

COMMISSION ON ACCREDITATION FOR CORRECTIONS
STANDARDS COMPLIANCE REACCREDITATION AUDIT

Arkansas Department of Correction
Arkansas Correctional Industries
Pine Bluff, AR

April 12 – 13, 2022

VISITING COMMITTEE MEMBERS

Michael A. Radon, Chairperson

Antony D’Cunha
ACA Auditor

Introduction

The audit of the Arkansas Correctional Industries, Pine Bluff, Arkansas was conducted on April 12 -13, 2022 by the following team: Michael Radon, Chairperson; Antony D’Cunha, Member.

B. Facility Demographics

| | |
|-------------------------|---------------------|
| Total Inmates Employed: | 285 |
| Security/Custody Level: | Medium |
| Gender: | Male 260, Female 25 |
| Full-Time Staff: | 40 |
| Administrative staff: | 8 |
| Program staff: | 28 |
| Other staff: | 4 (Salesmen) |

C. Facility Description

The Arkansas Correctional Industries (ACI) administrative office is located at 6841 W. 13th Street, Pine Bluff, Arkansas and is a self-supporting division of the Arkansas Department of Correction and is approximately forty-five miles from the Little Rock Airport. ACI employees 285 inmates, both male and female, and maintains 8 different industrial divisions. These divisions include printing, vinyl bindery/signs, metal fabrication, furniture manufacturing and refurbishing, sewing, toilet paper, janitorial supplies, and coffee and tea. Each program is run independently by the program specific manager and assisting staff. A brief description of the 8 divisions is as follows:

Graphic Arts-Wrightsville Unit Wrightsville, Arkansas

The Graphic Arts unit offers full-service printing and engraving. The printing department offers business cards, brochures, magazines, booklets, posters, pocket folders and more. The engraving department offers wall signs, name badges, and custom plaques and trophies.

Bus Factory-Tucker Unit Tucker, Arkansas

The Tucker Unit at any given time runs 9 different departments within this program. These include painting, welding/metal fabrication, reupholsters, vehicle restoration, wall padding and printing.

Garment-Cummins Unit Grady, Arkansas

Garment unit is responsible for making all the Arkansas Department of Corrections offender clothing, t-shirts, hats, linens, and mattresses.

The garment unit is not limited to making inmate clothing, they also make bags, flags, and polo and golf shirts which they are able to custom embroider.

Furniture-Wrightsville Unit

Wrightsville, Arkansas

The furniture unit builds quality office furniture, dormitory furniture, panel systems and has a school product line as well. The furniture unit is able to customize any product to any space required.

Vinyl Bindery-Cummins Unit

Grady, Arkansas

The Vinyl Bindery unit produces binders, conference folders, pocket memo pads, portfolios, mouse pads, bumper stickers, license plates, and street signs. This unit stands alone to complete all items with the following departments: Administrative, dark room, heat seal, screen print room, stock room, wash out, tool room, shipping/receiving and janitorial.

Janitorial-Delta Regional Unit

Dermontt, Arkansas

The Janitorial Unit is a factory that produces cleaning products. The products are as follows: Detergent, bleach, dry starch, laundry sour, laundry pre-wash, floor stripper and floor finish, hand dish soap, dry dishwasher detergent, delimer, and oven cleaner. This unit purchases concentrates for window cleaners, all-purpose cleaners, degreasers which they mix and package for resale.

Toilet Paper-Wrightsville Warehouse

Wrightsville, Arkansas

The Toilet Paper Warehouse packages and distributes coreless toilet paper to all of Arkansas Department of Corrections jails and county sheriff's offices.

Coffee and Tea-Grimes Unit

Newport, Arkansas

The Grimes Unit purchases coffee and tea grinds from Westrock Coffee, they package and deliver out of Newport.

The mission of Arkansas correctional Industries is to train and educate inmates in marketable skills through various programs, enabling them to produce quality goods, products, and services.

D. Pre-Audit Meeting

The audit team met on Tuesday, April 12, 2022, in the facility conference room. The information provided by the Association staff and the officials from Arkansas Correctional Industries was reviewed.

The chairperson divided standards into the following groups:

| | |
|-----------------------|----------------------------|
| Standard#1A-1 to 5A-8 | Michael Radon, Chairperson |
| Standard#6A-1 to 6G-2 | Antony D’Cunha, Member |

E. The Audit Process

1. Transportation

Shelley Lawrence, Accreditation Manager escorted the audit team to and from the facility.

2. Entrance Interview

The audit team met in the Correctional Industries conference room. The team expressed the appreciation of the Association for the opportunity to be involved with continuous improvement through the accreditation process.

