

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 1  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

Item	Page No.	Contract Item & Description	Compliant	Non-Compliant	Comments
	20	<b><u>ACA Accredited Facility:</u></b>			Date of Accreditation (every 3 yrs): August 2008
		1. Mandatory (100%)	X		Mandatory Score: 100%
		2. Non-mandatory (90%)	X		Non-mandatory Score: 99.6%
		3. Life Safety Code/Fire Codes	X		Sprinklers operational: Yes Fire Marshall Report: 2/12/09
A.	4	<b><u>Clothing &amp; Supplies:</u></b>	N/A		
		1. 2 sets of Uniforms (Males)			
		2. 3 sets of Uniforms (Females)	X		Issued 4 sets of uniforms (same as Kentucky)
		3. Seasonal Clothing (Warmer clothing for colder weather; Colder clothing for warmer weather)	X		Describe: Winter coats
		4. Underwear	X		Exchange once a month
		5. Personal Hygiene:	X		Once a week
		a. Soap			
		b. Toothbrush	X		Once a week; one for one exchange
		c. Toothpaste	X		Once a week; one for one exchange
		d. Deodorant	X		Once a week; one for one exchange
		5a. Monthly Exchange (Y/N) If No, why or why not?	X		Yes; logged and hard copies placed in inmate's file in property room
		6. Workline Appropriate Clothing:	X		
		a. Boots (as appropriate)			
		b. Gloves (as appropriate)	X		
		7. Linen:	X		
		a. Towel	X		
		b. Sheets	X		
		c. Pillow Case	X		
		d. Blanket (Wool) <u>or</u>	X		
		e. Blanket (Cotton) Available	X		*Must have a medical memo/need

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 2  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

B.	4	<b><u>Laundry:</u></b> 1. Weekly Laundry Service (Describe weekly schedule)	X		Weekly Schedule: Tuesdays: RDAP population (HI) Saturdays: HI population Sundays: Blankets
		2. Laundry Exchange (clean, laundered replacements)	X		3 shifts
		2a. Laundry Exchange every 6 mos.	X		Exchange more frequently if needed; one for one exchange
C.	4	<b><u>Inmate Property:</u></b> 1. Property Disclaimer Form		X	Although forms are completed for every inmate on intake, it is not organized or updated as should be to keep property accountable.
		2. Lost/Stolen Property Form	X		
		3. Secured Property Room		X	Un-secure during inmate presence; all secured areas were open after officer left leaving inmates in room with the workline.
		4. Property Officer	X		Property Officer: CO Horn
		5. Segregation Property Form & Confiscation Form	X		Form completed for every inmate in segregation: Yes
		5a. Secure Segregation Storage		X	Location: Segregation This room cannot be viewed by officer while at his desk and workline has unsupervised access
D.	4-5	<b><u>Food Service (Canteen Contract Services):</u></b>			Food Service Manager: A. Meade
		1. Rice served daily	X		Cycled daily between lunch & dinner
		2. Fresh/Canned Fruit Weekly	X		Offered within weekly menu
		3. Menus Approved by Dietician	X		8/1/08 – Ms. Heidi Myers, Canteen Dietician
		3a. Meals based on current U.S. Dietary Guidelines	X		Calorie Count per inmate: 3,000
		3b. Copies of Cycle Menus Provided	X		Date of menu: 8/21/08
		4. Medical Meals Approved by Facility's Physician (CCA Policy)	X		
		5. Religious Means Approved by Facility's Chaplain (CCA Policy)	X		Date of menu: 9/2/08 Ramadan, Lent

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 3  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

6. Special Dinner Menus:	X		
a. Prince Kuhio Day (March)	X		
b. King Kamehameha Day (June)	X		Describe other: Juneteenth Celebration
c. Other special event	X		
<b><u>Kitchen:</u></b>			
1. Food served compares to menu	X		
2. Dead man trays	X		Maintained for how many days: 3
3. Alternative disaster menu	X		Emergency contingency plans
4. Food portion control	X		Uses standardized tools
5. Workline training on sanitation/hygiene, tool/equipment safety, hand washing techniques	X		Workline well-groomed
6. Sufficient hair nets available	X		Readily available
7. Sufficient gloves available	X		Readily available
8. Workers know location of hair nets and gloves	X		
9. Food handlers/Cooks wear hair nets and gloves	X		
10. Appropriate footwear are used	X		
11. Internal inspection of kitchen, dining areas, food storage and preparation areas	X		Well-maintained, clean and orderly
12. Internal inspection of tools, equipment and liquid soap dispensers	X		Free from food residue, liquid dispensers all in working order
13. Adequate drainage near washing stations	X		No standing water or pooling observed
14. Dry Storage: Appropriate lighting	X		Orderly; not over-stocked
15. Food stored at least 6' off floor	X		
16. Food stored at least 18" from ceiling	X		
17. Food is covered, labeled and dated	X		
18. Separate storage for food and non-food items	X		Stock rotated efficiently
19. Emergency supply # of days <u>10</u>	X		7 days food + 3 days emergency for 10-day supply at all times
20. Regular insect control maintenance	X		Professional contracted quarterly services
21. Refrigerators/Freezers thermometers operable	X		4* freezer; 36* frig

