

COMMISSION ON ACCREDITATION FOR CORRECTIONS

STANDARDS COMPLIANCE REACCREDITATION AUDIT

Arkansas Department of Corrections
Central Office/Administration East
Pine Bluff, Arkansas

October 6 - 7, 2020

VISITING COMMITTEE MEMBERS

Kenneth Valentine, Chairperson
ACA Auditor

Theresa Grenier, CCS
ACA Auditor

A. Introduction

The audit of the State of Arkansas Central Office/Administration Annex East was conducted on October 6-7, 2020, by the following team: Ken Valentine, Chairperson; and Theresa Grenier, Member.

B. Facility Demographics

Rated Capacity:	15,346
Actual Population:	16,095 (including external programs)
Average Daily Population for the last 12 months:	n/a
Average Length of Stay:	4 years, 11 months
Security/Custody Level:	All custody levels
Age Range of Offenders:	18-92
Gender:	Male and Female
Full-Time Staff:	Staff assigned to Central Office: 231.
This office manages the department's assigned staff: security - 3535, non-security - 981	

C. Facility Description

The central office of the Arkansas Department of Corrections is located in Pine Bluff, Arkansas. The office includes two buildings which are labeled as Central Office and Administration East. The Central Office building is located on the grounds of the Pine Bluff prison complex. The Administration East Building is located approximately eight miles away.

The Central Office building houses members of the executive team, the Internal Affairs office, medical management including management for the medical care provider, Wellpath. The building is about 26,000 square feet, single story, and is made up of individual and multi-occupancy offices with exterior windows. There is also a staff break room with chairs removed due to COVID-19 to prevent staff grouping, and two conference rooms. A separate building, but still part of this complex is occupied by the State Police.

The Administration East building houses the Human Resources Division, Accounting, Procurement, Information Technology, and the Centralized Inmate Banking unit. The Administration East building is also one story and is about 86,000 square feet made up of individual offices and cubicles in larger office areas. There is a huge conference/training room and warehouse used primarily by the IT department.

The mission of the agency is to provide public safety by carrying out the mandates of the courts; provide a safe, humane environment for staff and inmates, strengthen the work ethic through teaching of good habits, and to provide opportunities for staff and inmates to improve spiritually, mentally and physically.

The Vision of the agency is to be an honorable and professional organization through ethical and innovative leadership at all levels, providing cost efficient, superior correctional services that return productive people to the community.

D. Pre-Audit Meeting

The team met on October 5, 2020, in Pine Bluff, AR to discuss the information provided by the Association staff and the officials from the Arkansas Department of Corrections.

The chairperson divided standards into the following groups:

Standards # 2-CO-1A-01 to 2-CO-1D-10 – Ken Valentine (Chairperson)

Standards # 2-CO-1E-01 to 2-CO-5F-01 – Theresa Grenier (Member)

The team went to dinner at a local restaurant with members of the management team for a “meet and greet.”

E. The Audit Process

1. Transportation

Both members of the audit team drove to the audit and met at the designated motel.

The team was escorted to the facility by Shelly Lawrence, Accreditation Manager.

2. Entrance Interview

The entrance meeting was conducted at the Administration East Annex on October 6, 2020, from 8:00 am until 8:15 am. The team expressed the appreciation of the Association for the opportunity to be involved with the Arkansas Department of Corrections in the accreditation process.

Deputy Director William Straughn escorted the team to the conference room where the formal entry meeting was held.

The following persons were in attendance:

Solomon Graves, Secretary
Dexter Payne, Director of Division of Corrections
William Straughn, Deputy Director
Shelly Lawrence, Agency Accreditation Manager
Shelli Maroney, ADC Records Coordinator
Sandra Kennedy, Admin II Medical & Dental Services
Rick Cooper, Assistant Director
Tammy Williams, Chief Fiscal Officer
Rory Griffin, Deputy Director of Medical

Sonya Wallace, Operations Manager
Lt. Byron Brown, Agency Fire-Safety Coordinator
Sgt. Jeffrey Smith, Security Officer
Nick Stewart, HR Administrator
Tracey Lawrence, Associate Human Resources Administrator
Greg Murray, Associate Human Resources Administrator
Jessica Dunn, Employment Administrator
Stefanie Glasscock, Payroll Administrator
Lucky Cockrell, Benefits Administrator
Becky Thomas, Benefits Administrator
Teresa Funderburg, Procurement Administrator
Rhonda Patterson, Information Technology Administrator
Jeff Jerry, Assistant Chief Financial Officer

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.

3. Facility Tour

The team toured the Administration East Annex from 8:15 am to 9:30 am, and then traveled to the Central Office facility and toured that building from 9:50 am until 11:15 am. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

Shelly Lawrence – Agency Accreditation Manager
Lt. Byron Brown – Agency Fire Safety Coordinator
Shelli Maroney – ADC Records Coordinator
Sandra Kennedy – Admin II
William Straughn – Deputy Director of Institutions

Audit notices were observed in various locations throughout both locations.