The following persons were in attendance:

| <u>Name</u> | <u>Title</u> |
|------------------|--------------------------------------|
| Michael Radon | ACA Chairperson |
| Antony D’Cunha | Member |
| Solomon Graves | Secretary, Dept. of Corrections |
| Dexter Payne | Director, Division of Corrections |
| William Straughn | Deputy Director, Institutions |
| Richard Cooper | Asst. Dir., Construction/Main. & ACI |
| Bill Hartwick | Asst. Administrator, ACI |
| Shelley Lawrence | Agency Accreditation Manager |
| Alice Miller | Inventory Control Manager, ACI |

3. Facility Tour

The ACA chairperson toured the Graphic Arts, Furniture and Warehouse of the Wrightsville Unit also the Delta Regional Unit on Tuesday, April 12, 2022 from 8:30 a.m. – 11:00 a.m. and the ACA member from 9:00 a. m. – noon.

The following toured with Chairperson, Michael Radon at the Furniture Division and Graphic Arts Division at the Wrightsville Unit and the ACI Warehouse.

| <u>Name</u> | <u>Title</u> |
|----------------|--|
| Richard Cooper | Asst. Dir., Construction/Maintenance and ACI |

The following toured with Member, Tony D’Cunha at the Janitorial Division at the Delta Unit.

| | |
|---------------|--------------------------|
| Bill Hartwick | Asst. Administrator, ACI |
|---------------|--------------------------|

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.

The following headings do not apply to a Correctional Industry Audit: Medical Care, Recreation, Religious Programming, Social Services, Visitation, Library Services and Laundry.

Security:

The audit team noted that security at all units was sustained by uninterrupted supervision through industry staff.

The team noted that tools and chemicals used in the industry units were accounted for, safely stored, and well documented.

Environmental Conditions:

The environmental conditions of the Wrightsville Unit, Wrightsville Warehouse and the Delta Regional Unit were found by the audit team to be organized, well-lit, and comfortable for the jobs performed by the inmates. The team noted that noise levels were acceptable within each area toured according to the jobs at hand.

Sanitation:

The audit team found that sanitation at Arkansas Correctional Industries (ACI) was excellent. All areas were organized, clean, and extremely well-maintained.

The team found the restrooms to be sanitized, and well stocked. Water temperature was found to be within standard for hand hygiene.

Fire Safety:

The audit team noted that the industry units are subject to a yearly formal inspection; fire drills are performed on a regular basis. The industry units are all equipped with smoke detectors. The team noted that fire extinguishers were up-to-date and easily accessible. Fire exit routes were clearly posted, and exits were well-lit.

Food Service:

Meals are delivered to working inmates who then have sufficient time to eat during their lunch breaks.

Offender Work Programs:

Work in the industries is on a voluntary basis. Inmates choosing to do so apply for positions; all applications are screened by unit staff. Excepted inmates are trained specifically for the industry that they will be working in. Some industry units offer certifications that inmates can use for job placement prior to their release.

Covid-19 Plan/Guidelines

The audit team noted that ACI had well-planned guidelines for Covid-19. ACI had plans in place for protection, detection, testing, and quarantine of inmates testing positive for Covid-19. ACI also had in place protection, detection, and testing for staff.

The following sections are not applicable to this type of audit: Medical care, recreation, religious programming, academic and vocational education, social services, visitation, library services and laundry.

F. Examination of Records

Following the tour, the team proceeded to the conference 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 audit team found the significant incident summary to be appropriate for the population being served.

3. Departmental Visits

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

| <u>Department Visited</u> | <u>Person(s) Contacted</u> |
|----------------------------|--------------------------------------|
| *Furniture Division | |
| Entire Plant | Keith Waters, Program Manager |
| Assembly Building | Larry Raper, Asst. Program Manager |
| Stain and Sanding Building | Gary Reynolds, ADC Industrial Sup. |
| *Graphic Arts Division | |
| Entire Plant | Charles Mayhew, Program Manager |
| Tool and Chemical Control | Anthony Weaver, Asst. Prog. Manager |
| *ACI Warehouse Operation | |
| Entire Plant | Jason Bowers, Program Manager |
| Entire Plant | Thomas Barrett, Asst. Prog. Manager |
| *Janitorial Division | |
| Entire Plant | Edna Motton, ADC Industrial Super. I |
| Tool and Chemical Control | |

4. Shifts

Day Shift

The audit team was present at the industry units during the day shift. The team observed security staff at the units, staff supervising inmates and inmates working with inmates. The team noted that the units felt safe, and that inmates and staff had respect for each other.

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

There were no previously 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

The audit team spoke with 10 offenders; all stated that they felt positive about their future because of the opportunity to learn a skill at ACI.

2. Staff Interviews

The audit team spoke with 10 staff; all staff stated that they felt safe in the industry units. The team noted that staff was professional with each other and that staff/inmate and inmate/staff communication was respectful.

