

**COMMISSION ON ACCREDITATION FOR CORRECTIONS**

**STANDARDS COMPLIANCE REACCREDITATION AUDIT**

Arkansas Department of Corrections (ADC)  
Northwest Arkansas Work Release Center  
Springdale, Arkansas

April 2, 2019 - April 3, 2019

**VISITING COMMITTEE MEMBERS**

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## **A. Introduction**

The audit of the Arkansas Department of Corrections (ADC), Northwest Arkansas Work Release Center, in Springdale, Arkansas was conducted on April 2 - 3, 2019 by the following team: Robbin Bell, Chairperson and Carolyn Lewis, Team Member.

## **B. Facility Demographics**

Rated Capacity: 100

Actual Population: 100

Average Daily Population for the last 12 months: 100

Average Length of Stay: 24 Months

Security/Custody Level: Minimum

Age Range of Offenders: 19-62

Gender: Male

Full-Time Staff: 27

Administrative - 3, Security - 24,

Contract Staff: 10

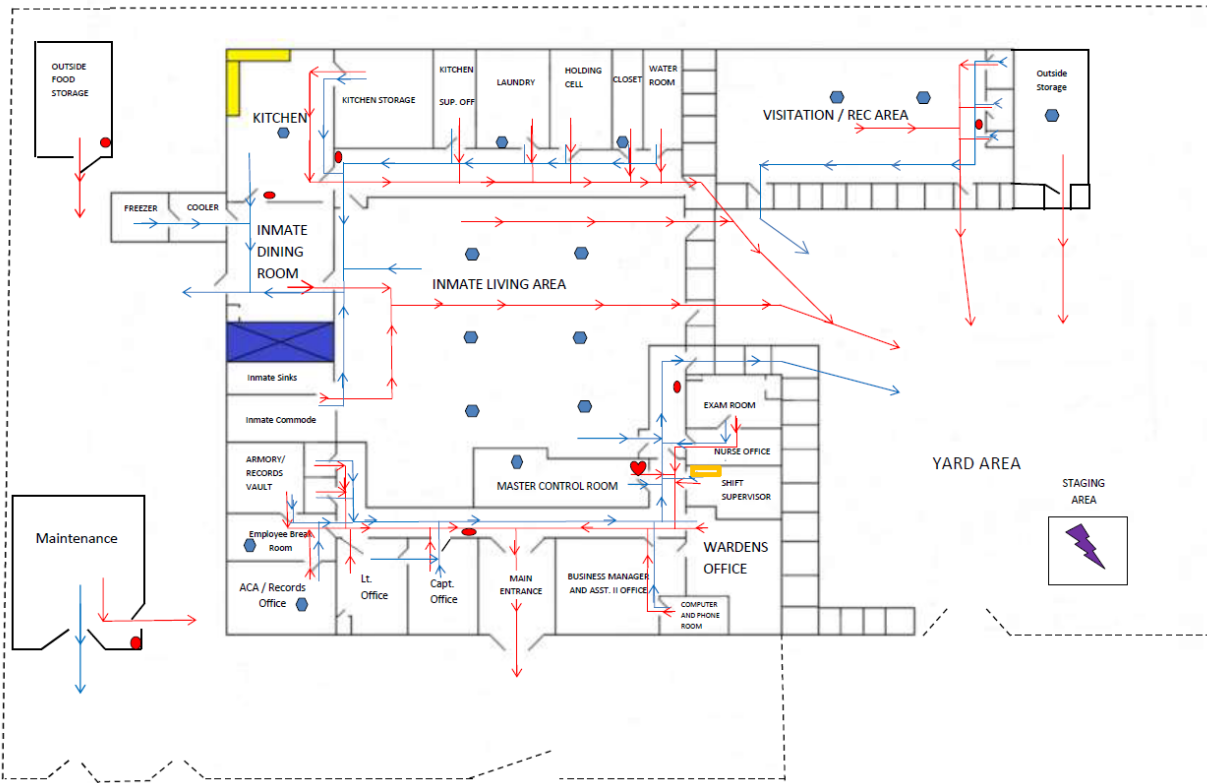
Medical - 3, Program - 7

## **C. Facility Description AND Program Description**

The Northwest Arkansas Work Release Center (NWAARC) is a minimum security facility located at 600 West Sunset Avenue in Springdale Arkansas. The main building, originally constructed as the National Guard Armory, is of a single story brick structure. Two additional buildings are also located on facility grounds used for maintenance and facility storage. Totally remodeled, the facility has 3 points of egress. The main Administrative entrance, which services all visitors and contractors, the side entrance, which serves as the staff entrance, and an additional side entrance which serves as the inmate entrance. All points of egress are secured and closely monitored via camera viewing by the Control Center staff. The Control Center is centrally located inside the front door of the Administrative entrance and is manned 24/7. All contractors and visitors entering into the front Administrative entrance must sign in and out. The side entrance accessing inmate entrance consists of prisoner personal pat down searches and personal property searches conducted by staff.

