIAMENTARY PROCEDURES
- RECORDING OF MINUTES
- METHOD OF AMENDING THE BYLAWS
- CONFLICT OF INTEREST PROVISIONS
- quorum

FINDINGS:

TRCC is not a private agency.

### Significant Incident Summary

This summary is required to be provided to the chair of your audit team upon their arrival. The information contained on this form will also be summarized in the narrative portion of the visiting committee report and will be incorporated into the final report. It should contain data for the last 12 months; indicate those months in the boxes provided. Please type the data. If you have questions on how to complete the form, please contact your regional manager.

**Facility:** Texarkana Regional Correction Center

**Year:** April 2015 to March-2016

Incidents		Months											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Assault: Offenders/ Offenders*</b>	Indicate types (sexual**, physical, etc.)	0	0	0	0	0	0	0	0	0	0	0	0
	# With Weapon	0	0	0	0	0	0	0	0	0	0	0	0
	# Without Weapon	0	0	0	0	0	0	0	0	0	0	0	0
<b>Assault: Offender/ Staff</b>	Indicate types (sexual**, physical, etc.)	0	0	AS	0	AS	0	0	0	0	0	AS	0
	# With Weapon	0	0	0	0	1	0	0	0	0	0	0	0
	# Without Weapon	0	0	1	0	0	0	0	0	0	0	1	0
<b>Number of Forced Moves Used***</b>	(Cell extraction or other forced relocation of offenders)	0	0	1	2	1	0	0	0	1	0	1	0
<b>Disturbances****</b>		0	0	0	0	0	0	0	0	0	0	0	0
<b>Number of Times Chemical Agents Used</b>		0	0	0	0	0	0	0	0	0	0	0	0
<b>Number of Times Special Reaction Team Used</b>		0	0	0	0	0	0	0	0	0	0	0	0
<b>Four/Five Point Restraints</b>	Number	0	0	0	0	0	0	0	0	0	0	0	0
	Indicate type (chair, bed, board, etc.)	0	0	0	0	0	0	0	0	0	0	0	0
<b>Offender Medical Referrals as a Result of Injuries Sustained</b>	#'s should reflect incidents on this form, not rec or other source	0	0	0	0	0	0	0	0	0	0	0	0
<b>Escapes</b>	# Attempted	0	0	0	0	0	0	0	0	0	0	0	0
	# Actual	0	0	0	0	1	0	1	0	0	0	0	0
<b>Substantiated Grievances (resolved in favor of offender)</b>	Reason (medical, food, religious, etc.)	0	0	0	0	0	0	0	0	0	0	0	0
	Number	0	0	0	1	0	2	0	0	0	3	0	2
<b>Deaths</b>	Reason (violent, illness, suicide, natural)	0	0	0	0	0	0	0	0	0	0	0	0
	Number	0	0	0	0	0	0	0	0	0	0	0	0

\*Any physical contact that involves two or more offenders

\*\*Oral, anal or vaginal copulation involving at least two parties

\*\*\*Routine transportation of offenders is not considered "forced"

\*\*\*\*Any incident that involves four or more offenders. Includes gang fights, organized multiple hunger strikes, work stoppages, hostage situations, major fires, or other large scale incidents



<b>ACRS Outcome Measure Worksheet TRCC 4-1-2015 to 3-31-2016</b>				
<b>Standard</b>	<b>Outcome Measure</b>		<b>Value</b>	<b>Calculated O.M</b>
1A	(1)	Number of worker compensation claims filed for injuries that resulted from the physical environment in the past 12 months.	0	
	divided by	Average number of Full-Time Equivalent staff positions during the past 12 months.	30	0
	(2)	Number of illnesses requiring medical attention as a result of the physical environment of the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the past 12 months.	124	0
	(3)	Number of physical injuries or emotional trauma requiring treatment as a result of the physical environment of the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Number of sanitation or health code violations identified by external agencies in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
1B	(1)	Number of accidents resulting in property damage in the past 12 months.	1	
	divided by	total number of miles driven in the past 12 months unless otherwise noted.	109,247	.000009
	(2)	Number of accidents resulting in injuries requiring medical treatment for any party in the past 12 months.	1	
	divided by	total number of miles driven in the past 12 months unless otherwise noted.	109,247	.000009
	(3)	Amount (\$) of damage from vehicle accidents in the past 12 months.	Unknown	
	divided by	total number of miles driven in the past 12 months unless otherwise noted.	109,247	Unknown
1C	(1)	Number of emergencies, caused by forces external to the facility, that result in property damage in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0

