



# SHARED SERVICES BOARD REPORT

July 2024

Lindsay Wallace  
Secretary



## SHARED SERVICES UPDATE:

### POLICY:

During the month of June, there were no secretarial directives issued.

### LEGAL:

#### CLAIMS COMMISSION CASES:

New Claims Received - July 2024	17
Total Claims Active to Date	226

## PRISON RAPE ELIMINATION ACT (PREA):

### PREA Report Line Data

#### June 2024:

Total Number of Calls Received	279
Total Number of Repeat Calls	103
Total Number of Calls with No Message	56*
Total Calls Referred for Reported PREA Issue	17**
Total Calls Referred for Non-PREA Issue	54**
Total Calls Referred due to Technical Failure	48***
Total Calls Referred to IAD	8****
No Referral (Test Calls)	1

\*"Total Number of Calls with no Message" includes only the number of calls where an inmate could have left a message but hung up without saying anything.

\*\*For "Total Calls Referred for Reported PREA Issue and Non-PREA Issue," the word "referred" indicates that calls were referred to the unit via phone call/email.

\*\*\*"Total Calls Referred Due to Technical Failure" refers to the need to start recording the calls where an inmate couldn't leave a message because the recording device was full, or there was another technical failure.

\*\*\*\*"Total Calls Referred to IAD" is calculated from eOMIS by the PREA Coordinator.

## COMMUNICATIONS:

In July, the Communications Team fielded 328 constituent emails and 151 constituent phone calls. During the month of July, 4,718 ADC and 400 DCC visitation appointments were scheduled for a total of 5,118 appointments.

**SOCIAL MEDIA** – At the end of June:

**Facebook** – 47,300 followers (up 23%)

- Reach (number of people who saw content) – 202.6K
- Engagement (how people interact with the account – including reactions, comments, shares, and link clicks) – 11.2K
- New Followers – 155
- Page Visits – 41.3K (up 23%)

**X (Formerly Twitter)** – 1,751 followers

**Instagram** – 613 followers

**LinkedIn** – 1,806 followers

**YouTube** – 22 subscribers

**Citizen Inbox** –

- ARDOC Friends and Families: 31,063 (up by 1,836 emails)
- AR DOC Media Advisories: 643 (up by 3 emails)
- AR DOC Prospective Employees: 4,271 (up by 31 emails)
- AR DOC Employees: 2,601 (up by 0 emails)

**Website** –

- Users – 80,821
- New Users – 66,932
- Page Views – 290,608
- Events on Website (page views, link clicks, etc.) – 813,029

**ADMINISTRATIVE AND SHARED SERVICES:**

**PROCUREMENT UPDATE**

In June 2024, Purchase Orders and Contracts in excess of \$10,000 amounted to \$2,720,746.87, broken down as follows:

- Division of Correction: \$2,014,039.11
- Division of Community Correction: \$588,473.56
- Shared Services: \$118,234.20

Of the total, \$318,950.29 was for Inmate/Resident Care and Custody-related items (food, shoes, clothing, etc.). A detailed chart is available on pages 9-11.

The cost of bulk fuel for the month of June totaled \$189,548.90. The average cost for bulk E-10 was \$2.63/gallon and the average cost for bulk diesel was \$2.60/gallon.

**CONTRACTS APPROVED**

- Well Path- Special Procurement

**OSP APPROVED CONTRACTS**

- UCCI- Special Procurement

**CONTRACTS RENEWED**

- Summer Nash- Dietician
- Well Path- Special Procurement
- CGL Management (formally JFA)
- Safe Haven Ministries- Transitional Housing

**CURRENT OSP BIDS**

- Inmate Communications (RFP)
- Medical (RFP)

**BUDGET SECTION UPDATE:**

**ACT 715 –**

- There were four new accounts with a checking account balance of \$5,000 or more to report as of July 1, 2024, that was not from Work Release or Hobby Craft funds.

**HUMAN RESOURCES UPDATE:**

**WORKPLACE SAFETY**

During the month of June, the modified version of the Health and Safety Plan for the **Division of Correction** was presented to three Basic Training classes with a total of 103 cadets in attendance.

Correctional Training for the **Division of Community Correction** did not present a Residential Basic Training class within the month of June.

Incidents reported to the Company Nurse in June are as follows:

DIVISION OF CORRECTION	
June 2024	48
Total for CY2024	285

DIVISION OF COMMUNITY CORRECTION	
June 2024	4
Total for CY2024	23

**BENEFITS**

In June, a total of 55 FMLA requests were processed for the **Division of Correction**. Of those, 49 were approved, three were denied and three are pending. A total of 12 catastrophic leave requests were received. Of those, five were approved, one was denied and six are pending.

