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CHARLES L. RYAN
DIRECTOR

November 19, 2015

Bennie Rollins
Warden
ASP-Central Arizona Correctional Facility
1401 East Diversion Dam Road
Florence, AZ 85132

Dear Warden Rollins:

An assessment of Central Arizona Correctional Facility (GEO) facility operations was conducted on September 9, 2015 through September 11, 2015.

The assessment team concluded that the overall conditions within the facility were favorable. Overall unit sanitation was above average. 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, #040176DC 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.***
- All the GEO Group facilities are utilizing the same Emergency Response Plan (ERP), which is overall, well written. However, the ERP has not been tailored to fit CACF. Much of the CACF management is unfamiliar with or does not have access to WebEOC. The ERP does not mention when an incident will be expanded to utilize WebEOC. The plan does not mention when or how DART shall be deployed. ***Corrective action due within sixty (60) days.***

- The ADC contract with GEO calls for a thirty person Tactical Support Unit (TSU). The assessment team was advised that CACF has a twenty person tactical unit that is titled “Correctional Emergency Response Team (CERT).” The Correctional Emergency Response Team (CERT) does not have the required filled positions or minimum equipment required by contract for Tactical Support Unit (TSU). Tactical training is not conducted in accordance with the ADC Tactical Training Schedule. *Corrective action due within sixty (60) days.*
- 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. The Chief of Security submits a three sentence report which does not meet the spirit of DO 704, Inmate Regulations. These listed reports are required by ADC policy. *Corrective action due immediately.*
- The facility Perimeter Security System has not been functioning properly for several months. This is also a repeat GAR finding that has been addressed repeatedly by the ADC Monitoring Team. *Corrective action due immediately.*
- An officer was observed not following required security procedures by not inspecting inmates’ mouths to ensure their medications had not been concealed after receiving medications. *Corrective action due immediately.*
- Ingress search procedures for employees were substandard. As previously noted in the May, 2015 GAR, CACF staff did not conduct proper ingress search procedures on two GEO staff members. *Corrective action due immediately.*
- The CACF Warden has not completed MAG400. Five security supervisors and two staff have not completed the required NIMS training. 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.*
- CACF staff failed to deliver some in-service classes in a classroom setting by providing training that was being conducted in control rooms from printed slide shows. *Corrective action due in thirty (30) days.*
- GEO failed to deliver some pre-service courses as required by ADC by making unauthorized reductions in classroom hours in several critical areas; Use of force, Non Violent Crisis

Intervention, and transportation and restraints. It was confirmed that in June, 2014, at least one employee had been placed into the academy at Week 4 and was provided curriculum from first 3 weeks to catch up. *Corrective action due in thirty (30) days.*

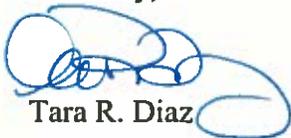
The findings listed in this document are not all-inclusive of the entire findings of the report. Some findings represent operational concerns or sound correctional practices not directly tied to the contract and/or a specific ADC Written Instruction. It is encouraged that these findings receive serious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