H. Exit Discussion

The exit interview was held in the conference room. The following persons were in attendance.

| <u>Name</u> | <u>Title</u> |
|------------------|--|
| Michael Radon | ACA Chairperson |
| Antony D’Cunha | Member |
| Dexter Payne | Director, Division of Corrections |
| William Straughn | Deputy Director, Institutions |
| Rory Griffin | Deputy Director, Healthcare and Programs |
| Richard Cooper | Asst. Dir., Construction/Maintenance ACI |
| Bill Hartwick | Asst. Administrator, ACI |
| Shelly Lawrence | Agency Accreditation Manager |
| Alice Miller | Inventory Control Manager, ACI |
| Jada Lawrence | Executive Asst. to the Director |
| Mindy Shell | Administrative Specialist III, Director’s Office |

COMMISSION ON ACCREDITATION FOR CORRECTIONS
AND THE
AMERICAN CORRECTIONAL ASSOCIATION

COMPLIANCE TALLY

| | | |
|--|---|----------------------|
| Manual Type | Performance Based Standards for Corrections Industries, 2 nd Edition | |
| Supplement | 2016 Supplement | |
| Facility/Program | Arkansas Correctional Industries | |
| Audit Dates | April 12 – 13, 2022 | |
| Auditor(s) | Michael Radon, Chairperson Antony D’Cunha, Member | |
| | MANDATORY | NON-MANDATORY |
| Number of Standards in Manual | 8 | 74 |
| Number Not Applicable | 0 | 1 |
| Number Applicable | 8 | 73 |
| Number Non-Compliance | 0 | 0 |
| Number in Compliance | 8 | 73 |
| Percentage (%) of Compliance | 100% | 100% |
| <input type="checkbox"/> Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable <input type="checkbox"/> Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance <input type="checkbox"/> Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance | | |

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Arkansas Correctional Industries
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April 12 – 13, 2022

Visiting Committee Findings

Non-Mandatory Standards

Non-Compliance

None.

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Visiting Committee Findings

Mandatory Standards

Non-Applicable

None.

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Visiting Committee Findings

Non-Mandatory Standards

Non-Applicable

Standard #2-CI-6C-7-2

PART TIME STAFF AND CONTRACT PERSONNEL SHALL RECEIVE PROFESSIONAL DEVELOPMENT/TRAINING IN AREAS RELEVANT TO THEIR POSITION AS IDENTIFIED BY THE AGENCY.

FINDINGS.

Arkansas Correctional Industries does not have any part-time employees.

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 Arkansas Correctional Industries Year 2019

| | | <i>Months</i> | | | | | | | | | | | |
|--|--|---------------|------|-------|-------|-----|------|------|-----|------|-----|-----|-----|
| <i>Incidents</i> | | Jan | Febr | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec |
| Assault: Offenders/ Offenders* | 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 |
| Assault: Offender/ Staff | 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 |
| Number of Forced Moves Used*** | (Cell extraction or other forced relocation of offenders) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disturbances**** | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Times Chemical Agents Used | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Times Special Reaction Team Used | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Four/Five Point Restraints | 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 |
| Offender Medical Referrals as a Result of Injuries Sustained | #'s should reflect incidents on this form, not rec or other source | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | # Actual | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Substantiated Grievances (resolved in favor of offender) | Reason (medical, food, religious, etc.) | 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 |
| Deaths | Reason (violent, illness, suicide, etc.) | 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 |

Significant Incident Summary

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Facility **Arkansas Correctional Industries**

Year **2020**

| | | <i>Months</i> | | | | | | | | | | | |
|---|--|---------------|-----|-------|-------|-----|------|------|-----|------|-----|-----|-----|
| <i>Incidents</i> | | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec |
| Assault: Offenders/ Offenders* | 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 |
| Assault: Offender/ Staff | 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 |
| Number of Forced Moves Used*** | (Cell extraction or other forced relocation of offenders) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disturbances**** | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Times Chemical Agents Used | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Times Special Reaction Team Used | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Four/Five Point Restraints | 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 |
| Offender Medical Referrals as a Result of Injuries Sustained | #'s should reflect incidents on this form, not rec or other source | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Escapes | # Attempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | # Actual | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



| | | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Substantiated Grievances (resolved in favor of offender) | Reason (medical, food, religious, etc.) | 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 |
| Deaths | Reason (violent, illness, suicide) | 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 |



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 Arkansas Correctional Industries