A total of 12 FMLA requests were processed for the **Division of Community Correction** in June. Of those, 12 were approved, zero were denied and zero are pending. A total of five catastrophic leave requests were received. Of the five catastrophic leave requests received, two were approved, one was denied and two are pending.

**PHYSICAL ASSESSMENTS**

A total of 165 **Division of Correction** incumbent personnel and applicants were assessed in the month of June. Of those, 161 incumbent personnel passed their physical assessments but four did not pass.

**EMPLOYMENT**

The **Division of Correction** processed:

- 74 Non-Security applications
- 153 CO I applications

The number of Correctional Officers hired totaled 92.

The **Division of Community Correction** processed:

- 31 Non-Security applications
- 4 Community Supervision Officer applications
- 27 CO I applications

The number of Correctional Officers hired totaled 15.

**VACANCIES, HIRES, AND TERMINATIONS JUNE 2024**

DIVISION OF CORRECTION	
Total Vacancies	1,287
New Hires	145
Terminations	86
Retirements	5

**HUMAN RESOURCES UPDATE, continued:**

DIVISION OF COMMUNITY CORRECTION	
Total Vacancies	140
New Hires	26
Terminations	21
Retirements	0
Grant Positions	18

DOC personnel attended the following Recruitment Events during June:

Date	Unit	Location
06/06/24	Admin East	Batesville
06/07/24	McPherson	Searcy
06/11/24	Admin East	Batesville
06/11/24	Maximum Security	Little Rock
06/14/24	Admin East	Hot Springs
06/14/24	Ouachtia River	Hot Springs
06/15/24	Ouachita River	Arkadelphia
06/19/24	Maximum Security	Cabot
06/19/24	McPherson	Searcy
06/26/24	Admin East	Wynne
06/27/24	Ouachita River	Clark County
06/28/24	Ouachita River	Clark County
06/29/24	Admin East	Sherwood

Correctional Officer interviews conducted in June, as well as no shows, are noted here:

Unit	INT	NS	Unit	INT	NS
Benton	No Data	No Data	North Central	6	1
CACCC	No Data	No Data	NWACCC	No Data	No Data
Cummins	45	32	NWAWR	1	1
Delta Regional	6	7	OMEGA	No Data	No Data
EARU	No Data	No Data	ORCU	11	6
ECACCC	3	1	Pine Bluff Unit	2	5
Ester	13	3	Randall L. Williams	4	3
Grimes	10	1	SWACCC	12	5
Hawkins	13	15	TRCC	1	3
Max	12	14	Tucker	9	2
McPherson	13	0	Varner	20	10
MCWR	14	5	Wrightsville	No Data	No Data
NEACCC	0	1			

INT = Interviews; NS = No Shows ;  
No Data = Unit did not provide data

**MISCELLANEOUS FUND REPORTS:**

**DEPARTMENT OF CORRECTIONS**

- The PRISON CONSTRUCTION TRUST FUND balance on June 30, 2024, was \$12,374,816.71 (\$6,520,266.53\*).

**DIVISION OF CORRECTION**

- The INMATE WELFARE FUND balance on June 30, 2024, was \$15,316,962.60.
- The PAWS IN PRISON FUND balance on June 30, 2024, was \$106,204.13.
- The TELEPHONE FUND balance on June 30, 2024, was \$7,475,470.28.
- The WORK RELEASE FUND balance on June 30, 2024, was \$9,407,332.73.

**DIVISION OF COMMUNITY CORRECTION**

- The SPECIAL REVENUE FUND appropriation balance was \$764,126.03 and Cash Balance: \$7,629,208.81 (\$52,143.86\*) on June 30, 2024.
- The RESIDENTIAL CASH FUND appropriation balance was \$1,113,554.61 and Cash Balance: \$1,829,759.16 (\$4,484.30\*) on June 30, 2024.
- The FEDERAL ASSET FORFEITURE FUND appropriation balance was \$23,839.03 and Cash Balance: \$32,810.56 on June 30, 2024.

The figures noted above in parentheses represent the following: \*COMMITMENTS against each fund balance,

**INFORMATION TECHNOLOGY:**

**VIDEO COURT HEARINGS –**

IT assisted staff as needed for a total of 60 inmate video meetings during the month utilizing the following platforms:

- Zoom – 52
- WebEx – 1
- GoToMeeting – 0
- Attorney Visits – 7

**INMATE TABLETS –**

Within the Division of Correction, a total of 4,048 inmate tablets were leased during June.

**INMATE VIDEO VISITS –**

Inmates completed 6,557 video visits during the month and missed 137 within the Division of Correction.

**IT WORK TICKETS –**

Resolved 510 work tickets. There are currently 222 active IT tickets.