NWAARC maintains 32 cameras that are monitored from 3 separate locations simultaneously. The back side of the control center faces an open bay dormitory styled housing unit where the inmates reside. There is a large bathroom on the side of the housing unit that has 5 toilets, 4 urinals, 7 wash basins, and 12 showers. There are 2 additional detached metal buildings, one which serves as a maintenance shed and one which serves as a large outside food storage unit.

While this is mainly a work release center for inmates returning to the community, local providers and counselors assist with voluntary group counseling sessions.



## D. Pre-Audit Meeting

The team met on Monday, April 2, 2019 in Springdale to discuss the information provided by the Association staff and the officials from Northwest Arkansas Work Release Center.

The chairperson divided standards into the following groups:

Standards #ACRS 1A-01 to ACRS 5A-15 - Robbin Bell, Chairperson

Standards #ACRS 5A-16 to ACRS 7F-10 - Carolyn Lewis, Team 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 Jason Nichols Center Supervisor. The team expressed the appreciation of the Association for the opportunity to be involved with Northwest Arkansas Work Release Center in their accreditation process.

Sandra Kennedy escorted the team to the visitor's center where the formal entry meeting was held.

The following persons were in attendance:

Jason Nichols, Center Supervisor  
Dexter Payne, Deputy Director  
Sandra Kennedy, State Accreditation Coordinator  
Stephen Simmons, Captain  
Donald Reed, Lieutenant  
Gregory Hedrick, Corporal/Trainer  
John Springston - Corporal/Chemicals  
Jacob McDade, Corporal/Keys  
Bryan Steakley, Corporal/Tools  
Joanna Humphrey - Records Staff  
Tricia Perez, Human Resource Mgr. /Mailroom staff  
Shawn Arrington, Sgt (EPC)  
Rebecca Boese (PREA)  
Sandra Stratton RN, Health Services Administrator  
Laurie Kelle LPN  
Rebekah Davis Regional Manager Correct Care Solutions  
Yolanda Smith Unit Accreditation Specialist

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 entire facility from 8:40am to 9:47a.m. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

Stephen Simmons, Captain  
Dexter Payne Deputy Director  
Jason Nichols Center Supervisor  
Stephen Simmons, Captain  
Donald Reed, Lieutenant  
Sandra Kennedy, State Accreditation Manager

ACA notification signs were observed posted strategically throughout the facility.

### 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:**

Northwest Arkansas Work Release Center (NWAARC)'s perimeter is surrounded by a 4' wrought iron scenic fence with an encased rolling gate for authorized vehicle parking. There are 4 oversized halogen light fixtures adjacent to each side of the facility which provides adequate lighting during hours of darkness.

NWAARC has three points of egress into the facility. The front entrance of the Administrative Building serves as the facilities main entrance for visitors and contractors. The side entrance of the Administrative building serves as the staff and vehicle/truck delivery entrance. There is an additional side entrance adjacent to the back section of the building which serves as the entrance for NWAARC inmates entering and exiting the facility. There are 3 vans and 1 vehicle assigned to NWAARC for transportation purposes.

There are 32 cameras (17 interior/15 exterior) located throughout the facility. These cameras provide 24/7 security coverage and are monitored by way of three separate locations within the facility, the Central Control room, the Lieutenant's office and the Center Supervisor's office. Visitors and contractors seeking access to the Administrative building's front entrance must push a button and once inside sign into the Visitors logbook to request authorized entrance. NWAARC inmates gain access to enter and exit the facility through a side entrance that is monitored and controlled by assigned Correctional officers. Inmate sign/out processing are conducted with the concluding pat and personal property searches are conducted on each inmate. All Correctional officers wear uniforms and carry hand held radios. Officers who transport inmates to and from work maintain contact with radios in the vehicles. Hand held metal detector is used to screen on all entrants entering into the facility. Identification is checked on everyone entering the building.

NWAARC has a small armory that is secured and in order. Only designated staff have access to this area. Weapons and ammunition, restraints, and equipment were found properly inventoried. Chemical agents were also found in order and properly inventoried. All corresponding SDS sheets were in order and easily accessible. Key and tool control is monitored appropriately. Keys are logged in and out by way of the "chit" coded key rings system. Master keys are accessed to appropriate staff only. Tools were found properly inventoried, labeled and stored in secured location. Inmate head counts are performed three times on each shift. Unofficial headcounts are also conducted throughout the day.

Post orders were reviewed by the audit team and were found to be clear, concise and in order. Security staff include: 1- Captain, 1- Lieutenant, 4- Sergeants, and 17- Correctional Officers.

## **Environmental Conditions:**

The facility is well maintained, and temperature were within the comfort levels. Hot and cold running water temperatures were appropriate. Sound and lighting

levels exceeded the standard requirements. The ratio of showers, washbasins and toilets to inmates are in compliance with state statutes and ACA standard guidelines.

