

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Custody Facility and Property Inspection March 2019

Inspection # BI2019-0030

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/division 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, the inspector 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*, paragraphs: 11.A, 12.C
CP-6, *Blood Borne Pathogens*, paragraphs: 5.C, 6.A, 9, 11.B.3, 11.C, 12.B, 11.C.
CP-9, *Occupational Safety Programs*, paragraphs: 1.B.1.b and 1.D.1.
DA-2, *Inspection and Testing of Emergency Equipment*, paragraph: 1.
DB-1, *Inmate Custody Records and Files*, paragraph: 7
DB-2, *Operations Journal and Logbooks*, paragraph: 1 and 2
DC-1, *Inmate Canteen*, paragraph: 2
DC-2, *Accountability of Monies and Negotiable Instruments*, paragraph: 1
DC-3, *Facility Safes*, paragraph: 6.A
DD-2, *Inmate Property Control*, paragraphs: 1.A and 1.E
DG-4, *Kitchen Security and Knife/Utensil Control*, paragraphs: 2.A and 2.B
DH-2, *Control Rooms and Security Equipment*, paragraph: 2.B and 2.B.2
DH-4, *Tool Control*, paragraphs: 1, 1.F, 2
DH-5, *Key Control*, paragraph: 1
DH-6, *Inmates Supervision, Security Walks, and Headcounts*, paragraph: 5
DL-2, *Jail Inspections*, paragraph: 2.A1
DL-3, *Inmate Hygiene*, paragraph: 3.B
DO-2, *Release Process*, paragraph: 1.B.9
GA-3, *Operations Manual Format*, paragraphs: 1.A and 1.A.3
GC-9, *Personnel Records and Files*, paragraphs: 4.B.2, 5, 12.B
GD-1, *General Office Procedures*, paragraphs: 11.A thru D
GD-4, *Use of Tobacco Products*, paragraph: 1.A
GD-14, *Access to Secured Office Buildings*, paragraphs: 2.A
GD-15, *Emergency Evacuation Plans*, paragraphs: 1, and 2.F
GF-3, *Criminal History Record Information and Public Records*, paragraphs: 2.K.2 and 2.K.3
GG-2, *Training Administration*, paragraphs: 3.D
GE-3, *Property Management*
GE-4, *Use, Assignment, and Operation of Vehicles*

Conditions:

On **March 12, 2019**, a Facility and Property inspection was conducted for the **Central Services, Food Services division**. The Food Services division is located at **3150 W. Lower Buckeye Road, Phoenix AZ 85009**. The mission of this division is to "Provide a well-balanced nutritious menu at a reasonable cost." The division's Food Factory is the largest non-

commercial food production center in the State of Arizona. This is the only correctional operation in the country that serves totally vegetarian meals to the inmate population. The division operates a primary food preparation and storage site at the West Lower Buckeye Road location and satellite food preparation sites at other jails.

The Food Services Division serves an average of about 15,000 meals per day or 5,475,000 meals per year. The food preparation process is overseen by in-staff sanitarian, dietitian and quality assurance professionals. During 2018, The Food Service Warehouse handled approximately 800,000 pounds of food on a weekly basis, and 41,600,000 pounds of food for the year. The division is environmentally conscious and recycles almost every item that can be recycled at the Food Factory. The Food Services Division recycling for 2018 was 890,365 pounds or about 445 tons of material. The division is actively working with vendors to secure agreements in order for them to take food waste for the production of bio-fuels and compost materials.

The division is headed by a civilian commander and is staffed by another 111 employees that include 77 civilian employees of various classifications, 41 detention officers, 8 sergeants and 2 lieutenants. On a daily basis, the division is also assisted by approximately 170 fully sentenced inmates (this number varies) that elect to work while incarcerated, some of these inmates are eligible for "2 for 1 credit" as directed by the courts.

Upon arrival to the Food Services Division, the AIU inspection team was met by supervisory staff and proceeded to the conference room for an in-brief with command staff. During the briefing, the inspection team explained the inspection process, the areas to be inspected, and the scope of inspection. In attendance was the division commander, executive officer, and the assistant food service manager. After the in-brief, the inspection team and escorts broke into 4 separate inspection groups to more efficiently conduct the inspection. The inspection included the satellite locations located at the Durango Jail and the Estrella Jail. After the inspection was completed, an informal out-briefing was conducted with the command 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 other 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 and Operations:

The Food Factory and Warehouse and its administrative areas, as well as the food preparation areas at the Estrella and Durango Jails, were inspected using the inspection checklist.

The inspection of this division presented a unique set of circumstances for the inspectors. The primary challenge was that although the division falls within the Custody Bureau, and uses inmate workers, it is not a "jail" and most policies and procedures in place are directed to "Jail Operations" and "housing units" and are not applicable to this division. Additionally, this division is in the process of transitioning a significant number of detention officer positions to civilian employee positions. This shift has created a loss of "institutional" knowledge that the remaining detention officers and sergeants are diligently working to overcome. However, to the credit of command and supervisory staff, the division has taken into consideration the safety and welfare of inmates, civilian, and detention staff into account in all processes, and to the best of their abilities, have adopted procedures consistent with the policies applicable to "jails." Recognizing the unique situation that the division works with, the inspection team used the letter and spirit of relevant policy as the guiding factor for the inspection.

