

COMMISSION ON ACCREDITATION FOR CORRECTIONS
STANDARDS COMPLIANCE REACCREDITATION AUDIT

Arkansas Department of Community Corrections
Central Office
Little Rock, Arkansas

November 1 - 2, 2018

VISITING COMMITTEE MEMBERS

James H. Allen, Chairperson
ACA Auditor

Eddie Porter
ACA Auditor

A. Introduction

The audit of the Arkansas Community Correction (ACC) Central Office, Little Rock, Arkansas was conducted on November 1-2, 2018, by the following team: James H. Allen, Chairperson and Eddie Porter, Member.

B. Facility Demographics

Rated Capacity Residential: 1629

Actual Population: 1648

Average Daily Population for the last 12 months: 1627.78 and 155 in county jail back-up

Average Length of Stay: 6 Months

Security/Custody Level: Minimum/Medium

Age Range of Offenders: 18-80

Gender: 71% Male and 29% Female

Full-Time Staff: 1338 Total: 91 Central Office, Probation and Parole, 756, and Residential Services 555

84 Administrative/Support/Program, 328 Security, 4 Other

Probation and Parole System Statewide

Active Caseloads as of June 30, 2018: 55,941

Active Drug Court Cases: 3,036

Active Boot Camp Program Cases: 285

Active Parole Cases: 24,565

Active Probation Cases: 31,376

C. Facility Description

The ACC Central Office is headquartered in the Two Union National Plaza Building located in downtown Little Rock at 105 West Capitol Street. The ACC uses floors two, three and four with the remaining office space being occupied by other state agency operations. The ACC is responsible for Statewide Probation and Parole Services and Community Residential Services. The Director is supported by a chief deputy director and four deputy directors. The building is tastefully and professionally decorated. A majority of employees have offices with doors and windows. Other staff members work from cubicles located in the open office areas or co - located in an office with a door and window. An elevator or stairs are used to get to the appropriate floor. Employees are allowed to decorate their own work space. Parking for employees is located adjacent to the main building and across the street from the main building. The ACC is governed by the Board of Corrections and includes seven members. The same Board also oversees the Arkansas Department of Corrections.

Arkansas Community Corrections began in 1993 as the Department of Community Punishment (DCP), which was created by the Arkansas Legislature's passage of Act 543.

This and companion legislation promoted alternatives to traditional prisons by offering a well - rounded approach to community corrections through the use of supervision, facilities and programs for low-risk offenders.

The DCP established non-traditional residential centers for offenders as an alternative to traditional incarceration. The Arkansas Legislature passed legislation in 2001 renaming the agency the Arkansas Department of Community Corrections (ADCC), to better reflect the mission of the agency.

In 2013, to reflect its new leadership and a renewed emphasis on public safety, the agency made major changes to policy, increased hiring and changed its name to Arkansas Community Correction (ACC).

The average cost of supervision in the Probation and Parole Services Division was \$2.24 per day per offender including treatment. The average cost per day per offender in Residential Services is \$66.79. The five residential services facilities are located in Little Rock, Pine Bluff ([West Memphis](#)) (females), Osceola, Texarkana, Fayetteville (females) and Malvern that is used as a technical violator center ([Supervision Sanction Center](#)).

The Director of the ACC reports directly to the Board of Corrections and is the agency's chief executive administrative and fiscal officer and is responsible for the agency's philosophy, mission and operations. The ACC operations (managed by a chief deputy and four deputy directors) include residential, probation and parole services, administrative services, communication and public affairs. Aside from the deputies, the director supervises a small staff of professionals in such areas as legal affairs, internal affairs, grievances, internal audits, and interstate compact.

The mission statement of ACC is "To enhance public safety by enforcing state laws and court mandates through community partnerships and evidence - based programs that hold offenders accountable while engaging them in opportunities to become law - abiding, productive citizens."

Philosophy

"We place our priority on public safety while providing opportunities for positive change."

Motto

"Serving Justice"

The Agency has 6 Goals, which include.

Goal 1

Use of appropriate and effective supervision of adult offenders and evidence.