The facility was not crowded. The open bay dormitory style design limits privacy however each inmate has a space for their personal items and clothing. The furniture in the living area was clean and comfortable. The facility has a preventative maintenance program that is ongoing. In the event the facility loses power a fully serviced emergency generator is in place.

### **Sanitation:**

The sanitation and hygiene level throughout the facility was well maintained. Daily and weekly sanitation inspections are conducted by unit staff. Housekeeping plans were reviewed and the audit team observed inmates cleaning in various areas of the facility. The Inmate bathroom and shower areas were clean. Inmates were found to be clean, beds were made, property stored, and shoes properly placed. Housing unit furnishings were found to be clean and in good order.

NWAWRC uses cleaning supplies provided by prison industries that are diluted on site and used by inmates when cleaning. All cleaning supplies are maintained in the Central Control Storage room. Chemical inventories, Safety Data Sheets and safety equipment (goggles and gloves) were found to be organized, properly stored, and inventoried. Eyewash stations were found operational and strategically located throughout the facility.

Institutional grounds were well maintained and groomed with no evidence of dumping or improper material disposal. A contract is in place for monthly pest control and bio-hazard waste services. The facility has a maintenance plan that is ongoing.

### **Fire Safety:**

NWAWRC's Fire Safety Officer has the overall responsibility in this area. NWAWRC's Fire Safety Officer has served over 30 years in the field of Fire Safety. The main building is equipped with a centralized sprinkler system. Additional fire safety equipment throughout the facility consist of audible/strobe indicators, 4 manual pull stations, 10 fire extinguishers, and smoke detectors strategically located throughout facility. The Enunciator/Alarm control panel is located in the Central Control office.

The Springdale Fire Department is located approximately 3/4 miles from the facility with an emergency response of 2 minutes. Facility fire evacuation routes are clearly and strategically posted. Fire safety plans and evacuation drills are properly conducted and reviewed by fire safety authorities. The facility conducts a minimum of 4 drills per shift per quarter. All staff were knowledgeable and familiar with the proper procedures for fire drills and evacuation routes. Means of egress were properly identified and unobstructed. The kitchen has appropriately

maintained and inspected fire suppression system. The date of the last Fire/Safety inspection conducted by the State Fire Inspector was July 2018.

All flammable materials are stored in a flammable locker in the maintenance shed which is a separate building from where inmates are housed. Flammables/hazardous materials were found inventoried and properly accounted for. Safety Data Sheets and proper protective equipment were available and utilized by responsible staff and offenders. Cleaning agents issued to housing units and other facility areas are properly diluted to levels use by both staff and inmates. Eyewash stations were present at appropriate locations and found to be in good working order. First aid kits and AED's were strategically located throughout the facility.

### **Food Service:**

NWAWRC's food service department operates under the supervision of the one Food Service Supervisor, three food service workers. Four to six inmates are assigned to work in the food service area. All inmates working in the food service area receive medical clearance and are provided hands on safety training. All food service staff are certified in ServSafe procedures.

NWAWRC provides inmates 3 hot meals per day. NWAWRC's daily cost of an inmate meal per day is \$2.00. A certified dietitian reviews and approves the Master Menu system. Both general and special diet menus have a four week rotating cycle. Therapeutic and religious diets are provided upon request and administrative approval. Seating in the dining hall is designed for a maximum of 24 inmates per seating period.

Sanitation throughout the food service area was good. All meals were prepared in a secured environment. Cleaning supplies were found to be organized, properly stored, and inventoried. Kitchen tools and equipment were well maintained. Tools are shadow boarded and signed out to the workers using the chit system. Restroom facilities for both inmates and staff were in close proximity to all workstations. Hood suppression inspections are conducted every 6 months. The last hood suppression inspection was conducted 3/26/2019.

### **Medical Care:**

Medical care for inmates is provided by Wellpath. Medical staffing consists of: 1 part time Physician, 2 Licensed Practical Nurse, 1 Lab Tech, 1 Registered Nurse, and 1 clerical staff. There is a physician present in the facility 2 days per week. There is a nurse present in the facility Monday thru Thursday from 7:00am to 9:00pm and on Friday from 7:00am to 3:30pm. These assignments hours also include 24/7 on call status.

The medical area is in a multi-service building. There is 1 exam room that is shared in the same space as the facility lab. Although very close in proximity, this area has the ability to be closed off enabling privacy for inmates during encounters. The area was clean, well-lit, and well equipped.

There are two sick calls daily one morning and one evening. For sick call services, an inmate will initiate the encounter by completing a sick call request form via correspondence or “kiosk” located in the visiting area. The paper correspondence are placed in a secure box located outside of the medical area and are picked up daily by the nurse. The forms are triaged and the inmate is usually seen the very next day. Inmate interviews confirmed that medical requests are processed promptly within a 24 hour period. A co-pay of \$3.00 is assessed for inmate-initiated requests.

