

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Detention Facility and Property Inspection November 2018

Inspection # BI2018-0137

The Audits and Inspections Unit (AIU) of the Sheriff's Office Bureau of Internal Oversight (BIO) will conduct Detention 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/division and conduct an inspection using the *Detention Facility and Property Inspection Matrix* developed by the AIU.

Matrix Procedures:

Because of the size and complexity of the various facilities and other divisions, 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*
CP-9, *Occupational Safety Programs*
DA-2, *Inspection and Testing of Emergency Equipment*
DB-1, *Inmate Custody Records and Files*
DB-2, *Operations Journal and Logbooks*
DC-1, *Inmate Canteen*
DC-2, *Accountability of Monies and Negotiable Instruments*
DC-3, *Facility Safes*
DD-2, *Inmate Property Control*
DG-4, *Kitchen Security and Knife/Utensil Control*
DH-2, *Control Rooms and Security Equipment*
DH-4, *Tool Control*
DH-5, *Key Control*
DH-6, *Inmates Supervision, Security Walks, and Headcounts*
DL-2, *Jail Inspections*
DL-3, *Inmate Hygiene*
DO-2, *Release Process*
GA-3, *Operations Manual Format*
GC-9, *Personnel Records and Files*
GD-1, *General Office Procedures*
GD-4, *Use of Tobacco Products*
GD-14, *Access to Secured Office Buildings*
GD-15, *Emergency Evacuation Plans*
GF-3, *Criminal History Record Information and Public Records*
GG-2, *Training Administration*
GE-3, *Property Management*
GE-4, *Use, Assignment, and Operation of Vehicles*

Conditions:

On November 27, 2018, a Facility and Property inspection was conducted for the Medical Transport Services (MTS) division. The Medical Transport Services Division is a sub unit of the Inmate Medical Services (IMS) division. The MTS operates out of its office located in the Maricopa Medical Center (MMC). The MMC is one of the various medical facilities operated by the Maricopa Integrated Health System (MIHS), a Maricopa County Special Health Care District. The MMC is located at 2601 E. Roosevelt Street, Phoenix, AZ 85008.

The MTS 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 Correction Health Services (CHS) can provide at their site, 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 MTS 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 determine to which hospital the inmate will be taken. The MTS 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 MTS 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 MTS officers to appointments at the MIHS network of providers and specialists located throughout the Phoenix metropolitan area.

The division is also responsible for providing wheelchair-bound inmates transportation from their assigned jails to and from their scheduled court appearances.

The Inmate Medical Services division is headed by a Captain and the Medical Transport Services division is currently led by a lieutenant and staffed by 73 detention officers and 9 sergeants. The MTS division operates 24 hours a day 365 days a year. During 2018, the division has received and processed in excess of 2,900 inmate transports for emergency room treatment at the various Phoenix area hospitals. The division also transported inmates to more than 4,500 medical appointments at the various clinics and network providers. Additionally, over 670 wheelchair bound inmates have been transported to the courts. To date, the division has made more than 5,200 one-way transport trips and more than 9,500 round-trip transports of inmates.

Upon arrival to the MTS office located in the basement level of the MMC, the AIU inspection team was met by the IMS executive officer, MTS lieutenant, and other supervisory 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 3 separate inspection groups to more efficiently conduct the inspection. After the inspection was completed, an informal briefing was conducted with the command and supervisory staff. The inspectors briefed on their findings and observations. It should also be noted that some administrative functions for the MTS are performed at the main offices of the IMS division. The inspection of those administrative functions was carried out later on the same day. 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 and the standards governing their safekeeping and retention.

All areas were 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 MTS operates within the MMC were inspected. Because of the unique requirements that exist when inmates are admitted to the MMC, every admitted inmate was visited and the safety and security practices were observed. 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 MTS 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 inconsistencies in the way certain activities were being documented by the control officers of the various shifts in the Operations Journal (OJ). The entries appeared to not be consistently made across the various shifts. These inconsistencies gave the appearance that required entries were not being done correctly. When these observations were pointed out to command staff present, they acknowledged the appearance of inconsistency; however, sufficient clarification was offered to alleviate the concerns raised by the inspector. During the out-brief, it was recommended to command staff that steps should be taken as soon as possible to standardized the documenting practices by all shifts so that what is being documented in every shift is consistent with the requirements outlined in applicable Office Policy and the MTS Operations Manual. It was also recommended that the MTS Operations Manual be reviewed and updated at the earliest possible time to ensure that the manual reflect the most current requirements of applicable policies and operational practices.

All areas were in compliance with the inspection requirements for this section.

Section 3 Property and Evidence:

Because of the unique operational circumstances of the Medical Transport Services division, 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.

Additional Observation:

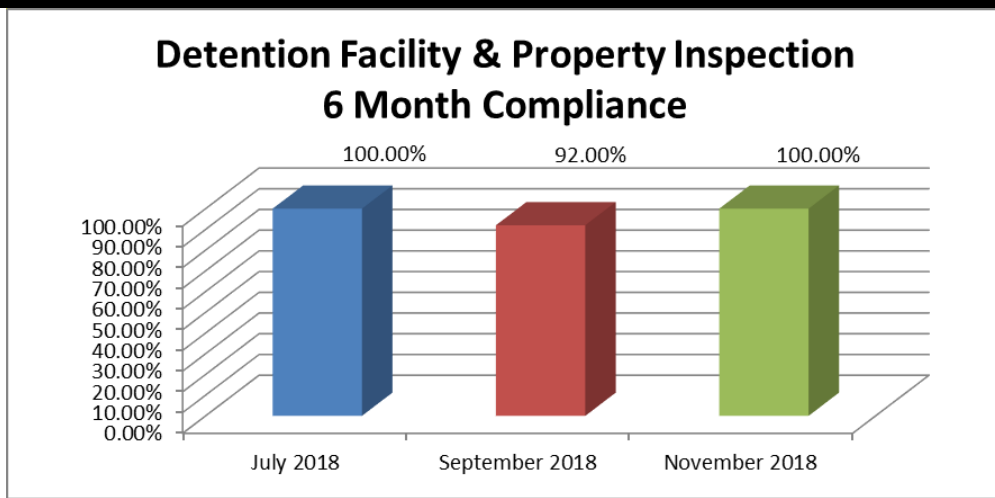
Throughout the visit, the inspectors were granted full access to most office spaces, storage rooms, filing cabinets, desk drawers, employee lockers, and any other containers found. Four employee lockers were not accessible to the inspection team at the time of the inspection due to MTS commanders not having the combination to access those lockers.

During the inspection, no evidence was discovered indicating that MCSO, county facilities, and/or equipment were being used in a manner that discriminated or denigrated anyone on the basis of race, color, national origin, age, religious beliefs, gender, culture, sexual orientation, veteran status, or disability, 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.

On November 29, 2018, an email was received from the MTS commander to advise that the four employee lockers that were not inspected at the time of the site visit had been accessed and inspected by supervisory staff. The lockers did not contain un-authorized items, property, or evidence.

The inspection resulted in 100% overall compliance with the inspection requirements.

Below is the six month historical comparison of compliance rates for Detention Facility and Property inspections.



Recommendations:

To ensure continued compliance with policy, and in order to improve the documenting of daily and quarterly activities, it is recommended that:

- Continued mentoring for all supervisory levels should be provided in order to ensure the proper documenting of activities and the completeness of appropriate tracking systems (log books, checklists, Blue Team...).
- Continue to reinforce to all staff, the importance of properly accounting for, safeguarding, documenting, and timely processing found property in accordance with current policy.
- Review and update the division’s Operations Manual to reflect current applicable policies and operational practices.

Action Required:

With the resulting 100% compliance, Inspection *BI2018-0137* does not require a BIO Action Form.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2018-0137* and contained within IA Pro.

Date Inspection Started: November 23, 2018
Date Completed: November 29, 2018
Timeframe Inspected: November 23-27, 2018
Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Connie J. Phillips _____

Connie J. Phillips B3345
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Bureau of Internal Oversight

12/7/2018

Date