Year 2021

| | | <i>Months</i> | | | | | | | | | | | |
|---|--|---------------|-----|-------|-------|-----|------|------|-----|------|-----|-----|-----|
| <i>Incidents</i> | | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec |
| Assault: Offenders/ Offenders* | 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 |
| Assault: Offender/ Staff | 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 |
| Number of Forced Moves Used*** | (Cell extraction or other forced relocation of offenders) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disturbances**** | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Times Chemical Agents Used | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Times Special Reaction Team Used | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Four/Five Point Restraints | 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 |
| Offender Medical Referrals as a Result of Injuries Sustained | #'s should reflect incidents on this form, not rec or other source | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Escapes | # Attempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | # Actual | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Substantiated Grievances (resolved in favor of offender) | Reason (medical, food, religious, etc.) | 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 |
| Deaths | Reason (violent, illness, suicide, etc.) | 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 |
|--|--------|---|---|---|---|---|---|---|---|---|---|---|---|



| Correctional Industries – Arkansas Reporting Period Jan 1 - Dec 31, 2019 | | | | |
|---|------------------------|--|--------------|-----------------------|
| Standard | Outcome Measure | Numerator/Denominator | Value | Calculated O.M |
| 1A | (1) | Total number of accidents resulting in injury in industries shops in the past 12 months. | 13 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .0000029 |
| | (2) | Total inmate work hours lost in the past 12 months as the result of accidents. | 69 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .000155 |
| | (3) | Number of violations identified by external agencies such as OSHA or its state counterpart in the past 12 months. | 0 | |
| | divided by | Highest number of industry shops that operated at any time in the past 12 months. | 9 | 0 |
| | (4) | Number of worker compensation claims filed by inmate workers in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | 0 |
| | (5) | Number of worker compensation claims decided in favor of inmate workers in the past 12 months. | 0 | |
| | divided by | Number of worker compensation claims filed by inmate workers in the past 12 months. | 0 | 0 |
| | (6) | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | 0 |

| | | | | |
|----|------------|---|---------|--------|
| | (7) | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors resolved in favor of the complainant in the past 12 months. | 0 | |
| | divided by | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors in the past 12 months. | 0 | 0 |
| 1B | (1) | Number of emergency events that interrupted production in the past 12 months. | 17 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .00003 |
| | (2) | Number of hours that industry operations were suspended due to industry emergency events in the past 12 months. | 3 | |
| | divided by | Number of emergency events in the past 12 months. | 17 | .18 |
| | (3) | Total time between start of emergency events and appropriate response in the past 12 months. | 15 min. | |
| | divided by | Number of emergencies in industries in the past 12 months. | 17 | .88 |
| 2A | (1) | Number of security events that interrupted production in the past 12 months. | 68 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .00015 |
| | (2) | Total number of inmate work hours lost due to security events in the past 12 months. | 10,415 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .02 |
| 2B | (1) | Number of times serious contraband was discovered in work areas in the past 12 months. | 2 | |
| | (2) | Number of times serious contraband was discovered in work areas in the past 12 months. | 2 | |

| | | | | |
|----|------------|---|---------|---------|
| | divided by | Total number of industries shops that operated in the past 12 months. | 9 | .2 |
| | (3) | Number of times other contraband was discovered in work areas in the past 12 months. | 3 | |
| | (4) | Number of times other contraband was discovered in work areas in the past 12 months. | 3 | |
| | divided by | Total number of industries shops that operated in the past 12 months. | 9 | .3 |
| 2C | (1) | Number of incidents in which information or operating system security was breached in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | 0 |
| 3A | (1) | Number of inmate workplace violations in the past 12 months. | 4 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .000009 |
| | (2) | Number of inmates terminated from industries due to workplace violations in the past 12 months. | 17 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .000038 |
| 4A | (1) | Number of inmate workers who found employment upon release in the past 12 months. | n/a | |
| | divided by | Number of inmate workers who were released in the past 12 months. | 41 | n/a |
| | (2) | Number of inmate workers who received vocational and/or educational training during or prior to assignment to industries. | 673 | |
| | divided by | Number of inmate workers who were assigned to industries in the past 12 months. | 602 | 1.12 |
| | (3) | Number of competency certificates awarded to inmate workers in the past 12 months. | 714 | |

| | | | | |
|----|------------|---|-------------|--------|
| | divided by | Number of inmate workers assigned to industries in the past 12 months. | 4609 | .15 |
| | (4) | Average number of hours per week shops were open in the past 12 months. | 320 | |
| | divided by | 40 hours. | 40 | 8 |
| 5A | (1) | Number of grievances pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | 0 |
| | (2) | Total number of inmate grievances pertaining to industries in the past 12 months resolved in favor of inmates. | 0 | |
| | divided by | Total number of inmate grievances pertaining to industries in the past 12 months. | 0 | 0 |
| | (3) | Total number of inmate court suits alleging violation of inmate rights pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | 0 |
| | (4) | Total number of inmate court suits alleging violation of inmate rights pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of inmate court suits alleging violation of inmate rights pertaining to industries filed in the past 12 months. | 0 | 0 |
| 6A | (1) | Number of adverse legal findings against correctional industries in the past 12 months. | 0 | |
| | (2) | Cost of warrantee repairs in the past 12 months. | \$12,757 | |
| | divided by | Total sales for the past 12 months. | \$8,170,575 | .00156 |
| | (3) | Number of customer complaints in the past 12 months. | 52 | |
| | divided by | Number of customer complaints for the previous 12 months. | 48 | 1.08 |