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:

The two office buildings that house the agency Administration Staff have adequate security measures in place to provide needed access as well as meaningful security. The front entrances allow for members of the public to access appropriate staff, while providing a barrier between that point and free access to all offices. The buildings are equipped with security cameras both inside and outside the buildings and are monitored by on-duty staff. Key card access is also required for the exterior doors as well as certain restricted areas within the building (i.e. Internal Affairs). The Central Office location is adjacent to a correctional facility which provides an added layer of security with roving patrols after normal business hours.

Environmental Conditions:

The office buildings are well maintained and clean. During the audit, inmate crews were observed conducting routine cleaning in both buildings, under the supervision of a security officer. The cleaning chemicals were appropriately inventoried, stored and controlled in an acceptable manner. Both buildings are climate controlled and provide a comfortable working environment. The structure of the buildings provides for access to substantial natural light as well as adequate interior lighting.

Sanitation:

Throughout the audit both buildings were observed to be clean and orderly, including the individual offices that were visited by the audit team. Storage and warehouse areas were also observed to be clean and orderly.

Fire Safety:

Specific components of a fire safety/preparedness plan were evident in both office areas. Fire extinguishers, evacuation plans, pull stations, and heat and smoke detectors were observed by the audit team. Annual inspection by the local fire department indicated no deficiencies.

Food Service:

There is no food service operation at either of these office buildings. The inmates assigned to provide janitorial services are provided meals from their assigned correctional unit. The inmates assigned to the Central Office return to their unit for the mid-day meal, while those assigned to the Administration East Annex carry sack lunches. The food service operations at the facilities are managed under the prison administration.

Medical Care:

These offices are equipped with first aid kits for minor workplace injuries, but the primary source for medical assistance for assigned staff is the community emergency response system. The offices are located in the city of Pine Bluff, AR and have ready access to help from local rescue crews and ambulance services.

Medical care is provided to the inmates within the Arkansas Department of Corrections through a contract with Wellpath. Office space is provided for management and support staff who work directly for Wellpath or who work as a liaison between the Arkansas Department of Corrections and Wellpath.

Wellpath employees provide a wide range of services which include: medical care, dental care, and psychiatric care. The management of care includes supervision of site infirmaries as well as site medical departments. Contracted employees include RNs, LPNs, CNAs, doctors, nurse practitioners, psychiatric nurse practitioners, medical records clerks, dentists, dental assistants, and dental hygienists.

Wellpath is responsible, under their contract, for the recruitment, training and retention of their employees.

** COVID-19 - It was noted that 108 non-security staff and 834 security staff have tested positive for COVID-19. As of the date of the audit 79 still have not returned to work. There were no staff deaths as a result of COVID-19.

45 inmates have died as a result of COVID-19. 6,106 have tested positive.

Recreation:

Recreation opportunities are provided by and managed by each facility.

Religious Programming:

The administrator of chaplaincy services works out of an office in the central office building supervising 24 paid chaplains as well as over 100 badged volunteers. Volunteers approved by facility administrators may be recruited and are required to participate in orientation at the facility. The administrator or designee provides guidance and information to facility level chaplains and to management staff regarding operational issues that involve religious programs or policy.

Offender Work Programs:

In addition to facility job assignments such as food service, laundry, janitorial services and etc. the Arkansas Department of Corrections provides inmates with additional work opportunities to help inmates develop positive work skills. The farm program is available at several institutions which includes growing and processing a variety of crops, poultry operations, milk production, and a slaughterhouse operation. The Correctional Industry program includes operations for furniture, printing, garment and upholstery. The “309” program allows inmates to work outside the facility for a variety of non-profit or government agencies. Inmates are motivated to take part in this program to gain access to furloughs. The work release program allows inmates to also work for private employers outside of the facilities, which has often resulted in permanent employment upon release.

**Due to COVID-19, currently any and all programs requiring movement of inmates has been suspended. Programs taking place within their housing units are continuing.

Academic and Vocational Education:

The academic and vocational education programs are administered and staffed through a specialized school district which encompasses all of Arkansas Department of Correction facilities. This school district provides classes that include GED, ESL, and vocational training. The GED program is required for any inmate who does not possess a GED or high school diploma. Vocational training opportunities include automotive, horticulture, cosmetology, welding and plumbing.

Social Services:

Arkansas Department of Corrections Health staff provide a psychological assessment of all new arrivals and uses this information for classification and determination of additional needs. They have a Residential Programs unit for intensive treatment, and a Special Needs unit to transition mentally ill inmates back into the general population. Department staff also provides counseling and suicide prevention services, and eight self-study programs that offenders may elect to take, including anger management, stress management, domestic violence, criminal thinking, and relapse prevention classes.