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 4  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

22. Evidence (log) shows thermometers are calibrated on a routine basis	X		
23. Refrigerator temperature monitored and recorded <u>3x</u> per day	X		Meticulous logs
24. Freezer temperature monitored and recorded <u>3x</u> per day	X		Meticulous logs
25. Refrig/Freezer food is stored at least 6' off ground	X		Clean
26. Refrig/Freezer food is covered, labeled and dated	X		Clean
27. Refrig/Freezer doors are sealed, cleaned and in tact	X		Well-organized
28. Refrig/Freezer vents/fans are clean and free from dust	X		
29. Refrig/Freezer hinges/locks/ are in good repair	X		
30. Refrig/Freezer is clean inside and out	X		
31. Portable Food carts in working order	X		Portable insulated food carriers in use; new stainless steel carts on order
32. Food prep/production areas are clean, sanitized and in good repair	X		
33. Grease traps are clean	X		Cleaned daily
34. Inventory control for sharp utencils	X		Inventory located in secure cage
35. Mops, cleaning supplies and chemicals are securely stored and inventoried	X		
36. Garbage containers covered with tight fitting lids	X		Every receptacle is covered
37. Scheduled garbage removal from kitchen after each mail	X		
38. Adequate outside storage of garbage until trash removal	X		Three times weekly
39. Dishwashing temp log ( <u>122</u> degrees)	X		Proper drying techniques done; Chemical cleaning process
40. Dishes/pots/pans properly scraped and free from excessive stains and caked foods	X		Meal trays were very clean and free from chemical build-up

Describe: # of Supervisors/hours per shift: 3 Breakfast 3 Lunch 3 Dinner

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 5  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Offter Creek Correctional Center, June 16-19, 2009*

E.	5	<b><u>Inmate Commissary:</u></b>	X	Vendor Name: Mid States/Halls
		1. Commissary Services a. Non-essential items (soda, candy, personal items)		\$100/weekly (restocked weekly)
		2. Commissary proceeds utilized for General Inmate Population Benefit (commissary maintenance, equipment, services, programs)	X	6 inmates on commissary workline (2 HI; 4 KY)
		3. Commissary Revenues (May be used to pay all operating expenses of the commissary)	X	Revenues operate revolving funds for commissary goods and services
F.	5	<b><u>Recreation:</u></b>	X	Describe indoor activities available: Basketball, Pool, Aerobics, Foosball, Volleyball, Treadmill station, Stationary Bicycles, Chess, Checkers, and Hula
		1. Indoor Activities Provided		
		2. Outdoor Activities Provided	X	Describe outdoor activities available: Softball and Beach Volleyball (sandy court)
G.	5	<b><u>Library Services:</u></b>	X	Recreational Librarian: S. Newsome
		1. Recreational Library		Recreational Library Hours: Posted
		a. Hawaii-based newspaper available in library (at cost of State)	X	HI newspaper sent out by Branch weekly
H.	5	<b><u>Visitation:</u></b>	X	
		1. Visitation Room Available		
		2. Video Visit Conferencing	X	
		3. PolyCom Equipment Operable	X	
I.	5	4. Special Visits (Pastoral, Legal and Families 300 miles or more) allowed	X	
		4a. Non-contact visits	X	
J.	5 - 6	<b><u>Grievance Procedures:</u></b>	X	Grievance Officer: S. Newsome 1 box in programs building 1 box in segregation unit
		1. Secured Grievance Boxes		
		2. Informal Grievances Forms	X	Available in housing units (Unit Manager's Office)
		2a. Informal Grievance Logging & Tracking System	X	Located in Case Manager's office
		3. Formal Grievance Forms	X	Available at the library and Grievance Officer