| | | | | |
|----|------------|---|---------|--------|
| | (4) | Number of on-time deliveries in the past 12 months. | 6,782 | |
| | divided by | Number of deliveries in the past 12 months. | 7,254 | .93 |
| | (5) | Total hours industry operations were suspended in the past 12 months due to physical plant events | 2,829 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .06 |
| | (6) | Total number of lost work hours due to inmate callouts in the past 12 months. | 71,315 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .00015 |
| 6B | (1) | Total number of inmate work hours lost in the past 12 months due to searches. | 5,728 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .01 |
| | (2) | Total number of inmate work hours lost in the past 12 months due to security measures such as counts and lockdowns. | 6,266 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 444,900 | .01 |
| | (3) | Number of awards and recognition from external sources in the past 12 months. | 0 | |
| | (4) | Number of positive media coverage items relating to correctional industries in the past 12 months. | 0 | |
| 6C | (1) | Number of individual correctional industries staff that left correctional industries employment for any reason in the past 12 months. | 3 | |
| | divided by | Average number of full-time equivalent correctional industries staff positions in the past 12 months. | 60 | .05 |
| | (2) | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 43 | |

| | | | | |
|----|------------|---|----|-----|
| | divided by | Average number of full-time equivalent correctional industries staff authorized in the past 12 months. | 43 | 1 |
| | (3) | Total number of professional development training credit hours earned by correctional industries staff participating in higher education in the past 12 months. | 34 | |
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 43 | .79 |
| | (4) | Number of disciplinary actions against staff in the past 12 months. | 0 | |
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 43 | 0 |
| | (5) | Number of staff who received unsatisfactory performance evaluations in the past 12 months. | 0 | |
| | divided by | Number of staff who were evaluated. | 43 | 0 |
| | (6) | Number of staff, volunteer or contractor drug tests which were positive. | 0 | |
| | divided by | Number of drug tests administered. | 43 | 0 |
| | (7) | Number of workplace complaints filed against correctional industries by staff, volunteers and contractors in the past 12 months. | 0 | |
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 43 | 0 |
| | (8) | Number of workplace complaints resolved against industries in the past 12 months. | 0 | |
| | divided by | Number of workplace complaints filed against industries. | 0 | 0 |
| 6D | (1) | Number of complaints filed by staff in the past 12 months. | 0 | |
| | divided by | Number of full-time equivalent correctional industries staff employed in the past 12 months. | 43 | 0 |

| | | | | |
|----|------------|---|---------|-----|
| | (2) | Number of complaints filed by staff in the past 12 months which were found to have merit. | 0 | |
| | divided by | Number of complaints filed by staff in the past 12 months. | 0 | 0 |
| 6E | (1) | Number of material audit findings by an independent financial auditor at the conclusion of the last audit. | 0 | |
| | (2) | Number of inventory turns. | 12 | |
| | (3) | Average days of sales in receivables (ADSR). | 33 | |
| | (4) | Accuracy (percentage) of inventory. | 100 | |
| 6F | (1) | Number of outcome measures that showed a positive change in the past 12 months when compared to the previous 12 months. | 14 | |
| | divided by | 53 (total number of outcome measures). | 53 | .26 |
| 6G | (1) | Number of findings of PIECP noncompliance in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmates in PIECP programs. | 150,190 | 0 |

| Correctional Industries – Arkansas Reporting Period Jan 1 - Dec 31, 2020 | | | | |
|---|------------------------|--|--------------|-----------------------|
| Standard | Outcome Measure | Numerator/Denominator | Value | Calculated O.M |
| 1A | (1) | Total number of accidents resulting in injury in industries shops in the past 12 months. | 11 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .00004 |
| | (2) | Total inmate work hours lost in the past 12 months as the result of accidents. | 2 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .000007 |

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|--|------------|--|---------|---|
| | (3) | Number of violations identified by external agencies such as OSHA or its state counterpart in the past 12 months. | 0 | |
| | divided by | Highest number of industry shops that operated at any time in the past 12 months. | 9 | 0 |
| | (4) | Number of worker compensation claims filed by inmate workers in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | 0 |
| | (5) | Number of worker compensation claims decided in favor of inmate workers in the past 12 months. | 0 | |
| | divided by | Number of worker compensation claims filed by inmate workers in the past 12 months. | 0 | 0 |
| | (6) | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | 0 |

