

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Custody Facility and Property Inspection January 2019

Inspection # BI2019-0015

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 **January 29, 2019**, a Facility and Property inspection was conducted for the **Estrella Jail**. The Estrella Jail is located at **2939 W Durango St, Phoenix AZ 85009**. Currently, the Estrella Jail houses all classifications of adult female inmates and provides housing and programming space for the men's and women's Mosaic program. Estrella Jail also houses other fully sentenced female inmates that participate in various inmate work details. It should be noted that the Mosaic program is presented through a partnership of MCSO custodial staff and Correction Health Services (CHS) personnel. CHS personnel

include counselors and mental health professionals that provide the 6-week intensive treatment program covering topics that include substance use/misuse, relationships, trauma, criminogenic, parenting, and physical, sexual, and verbal abuse. MCSO provides housing using the “Direct Supervision” custodial model where detention staff not only provide for the care and control of the inmates, but also act as mentors and positive role models in support of the CHS Mosaic program. At the time of this report, the Estrella Jail inmate population was 838, which included 258 fully sentenced inmates, of which 118 were part of the Mosaic program.

The Estrella Jail is currently staffed by 119 detention officers, 4 Field Training Officers (FTOs), and 18 supervisors (Sergeants, Lieutenants, and a Captain).

Upon arrival to the Estrella Jail, the AIU inspection team was met by the executive officer and proceeded to the conference room where the team was introduced to the facility personnel that were to assist the inspection team. In attendance was the jail commander, executive officer, administrative sergeant, Facility Maintenance Officer, and FTOs. The inspection team conducted a short in-brief where the inspection process was explained. After the in-brief, the inspection team and escorts broke into 4 separate inspection groups to more efficiently conduct the inspection. After the inspection was completed, an informal briefing was conducted with the command and escorting personnel. 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 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:

Because of the size of Estrella Jail, and in accordance with the inspection methodology, the lead inspector randomly selected five areas of the jail to be inspected prior to the arrival at the facility. The selected areas were thoroughly inspected using the inspection checklist.

The facility was clean and presented a professional work environment. All doors were secured and our movement throughout the jail was restricted by locked doors that required access from the Estrella Jail Security Control or through key access from our escorts. The Officers on duty were professional in their demeanor. They were courteous and patient as they answered various questions and facilitated access to the secure spaces within their control. This was done without compromising their primary duty of providing for the safety and wellbeing of inmates, officers, medical staff, and inspectors. This was further emphasized during the inspection in one of the housing areas when on-duty officers were made aware of an inmate communicating suicidal ideations. Escorting personnel immediately shifted from “inspector escorts” to providing for the welfare of the inmate. The inmate was engaged in conversation, CHS staff was contacted and promptly responded and assumed the lead role in addressing the inmate’s concerns. Medical protocols were initiated to address the needs and ensure the safety of the inmate. The inspection promptly resumed.

During the inspection team’s movement throughout the facility, we had the opportunity to observe the movement of inmates as they were being escorted to and from various locations within the jail. The inmates were courteous to escorting staff and inspection team members. Escorting Officers clearly communicated control of their charges in a calm, courteous, and professional manner.

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 January 24, 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 minor typographical errors that were discussed with command during the out-brief in an effort to emphasize the importance of making accurate entries when documenting times and personnel in the OJ. Additionally, the inspector noticed that on one shift, while conducting routine activities in a housing unit, the officer on duty was made aware that an inmate had a medical concern. The officer promptly notified CHS staff of the inmate's medical concern and within an hour, the inmate was seen at medical. This was a great example of good judgment and willingness to do what needs to be done when it needs to be done.

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

Section 3 Property and Evidence:

The day of this inspection, the "QueTel" Property and Evidence tracking system indicated that the Estrella Jail did not have any property and evidence records listed in its report. When the inspection was conducted, property was on hand for one incident report. This was due to an administrative error by the impounding officer. Unfortunately for Command, the officer was unable to address the error because the officer was out on medical leave. Estrella Jail command personnel were already aware of the error and were working with the Property Management Warehouse personnel to resolve the issue to properly transfer the property to the Property Management Warehouse.

Additional Observation:

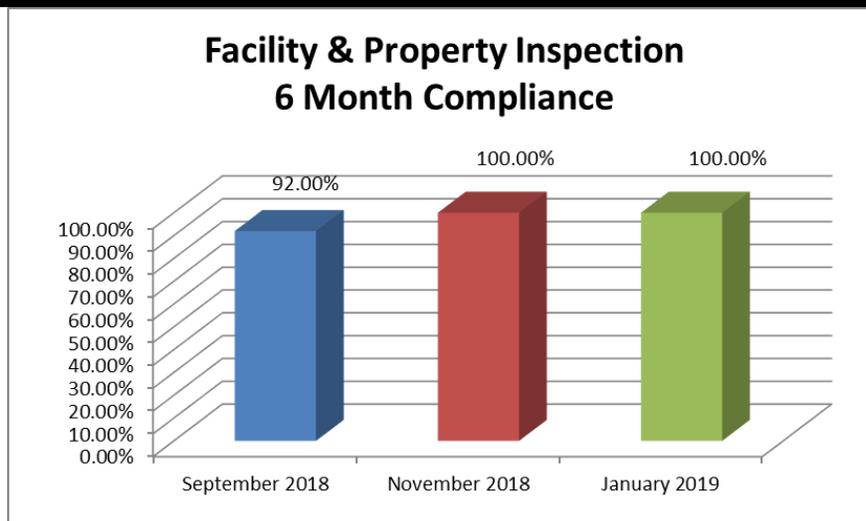
Throughout the visit, the inspectors were granted full access to most office spaces, storage rooms, filing cabinets, desk drawers, employee lockers, and any other containers found. A number of employee lockers and one storage cabinet were not accessible to the inspection team at the time of the inspection due to Estrella Jail commanders not having the combinations or keys to access these items.

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 February 6, 2019, e-mails were received from the Estrella Jail executive officer to advise that all the employee lockers and storage cabinet that were not accessed at the time of the site visit had been accessed and inspected by supervisory personnel. The lockers and cabinet 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 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 *BI2019-0015* does not require a BIO Action Form.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2019-0015* and contained within IA Pro.

Date Inspection Started: January 24, 2019
Date Completed: February 13, 2019
Timeframe Inspected: January 24 and 29, 2019
Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Connie J. Phillips

Connie J. Phillips B3345
Acting Commander, Audits & Inspections Unit
Bureau of Internal Oversight

2/13/2019

Date