Medications are dispensed to the inmates on medication cards that they keep on their person and are checked periodically for accuracy.

Upon arrival medical staff provide orientation and screening. At the time of this audit the facility had no insulate dependent inmates. There are approximately 32 chronic care inmates currently enrolled at this facility. NAWARC also serves as a satellite chronic care clinic for NAWARC and county jail inmates. These inmates are seen every 3-6 months. Inmates housed at the county jail are transported to NAWARC for services during routine chronic care hours.

There are no onsite dental services provided at NAWARC. Inmates needing service are temporarily transported to the offsite correctional dental clinic - North Central Unit. There are no mental health services provided at this facility. Inmates requiring services are transferred to an appropriate facility. NAWARC 's laboratory technician obtains lab specimens on a monthly basis. Results are sent to the facility electronically as well as faxed. Abnormal results are called immediately to the physician.

All staff are trained in first aid, CPR, and in using the AED's. There is one AED located in the control room. There are 6 first aid kits strategically located throughout the facility. Medical staff are responsible for the proper inventory of all first aid kits. All were checked and found to be in properly stocked and in order. Medical sharps, tools, and equipment were found to be properly labeled, inventoried and accounted for.

Staff were questioned in emergency responses and all were very aware of their role in emergency situations. Drills are conducted regularly on all shifts in accordance with local procedures.

Northwest Medical Center of Springdale is utilized for hospitalization of inmates as well as non-life threatening medical emergencies not able to be handled at the facility. It is approximately 2 blocks away from the facility.



Quality Assurance Team audits are conducted on a monthly basis. Goals and objectives are reviewed and addressed as directed.

**Recreation:**

NWAWRC has an indoor leisure recreational area located in the facility visiting center. Indoor recreation consist of a TV area with adjacent tables and chairs, a small library station, and board/card games. The facilities outdoor recreation area is located in the rear of the facility. The outdoor recreational activities consist of: a small basketball hoop, a small walking track, and a stationed bench press/weight system. NWAWRC inmates are now afforded the opportunity to have family members purchase small “tablets” for personal movie viewing and/or MP3 playing.

**Religious Programming:**

Two volunteer chaplains assist in providing religious programming at NWAWRC. The volunteer chaplains provide in-house non-denominational services to the inmates on Sunday evenings. The chaplains also provide religious counseling and pastoral care throughout the week or as needed. All services are held in the visitor’s center. Inmates are not permitted to attend service in the local community while they are in the facility.

**Offender Work Programs:**

NWAWRC operates primarily as a work release center. At the time of this audit 84 of the 100 inmates in-facility were employed. When the inmates first arrive at the facility they are assigned inmate maintenance positions working to fulfill the agreement with the city in several local agencies such as: the city parks, the airport, the Springdale Police Department and City Hall.

This process allows the staff to assess the inmates work performance to better assist them in placing them with the proper employer. On the first date of this audit there were 16 of these porter positions assigned throughout the city. In addition, there are a total of seven private companies that currently work in collaboration with NWAWRC employing inmates housed at the facility. The salary of the inmates begins at a minimum of \$10.00 an hour. Most of the inmates make considerably more. Inmate workers are also provided the opportunity to work overtime, when available.

**Academic and Vocational Education:**

NWAWRC provides no full time education staff in the facility however there are two part time volunteer teachers who assist twice a week, teaching GED classes and basic and Basic Life Skill courses. Inmates may also attend vocational classes if requested by their employers. Some inmates have the opportunity and are working toward business certifications.

**Social Services:**

Although, NAWARC has no full time case managers assigned to the facility the Correctional officer's act as mentors and assist inmates in establishing goals during the intake process. Local area volunteers also assist in providing various group counseling sessions twice weekly in the areas of: Basic Life Skills, Alcohol Anonymous, Narcotics Anonymous, Celebrating Recovery, Healthy Relationships and Pathway to Freedom.

### **Visitation:**

NAWARC provides visitation twice a week. Visitation is permitted on both Saturday and Sundays in the visitation center from 12:00 p.m. to 4:00 p.m. Visitors must receive prior approval. Onsite visitation is conducted in the visitor's center and is closely monitored by Correctional Officers. There are 4 vending machines available for visitors use. NAWARC does not provide outdoor visitation, nor are visitor lockers available. Visitors are notified to lock all personal items in their personal vehicles. The facility does not provide a children's play area. NAWARC does provide online "Video Visitation". These visits are also conducted in the visitor's center. Inmate interviews provided favorable comments regarding the newly established video visitation process.

Attorney and Special visits are provided upon prior request and approval. Once an inmate been employed in a paid position for 90 days they become eligible for weekend furloughs that begin at 10:00am on Saturday mornings and end at 5:00pm on Sunday evenings. During this time random checks are performed and the inmate must call the facility at 7:00pm on Saturday evening.