| | | | | |
|----|------------|---|---------|--------|
| | (7) | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors resolved in favor of the complainant in the past 12 months. | 0 | |
| | divided by | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors in the past 12 months. | 0 | 0 |
| 1B | (1) | Number of emergency events that interrupted production in the past 12 months. | 25 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .00009 |
| | (2) | Number of hours that industry operations were suspended due to industry emergency events in the past 12 months. | 158 | |
| | divided by | Number of emergency events in the past 12 months. | 14 | 11.29 |
| | (3) | Total time between start of emergency events and appropriate response in the past 12 months. | 15 min. | |
| | divided by | Number of emergencies in industries in the past 12 months. | 14 | 1.1 |
| 2A | (1) | Number of security events that interrupted production in the past 12 months. | 38 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .0001 |
| | (2) | Total number of inmate work hours lost due to security events in the past 12 months. | 383 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .001 |
| 2B | (1) | Number of times serious contraband was discovered in work areas in the past 12 months. | 5 | |
| | (2) | Number of times serious contraband was discovered in work areas in the past 12 months. | 5 | |
| | divided by | Total number of industries shops that operated in the past 12 months. | 9 | 1 |

| | | | | |
|----|------------|---|---------|--------|
| | (3) | Number of times other contraband was discovered in work areas in the past 12 months. | 2 | |
| | (4) | Number of times other contraband was discovered in work areas in the past 12 months. | 2 | |
| | divided by | Total number of industries shops that operated in the past 12 months. | 9 | .2 |
| 2C | (1) | Number of incidents in which information or operating system security was breeched in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | 0 |
| 3A | (1) | Number of inmate workplace violations in the past 12 months. | 6 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .00002 |
| | (2) | Number of inmates terminated from industries due to workplace violations in the past 12 months. | 25 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .00009 |
| 4A | (1) | Number of inmate workers who found employment upon release in the past 12 months. | n/a | |
| | divided by | Number of inmate workers who were released in the past 12 months. | 48 | n/a |
| | (2) | Number of inmate workers who received vocational and/or educational training during or prior to assignment to industries. | 405 | |
| | divided by | Number of inmate workers who were assigned to industries in the past 12 months. | 341 | 1.2 |
| | (3) | Number of competency certificates awarded to inmate workers in the past 12 months. | 238 | |
| | divided by | Number of inmate workers assigned to industries in the past 12 months. | 5037 | .05 |
| | (4) | Average number of hours per week shops were open in the past 12 months. | 320 | |

| | | | | |
|----|------------|---|-------------|-------|
| | divided by | 40 hours. | 40 | 8 |
| 5A | (1) | Number of grievances pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | 0 |
| | (2) | Total number of inmate grievances pertaining to industries in the past 12 months resolved in favor of inmates. | 0 | |
| | divided by | Total number of inmate grievances pertaining to industries in the past 12 months. | 0 | 0 |
| | (3) | Total number of inmate court suits alleging violation of inmate rights pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | 0 |
| | (4) | Total number of inmate court suits alleging violation of inmate rights pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of inmate court suits alleging violation of inmate rights pertaining to industries filed in the past 12 months. | 0 | 0 |
| 6A | (1) | Number of adverse legal findings against correctional industries in the past 12 months. | 0 | |
| | (2) | Cost of warrantee repairs in the past 12 months. | \$14,210 | |
| | divided by | Total sales for the past 12 months. | \$5,650,114 | .0025 |
| | (3) | Number of customer complaints in the past 12 months. | 35 | |
| | divided by | Number of customer complaints for the previous 12 months. | 52 | .67 |
| | (4) | Number of on-time deliveries in the past 12 months. | 3,048 | |
| | divided by | Number of deliveries in the past 12 months. | 3,374 | .90 |

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|----|------------|---|---------|------|
| | (5) | Total hours industry operations were suspended in the past 12 months due to physical plant events | 854 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .003 |
| | (6) | Total number of lost work hours due to inmate callouts in the past 12 months. | 28,887 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .1 |
| 6B | (1) | Total number of inmate work hours lost in the past 12 months due to searches. | 464 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .002 |
| | (2) | Total number of inmate work hours lost in the past 12 months due to security measures such as counts and lockdowns. | 7,620 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 288,471 | .03 |
| | (3) | Number of awards and recognition from external sources in the past 12 months. | 0 | |
| | (4) | Number of positive media coverage items relating to correctional industries in the past 12 months. | 0 | |
| 6C | (1) | Number of individual correctional industries staff that left correctional industries employment for any reason in the past 12 months. | 6 | |
| | divided by | Average number of full-time equivalent correctional industries staff positions in the past 12 months. | 60 | .1 |
| | (2) | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 45 | |
| | divided by | Average number of full-time equivalent correctional industries staff authorized in the past 12 months. | 45 | 1 |
| | (3) | Total number of professional development training credit hours earned by correctional industries staff participating in higher education in the past 12 months. | 220 | |

