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Commissioner, District 5

Estevan R. Lopez
County Manager

Office of the County Attorney

February 17, 2003

Management & Training Corporation
Attn: Mr. Ron Russell
Senior Vice President Corrections
500 N. Marketplace Dr.
P.O. Box 10
Centerville, Utah 84014

Re: Santa Fe County Detention Facility

Dear Mr. Russell,

Thank you for taking the time to meet with me and Greg Parrish, the County's contract monitor, during your recent trip to Santa Fe. We sincerely appreciate your personal interest in these matters. During our meeting, Greg Parrish touched on an issue that had recently come to his attention; the Warden advised the matter was being looked into. Later Mr. Parrish briefed me on the issue, and I am concerned enough to write you this letter.

Mr. Parrish advised me that prior to our meeting on January 22, he had met with female inmates housed in B-600. Most of them are inmates from Santa Fe County or from other local jurisdictions. The issues raised by the inmates centered on the lack of services they were provided and the lack of basic items including personal hygiene items, toilet paper, clothing and medical care. Mr. Parrish advised me that the women complained that their case manager was not responsive to their needs and that they usually only saw him once a week, if that often. In the past, the warden told Mr. Parrish that case managers act when the inmates bring issues to their attention, but it would seem more appropriate that case managers take a more active role in assisting inmates.


The women also indicated that they were not issued necessary clothing, and most stated that they were only given one set of detention uniforms which they either had to wash themselves or exchange for a clean uniform when the correction officers brought clean uniforms. They were also allegedly denied sanitary items and were threatened with lock down for complaining. Additionally, they were not issued two sets of underclothing and socks as required. Mr. Parrish discussed their concerns with the correction officer in the pod and the laundry officer; they stated that not enough clothing was available to provide each inmate with the necessary items. Mr. Parrish immediately addressed his concerns with on-site management; they have taken steps to address the matter, ordering more clothing items, making sure that hygiene items are provided on demand, and looking into

the medical concerns raised. The immediate action by on-site management is commendable but the County is concerned that it reached such a level before these issues received attention. These concerns did not just occur overnight. Rather, the problem evidences a deterioration of services over an extended period of time. The women indicated they had expressed their concerns to the case manager on numerous occasions but no action was taken.

I feel obligated to bring these serious issues to your attention, since they are central to providing adequate care to the people for whom we are responsible. The clothing items to be provided are clearly detailed in the Management & Training Corporation's Inmate Handbook, and are the basic necessities for inmates. The issue of providing hygiene items goes to the welfare of the inmates as well as the entire institution.

I know we share the same interests in making sure that individuals confined at the Santa Fe Detention Center receive appropriate treatment while in our custody. I hope you will take the time to look into these matters, and help insure that these lapses of service do not occur again.

Sincerely,



Steven Kopelman
Santa Fe County Attorney

**REPORT TO THE BOARD OF COUNTY COMMISSIONERS FROM
THEIR CORRECTIONS ADVISORY COMMITTEE – DATED 3/5/03**

The Corrections Advisory Committee was created via Resolution 2001-017.

Working in concert with Correctional Services Manager Gregory Parrish, the present members of the Committee appear below, at signature.

The Committee meets on the second and fourth Thursdays of the month. On alternating months issues concerning the Juvenile Facility and Adult Facility are discussed. Representatives of each facility are invited to attend meetings and generally do so. The Committee as a group has made two site visits to each facility.

The juvenile facility has received ACA accreditation and the adult facility, MTC tells us, is in the process of getting accredited. The juvenile facility is also accredited with the National Commission on Correctional Health Care.

To best use our resources, members assigned themselves to specific areas and reported back to the Committee at large. Individuals have met with Staff, spoken with adults and juveniles in custody and inspected and reviewed records on multiple occasions. Dr. Spencer has inspected the medical facilities of each unit four separate times and submitted detailed reports (attached).

In November, the Committee convened a public meeting at the Genoveva Chavez Community Center to introduce themselves to the public and solicit public input.

Although, all in all, we are pleased with the responsiveness and flexibility of the management of both adult and juvenile facilities, some major areas need further attention.

Our recommendations and concerns regarding MTC, operators of the Adult Detention Center, are as follows:

- ❖ There are too few Case Managers to effectively give proper attention to the inmate population as Managers are saddled with caseloads in excess of 150 cases each.

- ❖ **Visitation needs improvement.** Crowded waiting rooms and long delays are a hardship on families and inmates alike. We believe that the answer to this is **NOT** video visitation as there is research that shows an undeniable correlation between frequent family contact visits and reduced recidivism.
- ❖ **Medical staffing needs to be improved:** to increase Registered Nurse staff, to bring the physician on site two days a week instead of one, and to provide that physical examinations are no longer performed by licensed practical nurses, but by specially trained Registered Nurses or by the nurse practitioner.
- ❖ **One of the persistent issues at MTC has been maintaining a stable and full complement of medical staff.** As we all know, the adequacy of medical care and medical treatment provided to inmates in jails and prisons is one of the major causes of litigation and has resulted in significant judgments against local and state governments. We recognize that maintaining qualified and training staff in such environments is difficult, however, the County must require that MTC redouble its efforts in this regard and monitor medical care closely.

Additionally:

- **We feel concern about the frequent turnover in Correctional staff and MTC's ability to properly train new staff before they must assume positions of authority.**
- **The Booking/Release area needs a more efficient model to prevent inmates with Mental Health issues from mingling with general booking population, inviting confrontation.**

Our recommendations and concerns regarding Cornell, operators of the Juvenile Detention Facility, are as follows: