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# Arizona Department of Corrections

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CHARLES L. RYAN  
DIRECTOR

November 19, 2015

Rick Mauldin  
Warden  
ASP-Florence West  
915 East Diversion Dam Road  
Florence, AZ 85132

Dear Warden Mauldin:

An assessment of ASP-Florence West (GEO) facility operations was conducted on August 17, 2015 through August 19, 2015.

The assessment team concluded that the overall conditions within the facility were acceptable. Overall unit sanitation was below average. The team reported the relationship amongst the ADC Monitor Team, GEO management, line staff members, and inmate population is mostly positive. However, the assessment did reveal several findings that require your attention and corrective action. The contract between the Arizona Department of Corrections (ADC) and the GEO Group, #020049DC documents specific provisions where it is stated the facility operator shall adhere to all applicable ADC policies. The findings and timelines for corrective action are as follows:

- GEO Warden has not been holding all required staff meetings. DO 112, Department Meetings requires regular meetings will different classes of personnel. ***Corrective action due immediately.***
- The Chief of Security does not complete a weekly report for inspections of inmate housing areas (DO 704, Inmate Regulations) and he does not include the results of these inspections in his monthly DO 703, Security/Facility Inspections report. These listed reports are required by ADC policy. ***Corrective action due immediately.***
- The Emergency Response Plan (ERP) does not mention when or how a modified DART shall be deployed. The ERP does not mention when an incident will be expanded to utilize

WebEOC. The facility Emergency Response Plan (ERP) Annex for Disturbance/Riot refers to placing the Correctional Emergency Response Team (CERT) on standby, activating if necessary. This Annex has not been adapted to the Florence West facility. Florence West does not have a tactical team, nor are they contracted for a tactical team. All the GEO Group facilities are utilizing the same ERP which is well written. However, the ERP has not been tailored to fit your facility. The ERP does not mention when and how the ADC administration and GEO Group administration shall be notified in emergency situations. ***Corrective action due within sixty (60) days.***

- Sanitation within the individual living areas, common areas, and restroom/showers was below ADC standards. Inmate porters need to be directly supervised by line-staff to improve the overall sanitation of the inmate living areas. ***Corrective action due in thirty (30) days.***
- Inmate compliance with DO 704, Inmate Regulations was lacking and requires greater attention to detail. Multiple inmates were witnessed with their ID cards fastened to their sleeves or to the bottoms of their shirts. Line-staff were not addressing this issue. Staff members and supervisors need to address compliance with DO 704, Inmate Regulations on a daily basis. ***Corrective action due in thirty (30) days.***
- Programming and WIPP are being underutilized at Florence West. The administration needs to add more programming classes and WIPP jobs to the daily activity at Florence West. The administration also needs to afford more structured recreation. The unit would benefit by reducing inmate idleness, and it would also produce a cleaner facility. An operational plan needs to be developed to keep the inmate population engaged throughout the day. ***Corrective action due in thirty (30) days.***
- The Shift Commander did not forward a DO 805, Protective Segregation packet for an inmate who requested protective custody to the Deputy Warden within one workday from when the review was initiated on July 23, 2015. The packet was forwarded to the Deputy Warden on July 27, 2015. ***Corrective action due immediately.***
- DART for Supervisors 2015 training was not completed for FY 2015. Please work with the ADC Lead Monitor to gain access to needed ADC Train the Trainer courses, and follow and monitor current schedules and curricula for DART for Supervisors 2015 Training. ***Corrective action due in thirty (30) days.***
- Four Security Supervisors have not completed all required NIMS courses. DO 509, Employee Training and Education requires that all supervisors with the rank of Captain/CO IV through Warden attend ICS 300 and 400. These classes are often referred to as MAG 300

and 400. These classes are offered throughout the State on the ERMA website at [www.erma.az.gov](http://www.erma.az.gov). *Corrective action shall take place as courses are available. Please communicate regularly with the ADC Lead Monitor to chart progress.*

- A DART drill conducted at the facility. The DART responders were slow to react and responded in a very casual manner without demonstrating a sense of urgency. DART members and supervisor could not identify proper deployment of assigned munitions. Security staff members require additional drills and training to strengthen their knowledge of DART protocols. *Corrective action due in thirty (30) days.*

The findings listed in this document are not all-inclusive of the entire findings of the report. Some findings represent operational concerns or sound correctional practices not directly tied to the contract and/or a specific ADC Written Instruction. It is encouraged that these findings receive serious attention and the appropriate remediation.

Please provide a detailed corrective action plan to the findings within ten (10) work days from receipt of this letter. The corrective action plan shall be provided to ADC Lead Monitor, Deputy Warden Jeff Freeland.

ADC has conducted an in-depth review of its monitoring standards and processes. Modifications to how the Department monitors each contract have been implemented or are in process of being implemented. Please refer to Attachment B of this document for a detailed listing of the changes to the monitoring process.

Please feel free to contact me should you have questions or wish to discuss the contents of this letter.

Sincerely,



Tara R. Diaz  
Contract Beds Operations Director  
Arizona Department of Corrections

Encs: Attachment A  
Attachment B