	(2)	Number of injuries, caused by forces external to the facility, requiring medical attention that results from emergencies in the past 12 months.	3 on job	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.02
	(3)	Number of times that normal facility operations were suspended due to emergencies caused by forces external to the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Number of hours that facility operations were suspended due to emergencies caused by forces external to the facility in the past 12 months.	0	
	divided by	Number of emergencies caused by forces external to the facility.	0	0
	(5)	Number of emergencies that were not caused by forces external to the facility that resulted in property damage in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(6)	Number of injuries requiring medical attention that result from emergencies that were not caused by forces external to the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(7)	Number of times that normal facility operations were suspended due to emergencies that were not caused by forces external to the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(8)	Number of hours that facility operations were suspended due to emergencies that were not caused by forces external to the facility in the past 12 months.	0	
	divided by	Number of emergencies.	0	0
	(9)	Number of injuries requiring medical treatment resulting from fires in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0

	(10)	Number of fires that resulted in property damage in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(11)	Amount (\$) of property damage from fire in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(12)	Number of code violations cited in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.0
	(13)	Number of incidents involving toxic or caustic materials in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(14)	Number of incidents of inventory discrepancies during the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
2A	(1)	Number of incidents in the past 12 months	242	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	1.95
	(2)	Number of physical injuries or emotional trauma requiring treatment as a result of the incidents in the past 12 months.	4	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.03
	(3)	Number of unauthorized offender absences from the facility in the past 12 months.	2	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.016
	(4)	Number of times facility did not report offender absence to the responsible jurisdiction within the established time.	0	
	divided by	Number of unauthorized offender absences.	2	0
	(5)	Number of instances of unauthorized access to the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	
2B	(1)	Number of instances in which force was used in the past 12 months.	6	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.04

	(2)	Number of times that staff use of force was found to have been inappropriate in the past 12 months.	0	
	divided by	number of instances in which force was used.	6	0
	(3)	Number of offender grievances filed alleging inappropriate use of force in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Number of grievances alleging inappropriate use of force decided in favor of offender in the past 12 months.	0	
	divided by	number of grievances alleging inappropriate use of force filed.	0	0
	(5)	Number of injuries requiring medical treatment resulting from staff use of force in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
2C	(1)	Number of incidents involving contraband in the past 12 months	59	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.47
	(2)	Number of weapons found in the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(3)	Number of controlled substances found in the facility in the past 12 months.	4	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.03
2D	(1)	Number of incidents involving keys in the past 12 months.	4	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.03
	(2)	Number of incidents involving tools in the past 12 months.	6	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.04
3A	(1)	Number of rule violations in the past 12 months.	204	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	1.6

	(2)	Number of offenders terminated from the facility due to rule violations in the past 12 months.	83	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.66
4A	(1)	Number of documented offender illnesses attributed food service operations in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(2)	Number of offender grievances about food service decided in favor of the offender the past 12 months.	0	
	divided by	Number of offender grievances about food service in the past 12 months.	0	0
	(3)	Number of violations cited by independent authorities for food service sanitation in the past 12 months.	0	0
4B	(1)	Offender grievances regarding offender access to personal hygiene decided in favor of the offender in the past 12 months.	0	
	divided by	Number of offender grievances about access to personal hygiene in the past 12 months.	0	0
4C	(1)	Number of suicide attempts in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(2)	Number of offender suicides in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(3)	Number of offender grievances regarding access to health care in the past 12 months	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Number of offender health care access complaints that are found to have merit in the past 12 months .	0	
	divided by	Number of offender grievances regarding access to health care in the past 12 months.	0	0
	(5)	Number of court suits filed against the facility challenging access to health care in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0