Goal 2

A continuum of community - based sanctions and services held offenders accountable, reduces barriers to success, improves their ability to become productive and lawful members of the community, reduces recidivism and enhances public safety.

Goal 3

Agency oversight is facilitated through project management and quality assurance that promote accountability and effective decision making.

Goal 4

Provide alternatives to traditional prison through residential programs and community-based sanctions.

Goal 5

To manage programs and resources in a competent and cost-efficient manner that encourages creativity and innovation.

Goal 6

To attract and retain a competent, diverse workforce prepared to meet current and future needs of the agency.

D. Pre-Audit Meeting

The team met on October 31, 2018, in Little Rock, Arkansas, to discuss the information provided by the Association staff and the officials from the ([Arkansas Community Correction](#)) Arkansas Department of Corrections, Central Office.

The chairperson divided standards into the following groups:

Standards #2-CO-1A-01 to 1D-10, James H. Allen, Chairperson
Standards #2-CO-1E-01 to 5F-01, Eddie Porter, Member

E. The Audit Process

1. Transportation

The team was escorted to the facility by Debbie Ruff, Regional Accreditation Manager.

2. Entrance Interview

The audit team proceeded to the office of Kevin Murphy, Interim Director for (Arkansas) Adult Community Corrections. The team expressed the appreciation of the Association for the opportunity to be involved with (Arkansas Community Correction) Arkansas Department of Adult Community Corrections in their re-accreditation process. The conduct of the audit was discussed at this time.

Kevin Murphy, Interim Director, Adult Arkansas Community Corrections escorted the team to an alternate location, where the formal entry meeting was held.

The following persons were in attendance:

Kevin Murphy, Interim Director Adult Community Corrections
Jimmy Banks, Deputy Director of Residential
Jerry Bradshaw, Deputy Director Parole/Probation
Sonia Wallace, Assistant Director A. R.
Grey Murray, H. R. Specialist
Phyllis Silas, Center Supervisor, EAC
Terry Ratcliff, Administrative Specialist
Nicholas Stewart, I. T. Director
Carrie Williams, Assistant Director, Re-Entry
Jeff Jerry, Controller
Sherri Moore, Inmate Funds
Sherry Enderly, Administrative Specialist
Krystal Turner, Administrative Specialist
Jessica Leiga, I.T. Specialist
Kelly Knuckles, Re-Entry Specialist
Robin White, Communications and PR
Debra Ruff, ACA Manager

It was explained that the goal of the visiting team was to be as helpful and non-intrusive as possible during the conduct of the audit. The chairperson emphasized the goals of accreditation toward the efficiency and effectiveness of correctional systems throughout the United States. The audit schedule was also discussed at this time.

3. Facility Tour

The team toured the entire facility from (time) 8:30 am to 10:30 am(time). The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

Debra Ruff, ACA Manager

Facility notices were posted throughout the facility.

4. Conditions of Confinement/Quality of Life

During the tour, the team evaluated the conditions of confinement at the facility. The following narrative description of the relevant programmatic services and functional areas summarizes the findings regarding the quality of life.

Security:

A controlled system of admission includes having an identification badge with bar code embedded identification. This allows entry into the main building and subsequent doors as needed. There is also an entry system on the third floor that requires a receptionist to “buzz” a visitor inside. Employees with identification cards also have access to this floor where the Director of the Agency has **her (his)** office.

Environmental Conditions:

The building that the Central Office is located in is a leased building which is located in downtown Little Rock. Although the building is located within the city of Little Rock, it presents a very pleasant appearance. The exterior of the building is complimented with cement plant pots with foliage. These accoutrements make for a pleasant appearance for people arriving to enter the building. Lighting, Air Flow, Temperatures, and Noise levels were all within acceptable levels, and created a very pleasant work environment for the staff. At the time of the audit, there were three offenders working in the building to attend to all of the cleaning needs of the three floors occupied by the department.

Sanitation:

The Central Office building was being maintained in an exceptionally clean and orderly condition in all areas.

Fire Safety:

There are fire extinguishers present on each floor as well as pull stations, horns/lights, and a water hose to be used to extinguish small fires should they occur. In addition, there is a sprinkler system. Evacuation drills are conducted for both fire and other emergency events like an earthquake, 2X a year. Evacuation routes are conspicuously posted throughout the building. The last annual fire inspection was conducted on October 26, 2018 by the Little Rock Fire Department, with no discrepancies noted.