Inmates are not permitted cell phones on facility grounds. Inmate pay phones are located on grounds and are available during regularly scheduled times. A telecommunication device for the deaf (TDD/TYY)" machine is available for use on the facility grounds, if needed.

### **Library Services:**

NAWARC maintains a small library in the visitors center for inmates use. Inmates may also request to use the public library which is only one mile from the facility. Authorized "tablets" (Lexus Nexus access) are available upon request for inmates needing law library assistance.

### **Laundry**

There are minimal laundry services provided at NAWARC. There is only one washer and one dryer that services the entire facility. Inmate linen, and blankets are the only items laundered at the facility. All detergents and cleaning supplies provided at the facility automatically fed into the machines. Inmates are transported to a local laundromat which is three miles away to launder their personal items. The facility laundry dates are Friday, Saturday, and Sundays. A Correctional officer supervises the inmates at the laundromat. Provisions are made for indigent inmates.

There is an approved plan to build an onsite laundry and commissary.

### **Other programs Impacting Quality of Life**

Northwest Arkansas Work Release Center provides an Advisory Board that is comprised of all males and does not appear to be as diverse and representative of the facility. Recommendations were provided to consider diversifying board members to better reflect the representation of the facility.

## **F. Examination of Records**

Following the facility tour, the team proceeded to the Break 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.

### 1. Litigation

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

### 2. Significant Incidents/Outcome Measures

The Significant Incident Summary and the Healthcare Outcome Measures were reviewed for the 3 years with the Healthcare Administrative Team. Overall, the Significant Incident Summary represented no concerns regarding activities or management of NAWARC. A review of the Healthcare Outcome Measures finds no evidence of significant incidents in both nature and frequency. There have been no incidents of unauthorized offender absences from the facility within the past 24 months. There was one grievance (disciplinary) filed during this audit reporting period. There was one reported food service violation citation noted during the 2018/2019 audit period that has since been corrected. Documentation appears to be consistent with a facility of this size and nature. Further review finds no additional issues of concern as noted in this report.

### 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>
Control Center/Armory	Stephen Simmons, Captain
Housing Unit/Holding Area.	Shawn Arrington, Sergeant
Maintenance/Visitation -Recreation Area.	
Food Service	Jerry Bowman, Food Service Supvsr

#### 4. Shifts

##### a. Day Shift (5:45am - 5:45pm)

The team was present at the facility during the first day of the audit from 8:00am to 6:00pm, and on the second day of the audit from 8:00am to 12 noon. During this time frame the audit team conducted the initial audit tour, reviewed the accreditation files, conducted both staff and inmate interviews, and conducted the closing session meeting. During this time period the audit team observed medication lines, food service operations, as well as inmate workers cleaning in various areas throughout the facility. Also during this time frame one audit team member accompanied security staff on an offsite work assignment check. Former inmates as well as current NAWARC inmates were observed working.

During the first day the audit team tested a sample of the inmate meal tray. The meal was tasty, the appearance was good, warm, and the tray content meet all nutritional requirements.

##### b. Night Shift (5:45pm - 5:45am)

The team was present at the facility during the first day of the audit from 6:00pm to 7:40pm. During this time frame the audit team revisited a number of areas previously toured. The audit team conducted staff interviews and observed the processing of inmate workers returning and departing to work assignments. The audit team also observed inmates recreating during indoor and outdoor leisure time

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

The facility had no non-compliant standards during the previous audit conducted in 2016.

### **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 audit team interviewed 27 inmates with no major concerns noted. The inmates had no negative comments about food service or the quality of the food. There were no complaints about staff treatment or fairness. Inmates stated they feel safe at this facility. A positive and respectful attitude among the inmates and staff was

observed throughout the facility. Inmates stated they do have regular access to supervisory staff, and in instances during times of crisis, they are able to discuss and address concerns confidentially. Inmates interviewed state they do participate in routine fire drills and voiced positive comments regarding access to medical care. Inmates stated that medical issues are taken care of in a timely manner.

## 2. Staff Interviews

The audit team interviewed 20 staff during the course of this audit. All staff members were friendly and knowledgeable of their job duties. Morale was very high. Staff stated they feel safe working at this facility. Staff acknowledged receiving 40 hours of annual training and were versed in fire safety and suicide prevention protocols. Most staff state they are provided the opportunity to work towards advancement. Staff state that they receive adequate training to perform their required duties. Staff state that they have access to supervisory staff on a regular basis.

## H. Exit Discussion

The exit interview was held at 12:00 p.m. in the visitor center with Jason Nichols Center Supervisor and 17 staff in attendance.