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 6  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

		3a. Formal Grievance Logging & Tracking System	X	Grievance Officer – monthly logs
		4. Time limits on the form and the policy are the same and are met	X	
		5. Grievance Officer replying to grievances and not staff members	X	
		6. Opportunity to Appeal Decision	X	
K.	6 - 7	<b><u>Access to Courts:</u></b>	X	Law Librarian: S. Newsome
		1. Law Library		Law Library Hours: Monday - Friday
		2. Parole Hearings Conducted	X	
		3. Attorney calls scheduled with facility	X	All legal calls are scheduled by Otter Creek case managers
		3a. Court hearings afforded by telephone as necessary	X	
		4. Law Library Collection (KIOSKS):	N/A	No kiosks at Otter Creek
		a. Hawaii Revised Statutes (HRS)	X	
		b. Session Laws of Hawaii (SLH)	X	
		c. Hawaii Reports	X	
		d. Hawaii Appellate Reports	X	
		e. U.S. Code Annotated	X	
		f. Shepard's Hawaii Citations	X	
		g. HI Court Rules (State)	X	
		h. HI Court Rules (Federal)	X	
		i. HI Digest	X	
		j. Black Law's Dictionary	X	
		k. Federal Civil Procedures & Rules	X	
		l. Supreme Court Reports	X	
L.	7- 8	<b><u>Security &amp; Control:</u></b>	X	Mandatory gender posting (1) female officer in each of the E-Dorms housing HI inmates
		1. Security Staffing Plan (to include all mandatory posts) is updated and available for review		
		2. Gender Posting in appropriate areas (Females/Males)	X	(1) Female in gender specific areas: Segregation, Housing, UA Sgt., RDAP program
		3. Urinalysis Program: Minimum of 10% of State's Total Population	X	CCA Policy #: 9-4 May results in 23 HI inmates/negative results (over 10%)
		3a. Second test made available at inmate request/cost	X	At inmate request & their cost

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 7  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

3b. Positive Results Reported to PSD within 24-hours of Facility Receiving Results	X	Positive finds notification sent to PSD within 24 hours
4. Contraband Management	X	CCA Policy #: 9-6
4a. Policy covers definition, appropriate storage and critical areas to search	X	CCA Policy #9-5
4b. Routine facility shake-down for contraband	X	Annual facility-wide shakedowns, daily random cell searches
4c. Inmates given proper written notification of contraband	X	Form 14-6A completed; Inmate retains a completed copy of non-allowable property and must be sent out or destroyed.
5. Emergency Response Preparedness	X	CCA Policy #: 8.1A
5a. Security protocols on managing riots, disturbances, hostage situations, work stoppages, fires, escapes, bomb threats, natural disasters, etc.	X	
5b. Appropriate agreements with the local county and law enforcement agencies in emergency responses	X	MOA with local agencies
5c. Proper training of all staff in emergency response plans (i.e. Command post, Food service, etc.)	X	
6. 5-1 Policy	X	
6a. Investigations Completed in timely manner per policy <u>within 24-hours of incident</u>	X	Facility Investigator: D. Crowell
6a. Proper notification of Priority 1 incidents to the State	X	Within 24-hours from incident
7. Formal Count on each Shift	X	Total per shift: 10 (1 standing) within 24-hour period
8. Tool & Key Control	X	CCA Policy #9-8, #9-3
8a. Is there a Tool & Key Control Officer?	X	D. Sloan
8b. Adequate storage of all tools & keys in the facility?	X	Secured behind double-locked doors in locked cages
8c. Proper logging system for issuance and return of tool?	X	Tool control log, date, time, description, ID # of Staff
8d. Proper logging system for issuance and return of keys?	X	Key issuance log and key-chit system
8e. Proper shadow boards to provide rapid visual inventory of tools?	X	Monthly inspection of all tools

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 8  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