## SUPPLEMENTAL REPORTS

## INTERNAL AFFAIRS REPORT – JUNE 2024

## Division of Correction

Opened Investigation, Reviews/ASP - June 2024	Open Investigation	Open Review	ASP Referral	USP Referral
Assault on Inmate	0	0	1	0
Assault on Staff	0	0	1	0
Battery on Inmate with Serious Injury	0	0	7	0
Battery on Inmate with Use of Unknown Substance	0	0	1	0
Battery on Staff with Bodily Fluids	0	0	8	0
Battery on Staff without Serious Injury	0	0	1	0
Death	0	0	5	0
Employee Misconduct	7	1	0	0
Indecent Exposure	0	0	44	0
Inmate on Inmate Sexual Harassment	0	15	0	0
Inmate on Inmate Sexual Misconduct	0	13	0	0
Introduction of Cell Phone	1	0	0	0
Introduction of Contraband	4	1	2	0
Introduction of Drugs	0	0	5	0
Introduction of Electronic Device	0	0	1	0
Other Rule Violation	2	1	0	0
Physical Abuse	1	0	0	0
Possession of Cell Phone	0	0	14	0
Possession of Drugs	0	0	13	0
Property Damage	0	0	3	0
Staff on Inmate Sexual Harassment	0	13	0	0
Staff on Inmate Sexual Misconduct	3	6	0	0
Theft	0	0	1	0
Trafficking	2	0	0	0
Under the Influence	0	0	1	0
Use of Force	1	80	0	0
<b>Total</b>	<b>21</b>	<b>130</b>	<b>108</b>	<b>0</b>

## Division of Community Correction

Opened Investigation, Reviews/ASP - June 2024	Open Investigation	Open Review	ASP Referral	USP Referral
Assault on Staff	0	0	1	0
Introduction of Drugs	1	0	0	0
Other Rule Violation	0	0	1	0
Resident-on-Resident Sexual Harassment	0	1	0	0
Resident-on-Resident Sexual Misconduct	0	1	0	0
Staff-on-Resident Sexual Harassment	0	1	0	0
Use of Force	0	4	0	0
<b>Total</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>0</b>



## DIVISION OF COMMUNITY CORRECTION SECURITY VACANCIES JUNE 2024

UNIT	ASSIGNED CO-1 & CORP.	VAC CO1 & CORP.	Vacancy %	Pending Hire CO1 & CORP.	ASSIGNED SGT.	VAC SGT.	ASSIGNED LT.	VAC LT.	ASSIGNED CAPT.	VAC CAPT.	ASSIGNED MAJ.	VAC MAJ.	ASSIGNED FOOD SVC.	VAC FOOD SVC.	ASSIGNED SECURITY	VAC SEC	TOTAL ASSIGNED	TOTAL VAC
CAC/Little Rock	26	1	3.85%	0	5	1	5	0	1	0	0	0	4	0	41	2	41	2
ECC/West Memphis	44	11	25.00%	0	10	2	7	2	0	0	1	0	4	1	66	16	66	16
SWC/Texarkana	50	8	16.00%	0	8	5	6	2	0	0	1	0	5	1	70	16	70	16
NEC/Osceola	21	3	14.29%	0	7	1	4	0	1	0	0	0	5	2	38	6	38	6
TVC/Malvern	32	10	31.25%	0	11	3	6	0	0	0	1	0	4	1	54	14	54	14
NWC/Fayetteville	14	1	7.14%	0	4	1	2	0	1	0	0	0	4	0	25	2	25	2
WRCC/Batesville	43	43	100.00%	0	2	2	2	2	1	1	0	0	4	4	52	52	52	52
Transportation	12	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	12	0	12	0
<b>Total</b>	<b>242</b>	<b>77</b>	<b>31.82%</b>	<b>0</b>	<b>47</b>	<b>15</b>	<b>32</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>30</b>	<b>9</b>	<b>358</b>	<b>108</b>	<b>358</b>	<b>108</b>