The following persons were also in attendance:

Rory Griffin, Deputy Director of Health Services  
Shelley Byers, Medical Program Administrator  
Sandra Kennedy, Internal Auditor, Agency Accreditation Manager  
Rebekah Davis, Regional Manager - Wellpath  
Sandra Stratton, RN-Health Services Administrator

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 the audit team 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 Services 4 <sup>th</sup> Edition	
<b>Supplement</b>	2016 Standards Supplement	
<b>Facility/Program</b>	Northwest Arkansas Work Release Center	
<b>Audit Dates</b>	April 2, 2019 - April 3, 2019	
<b>Auditor(s)</b>	Robbin Bell, Chairperson, Carolyn Lewis, Team Member	
	<b>MANDATORY</b>	<b>NON-MANDATORY</b>
Number of Standards in Manual	32	218
Number Not Applicable	1	20
Number Applicable	31	198
Number Non-Compliance	0	0
Number in Compliance	31	198
Percentage (%) of Compliance	100%	100%
<p>! Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable</p> <p>! Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance</p> <p>! Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance</p>		

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Arkansas Department of Corrections (ADC)  
Northwest Arkansas Work Release Center  
Springdale, Arkansas

April 2, 2019 - April 3, 2019

Visiting Committee Findings

Non Mandatory Standards

Non-Compliance

Northwest Arkansas Work Release Center had no standards that were found non-compliant during this reporting period.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Arkansas Department of Corrections (ADC)  
Northwest Arkansas Work Release Center  
Springdale, Arkansas

April 2, 2019 - April 3, 2019

Visiting Committee Findings

Mandatory Standards

Not Applicable

**Standard #4-ACRS-4C-06**

MEDICAL, DENTAL AND MENTAL HEALTH SCREENING IS PERFORMED BY HEALTH-TRAINED OR QUALIFIED HEALTH-CARE PERSONNEL ON ALL OFFENDERS UPON ARRIVAL AT THE FACILITY. THE SCREENING INCLUDES THE FOLLOWING:

INQUIRING INTO:

1. CURRENT ILLNESS AND HEALTH PROBLEMS, INCLUDING VENEREAL DISEASES AND OTHER INFECTIOUS DISEASES.
2. DENTAL PROBLEMS.
3. MENTAL HEALTH PROBLEMS, INCLUDING SUICIDE ATTEMPTS OR IDEATION.
4. USE OF ALCOHOL AND OTHER DRUGS, WHICH INCLUDES TYPES OF DRUGS USED, MODE OF USE, AMOUNTS USED, FREQUENCY OF USE, DATE OR TIME OF LAST USE, AND A HISTORY OF PROBLEMS THAT MAY HAVE OCCURRED AFTER CEASING USE (FOR EXAMPLE, CONVULSION).
5. OTHER HEALTH PROBLEMS DESIGNATED BY THE RESPONSIBLE PHYSICIAN

OBSERVATION OF:

1. BEHAVIOR, WHICH INCLUDES STATE OF CONSCIOUSNESS, MENTAL STATUS, APPEARANCE, CONDUCT, TREMOR, AND SWEATING
2. BODY DEFORMITIES, EASE OF MOVEMENT, AND SO FORTH
3. CONDITIONS OF SKIN, INCLUDING TRAUMA MARKINGS, BRUISES, LACERATIONS, JAUNDICE, RASHES AND INFESTATIONS, AND NEEDLE MARKS OR OTHER INDICATIONS OF DRUG ABUSE



**FINDINGS:**

Northwest Arkansas Work Release Center is not an "Intake" unit.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

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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 in the 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 in the 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:

Northwest Arkansas Work Release Center employees are not governed by civil service or unions.

**Standard #4-ACRS-2A-12**

ABSCONDERS ARE DETECTED AND PROMPTLY REPORTED. TIMELY NOTIFICATIONS IS MADE TO TH FACILITY WITH JURISDICTION OVER THE OFFENDER AND OTHERS AS APPROPRIATE.

FINDINGS:

Per ACA definition, “No offenders under the jurisdiction of absconders, probationers, parolees, or juvenile offenders are housed at this facility”.

**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:

This facility does not use 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:

This facility does not use an “electronic monitoring” program.

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

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

FINDINGS:

This facility does not use 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:

This facility does not use an “electronic monitoring” program

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

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

FINDINGS:

This facility does not use 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:

Northwest Arkansas Work Release Center (NAWRC) is not an “intake” unit, all inmates housed at NAWRC are transferred from within the Department of Corrections

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

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

FINDINGS:

Female inmates are not housed in the facility.

**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:

Female inmates are not housed in the facility.

**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-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-04-1**

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:

The facility is not a sole proprietorship.

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

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

FINDINGS:

The facility 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:

The facility is not a private agency.

**Standard#4-ACRS-7D-29**

WHERE A COMMISSARY OR CANTEEN IS OPERATED FOR OFFENDERS, CANTEEN FUNDS ARE AUDITED INDEPENDENTLY FOLLOWING STANDARD ACCOUNTING PROCEDURES. AN ANNUAL FINANCIAL STATUS REPORT IS AVAILABLE AS A PUBLIC DOCUMENT.