		8f. Immediate reporting procedure for lost or damaged tools	X	Form #9-8D; removed off grounds for disposal
		9. Security Inspections	X	Daily/Every Shift
		9a. Security inspections in accordance to CCA policy	X	
		9b. Security inspection checklist available	X	S/S conducts daily inspection on each shift.
		9c. Area inspections are documented and logged for review	X	Inspection checklist completed.
		9d. Security deficiencies are documented and corrected	X	Deficiencies are noted on checklist and maintenance order is submitted
M.	8	<b>Use of Force:</b>	X	Chief of Security: B. Hughes CCA Policy: 9-1
		1. Proper policy which governs the use of force against inmates		
		2. Facility staff training provided in accordance with policy	X	Basic training & updates completed annually
		3. Proper notification made to State	X	Notification within 24 hours of incident on Form #5-1B
N.	8-9	<b>Discipline:</b>		Hearings Officer: Cpt. Johnson & Lt. Tackett Hearings conducted Tuesdays and Thursdays (within 7 days of incident)
		1. Hearings are conducted in timely manner per policy <u>7</u> # days		
		2. Charges match the offense	X	
		3. Copies of disciplinary report given to inmate to review	X	
	x	4. Disciplinary committee is impartial and was not involved in the original write-up	X	
		5. Disciplinary segregation not to exceed 60 days without Mainland Branch approval	X	
		6. Discipline Reports Completed & mailed out each month	X	Completed by Warden's Secretary L. Little
		7. Inmate has opportunity to appeal	X	
O.	9	<b>Inmate Trust Account:</b>	X	PSD COR.02.12 Inmate Trust Account
		1. Spendable/Restricted Accounts		
P.	9	<b>Restitution:</b>	X	HRS 353-22.6
		1. 10% Deduction of Inmate Wages		
Q.	9-10	<b>Telephone Costs &amp; Services:</b>	X	
		1. Electronic monitoring available		
		2. Cost of phone call/per minute	X	As of 7/1/09, rate increase of 6% from .35 cents (direct calls) Inmates issued phone cards and PIN ;

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 9  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

				Telephone Company provider: PRAESES
R.	10	<b><u>DNA Testing Program:</u></b>	X	DNA Collected by (Unit Management Staff):
		1. Staff trained in DNA Collection		
		2. DNA test prior to Inmates return to Hawaii	X	
		3. DNA signed forms faxed to Mainland Branch prior to Inmate's return	X	
		4. DNA kits available at facility	X	Confirmed 70+ kits in CM's office
S.	10 12	<b><u>Inmate Programming:</u></b>	X	Program Manager: G. Compton
		1. Educational Ability Assessment		
		2. Basic Literacy/ESL	X	
		3. Adult Basic Education	X	
		4. GED/Testing	X	6/09 GED testing (2 out of 5 passed)
		5. Lifeskills/Breaking Barriers	X	
		6. Vocational Training		X Types: Horticulture, Business, Carpentry, Computers (3 out of the 4 required vocational programs running); facility currently recruiting for 1 position to teach the 4 <sup>th</sup> voc. program)
		7. PSD SMS3 Input	X	
		8. Workline Opportunities; 2/3 Population Working	X	
		8a. Payscale per policy	X	Effective 7/1/09 workline wages have been decreased to .25 per hour per PSD Directive
		9. Hobby Crafts available	N/A	
		10. College Correspondence (at Inmate's expense) – Not required by Contract	X	
		11. Special Housing Incentive Program (SHIP) SCC only	N/A	
11a. SHIP pursuant to policy	N/A			
12. Hawaii Cultural Programs	N/A	Types:		
13. Faith-based unit (SCC only)	N/A			
T.	12 13	<b><u>Substance Abuse Program:</u></b>	X	Ratio: 1:10; 20-week program (total of 80 hours of treatment)
		1. Substance Abuse (Level 2)		
		2. Therapeutic Community (Level 3)	X	Ratio: 1 to 20; strong committed team

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 10  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

		3. Aftercare	X		10 week aftercare program
		4. PSD SMS3 Input	X		up-to-date
		5. LSI-R / ASUS Certified	X		Certified as of September 2006
		6. LSI-R/ASUS completions mailed to Mainland Branch	X		
U.	13	<b>Religious Programs:</b> 1. Weekly Religious Services	X		Chaplain: B. Isaacs Services held 6-days per week; 40 volunteers involved
V.	13	<b>Classification:</b> 1. Completed Annually by the Facility Classification Officer	X		Classification Supervisor: N. Sloan
		2. Special Classification completed for SHIP/Administrative Segregation	N/A		
		3. Classification input on Offendertrak (Effective early 2008)	N/A		
W.	15 19	<b>Health Care:</b> Operate 85% of NCHC Standards	X		99.2% last audit
		1. Health Services Administrator	X		Health Services Administrator: C. Day
		2. Licensed Staffing		X	4 hours short of Medical provider; 2 vacant LPN's, LPN in supervisory position over RN
		3. Primary Care Services		X	Inconsistent <u>electronic</u> (All Scripts) documentation of nursing functions in EMR although manual documentation is completed in accordance with KY DOC policy.
		4. Chronic Care Management	X		Physician does all tracking and scheduling of chronic management
		5. Medical & Specialty Care	X		Timely
		6. Infirmary Services	X		
		7. Routine Diagnostic Services	X		Labs should be drawn prior to visit
		8. Health Appraisals	X		Appraisals completed but not documented on proper form
		9. Physical Medicine	X		Timely
		10. Infection Control	X		Monthly assessment
		11. Immunizations	X		PPD consistently being completed
		12. Mortality & Peer Reviews	X		
		13. Dental Services	X		
		14. Mental Health Services	X		Telemedicine by University of Kentucky for psychiatric services
		15. Co-payment Fees		X	Amount of Co-payment: \$3.00 Dentist requires inmates to submit medical request for follow-ups and charging additional co-pay after each visit