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|----|------------|--|----|-----|
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 45 | 5 |
| | (4) | Number of disciplinary actions against staff in the past 12 months. | 0 | |
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 45 | 0 |
| | (5) | Number of staff who received unsatisfactory performance evaluations in the past 12 months. | 4 | |
| | divided by | Number of staff who were evaluated. | 45 | .09 |
| | (6) | Number of staff, volunteer or contractor drug tests which were positive. | 0 | |
| | divided by | Number of drug tests administered. | 45 | 0 |
| | (7) | Number of workplace complaints filed against correctional industries by staff, volunteers and contractors in the past 12 months. | 3 | |
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 45 | .07 |
| | (8) | Number of workplace complaints resolved against industries in the past 12 months. | 0 | |
| | divided by | Number of workplace complaints filed against industries. | 3 | 0 |
| 6D | (1) | Number of complaints filed by staff in the past 12 months. | 3 | |
| | divided by | Number of full-time equivalent correctional industries staff employed in the past 12 months. | 45 | .07 |
| | (2) | Number of complaints filed by staff in the past 12 months which were found to have merit. | 0 | |
| | divided by | Number of complaints filed by staff in the past 12 months. | 3 | 0 |
| 6E | (1) | Number of material audit findings by an independent financial auditor at the conclusion of the last audit. | 0 | |
| | (2) | Number of inventory turns. | 12 | |

| | | | | |
|----|------------|---|--------|-----|
| | (3) | Average days of sales in receivables (ADSR). | 33 | |
| | (4) | Accuracy (percentage) of inventory. | 100 | |
| 6F | (1) | Number of outcome measures that showed a positive change in the past 12 months when compared to the previous 12 months. | 10 | |
| | divided by | 53 (total number of outcome measures). | 53 | .19 |
| 6G | (1) | Number of findings of PIECP noncompliance in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmates in PIECP programs. | 81,069 | 0 |

| Correctional Industries – Arkansas Reporting Period Jan 1 - Dec 31, 2021 | | | | |
|---|------------------------|---|--------------|-----------------------|
| Standard | Outcome Measure | Numerator/Denominator | Value | Calculated O.M |
| 1A | (1) | Total number of accidents resulting in injury in industries shops in the past 12 months. | 8 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .00003 |
| | (2) | Total inmate work hours lost in the past 12 months as the result of accidents. | 855 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .003 |
| | (3) | Number of violations identified by external agencies such as OSHA or its state counterpart in the past 12 months. | 0 | |
| | divided by | Highest number of industry shops that operated at any time in the past 12 months. | 9 | 0 |
| | (4) | Number of worker compensation claims filed by inmate workers in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | 0 |

| | | | | |
|--|------------|--|---------|---|
| | (5) | Number of worker compensation claims decided in favor of inmate workers in the past 12 months. | 0 | |
| | divided by | Number of worker compensation claims filed by inmate workers in the past 12 months. | 0 | 0 |
| | (6) | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | 0 |

| | | | | |
|----|------------|---|---------|--------|
| | (7) | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors resolved in favor of the complainant in the past 12 months. | 0 | |
| | divided by | Number of worker compensation claims filed by correctional industries staff, volunteers and contractors in the past 12 months. | 0 | 0 |
| 1B | (1) | Number of emergency events that interrupted production in the past 12 months. | 8 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .00003 |
| | (2) | Number of hours that industry operations were suspended due to industry emergency events in the past 12 months. | 949 | |
| | divided by | Number of emergency events in the past 12 months. | 5 | 189.8 |
| | (3) | Total time between start of emergency events and appropriate response in the past 12 months. | 15 min. | |
| | divided by | Number of emergencies in industries in the past 12 months. | 5 | 3.0 |
| 2A | (1) | Number of security events that interrupted production in the past 12 months. | 22 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .00008 |
| | (2) | Total number of inmate work hours lost due to security events in the past 12 months. | 1,862 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .01 |
| 2B | (1) | Number of times serious contraband was discovered in work areas in the past 12 months. | 2 | |
| | (2) | Number of times serious contraband was discovered in work areas in the past 12 months. | 2 | |
| | divided by | Total number of industries shops that operated in the past 12 months. | 9 | .2. |

| | | | | |
|----|------------|---|---------|--------|
| | (3) | Number of times other contraband was discovered in work areas in the past 12 months. | 2 | |
| | (4) | Number of times other contraband was discovered in work areas in the past 12 months. | 2 | |
| | divided by | Total number of industries shops that operated in the past 12 months. | 9 | .2 |
| 2C | (1) | Number of incidents in which information or operating system security was breached in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | 0 |
| 3A | (1) | Number of inmate workplace violations in the past 12 months. | 4 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .00001 |
| | (2) | Number of inmates terminated from industries due to workplace violations in the past 12 months. | 17 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .00006 |
| 4A | (1) | Number of inmate workers who found employment upon release in the past 12 months. | n/a | |
| | divided by | Number of inmate workers who were released in the past 12 months. | 8 | n/a |
| | (2) | Number of inmate workers who received vocational and/or educational training during or prior to assignment to industries. | 235 | |
| | divided by | Number of inmate workers who were assigned to industries in the past 12 months. | 158 | 1.5 |
| | (3) | Number of competency certificates awarded to inmate workers in the past 12 months. | 100 | |
| | divided by | Number of inmate workers assigned to industries in the past 12 months. | 2567 | .04 |
| | (4) | Average number of hours per week shops were open in the past 12 months. | 320 | |
| | divided by | 40 hours. | 40 | 8 |