Vacancy Rate 31.82% 30.17%  
 Vacant CO1 & Corporal 77 108

UNIT	Assigned CSO/PPO	VAC CSO/PPO	Vacancy %	Pending	ASSIGNED AAM	VAC AAM	ASSIGNED AM	VAC AM	ASSIGNED COMMUNITY SUPERVISION	VACANT COMMUNITY SUPERVISION	TOTAL ASSIGNED	TOTAL VAC
AREA 1/Fayetteville	50	7	14.00%	0	5	0	1	0	56	7	56	7
AREA 2/Harrison	28	2	7.14%	0	3	0	1	0	32	2	32	2
AREA 3/Searcy	33	2	6.06%	0	4	0	1	0	38	2	38	2
AREA 4/Jonesboro	38	4	10.53%	0	4	1	1	0	43	5	43	5
AREA 5/Fort Smith	29	2	6.90%	0	4	1	1	0	34	3	34	3
AREA 6/Russellville	29	2	6.90%	0	3	1	1	0	33	3	33	3
AREA 7/Probation	33	2	6.06%	1	3	0	1	0	37	2	37	2
AREA 8/Parole	31	8	25.81%	0	4	0	1	0	36	8	36	8
AREA 09/Texarkana	31	3	9.68%	0	4	2	1	0	36	5	36	5
AREA 10/Hot Springs	38	7	18.42%	0	4	0	1	0	43	7	43	7
AREA 11/Pine Bluff	35	4	11.43%	0	4	1	1	0	40	5	40	5
IRS	28	2	7.14%	0	1	0	1	0	30	2	30	2
SOAP / statewide	12	2	16.67%	0	1	0	1	0	14	2	14	2
SRT / statewide	18	0	0.00%	0	1	0	1	0	20	0	20	0
RE-ENTRY	11	2	18.18%	0	2	0	1	0	14	2	14	2
Intensive Supervision	13	2	15.38%	0	0	0	0	0	13	2	13	2
Speciality Courts	68	3	4.41%	0	0	0	0	0	68	3	68	3
<b>Total</b>	<b>525</b>	<b>54</b>	<b>10.29%</b>	<b>1</b>	<b>47</b>	<b>6</b>	<b>15</b>	<b>0</b>	<b>587</b>	<b>60</b>	<b>587</b>	<b>60</b>

Vacancy Rate 10.22%  
 Total Vacancy 60

## DIVISION OF CORRECTION PERSONNEL REPORT JUNE 2024

UNIT	AUTHORIZED	FILLED	VACANT	% VACANT	HIRED	VOLUNTARY TERMINATION	INVOLUNTARY TERMINATION	RETIREMENT
BENTON (CR05)	82	67	15	18.29%	4	0	1	0
CENTRAL OFFICE(CR01,CR02,CR08,CR22,CR34, CR35)	331	274	57	17.22%	3	2	0	1
509 CHAPL ADMIN	27	25	2	7.41%	0	0	0	1
CONSTRUCTION (CR04)	131	102	29	22.14%	1	0	0	0
CUMMINS (CR09)	431	297	134	31.09%	34	0	2	0
DELTA (CR10)	176	152	24	13.64%	9	1	1	1
EAST ARKANSAS (CR12)	326	185	141	43.25%	13	4	6	0
ESTER (CR11)	152	130	22	14.47%	2	3	3	0
FARM (CR29)	47	33	14	29.79%	2	2	0	0
GRIMES (CR27)	231	132	99	42.86%	0	2	2	0
HAWKINS (CR06)	73	56	17	23.29%	1	2	2	0
INDUSTRY (CR07)	53	41	12	22.64%	0	1	0	0
MAXIMUM SECURITY (CR14)	231	136	95	41.13%	8	5	0	0
MCPHERSON (CR28)	223	129	94	42.15%	4	4	2	0
MENTAL HEALTH	102	98	4	3.92%	2	0	0	1
MISS COUNTY (CR15)	42	32	10	23.81%	2	1	0	0
NORTH CENTRAL (CR16)	192	165	27	14.06%	4	2	0	0
NORTHWEST ARK (CR17)	30	27	3	10.00%	0	0	1	0
OUACHITA RIVER (CR30)	411	278	133	32.36%	8	6	1	0
PINE BLUFF (CR20)	166	111	55	33.13%	2	2	0	0
RANDAL L. WILLIAMS (CR13)	142	103	39	27.46%	4	2	1	1
TEXARKANA (CR21)	32	30	2	6.25%	0	0	1	0
TRANSPORTATION (CR32)	104	100	4	3.85%	0	0	0	0
TUCKER (CR23)	200	105	95	47.50%	12	8	2	0
VARNER (CR24)	342	253	89	26.02%	24	4	5	0
WRIGHTSVILLE (CR25)	195	124	71	36.41%	6	5	0	0
TOTAL	4,472	3185	1287	28.78%	145	56	30	5

\*These numbers reflect both security and non-security employees.









**DEPARTMENT OF CORRECTIONS PROCUREMENT REPORT  
(IN EXCESS OF \$10,000) – JUNE 2024 – [Page 3 of 3]**

<b>Arkansas Division of Correction (0480)</b>		
ADC Purchases over \$10,000		\$2,014,039.11
ADC Total Firm Contracts		
ADC Emergency Purchases		
		<b>\$2,014,039.11</b>
<b>Arkansas Divison of Community Correction (0485)</b>		
DDC Purchases over \$10,000		\$588,473.56
DDC Total Firm Contracts		
DDC Emergency Purchases		
		<b>\$588,473.56</b>
<b>Shared Services (9903)</b>		
Purchases over \$10,000		\$118,234.20
Total Shared Services		<b>\$118,234.20</b>