Mental Health Services also provides 800 treatment beds dedicated for inmates participating in one of three different chemical addiction treatment programs, depending on their addiction diagnosis.

The Fast Track program is a four month program for inmates with a shorter sentence. The Substance Abuse Treatment Program can take from six to twelve months to complete and is a residential treatment program using a relapse/recovery approach. The Therapeutic Community is a long term residential model with completion times varying from nine to eighteen months.

Male sex offenders are provided counseling through the 12 month, 238 bed Reduction of Sexual Victimization Program (RSVP). Female sex offenders are offered similar programming in a 38 bed Sex Offender Female Treatment (SOFT) program.

The Sex Offender Community Notification Assessment Committee (SOCNA) performs individualized community notification assessment on all adults convicted of targeted offenses and who are required to register by law.

Visitation:

The Central Office promotes a policy which permits offenders to visit with family, friends, attorneys and spiritual advisors under conditions consistent with security and good order of departmental operations. For most offenders, this means access to contact visitation for up to four hours weekly, four times a month. Offenders may have up to 20 people on their visitation lists and may be granted special visits with visitors who travelled long distances or under other unusual circumstances.

**Due to COVID-19, in person visitation has been suspended. Efforts to allow electronic visitation are being implemented.

Library Services:

The Central Office employs two librarians who coordinate library services throughout the Arkansas correctional system. The library contains a collection of general and reference materials, newspapers and periodicals.

Legal materials include hardcover books, as well as a Lexus Nexus computerized system.

Staff from the various facilities come to the library and select items to take back to their facilities.

Laundry

Laundry services are provided at each facility and are managed under the prison management function.

F. Examination of Records

Following the facility tour, the team proceeded to the conference room in the Central Office 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.

1. Litigation

Over the last three years, the facility had **no** consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures.

There were no significant Incidents to report for Audit year October 2017 through September 2020 which is not unusual for a Central Office

Outcome Measures do not apply in a Central Office audit.

3. Departmental Visits

Team members revisited the following departments to review conditions relating to departmental policy and operations:

<u>Department Visited</u>	<u>Person(s) Contacted</u>
IT	Rhonda Patterson Linda Sanner Garrett Scifres
Classification	Daisha Thompson
Inmate Records	Brenda Parker Regina Gumm Kerry Clark
Budget Admin	Tammy Williams Katherine Bradley Lamont Wimbley
Inmate Banking	Regina Goldman Mary Owens
Auditors	Lyn Bennett
Accounting	Rick Norton Donna Heflin
Procurement	Teresa Funderburg
Human Resources	Jessica Dunn Tracey Lawrence Lucy Cockrell Nick Stewart Carol Duncan

Training	Sonia Wallace Delilah Ingram
Librarian	Evelyn Hosman Joyce Chamel
Medical	Jamie Peacock Shelly Byers Rory Griffin
Wellpath	Kim Hoffman Dr. Oran Dona Gordon
Research Chaplaincy	Tiffanye Compton Joshua Mayfield

(Story telling and Storybook reading projects have been put in place under the guidance of Chaplain Mayfield in which inmates read and/or tell stories that are recorded and then sent home to their children which helps in connecting inmates to their children.)

Internal Affairs	Joanna Franklin
Mental Health	Bob Parker
Inmate Grievance	Terri Brown
Employee Grievance	Tammi Baker
Think Legacy	Nichole Smart Sherry Glover

(This is a Re-entry Program using an evidence based curriculum started at one facility and has spread to most other units in which in excess of 200 volunteers participate with job interviews, resume preparation and mentoring. Grants allow Certified Teachers to assist. Prior convicted felons with at least one year post release are guest speakers).

Paws In Prison	Victoria Vander Schilden
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(A program in which shelter dogs are brought in to six different facilities. Inmates in good standing work with and train the dogs preparing them for adoption. Over 1500 dogs have been trained and adopted.)

Volunteer Services	Lauren Holstead
Attorney	Christine Cyer

4. Shifts

The staff at Central Office/Administration East Annex routinely work dayshift only, except under exigent circumstances.

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

STANDARD# 2-CO-4B-05

IF SERVICES FOR ADULT AND JUVENILE OFFENDERS ARE PROVIDED BY THE SAME AGENCY, WRITTEN STATEMENTS OF PHILOSOPHY, POLICY, PROGRAM, AND PROCEDURE MAKE CLEAR DIFFERENCES IN INTENT BETWEEN CRIMINAL CODE AND THE STATUTES THAT ESTABLISH AND GIVE DIRECTION TO PROGRAMS FOR JUVENILES. THERE IS A SEPARATE DELIVERY SYSTEM FOR JUVENILES.