| | | | | |
|----|------------|---|-------------|-------|
| 5A | (1) | Number of grievances pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | 0 |
| | (2) | Total number of inmate grievances pertaining to industries in the past 12 months resolved in favor of inmates. | 0 | |
| | divided by | Total number of inmate grievances pertaining to industries in the past 12 months. | 0 | 0 |
| | (3) | Total number of inmate court suits alleging violation of inmate rights pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | 0 |
| | (4) | Total number of inmate court suits alleging violation of inmate rights pertaining to industries resolved in favor of inmates in the past 12 months. | 0 | |
| | divided by | Total number of inmate court suits alleging violation of inmate rights pertaining to industries filed in the past 12 months. | 0 | 0 |
| 6A | (1) | Number of adverse legal findings against correctional industries in the past 12 months. | 0 | |
| | (2) | Cost of warrantee repairs in the past 12 months. | \$4,141 | |
| | divided by | Total sales for the past 12 months. | \$6,361,795 | .0007 |
| | (3) | Number of customer complaints in the past 12 months. | 52 | |
| | divided by | Number of customer complaints for the previous 12 months. | 35 | 1.5 |
| | (4) | Number of on-time deliveries in the past 12 months. | 2278 | |
| | divided by | Number of deliveries in the past 12 months. | 2363 | .96 |
| | (5) | Total hours industry operations were suspended in the past 12 months due to physical plant events | 1,464 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .01 |

| | | | | |
|----|------------|---|---------|-------|
| | (6) | Total number of lost work hours due to inmate callouts in the past 12 months. | 39,124 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .1 |
| 6B | (1) | Total number of inmate work hours lost in the past 12 months due to searches. | 204 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .0007 |
| | (2) | Total number of inmate work hours lost in the past 12 months due to security measures such as counts and lockdowns. | 1,505 | |
| | divided by | Total number of hours worked by inmate workers during the past 12 months. | 280,783 | .01 |
| | (3) | Number of awards and recognition from external sources in the past 12 months. | 0 | |
| | (4) | Number of positive media coverage items relating to correctional industries in the past 12 months. | 0 | |
| 6C | (1) | Number of individual correctional industries staff that left correctional industries employment for any reason in the past 12 months. | 5 | |
| | divided by | Average number of full-time equivalent correctional industries staff positions in the past 12 months. | 60 | .08 |
| | (2) | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 40 | |
| | divided by | Average number of full-time equivalent correctional industries staff authorized in the past 12 months. | 40 | 1 |
| | (3) | Total number of professional development training credit hours earned by correctional industries staff participating in higher education in the past 12 months. | 20 | |
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 40 | .5 |
| | (4) | Number of disciplinary actions against staff in the past 12 months. | 0 | |

| | | | | |
|----|------------|--|-----|-----|
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 40 | 0 |
| | (5) | Number of staff who received unsatisfactory performance evaluations in the past 12 months. | 0 | |
| | divided by | Number of staff who were evaluated. | 40 | 0 |
| | (6) | Number of staff, volunteer or contractor drug tests which were positive. | 0 | |
| | divided by | Number of drug tests administered. | 6 | 0 |
| | (7) | Number of workplace complaints filed against correctional industries by staff, volunteers and contractors in the past 12 months. | 0 | |
| | divided by | Average number of full-time equivalent correctional industries staff employed in the past 12 months. | 40 | 0 |
| | (8) | Number of workplace complaints resolved against industries in the past 12 months. | 0 | |
| | divided by | Number of workplace complaints filed against industries. | 1 | 0 |
| 6D | (1) | Number of complaints filed by staff in the past 12 months. | 1 | |
| | divided by | Number of full-time equivalent correctional industries staff employed in the past 12 months. | 40 | .03 |
| | (2) | Number of complaints filed by staff in the past 12 months which were found to have merit. | 0 | |
| | divided by | Number of complaints filed by staff in the past 12 months. | 1 | 0 |
| 6E | (1) | Number of material audit findings by an independent financial auditor at the conclusion of the last audit. | 0 | |
| | (2) | Number of inventory turns. | 12 | |
| | (3) | Average days of sales in receivables (ADSR). | 608 | |
| | (4) | Accuracy (percentage) of inventory. | 100 | |
| 6F | (1) | Number of outcome measures that showed a positive change in the past 12 months when compared to the previous 12 months. | 13 | |

| | | | | |
|----|------------|--|--------|-----|
| | divided by | 53 (total number of outcome measures). | 53 | .25 |
| 6G | (1) | Number of findings of PIECP noncompliance in the past 12 months. | 0 | |
| | divided by | Total number of hours worked by inmates in PIECP programs. | 71,498 | 0 |