FINDINGS:

The facility does not operate a commissary.

## **Significant Incident Summary**





*\*May require reporting to ACA using the Critical Incident Report as soon as possible within the context of the incident itself.*

<b>ACRS Outcome Measure Worksheet</b> May 1, 2018 –March 2019				
Standard	Outcome Measure	Numerator/Denominator	Value	Calculated O.M.
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	99	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	99	0
	(4)	Number of sanitation or health code violations identified by external agencies in the past 12 months	1	
	divided by	Average daily offender population for the past 12 months	99	0.0101
1B	(1)	Number of accidents resulting in property damage in the past 12 months	0	
	divided by	Total number of miles driven in the past 12 months unless otherwise noted.	128,573	0
	(2)	Number of accidents resulting in injuries requiring medical treatment for any party in the past 12 months	0	
	divided by	Total number of miles driven in the past 12 months unless otherwise noted	128,573	0
	(3)	Amount (\$) of damage from vehicle accidents in the past 12 months	0	

	divided by	Total number of miles driven in the past 12 months unless otherwise noted.	128,573	0
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	99	0
	(2)	Number of injuries caused by forces external to the facility requiring medical attention that result from emergencies in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	0

	(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	99	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	99	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	99	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	99	0

	(8)	Number of hours that the 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	99	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	99	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	99	0
	(12)	Number of code violations cited in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	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	99	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	99	0
2A	(1)	Number of incidents in the past 12 months	31	
	divided by	Average daily offender population for the past 12 months	99	0.3131
	(2)	Number of physical injuries or emotional trauma requiring treatment as a result of the incidents in the past 12 months	17	
	divided by	Average daily offender population for the past 12 months	99	0.1717
	(3)	Number of unauthorized offender absences from the facility in the past 12 months	0	

	divided by	Average daily offender population for the past 12 months	99	0
	(4)	Number of times facility did not report offender absences to the responsible jurisdiction within the established time.	0	
	divided by	Number of unauthorized offender absences.	0	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	99	0
2B	(1)	Number of instances in which force was used in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	0
	(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	0	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	99	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	99	0
2C	(1)	Number of incidents involving contraband in the past 12 months	5	
	divided by	Average daily offender population for the past 12 months	99	0.0505
	(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	99	0

	(3)	Number of controlled substances found in the facility in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	0
2D	(1)	Number of incidents involving keys in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	0
	(2)	Number of incidents involving tools in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	0
3A	(1)	Number of rule violations in the past 12 months	105	
	divided by	Average daily offender population for the past 12 months	99	1.0606
	(2)	Number of offenders terminated from the facility due to rule violations in the past 12 months	16	
	divided by	Average daily offender population for the past 12 months	99	0.1616
4A	(1)	Number of documented offender illnesses attributed to food service operations in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	0
	(2)	Number of offender grievances about food service decided in favor of the offender for 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 services sanitation in the past 12 months	1	
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	99	0
	(2)	Number of offender suicides in the past months	0	
	divided by	Average daily offender population for the past 12 months	99	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	99	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	99	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	51	
	divided by	Number of offenders released in the past 12 months	78	0.6538
	(2)	Number of offenders who move into permanent housing upon release in the past 12 months	15	
	divided by	Number of offenders released in the past 12 months	78	0.1923
	(3)	Number of offender substance abuse tests for which the results were positive in the past 12 months	4	
	divided by	Number of tests administered in the past 12 months	556	0.0071
	(4)	Total number of offenders who successfully completed the program in the past 12 months	77	
	divided by	Number of offenders who left the program in the past 12 months	130	0.5923

	(5)	Number of offenders who showed improvement as measured by the objective assessment instrument prior to release in the past 12 months	77	
	divided by	Number of offenders released in the past 12 months	77	1
	(6)	Number of offenders who were arrested while in residence in the past 12 months	0	
	divided by	Average daily offender population for past 12 months	99	0
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	1(d)	
	divided by	Average daily offender population for the past 12 months	99	0.0101
	(2)	Number of offender grievances (See A through E above) decided in favor of offenders in the past 12 months	0	
	divided by	Total number of grievances filed in the past 12 months	1	0
	(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	99	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	99	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 past 12 months	99	0
	(4)	Number of grievances resolved in favor of offenders in the past 12 months	0	
	divided by	Total number of grievances filed in the past 12 months	1	0
6C	(1)	Number of disciplinary incidents resolved informally in the past 12 months	72	
	divided by	Average daily offender population for the past 12 months	99	0.7272
	(2)	Number of formal offender disciplinary decisions that were appealed in the past 12 months	7	
	divided by	Total number of disciplinary decisions made in the past 12 months	89	0.0786
	(3)	Number of appealed disciplinary decisions decided in favor of the offender in the past 12 months	1	
	divided by	Total number of disciplinary decisions made in the past 12 months	89	0.0112
	(4)	Number of grievances filed by offenders challenging disciplinary procedures in the past 12 months	0	
	divided by	Average daily offender population for the past 12 months	99	0
	(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	0	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	99	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	105	
	divided by	Average daily offender population for the past 12 months	99	1.0606



