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February 25, 2008

MEMORANDUM FOR: John P. Torres, Director
Office of Detention and Removal

FROM:

[Redacted] b6, b7c for [Redacted] b6, b7c
Reviewer-In-Charge
Creative Corrections

SUBJECT: Randall County Jail Annual Detention Review

Creative Corrections conducted an Annual Detention Review (ADR) of the Randall County Jail, located in Amarillo, Texas, on February 14-15, 2008. The facility is operated by the County of Randall, Texas which has an Intergovernmental Services Agreement with the United States Marshals Service. As noted on the attached documents, the team of Subject Matter Experts included: [Redacted] b6, b7c Security; [Redacted] b6 Health Services; [Redacted] b6, b7c Safety; and [Redacted] b6 Food Services. A closeout meeting was conducted with Captain [Redacted] b6, b7c Lieutenants [Redacted] b6, b7c and [Redacted] b6, b7c on February 15, 2008 that included a discussion of all deficiencies, concerns, and recommendations noted during this review. Also present, was Deportation Officer [Redacted] b6, b7c

Type of Review:

This review is a scheduled Detention Standard Review to determine general compliance with established ICE National Detention Standards for facilities used for over 72 hours.

Review Summary:

The facility is not currently accredited by any correctional or health organizations.

Standards Compliance:

The following statistical information provides a direct comparison of the 2007 ADR and this ADR conducted for 2008.

<u>February 26-27, 2007 Review</u>		<u>February 14-15, 2008 Review</u>	
Compliant	36	Compliant	35
Deficient	0	Deficient	2
At-Risk	0	At-Risk	0
Not-Applicable	2	Not-Applicable	1

Key & Lock Control – Deficient

It is the policy of the ICE service to maintain an efficient system for the accountability and maintenance of all keys and locks.

- Documentation does not exist to indicate the security officer (maintenance foreman) has attended an approved locksmith training program
- The Security Officer does not maintain control of administrative duties and responsibilities relating to the lock shop operation.
- Inventories of all keys, locks, and locking devices are not being maintained.
- The Security Officer does not maintain a preventive maintenance program.
- A grand mastering key system is in effect.
- A system to replace worn or discarded keys and locks is not maintained.
- The operational keyboards in control and booking are not sufficient to maintain all keys. The keys are located in a secure area; however a handcuff key is used to open the lock.
- Key rings are not identifiable, key rings do not contain the number of keys on the key ring, and keys can be removed from the rings.
- Policy or procedure does not exist to ensure safe combination integrity.
- The Randall County Jail does maintain a policy for the accountability of keys; however the policy is not being followed.

Recommendations

- The Security Officer should attend an approved locksmith-training program.
- The Security Officer should obtain control of administrative duties and develop and implement a system of accountability.
- Inventory all keys and locks within the institution to include 24 hour take home keys.
- Develop and implement a preventive maintenance program to ensure all locks and locking devices are working properly.

Tool Control – Deficient

Every facility will establish a tool control policy with which all employees shall comply. The Maintenance Supervisor shall maintain a computer generated or typewritten inventory of tools

and equipment, and storage locations. These inventories shall be current, filed, and readily available during an audit.

- A staff member has not been identified to be responsible for tool control.
- Department heads are not responsible for implementing tool control procedures.
- Tool inventories are not required for all areas of the institution. Tool inventories in the maintenance department are incorrect (i.e., tools missing from inventory, tools on inventory, but not present). There are no inventories in food service and booking.
- A policy is not in effect for the regular inventory of all tools.
- The facility does not have procedures to ensure that all tools are marked and readily identifiable.
- The facility has no tool classification system. Tools are not classified restricted and non-restricted.
- A system does not exist for the disposal of broken or worn out tools.
- Documentation does not exist to indicate that tools are inventoried prior to admittance or departure from the institution.

Recommendations

- The Captain should identify a staff member to be responsible for the tool control program.
- Establish procedures requiring tool inventories wherever tools are to be stored i.e., Maintenance, Central Booking, Food Service etc.
- Establish a procedure for regular inventory of all tools.
- Staff should establish a tool classification system that distinguishes restricted and non-restricted tools.
- Staff should establish procedures to ensure that all tools are marked and readily identifiable.
- Staff should establish an approved storage system that will ensure tools are accounted for and stored in such a way that a missing tool is readily noticed.
- Establish procedures to survey and dispose of damaged and worn out tools.

- Establish written procedures so that all private or contract workers are required to submit an inventory of all tools prior to admittance into or departing from the facility.

RIC Issues and Concerns

Food Service

- It is recommended that only one key ring be maintained for the food service knife locker. One key would allow for one staff member to be held accountable for the issuance and control of knives.
- It is recommended that the steel cables used to tether the knives to the workstations be attached to the knives through the steel shank.
- It is recommended that yeast be secured in a cabinet for which the food service department has only one key.
- It is recommended that a common fare religious diet menu be implemented.
- It is recommended that a complete nutritional analysis be conducted on the common fare and master menus.
- In addition to the common fare menu, a schedule of the following year's major "holy" days needs to be developed and forwarded to the Food Service Administrator.
- Cleaning schedules need to be developed and conspicuously posted in all areas of the Food Service Department.
- It is recommended that food service workers receive training on the proper use of hazardous chemicals, and the safety features of equipment, prior to beginning work.
- The equipment training should be specific to the make and model of each piece of equipment and be comprised of the manufacturer's guidelines for the safe operation, care and cleaning of that model.

Property

- It is recommended that the facility develop written policy and procedures for returning forgotten property to ICE detainees.

Environmental Health and Safety

- Methods of maintaining an inventory after a flammable, caustic, or toxic chemical have been issued from the main warehouse to secondary locations should be developed.
- Sanitation procedures for cleaning hair clippers after haircuts should be written.

- A training program should be developed and implemented to include, but not limited to use, storage and disposal for all employees and inmates who use chemicals, which are flammable, caustic, or toxic.
- A substitute for the current flammable aerosols should be issued to trustees for cleaning purposes.
- Trustees should be provided with intermittent supervision while in control of flammable chemicals.

Recommended Rating and Justification

It is the Reviewer-in-Charge (RIC) recommendation that the facility receive a rating of "Acceptable." It is also recommended by the RIC that a Plan of Action be required for this facility to implement necessary corrective actions.

RIC Assurance Statement

All findings of this review have been documented on the Detention Review Worksheet and are supported by the written documentation contained in the review file.



DETENTION FACILITY INSPECTION FORM

FACILITIES USED LONGER THAN 72 HOURS

A. TYPE OF FACILITY REVIEWED

<input type="checkbox"/>	ICE Service Processing Center
<input type="checkbox"/>	ICE Contract Detention Facility
<input checked="" type="checkbox"/>	ICE Intergovernmental Service Agreement

Other Charges: (If None, Indicate N/A) ; ; ; <input checked="" type="checkbox"/> N/A
Estimated Man-days per Year 11,230

B. CURRENT INSPECTION

Type of Inspection <input type="checkbox"/> Field Office <input checked="" type="checkbox"/> HQ Inspection
Date[s] of Facility Review February 14 - 15, 2008

G. ACCREDITATION CERTIFICATES N/A

List all State or National Accreditation[s] received: Texas Commission on Jail Standards

C. PREVIOUS/MOST RECENT FACILITY REVIEW

Date[s] of Last Facility Review February 26 - 27, 2007
Previous Rating <input type="checkbox"/> Superior <input type="checkbox"/> Good <input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Deficient <input type="checkbox"/> At-Risk

H. PROBLEMS / COMPLAINTS (COPIES MUST BE ATTACHED)

The Facility is under Court Order or Class Action Finding <input type="checkbox"/> Court Order <input type="checkbox"/> Class Action Finding
The Facility has Significant Litigation Pending <input type="checkbox"/> Major Litigation <input type="checkbox"/> Life/Safety Issues
<input checked="" type="checkbox"/> None

D. NAME AND LOCATION OF FACILITY

Name Randall County Jail
Address 9100 S Georgia
City, State and Zip Code Amarillo, Texas 79118
County Randall
Name and Title of Chief Executive Officer (Warden/OIC/Superintendent) [REDACTED] Captain
Telephone Number (Include Area Code) 806 [REDACTED]
Field Office / Sub-Office (List Office with Oversight) Dallas, Texas
Distance from Field Office 375 miles

I. FACILITY HISTORY

Date Built November 2001	
Date Last Remodeled or Upgraded None	
Date New Construction / Bed Space Added N/A	
Future Construction Planned <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Date: Unknown	
Current Bed space 381	Future Bed Space (# New Beds only) Number: 96 Date: Unknown