Food Service:

There is no Food Service Department in the Central Office building, therefore this area does not apply to the audit.

Medical Care:

Correct Care Solutions is the contracted service for Healthcare services for the ACC Centers. There is a CCS Regional Manager located at the Central Office location. CCS serves 27 facilities throughout the state, and This Regional Manager oversees 11 of these facilities with four of those being within the Adult Arkansas Community Correctional Centers. The Regional Manager visits all of the ACC Centers facilities under his jurisdiction at least once each week. Responsibilities include visiting with all staff at each facility, working with the HSA's in addressing and supporting their needs, Addressing the quality of care to the offenders, and all continuity of care concerns. At the time of the audit there were no personnel staffing issues.

Recreation:

The ACA Manager visits each Center on a regular basis to review recreational programming, and to assess the recreational needs of each Center.

Religious Programming:

There is not a Religious Programming Department in the Central Office, but each Center does have a Chaplain assigned to address the religious needs of the offender population at each Center.

Offender Work Programs:

Offenders are not located or housed in the Central Office building, but there are offender workers that come to the Central Office each day Monday thru Friday to attend to the cleaning needs of the department.

Academic and Vocational Education:

There are no offenders located or housed in the Central Office building, therefore this section does not apply to this audit.

Social Services:

Some of the programs being offered include:

Institutional Release Services: Institutional Release Services is the element of the ACC that is responsible for identifying when an inmate is eligible for parole hearing when eligible, and releasing those inmates approved by the Arkansas Parole Board.

Substance Abuse

Substance Abuse programming is offered at the Centers in a program designed after the Therapeutic Community perspective.

Sex Offender Aftercare Program

The Sex Offender Aftercare Program has specialized Parole/Probation officers who supervise high profile, Level 3 and 4 sex offenders in the community. The program goal is to increase public safety and provide offender accountability through the containment of sexual offenders using a multidisciplinary approach.

Visitation:

There are no offenders located or housed in the Central Office building, therefore this section does not apply to this audit.

Library Services:

There are no offenders located or housed in the Central Office building, therefore this section does not apply to this audit.

Laundry:

There are no offenders located or housed in the Central Office building, therefore this section does not apply to this audit.

F. Examination of Records

Following the facility tour, the team proceeded to the (name of room) ([Treatment Office](#)) to review the accreditation files and evaluate compliance levels of the policies and procedures. The facility has (number)(0) notices of non-compliance with local, state, or federal laws or regulations.

1. Litigation

Over the last three years, the facility had zero consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

There are no Significant Incident or Outcome Measures for this audit.

3. Departmental Visits

Team members revisited the following departments to review conditions relating to departmental policy and operations:

<u>Department Visited</u>	<u>Person(s) Contacted</u>
Administration	Kevin Murphy, Interim Director

Finance	Chad Brown, Deputy Director Finance Jeff Jerry, Comptroller Sherri Moore, Inmate Funds
Services	Elcie Lockett, Vehicle Management
Legal	Amber Shubert, Attorney
Parole/Probation	Jerry Bradshaw, Deputy Director
Personnel	Sonia Wallace, Human resources Monica Griffin, H.R. Records
Re-Entry	Carrie Williams, Asst Director
ACA	Debra Ruff, ACA Manager
Internal Affairs	Dickey Johnson, Internal Affairs and SRT Commander

4. Shifts

There is only one shift at the Central Office

Day Shift

The team was present at the facility during the day shift from 8:00 a.m. to 4:00 p.m. on the first day of the audit, and from 9:00 a.m. to 11:30 a.m. on the second day of the audit. The audit team toured the entire Central Office area, talked with and interviewed several employees, worked on the standards, and conducted the exit discussion.

5. Status of Previously Non-compliant Standards/Plans of Action

There were no Non-Compliant standards from the previous audit.

G. Interviews

During the course of the audit, team members met with both staff and offenders to verify observations and/or to clarify questions concerning facility operations.

