

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**December 2022 Custody Facility and Property Inspection**

Inspection # BI2022-0173

The Audits and Inspections Unit (AIU) of the Sheriff's Office Bureau of Internal Oversight (BIO) will conduct Custody Bureau Facility and Property Inspections on a bimonthly basis. The purpose for this inspection is to ensure compliance with Office Policies and to promote proper handling of Property and Evidence. To achieve this, inspectors will select for an on-site inspection one of the MCSO facilities/divisions and conduct an inspection using the *Custody Bureau Facility and Property Inspection Matrix* developed by the AIU.

**Matrix Procedures:**

Because of the size and complexity of the various facilities and other divisions, for larger facilities, the inspectors may randomly select up to five areas of the selected facility or division for inspection. On the day of the inspection, using the "QueTel" Property and Evidence tracking system, a current printout of all outstanding Property and Evidence records for the facility/division being inspected will be obtained.

**Criteria:**

CP-2, *Code of Conduct*  
CP-6, *Blood Borne Pathogens*  
DA-1, *Emergency Procedures for Custody Bureau Facilities*  
DA-2, *Inspection and Testing of Emergency Equipment*  
DB-1, *Inmate Custody Records and Files*  
DB-2, *Operations Journal and Logbooks*  
DB-3, *Custody Facility Security Surveillance Systems*  
DC-1, *Inmate Canteen*  
DG-3, *Food Services Division Safety and Sanitation*  
DG-4, *Kitchen Security and Knife/Utensil Control*  
DH-2, *Control Rooms and Security Equipment*  
DH-5, *Key Control*  
DH-6, *Inmates Supervision, Security Walks, and Headcounts*  
DL-2, *Jail Inspections*  
DL-3, *Inmate Hygiene*  
GA-3, *Operations Manual Format*  
GD-1, *General Office Procedures*  
GD-4, *Use of Tobacco Products*  
GD-14, *Access to Secured Office Buildings*  
GD-15, *Emergency Evacuation Plans*  
GE-3, *Property Management*  
GE-4, *Use, Assignment, and Operation of Vehicles*

**Conditions:**

On December 13, 2022, a Facility and Property inspection was conducted for the Custody Hospital Unit (CHU). The CHU is a subunit of the Inmate Medical Services (IMS) division. The CHU operates out of their office located in the Valleywise Health Medical Center (VHMC). The VHMC is one of the various medical facilities operated by Valleywise Health, a Maricopa County Special Health Care District. The VHMC is located at 2601 E. Roosevelt Street, Phoenix, AZ 85008.

The CHU has a unique and critical mission within the MCSO. When an inmate that is being housed at one of the various MCSO jails, requires medical treatment beyond the capabilities of what the Correction Health Services (CHS) can provide at their assigned facility, the inmate is transported to a local hospital. The movement of the inmate from the jail to the hospital is accomplished by either ambulance or CHU transport van, depending on the medical needs of the inmate and the urgency of the care required. The medical needs and the urgency of treatment also determines to which hospital the

inmate will be taken. The CHU division not only coordinates and provides for the safe transportation of the inmate, it also ensures the safety and security of the inmate, medical staff, and the public while the inmate receives necessary medical treatment at one of the various hospitals throughout the Phoenix metropolitan area.

A second facet of the mission of the CHU is the coordination with CHS for the transportation of inmates that require access to routine specialized medical treatment and/or follow-up clinical visits for care not otherwise available at the CHS medical facilities within the MCSO jails. These treatments/appointments require that inmates be transported and escorted by CHU officers to appointments at the Valleywise Health network of providers and specialists located throughout the Phoenix metropolitan area.

The Inmate Medical Services division is headed by a Captain and the Custody Hospital Unit is currently led by a lieutenant and staffed by 43 detention officers and 9 sergeants. The CHU operates 24 hours a day, 365 days a year. As of the end of October, during 2022, the division has received and processed in excess of 2,200 inmate transports for emergency room treatment at the various Phoenix area hospitals. The division also transported inmates to more than 2,000 medical appointments at the various clinics and network providers. To date, the division has made more than 4,700 one-way transport trips and more than 5,300 round-trip transports of inmates.