	(6)	Number of health care access court cases decided against the facility in the past 12 months.	0	
	divided by	Number of court suits filed against the facility challenging access to health care in the past 12 months.	0	0
5A	(1)	Number of offenders who are employed upon release in the past 12 months.	28	
	divided by	Number of offenders released in the past 12 months.	48	.58
	(2)	Number of offenders who move into permanent housing upon release in the past 12 months.	47	
	divided by	Number of offenders released in the 12 months.	48	.97
	(3)	Number of offender substance abuse tests for which the results were positive in the past 12 mos.	11	
	divided by	Number of tests administered in the past 12 months.	366	.03
	(4)	Total number of offenders who successfully completed the program in the past 12 months.	48	
	divided by	Number of offenders who left the program in the past 12 months.	159	.30
	(5)	Number of offenders who showed improvement as measured by the objective assessment instrument prior to release in the past 12 months.	48	
	divided by	Number of offenders released in the past 12 months.	48	1
	(6)	Number of offenders who were arrested while in residence in the past 12 months	1	
	divided by	Daily Offender Population for the Past 12 Months .	124	.008
6A	(1)	Total number of offender grievances in the past 12 months, regarding: (a) access to court; (b) mail or correspondence; (c) sexual harassment; (d) discipline; (e) discrimination; (f) protection from harm .	2	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.016
	(2)	Number of offender grievance (see a through e above) decided in favor of offenders in the past 12 months.	1	



	divided by	Total number of grievances filed in the past 12 months.	8	.12
	(3)	Total number of offender court suits alleging violation of offender rights filed against the facility in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Number of offender court suits alleging violation of offender rights decided in favor of offenders in the past 12 months.	0	
	divided by	Total number of offender suits filed in the past 12 months.	0	0
6B	(1)	Number of offender grievances regarding discrimination in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(2)	Number of offender grievances regarding discrimination resolved in favor of offenders in the past 12 months.	0	
	divided by	Total number of offender grievances filed regarding discrimination in the past 12 months.	0	0
	(3)	Number of grievances resolved in favor of offenders in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Number of grievances resolved in favor of offenders in the past 12 months.	1	
	divided by	Total number of grievances filed in the past 12 months	8	.12
6C	(1)	Number of disciplinary incidents resolved informally in the past 12 months.	117	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.94
	(2)	Number of formal offender disciplinary decisions that were are appealed in the past 12 months.	32	
	divided by	Total number of disciplinary decisions made in the past 12 months.	204	.15
	(3)	Number of appealed disciplinary decisions decided in favor of the offender in the past 12 months.	0	
	divided by	Total number of disciplinary decisions made in the past 12 months.	204	0

	(4)	Number grievances filed by offenders challenging disciplinary procedures in the past 12 months.	2	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.016
	(5)	Number of disciplinary-related grievances resolved in favor of the offender in the past 12 months.	0	
	divided by	Total number of disciplinary-related grievances filed in the past 12 months.	2	0
	(6)	Number of court suits filed against the facility regarding discipline in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(7)	Number of court cases regarding discipline decided against the facility in the past 12 months.	0	
	divided by	Total number of court decisions regarding discipline decided in the past 12 months.	0	0
	(8)	Number of rule violations in the past 12 months.	204	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	1.64
	(9)	Number of offenders terminated from the facility due to rule violations in the past 12 months.	83	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.66
6D	(1)	Number of offenders released in the past 12 months who made regular payments toward their restitution obligations.	0	
	divided by	Number of offenders who had restitution obligations in the past 12 months.	0	0
	(2)	Number of offenders who satisfy their court cost/fines obligations in the past 12 months.	0	
	divided by	Number of offenders who had court cost/fine obligations in the past 12 months.	0	0
	(3)	Total amount of restitution paid by offenders in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Total number of hours of community service donated by offenders in the past 12 months	30,393	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	245.1

