



DOUGLAS A. DUCEY
GOVERNOR

Arizona Department of Corrections

1601 WEST JEFFERSON
PHOENIX, ARIZONA 85007
(602) 542-5497
www.azcorrections.gov



CHARLES L. RYAN
DIRECTOR

November 19, 2015

Wayne Phillips
Warden
ASP-Phoenix West
3402 West Cocopah
Phoenix, AZ 85009

Dear Warden Phillips:

An assessment of ASP-Phoenix West facility operations was conducted on August 17, 2015 through August 19, 2015.

The assessment team concluded that the overall conditions within the facility were favorable. The team reported the relationship amongst the ADC Monitor Team, GEO management, line staff members, and inmate population is 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, #010039DC 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:

- DART equipment does not include helmets for individual team members. This equipment is included as required equipment within the DART for Supervisors Lesson Plan. ***Corrective action due in thirty (30) days.***
- 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.***
- Five (5) supervisory staff including GEO Warden and Assistant Warden have not attended 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. *Corrective action shall take place as courses are available. Please communicate regularly with the ADC Lead Monitor to chart progress.*

- 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. These directions should be detailed in an ERP. 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 Phoenix West facility. Phoenix 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.*
- Staff did not conduct proper ingress searches of two ADC staff members entering your facility. This is a repeat offense since this discrepancy was also noted as a GAR finding in the May, 2015. *Corrective action due immediately.*
- Inmate compliance with DO 704, Inmate Regulations was lacking and requires greater attention to detail. Inmates living areas lacked uniformity and the TV shelf in the housing areas was cluttered with inmate property. *Corrective action due in thirty (30) days.*
- There were large numbers of inmates observed in a position of idleness. The living areas and hallways were full of inmates not involved in programming, work, or scheduled activities. An operational plan needs to be developed to keep the inmate population more engaged throughout the day. *Corrective action due in thirty (30) days.*
- The living areas are cooled with evaporative cooling and it was quite warm in Dorms 1 and 2. Portable evaporative coolers were observed in Dorms 1 and 2. A physical plant analysis concerning cooling of the facility needs to be completed so maintenance staff can develop a plan to boost the cooling capacity of the facility. *Corrective action due within ninety (90) days.*
- GEO failed to deliver some in-service supervisory classes by not utilizing the current lesson plan, and in other cases made unauthorized reductions in classroom hours for certain pre-service training courses. 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 COTA and in-service Training. *Corrective action due in thirty (30) days.*

- A DART drill was conducted at the facility. The DART response was lacking in knowledge by both team members and supervisory staff. Security staff members require additional drills and training to strengthen their knowledge of DART protocols. *Corrective action due in thirty (30) days.*
- The GEO Senior Firearms Instructor received an Unsatisfactory/Noncompliance Evaluation from the ASPC-Phoenix Senior Firearms Instructor on August 11, 2015. The senior firearms instructor needs to pass the recertification evaluation from an ADC Senior Firearms Instructor prior to being eligible to teach and instruct others. *Corrective action due in fourteen (14) days.*

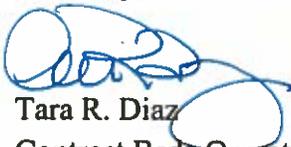
The findings listed in this document are not all-inclusive of the entire findings of the report. Some findings represent operational concerns or sound correctional practices not directly tied to the contract and/or a specific ADC Written Instruction. It is encouraged that these findings receive serious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

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