Upon arrival to the CHU office located in the basement level of the VHMC, the AIU inspection team was met by the IMS Commander, the CHU lieutenant, and other staff on duty. A short in-brief was conducted where the inspection process was explained. After the in-brief, the inspection team and escorts broke into 2 separate inspection groups to conduct the inspection more efficiently. After the inspection was completed, an informal briefing was conducted with the command and supervisory staff. The inspectors briefed on their findings and observations. A summary of the inspection findings and observations follows:

#### **Section 1 Administration/Supervision:**

The escorting personnel, as well as other staff on duty, expeditiously provided every document that was requested, answered all questions posed, and indicated where files, documents, and records were stored.

***The CHU is in compliance with the inspection requirements for this section.***

#### **Section 2 Facility:**

The facility was clean and presented a professional work environment. All areas where CHU operates within the VHMC where inspected. Because of the unique requirements that exist when inmates are admitted to the VHMC, every admitted inmate was visited, and the safety and security practices were observed by the inspection team. All personnel providing security were observed and positively interacted with the AIU inspectors. The inmates and the rooms they were in appeared safe and appropriately secured in accordance with applicable MCSO policies and CHU security protocols.

In addition to inspection of the physical plant, a review of certain required electronic recordkeeping entries was also performed. During the review of these records, the inspector observed some minor inconsistencies in the way certain activities were being documented by the control officers of the various shifts in the unit's *Shift Log*. The entries were inconsistent across the various shifts. When these observations were pointed out to command staff present, they acknowledged that the inconsistency existed and assured the inspection team that steps would be taken to ensure all personnel are properly trained. During the out brief, this topic was emphasized.

***The CHU is in compliance with the inspection requirements for this section.***

**Section 3 Property and Evidence:**

Because of the unique operational circumstances of the Custody Hospital Unit, assigned personnel do not routinely handle inmate property and/or evidence. The inspection team reviewed with supervisory personnel the policy requirements in case found property and/or evidence needs to be processed, including the safeguarding the property, pulling a "Found Property" Incident Report (IR), and the need to promptly transfer the found property and/or evidence to the Property and Evidence Division.

*The CHU is in compliance with the inspection requirements for this section.*

**Additional Observation:**

Throughout the visit, the inspectors were granted full access to all office spaces, storage rooms, filing cabinets, desk drawers, and any other containers found. It should also be noted that every officer observed were in full uniform, presented a professional appearance, and when interacting with the inspection team, were professional and courteous in their responses and demeanor.

During the inspection, no evidence was discovered indicating that MCSO equipment was being used in a manner that discriminates or denigrates anyone on the basis of race, color, nationality/national origin, immigration status, age, religious beliefs/religion, gender, culture/cultural group, sexual orientation, gender identity/expression, veteran status, ancestry, physical or mental disability, ethnic background, or socioeconomic status, or that property and/or evidence was being mishandled. Additionally, there were no indicators observed that would indicate that sensitive, protected, or confidential information and/or records were being mishandled or disposed of improperly.

Inspection BI2022-0173 resulted in **100%** overall compliance with **NO BIO Action** forms requested.

**Notes:**

All supporting documentation (working papers) is included in the inspection file number BI2022-0173 and contained within IA Pro.

Date Inspection Started: December 13, 2022  
Date Completed: January 3, 2023  
Timeframe Inspected: November 26 to December 13, 2022  
Assigned Inspector: Sr. Auditor M. Rodriguez A9047

I have reviewed this inspection report.

Lt. Brian Arthur

1/12/2023

Lt T. B. Arthur S1806  
Commander; Audits and Inspections Unit  
Bureau of Internal Oversight

Date