

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**Inmate Canteen GTL Phone**

Report # A2021-0001

## **Introduction**

Inmates housed in Maricopa County jails can purchase Global TelLink Corporation (GTL) Phone Net Cards (phone cards) from the MCSO Inmate Canteen. The phone cards can be used by inmates to make phone calls via payphones or tablets. These phone cards are ordered by the MCSO Telecommunications Technology Division from GTL and sold to inmates by the MCSO Inmate Canteen. The objectives of this assessment were to 1) determine if MCSO Telecommunications and Inmate Canteen have adequate segregation of duties for purchasing and distributing phone cards, and 2) determine if phone cards are properly safeguarded.

## **Procedures**

On April 9, 2021, the Audit and Inspections Unit (AIU) conducted an initial fact-finding phone call to the Telecommunications Division to gain an understanding of the purchase, receiving, and activation of phone cards.

After the initial fact-finding call, AIU analyzed the information obtained and formulated a plan that allowed the team to focus its resources.

Additionally, AIU conducted an on-site visit to MCSO Inmate Canteen on May 10, 2021. During this visit, the team gained a better understanding of how inmates purchase phone cards, how they are recorded by Inmate Canteen staff, and how orders are processed and distributed to inmates.

## **Criteria**

MCSO Policy DK-2, *Inmate Telephone System*  
MCSO Policy DC-1, *Inmate Canteen*  
*Inmate Canteen Division Operations Manual*

## **Methodology**

The assessment included a review and analysis of segregation of duties and physical controls over phone cards. We utilized several methodologies to achieve the stated objectives. These evidence-gathering techniques included, but were not limited to, the following:

- Collecting information and documentation,
- Conducting interviews with appropriate MCSO employees,
- Observing facilities and processes,
- Reviewing electronic and paper records,
- Reviewing internal manuals and procedures,
- Performing selected in-depth analysis of events and other procedures, and
- Final analysis and evaluating of the observations.

## **Telecommunications Division**

The Telecommunication Division is responsible for ordering, receiving, and activating the phone cards. MCSO Procurement issues purchase orders (PO) on an annual basis. Utilizing a PO, a Telecommunications employee places an order for phone cards based on the Inmate Canteen stock level. A different Telecommunications employee then receives the order, and compares the receiving documents to the PO to ensure accuracy; the phone cards are packaged in bundles of 100. A third Telecommunications employee activates the phone cards and delivers them to the Inmate Canteen Supervisor.

### **Inmate Canteen - Receiving/Ordering**

The Inmate Canteen Supervisor or Inmate Canteen Staff Supervisor receives the phone cards from the Telecommunications Division and places the phone cards in a locked filing cabinet in an office on the administrative side of the Inmate Canteen. Currently, due to Covid, inmates can place Canteen orders every two weeks, with a maximum total order dollar limit of \$200 and a four-phone card limit. Each card is sold for \$20. Currently, Inmate Canteen employees enter the inmate's order into the Inmate Funds Canteen System (IFCS); this system is being replaced by the Cashless Commissary and Trust Fund Account System (CACTAS) in July 2021. A different Inmate Canteen employee enters the phone card orders onto an Excel spreadsheet which contains the inmate's booking number, name, and the phone card's 16-digit serial number. This 16-digit serial number is assigned by GTL and is unique to each phone card. AIU did not observe anyone double-checking the data entry onto the Excel spreadsheet. The phone card(s) is then placed in a small white bag with the inmate's booking number, name, housing unit, and the number of phone cards in the bag. The bag is then placed in a small plastic storage bin which holds all of the white phone bags until attached to the inmate's order.

### **Inmate Canteen - Distribution**

After Inmate Canteen – Receiving/Ordering, orders are then processed by Inmate Canteen staff in the distribution area. If an inmate's order shows phone cards, the Inmate Canteen employee goes over to the plastic bin, which is located by the supervisor, finds the correct inmate's white bag, and staples it to the inmate's receipt. The Inmate Canteen employee writes their serial number and initials on the receipt and traces an outline of the bag on the receipt so the detention officer at the respective jail facility is aware that the order contains phone cards during distribution to the inmate. The receipt and phone cards are then stapled to a brown bag, which contains the other items ordered from the Canteen and is placed on a cart for delivery to the Housing Unit. Each month the Inmate Canteen Manager runs a month-end reconciliation report for MCSO Finance and Telecommunications showing how many cards have been purchased by inmates during the month. The Inmate Canteen Manager also communicates with Telecommunications on how many bundles of 100 they have remaining unopened at the end of the month.

### **Summary of Observations**

#### **A. Segregation of Duties**

Telecommunications and Inmate Canteen have established processes that create segregation of duties and adequately ensure the risk of intentional or unintentional misuse of the phone cards. This segregation of duties also ensures the physical security of the phone cards before distribution to the inmates.

#### **B. Recording of Phone Cards**

Inmate Canteen enters the phone card 16-digit serial number on an Excel spreadsheet for reference if an inmate files a grievance regarding not receiving his phone card. This spreadsheet was not verified by a second employee.

### **Recommendations**

- A. Inmate Canteen should consider working with Telecommunications to take over the entire process from ordering and receiving to distribution as they already have the similar procedures in place for the other items they sell to inmates.
- B. Inmate Canteen should consider implementing a second person verification and sign-off procedure of the Excel spreadsheet to ensure that the 16-digit phone card serial number has been entered correctly.

**Conclusion:**

All involved parties reviewed the report and recommendations on August 31, 2021, and found that the report met the identified objectives.

Date Started: March 01, 2021  
Date Completed: July 07, 2021  
Timeframe: April 9-May 17, 2021  
Assigned Auditors: Sr. Auditor R. Jamieson B3178, Sr. Auditor M. De La Cruz B4608

I have reviewed this report.

*Lt. Jonathan Halverson S1674*

9/9/2021

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Date