The facility was very clean and presented a professional work environment. All doors that needed to be locked were appropriately secured and our movement throughout the buildings was restricted by locked doors that required access from our escorts. Because of the unique food production environment that uses inmate workers, some areas necessitate the unrestricted movement of inmate workers. The officers and civilian employees on duty were professional and courteous in their demeanor while being vigilant of their environment. They were courteous and patient as they answered various questions and facilitated access to all spaces within their control. This was done without compromising their safety and the wellbeing of inmates, civilian staff, officers, and inspectors. It should also be noted that inmate workers encountered were courteous and polite during the limited interactions with the inspection team.

Part of the inspection is focused on the proper documenting in the facility's Operations Journal (OJ) various mandated activities. For the purpose of this inspection, a ONE-day period starting at 0001 hours on March 7, 2019 and ending at 2359 hours was used as the selected sample of entries subject to inspection. During the review of the sample **all required entries were found**. The inspector noted that MCSO Policy has specific requirement for entries into the OJ, and as previously stated, the requirements are intended to govern practices in "Jails" and in "Housing Units," which this division is neither. During the out-brief, the division's executive officer told the inspection team that supervisory staff continuously strives to follow all policies and will continue to adopt practices that are consistent with policy.

The inspection team recommended that the division's operations manual be updated to reflect operational practices when current MCSO Policy is unclear in its applicability to the division and/or when policy does not address the uniqueness of the operational requirements of the division.

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

Section 3 Property and Evidence:

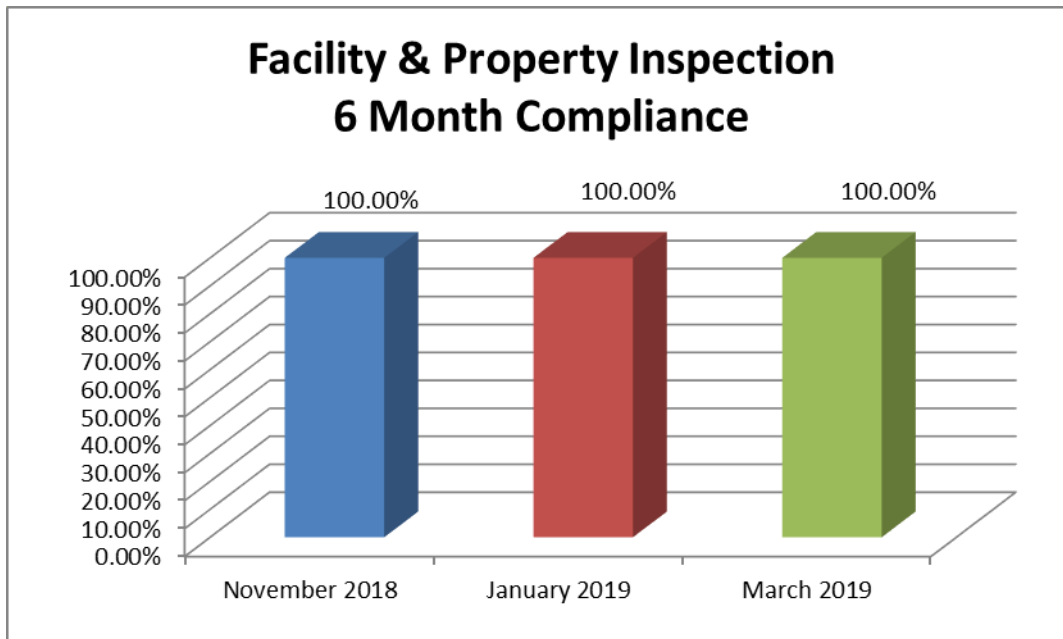
Because of the unique operational requirements of the Food Services division, assigned personnel do not routinely handle inmate property and/or evidence. The inspection team reviewed with supervisory personnel the policy requirements in case found property and/or evidence needs to be processed, including 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 all office spaces, storage rooms, walk in refrigerators and freezers, filing cabinets, desk drawers, and any other containers found. 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.

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

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

**Recommendations:**

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

- Continued mentoring for all supervisory levels should be provided in order to ensure the accurate entries documenting activities and events into the appropriate tracking systems (OJ, log books, checklists, Blue Team...).
- Continue to reinforce to all staff, the importance of properly accounting for, safeguarding, documenting, and timely processing found and impounded property in accordance with current policy.

Action Required:

With the resulting 100% compliance, Inspection *BI2019-0030* does not require a BIO Action Form.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2019-0030* and contained within IA Pro.

Date Inspection Started: March 7, 2019
Date Completed: March 29, 2019
Timeframe Inspected: March 7-12, 2019
Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Lt. D. Reaulo S1678

4/2/2019

Lt. D. Reaulo S1678
Commander, Audits & Inspections Unit
Bureau of Internal Oversight

Date