	(9)	Number of offenders terminated from the facility due to rule violations in the past 12 months	16	
	divided by	Average daily offender population for the past 12 months	99	0.1616
6D	(1)	Number of offenders released in the past 12 months who made regular payments toward their restitution obligations	4	
	divided by	Number of offenders who had restitution obligations in the past 12 months	10	0.4
	(2)	Number of offenders who satisfy their court cost/fine obligations in the past 12 months	16	
	divided by	Number of offenders who had court cost/fine obligations in the past 12 months	84	0.1904
	(3)	Total amount of restitution paid by offenders in the past 12 months	1,025	
	divided by	Average daily offender population for the past 12 months	99	10.3535
	(4)	Total number of hours of community service donated by offenders in the past 12 months.	18,000	
	divided by	Average daily offenders population for the past 12 months	99	181.8181
	(5)	Total number of offenders who participated in restitution in the past 12 months	4	
	divided by	Total number of offenders housed in the past 12 months	264	0.0151
	(6)	Total number of offenders who participated in community service work in the past 12 months	35	
	divided by	Total number of offenders housed in the past 12 months	264	0.1325
	(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	264	0
	(8)	Total amount of restitution paid by offenders in the past 12 months	1,025	
	divided by	Total number of offenders housed in the past 12 months	264	3.8825

	(9)	Total number of hours delivered by offenders who participated in community service work in the past 12 months	18,000	
	divided by	Total number of offenders housed in the past 12 months	264	68.1818
7A	<b>None</b>	<b>None</b>		
7B	(1)	Total number of years of staff members' education as of the end of the last calendar year	591	
	divided by	Number of staff at the end of the last calendar year	28	21.1071
	(2)	Number of staff who left employment for any reason in the past 12 months	7	
	divided by	Number of full-time equivalent staff positions in the past 12 months	30	0.2333
	(3)	Total number of credit hours in courses relevant to their facility responsibilities earned by staff participating in higher education in the past 12 months	15	
	divided by	Number of full-time equivalent staff positions in the past 12 months	30	0.5
	(4)	Number of professional development events attended by staff in the past 12 months	16	
	divided by	Number of full-time equivalent staff positions in the past 12 months	30	0.5333
7C	(1)	Number of incidents in which staff were found to have acted in violation of facility policy in the past 12 months	0	
	divided by	Number of full-time equivalent staff positions in the past 12 months	30	0
	(2)	Number of staff terminated for conduct violations in the past 12 months	0	
	divided by	Number of full-time equivalent staff positions in the past 12 months	30	0
	(3)	Number of offender grievances attributed to improper staff conduct which were upheld in the past 12 months	0	
	divided by	Number of offender grievances alleging improper staff conduct filed in the past 12 months	0	0
	(4)	Number of offender grievances attributed to improper staff conduct which were upheld in the past 12 months	0	

	divided by	Average daily offender population for the past 12 months	99	0
	(5)	Where staff are tested, the number of staff substance abuse tests failed in the past 12 months	0	
	divided by	Number of staff substance abuse tests administered in the past 12 months	43	0
7D	(1)	Net amount of budget shortfalls or surplus at the end of the last fiscal year(budget less expenditures)	0	
	divided by	Budget for the past 12 months	660,250	0
	(2)	Number of material audit findings by an independent financial auditor at the conclusion of the last audit	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 past 12 months	99	0
	(4)	Number of offenders 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.	5	
	divided by	Number of objectives for the past 12 months	6	0.8333
	(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	0.0333
	(2)	Number of staff grievances decided in favor of staff in the past 12 months	0	
	divided by	Total number of staff grievance in the past 12 months	1	0
	(3)	Total number of years of staff members' experience in the field as of the end of last calendar year	183	

	divided by	Number of staff at the end of the last calendar year (e.g., average number of years' experience)	28	6.5357
	(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	197.75	
	divided by	Average daily offender population for past 12 months	99	1.9974
	(2)	Total number of individual community members who provided voluntary service in the past 12 months	8	
	divided by	Average daily offender population for past 12 months	99	0.0808
	(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 past 12 months	99	0
	(4)	Total number of positive statements made by media regarding the facility in the past 12 months	0	
	divided by	Average daily offender population for past 12 months	99	0
	(5)	Total number of complaints from the community in the past 12 months	0	
	divided by	Average daily offender population for past 12 months	99	0
	(6)	Total number of hours of community service work delivered by offenders in the past 12 months	18,000	
	divided by	Average daily offender population for the past 12 months	99	181.8181