1. Offender Interviews

The audit team spoke with both of the offender workers and received positive feedback. The offenders enjoyed working at the central office and stated that the staff treated well.

2. Staff Interviews

The audit team members spoke with approximately 50 staff at the Central Office with positive feedback from everyone.

All of staff stated that they enjoyed coming to work, and felt that the interim Director treated them professionally, and that he had an open door if there were any concerns. The Interim Director also stated that he felt that he had one the best staffs, and they always performed admirably.

H. Exit Discussion

The exit interview was held at (time) 11:30 to 12:30PM in the (meeting room) with the (title of chief executive officer or designee) (Mr. Murphy) and (53) staff in attendance.

The following persons were also in attendance:

Kevin Murphy, Interim Director Adult Community Corrections
Jimmy Banks, Deputy Director of Residential
Jerry Bradshaw, Deputy Director Parole/Probation
Sonia Wallace, Assistant Director A. R.
Grey Murray, H. R. Specialist
Phyllis Silas, Center Supervisor, EAC
Terry Ratcliff, Administrative Specialist
Nicholas Stewart, I. T. Director
Carrie Williams, Assistant Director, Re-Entry
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Krystal Turner, Administrative Specialist
Jessica Leiga, I.T. Specialist
Kelly Knuckles, Re-Entry Specialist
Robin White, Communications and PR
Debra Ruff, ACA Manager

The chairperson explained the procedures that would follow the audit. The team discussed the compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group.

The chairperson expressed appreciation for the cooperation of everyone concerned and congratulated the facility team for the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field.

AMERICAN CORRECTIONAL ASSOCIATION
AND THE
COMMISSION ON ACCREDITATION FOR CORRECTIONS

COMPLIANCE TALLY

Manual Type	Administration of Correctional Agencies, 2nd Edition	
Supplement	2016 Standards Supplement	
Facility/Program	Arkansas Community Corrections / Central Office	
Audit Dates	November 1 - 2, 2018	
Auditor(s)	James H. Allen, Chairperson Eddie Porter, Member	
	MANDATORY	NON-MANDATORY
Number of Standards in Manual	2	141
Number Not Applicable	0	3
Number Applicable	2	138
Number Non-Compliance	0	0
Number in Compliance	2	138
Percentage (%) of Compliance	100%	100%
<ul style="list-style-type: none"> ● Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable ● Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance ● Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance 		

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Visiting Committee Findings

Non-Mandatory Standards

Not Applicable

Standard # 2-CO-1A-03

PRIVATE CORRECTIONAL AGENCIES HAVE A CONSTITUTION OR ARTICLES OF INCORPORATION THAT MEET ALL OF THE LEGAL REQUIREMENTS OF THE GOVERNMENTAL JURISDICTION IN WHICH THE AGENCY IS LOCATED.

FINDINGS:

The Arkansas Community Correction is a public agency

Standard # 2-CO-4B-05

IF SERVICES FOR ADULT AND JUVENILE OFFENDERS ARE PROVIDED BY THE SAME AGENCY, WRITTEN STATEMENTS OF PHILOSOPHY, POLICY, PROGRAM, AND PROCEDURE MAKE CLEAR DIFFERENCES IN INTENT BETWEEN CRIMINAL CODE AND THE STATUTES THAT ESTABLISH AND GIVE DIRECTION TO PROGRAMS FOR JUVENILES. THERE IS A SEPARATE SERVICE DELIVERY SYSTEM FOR JUVENILES.

FINDINGS:

The Arkansas Community Correction does not provide supervision services for juvenile offenders

Standard # 2-CO-4B-06

WRITTEN AGENCY POLICY PROVIDES THAT THERE ARE, OR THE AGENCY CAN DOCUMENT EFFORTS TO PROVIDE, SEPARATE DETENTION FACILITIES FOR JUVENILES. WHERE ADULT FACILITIES MUST BE USED, JUVENILES ARE SEPARATED BY SIGHT AND SOUND FROM ADULT OFFENDERS AND SUPERVISED BY STAFF TRAINED TO WORK WITH JUVENILES.

FINDINGS:

The Arkansas Community Correction does not provide supervision services for juvenile offenders