**HAWAII DEPARTMENT OF PUBLIC SAFETY** 11  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

		16. Prosthesis agreement available	X		
X.	20 24	<b>Personnel:</b>	X		
		1. 24-Hour Staffing Plan			
		2. Criminal History/Background Checks on all Facility Employees	X		KROLL/NCIC
		3. Correctional Officer Training (160 hours basic training; 40 hours annual)	X		New Hires Orientation: 200 hrs.; 160 basic/field & 40 in-class; 40 annual in-service training
		4. Full-Time On-Site Warden	X		Warden's Name: J. Little
		5. Case Managers (1:80) (Females)	X		Actual Ratio: (2 Case Managers, 2 Correctional Counselors)
		6. Case Managers (Males)	N/A		Ratio:
		7. LSI-R Training	X		Certified staff: 4 staff certified
		8. Offendertrak Access (MIS) (Effective 2008)	N/A		
		9. Quality Assurance Manager	X		QAM: T. Hodges
		a. Tracks all facility policies	X		
		b. Schedules internal audits	X		
		c. Coordinates external audits	X		
		d. Tracks audit deviations	X		
		e. Policy/procedural changes for Warden's review/approval	X		
		f. Provides Response & Corrective Action Plan within 30 days	X		
		10. Unit Management Model	X		
Y.	24 25	<b>Reporting:</b>	X		N. Sloan
		1. Progress Reports (Every 6 mos.)			Processed and confirmed
		2. Classification	X		Received monthly
		3. 5-1 Reports	X		Processed and confirmed
		4. Disciplinary Reports	X		Processed and confirmed
		5. Monthly Report	X		
Z.		<b>Administrative Matters:</b>	X		Notify Kentucky State Police or Troopers by Facility Investigator; 1 HI Case Pending prosecution for Assault
		1. Refer Inmate for Prosecution for Violating Laws of state			
		2. Refer Staff for Prosecution for Violating Laws of state	X		Notify Kentucky State Police by Facility Investigator; 1 HI Case Pending prosecution under federal PREA guidelines
		3. Liquidated Damages	X		
		a. Is procedure in place?			

12

**HAWAII DEPARTMENT OF PUBLIC SAFETY**  
**MAINLAND/FDC BRANCH CONTRACTUAL COMPLIANCE CHECKLIST**  
*Otter Creek Correctional Center, June 16-19, 2009*

		b. Level III Treatment	X		
		c. Staffing Patterns (mandatory posts)	X		
		d. 90 days initial activation before liquidated damages can be applied	X		
		<b><u>Facility Population:</u></b>	X		Rated Capacity: 656
		1. Facility Population Count			Hawaii Count: 169

FACILITY: Otter Creek Correctional Center

DATE OF VISIT: June 16-19, 2009

TEAM MEMBERS: John Ioane, Contract Monitor; Mark Patterson, Warden/WCCC; Sgt. Joanna White, WCCC/Security; Larry Hales, PSD/Substance Abuse Branch; Carol Payne, PSD/Health Care Division; and McNeil Kamai, WCCC/Education.

AUDIT COMPLETED BY: Shari Kimoto, MBA

Audit Report Completed and Sent to PSD Officials/CCA on 7/14/2009 4:55:35 PM

Amended on 7/15/09 to correct narrative on Vocational Training classes from 3 to 4 programs currently running and 1 position in recruitment process to teach the 4<sup>th</sup> vocation program.

Plan of Corrective Action due on 8/14/09.