	(5)	Total number of offenders who participated in restitution in the past 12 months.	0	
	divided by	Total number of offenders housed in the past 12 months.	298	0
	(6)	Total number of offenders who participated in community service work in the past 12 months.	298	
	divided by	Total number of offenders housed in the past 12 months.	298	1
	(7)	Total number of offenders who participated in victim awareness programs in the past 12 months.	0	
	divided by	Total number of offenders housed in the past 12 months.	298	0
	(8)	Total amount of restitution paid by offenders in the past 12 months.	0	
	divided by	Total number of offenders housed in the past 12 months.	298	0
	(9)	Total number of hours delivered by offenders who participated in community service work in the past 12 months.	30,393	
	divided by	Total number of offenders housed in the past 12 months.	298	101.9
7A		None		
7B	(1)	Total number of years of staff members' education as of the end of the last calendar year.	378	
	divided by	Number of staff at the end of the last calendar year.	30	12.6
	(2)	Number of staff who left employment for any reason in the past 12 months.	6	
	divided by	Number of full-time equivalent staff positions in the past 12 months.	30	2
	(3)	Total number of credit hours in course relevant to their facility responsibilities earned by staff participating in higher education in the past 12 months.	0	
	divided by	Number of full-time equivalent staff positions in the past 12 months.	30	0
	(4)	Number of professional development events attended by staff in the past 12 months.	0	
	divided by	Number of full-time equivalent staff positions in the past 12 months.	30	0.
7C	(1)	Number of incidents in which staff were found to have acted in violation of facility policy in the past 12 months.	4	

	divided by	Number of full-time equivalent staff positions in the past 12 months.	30	.13
	(2)	Number of staff terminated for conduct violations in the past 12 months.	4	
	divided by	Number of full-time equivalent staff positions in the past 12 months.	30	.13.
	(3)	Number of offender grievances attributed to improper staff conduct which were upheld in the past 12 months.	0	
	divided by	Number of offenders grievances alleging improper staff conduct filed in the past 12 months.	2	0
	(4)	Number of offender grievances attributed to improper staff conduct which were upheld in the past 12 months	1	
	divided by	Average Daily Population for the past 12 months.	124	.008
	(5)	Where staff are tested, the number of staff substance abuse tests failed in the past 12 months.	2	
	divided by	Number of staff substance abuse tests administered in the past 12 months.	49	.04
7D	(1)	Net amount of budget shortfalls or surplus at the end of the last fiscal year (budget less expenditures).	3589	
	divided by	Budget for the past 12 months.	500,000	.0071.
	(2)	Number of material audit findings by an independent financial auditor at the conclusion of the last audit.	0	0
	(3)	Number of grievances filed by offenders regarding their records or property in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Number of offender grievances (records/property) decided in favor of offenders in the past 12 months.	0	
	divided by	Total number of offender grievances (records/property) in the past 12 months	0	0
	(5)	Number of objectives achieved in the past 12 months.	4	
	divided by	Number of objectives for the past 12 months.	4	1
	(6)	Number of program changes made in the past 12 months.	0	

	divided by	Number of program changes recommended in the past 12 months.	0	0
7E	(1)	Number of grievances filed by staff in the past 12 months.	1	
	divided by	Number of full-time equivalent staff positions in the past 12 months.	30	.03
	(2)	Number of staff grievances decided in favor of staff in the past 12 months.	0	
	divided by	Total number of staff grievances in the past 12 months.	1	0
	(3)	Total number of years of staff members' experience in the field as of the end of the last calendar year.	364	
	divided by	Number of staff at the end of the last calendar year (e.g. Average number of years' experience).	30	12.13
	(4)	Number of staff termination or demotion hearings in which the facility decision was upheld in the past 12 months.	0	
	divided by	Number of staff termination or demotion hearings requested in the past 12 months.	0	0
7F	(1)	Total number of hours of volunteer service delivered by members of the community in the past 12 months.	30	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	,24
	(2)	Total number of individual community members who provided voluntary service in the past 12 months.	5	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.04
	(3)	Total number of complaints filed by media regarding access to information in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0
	(4)	Total number of positive statements made by media regarding the facility in the past 12 months.	2	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	.01
	(5)	Total number of complaints from the community in the past 12 months.	0	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	0

	(6)	Total number of hours of community service work delivered by offenders in the past 12 months.	30,393	
	divided by	Average Daily Offender Population for the Past 12 Months.	124	245.1