FINDINGS:

The previous audit team found that there was no separate delivery system for juveniles as required by standard. However, they were housed in a manner that separated them from adult inmates while they were sleeping, showering and using toilet facilities.

A Plan of Action was submitted to draft a policy that specifically described the delivery of services for Juvenile Offenders.

The Plan of Action was supported by the audit team and was approved by the Commission. Subsequently, policy was drafted and put in place by ADC, Central Office which meets the intent of this standard.

STANDARD# 2-CO-4B-06

WRITTEN AGENCY POLICY PROVIDES THAT THERE ARE, OR THE AGENCY CAN DOCUMENT EFFORTS TO PROVIDE, SEPARATE DETENTION FACILITIES FOR JUVENILES. WHERE ADULT FACILITIES MUST BE USED, JUVENILES ARE SEPARATED BY SIGHT AND SOUND FROM ADULT OFFENDERS AND SUPERVISED BY STAFF TRAINED TO WORK WITH JUVENILES.

FINDINGS:

The previous audit team found that juveniles, by Arkansas statute, may be housed at adult facilities beginning at age 16, and that they were separated from adult inmates while sleeping, showering and using toilet facilities.

However, ADC's standard operating procedures allowed for these individuals to gain access to some programs and services by mixing with adult inmates. This policy and practice does not meet this standard.

A Waiver was requested, but not supported by the audit team. However it was approved by the Commission.

The team reviewed the status of standards previously found non-compliant, for which a waiver was not granted, and found the following:

None, waivers were approved for both non-compliant standards.

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

Two inmates were assigned to janitorial duties. Both were glad to have the opportunity to work away from their housing facility.

2. Staff Interviews

A total of 48 staff members were interviewed. Overall, the staff had only positive comments regarding their employment with ADC and with the other staff they work with.

H. Exit Discussion

The exit interview was held at 11:00 am in the conference room with the Director Dexter Payne and 26 staff in attendance.

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.

AMERICAN CORRECTIONAL ASSOCIATION
AND THE
COMMISSION ON ACCREDITATION FOR CORRECTIONS

COMPLIANCE TALLY

Manual Type	Administration of Correctional Agencies, 2 nd edition	
Supplement	2016 Standards Supplement	
Facility/Program	Arkansas Department of Corrections Central Office/Administration East Annex	
Audit Dates	October 6-7, 2020	
Auditor(s)	Ken Valentine, Chair; Theresa Grenier, Member	
	MANDATORY	NON-MANDATORY
Number of Standards in Manual	2	137
Number Not Applicable	0	1
Number Applicable	2	136
Number Non-Compliance	0	1
Number in Compliance	2	135
Percentage (%) of Compliance	100%	99.26
<ul style="list-style-type: none"> ● Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable ● Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance ● Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance 		

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Visiting Committee Findings

Non-Mandatory Standards

Non-Compliance

Standard # 2-CO-4B-06

WRITTEN AGENCY POLICY PROVIDES THAT THERE ARE, OR THE AGENCY CAN DOCUMENT EFFORTS TO PROVIDE, SEPARATE DETENTION FACILITIES FOR JUVENILES. WHERE ADULT FACILITIES MUST BE USED, JUVENILES ARE SEPARATED BY SIGHT AND SOUND FROM ADULT OFFENDERS AND SUPERVISED BY STAFF TRAINED TO WORK WITH JUVENILES.

FINDINGS:

The audit team found that juveniles, by Arkansas statute, may be housed at adult facilities beginning at age 16, and by policy they are to be separated from adult inmates while sleeping, showering and using toilet facilities. However, ADC's standard operating procedures allows for juveniles to gain access to some programs and services by mixing with adult inmates. This policy and practice does not meet this standard.

FACILITY RESPONSE:

Plan of Action

The current ARDOC Policy on Youthful Inmates contradicts this standard. It states that direct staff supervision must be provided when youthful inmates have sight, sound, or physical contact with adult inmates.

Task

- a. Re-evaluate the Youthful Inmates Policy

Responsible Agency

- a. Arkansas Department of Correction, Central Office

Assigned Staff

- a. Central Office Policy Committee
- b. Dexter Payne, Director

Anticipated Completion Date

- a. December 1, 2020

Auditors Response:

The Audit team supports this plan of action.

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Visiting Committee Findings

Non-Mandatory Standards

Not Applicable

Standard # 2-CO-1A-03

PRIVATE CORRECTIONAL AGENCIES HAVE A CONSTITUTION OR ARTICLES OF INCORPORATION THAT MEET ALL OF THE LEGAL REQUIREMENTS OF THE GOVERNMENTAL JURISDICTION IN WHICH THE AGENCY IS LOCATED.

FINDINGS:

The Arkansas Department of Corrections is not a private correctional agency.