E. CREATIVE CORRECTIONS INFORMATION

Name of Inspector (Last Name, Title and Duty Station) [REDACTED] RIC / Creative Corrections
Name of Team Member / Title / Duty Location [REDACTED] SME / Security
Name of Team Member / Title / Duty Location [REDACTED] SME / Safety
Name of Team Member / Title / Duty Location [REDACTED] SME / Medical
Name of Team Member / Title / Duty Location [REDACTED] SME / Food

J. TOTAL FACILITY POPULATION

Total Facility Intake for Previous 12 months 9825
Total ICE Man Days for Previous 12 months 9701

K. CLASSIFICATION LEVEL (ICE SPCs AND CDFs ONLY)

	L-1	L-2	L-3
Adult Male			
Adult Female			

L. FACILITY CAPACITY

	Rated	Operational	Emergency
Adult Male	319	319	320
Adult Female	62	62	110
<input type="checkbox"/> Facility Holds Juveniles Offenders 16 and Older as Adults			

M. AVERAGE DAILY POPULATION

	ICE	USMS	Other
Adult Male	50	34	198
Adult Female	2	5	44

F. CDF/IGSA INFORMATION ONLY

Contract Number 77-020050	Date of Contract or IGSA 2-01-2002
Basic Rates per Man-Day \$54.87	

N. FACILITY STAFFING LEVEL

Security: [REDACTED]	Support: [REDACTED]
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SIGNIFICANT INCIDENT SUMMARY WORKSHEET

In order for Creative Corrections to complete its review of your facility, you must complete the following worksheet prior to your scheduled review dates. This worksheet must contain data for the past twelve months. We will use this worksheet in conjunction with the ICE Detention Standards to assess your detention operations with regard to the needs of ICE and its detainee population. Failure to complete this worksheet will result in a delay in processing this report, and may result in a reduction or removal of ICE detainees from your facility.

INCIDENTS	DESCRIPTION	Jan – Mar	Apr – Jun	Jul – Sep	Oct – Dec
Assault: Offenders on Offenders ¹	Types (Sexual ² , Physical, etc.)	P	P	P	P
	With Weapon	0	0	0	0
	Without Weapon	6	9	1	2
Assault: Detainee on Staff	Types (Sexual Physical, etc.)	P	0	0	0
	With Weapon	0	0	0	0
	Without Weapon	1	0	0	0
Number of Forced Moves, incl. Forced Cell Moves ³		0	0	0	2
Disturbances ⁴		0	0	0	0
Number of Times Chemical Agents Used		3	1	2	1
Number of Times Special Reaction Team Deployed/Used		0	0	0	0
# Times Four/Five Point Restraints Applied/Used	Number/Reason (M=Medical, V=Violent Behavior, O=Other)	0	0	0	0
	Type (C=Chair, B=Bed, BB=Board, O=Other)	0	0	0	0
Offender / Detainee Medical Referrals as a Result of Injuries Sustained.		0	0	0	0
Escapes	Attempted	0	1	0	0
	Actual	0	0	0	0
Grievances:	# Received	124	120	118	99
	# Resolved in Favor of Offender/Detainee	13	2	2	6
Deaths	Reason (V=Violent, I=Illness, S=Suicide, A=Attempted Suicide, O=Other)	0	0	0	0
	Number	0	0	0	0
Psychiatric / Medical Referrals	# Medical Cases Referred for Outside Care	2	4	3	3
	# Psychiatric Cases Referred for Outside Care	9	9	9	9

¹ Any attempted physical contact or physical contact that involves two or more offenders

² Oral, anal or vaginal penetration or attempted penetration involving at least 2 parties, whether it is consenting or non-consenting

³ Routine transportation of detainees/offenders is not considered "forced"

⁴ Any incident that involves four or more detainees/offenders, includes gang fights, organized multiple hunger strikes, work stoppages, hostage situations, major fires, or other large scale incidents.

DHS/ICE DETENTION STANDARDS REVIEW SUMMARY REPORT

1. ACCEPTABLE	2. DEFICIENT	3. AT-RISK	4. REPEAT FINDING	5. NOT APPLICABLE						
LEGAL ACCESS STANDARDS					1.	2.	3.	4.	5.	
1.	Access to Legal Materials				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.	Group Presentations on Legal Rights				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.	Visitation				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.	Telephone Access				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
DETAINEE SERVICES										
5.	Admission and Release				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.	Classification System				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.	Correspondence and Other Mail				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.	Detainee Handbook				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9.	Food Service				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10.	Funds and Personal Property				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.	Detainee Grievance Procedures				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
12.	Issuance and Exchange of Clothing, Bedding, and Towels				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
13.	Marriage Requests				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14.	Non-Medical Emergency Escorted Trip				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15.	Recreation				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
16.	Religious Practices				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
17.	Voluntary Work Program				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
HEALTH SERVICES										
18.	Hunger Strikes				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
19.	Medical Care				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
20.	Suicide Prevention and Intervention				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
21.	Terminal Illness, Advanced Directives and Death				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
SECURITY AND CONTROL										
22.	Contraband				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
23.	Detention Files				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24.	Disciplinary Policy				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
25.	Emergency Plans				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
26.	Environmental Health and Safety				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
27.	Hold Rooms in Detention Facilities				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
28.	Key and Lock Control				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
29.	Population Counts				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
30.	Post Orders				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
31.	Security Inspections				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
32.	Special Management Units (Administrative Detention)				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
33.	Special Management Units (Disciplinary Segregation)				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
34.	Tool Control				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
35.	Transportation (Land management)				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36.	Use of Force				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
37.	Staff / Detainee Communication (Added August 2003)				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
38.	Detainee Transfer (Added September 2004)				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
ALL FINDINGS OF DEFICIENT AND AT-RISK REQUIRE WRITTEN COMMENT DESCRIBING THE FINDING AND WHAT IS NECESSARY TO REACH COMPLIANCE.										

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RIC REVIEW ASSURANCE STATEMENT

By signing below, the Reviewer-In-Charge (RIC) certifies that:

All findings of non-compliance with policy or inadequate controls, and findings of noteworthy accomplishments, contained in this Inspection Report, are supported by evidence that is sufficient and reliable; and

Within the scope of this review, the facility is operating in accordance with applicable law and policy, and property and resources are being efficiently utilized and adequately safeguarded, except for any deficiencies noted in the report.

REVIEWER-IN-CHARGE	
Reviewer-In-Charge: (Print Name) <div style="background-color: black; color: white; padding: 2px;">b6, b7c</div>	Signature <div style="background-color: black; color: white; padding: 2px;">b6, b7c</div>
Title & Duty Location RIC, Creative Corrections	Date February 15, 2008

TEAM MEMBERS	
Print Name, Title, & Duty Location <div style="background-color: black; color: white; padding: 2px;">b6, b7c</div> SME, Security	Print Name, Title, & Duty Location <div style="background-color: black; color: white; padding: 2px;">b6, b7c</div> SME, Safety
Print Name, Title, & Duty Location <div style="background-color: black; color: white; padding: 2px;">b6</div> SME, Medical	Print Name, Title, & Duty Location <div style="background-color: black; color: white; padding: 2px;">b6</div> SME, Food

- RECOMMENDED RATING:**
- SUPERIOR
 - GOOD
 - ACCEPTABLE
 - DEFICIENT
 - AT-RISK

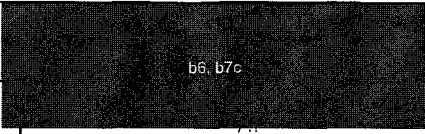
COMMENTS: This facility maintains a very high level of sanitation. All staff encountered were professional and efficient in the performance of their duties. Morale for both staff and detainees appeared good.

Tool, Key and Lock Control programs require attention. If resources could be allocated, these areas would be greatly improved by the assignment of a full-time staff member to these areas.

MANAGEMENT REVIEW

Review Authority

The signature below constitutes review of this report and acceptance by the Review Authority. FOD/OIC/CEO will have **30 days from receipt of this report to respond to all findings and recommendations.**

HQDRO MANAGEMENT REVIEW: (Print Name)	 b6, b7c	<i>for Mr. Mead</i>
Gary E. Mead		
Title		
Acting Director		

Final Rating: Acceptable
 Deficient
 At-Risk

Comments: The Review Authority has downgraded the rating to "Deficient" due to the use of EMDDs. A Plan of Action is required to correct the deficiencies identified in the Key and Lock Control and Tool Control Standards. The Field Office is requested to address the following RIC concerns with the facility in an effort to prevent problems in the future.

Food Service
Environmental Health and Safety