

COMMISSION ON ACREDITATION FOR CORRECTIONS

STANDARDS COMPIANCE REACCRDDITATION AUDIT

Polk County Sheriff's Office
Polk County Jail
Des Moines, Iowa

May 18-19, 2015

VISITING COMMITTEE MEMBERS

James H. Allen, Chairperson
Correctional Consultant

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

John A. France
Correctional Consultant

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

A. Introduction

The audit of the Polk County Sheriff's Office, Polk County Jail, 1985 NE 51st Place, Des Moines, Iowa, was conducted on May 18-19, 2015, by the following team: James H. Allen, Chairperson, and John A. France, Member.

Facility Demographics

Rated Capacity: 1520

Actual Population: 945

Average Daily Population for the last 12 months: 933

Average Length of Stay: 20 days

Security/Custody Level: Maximum

Age Range of Offenders: 15-74

Gender: Male & Female

Full-Time Staff: 288

21 Administrative Support, 3 Program, 221 Security, 43 Other

C. Facility Description

The Polk County Sheriff's Office Jail is a brick and concrete structure located North of Des Moines, Iowa, at 1985 NE 51st Place, Des Moines, Iowa. The Sheriff's Office consists of the Polk County Jail (Audited Area), Patrol Headquarters, Civil Division and Court Staging, and the Civil, Office of Professional Standards, Administration. The Polk County Jail was constructed in 2008 at a cost of \$68 million dollars, and sits on 40 acres of land, and encompasses 325,000 square-feet. The jail has the ability to house up to 1520 inmates, with the expansion capability of an additional 1,000 beds. The jail was constructed to handle the expected growing inmate population of Polk County for the next twenty years. The opening of this facility has allowed the Sheriff's Office to house all inmates in Polk County under one roof. As the jail grew, a new look was added to the lobby area in December 2011, for added security and efficiency for both the staff and the public.

The Polk County Jail is under the direct supervision of the Polk County Sheriff. The jail confines all pre-trial arrestees within and for the County of Polk as well as inmates for the State of Iowa, and the U. S. Marshall Service. The facility used to also house ICE inmates, but they longer do.

The physical plant consists of administrative offices, staff shower and locker rooms, staff work out room, dorms, pods, multiple and single cells, a central control center, booking section, court area, medical and dental departments, property room with washer and dryer, library, enclosed recreation areas, lobby with video visitation area, kitchen, boiler room, mechanical/computer rooms, laundry, program/multipurpose rooms, law enforcement entrance area, and vehicular sally port.

It is the objective of the Jail to classify all inmates arriving at the Jail to ensure that the highest safety possible for staff and the inmate population by housing like inmates together. An objective means of identifying and categorizing various inmates' traits, characteristics, and potential risks so as to house inmates in a safe and humane manner. Newly admitted inmates are separated from the general population during the admission process, and are assigned to initial holding settings according to their immediate security needs, physical and mental condition, and other considerations.

Mission Statement

The mission of the Polk County Sheriff's Office is to preserve the integrity of the law through proactive community involvement, impartial enforcement, and secure custody of inmates. The office will utilize advances in technology to detect and solve crimes and enhance public safety communications and will effectively use all available resources to protect and serve the public.

D. Pre-Audit Meeting

The team met on May 17th, 2015, in Ankeny, Iowa, to discuss the information provided by the Association staff and the officials from The Polk County Sheriff's Office, Polk County Jail.

The chairperson divided standards into the following groups:

Standards #CJ 1A-01 to 3A-01 (John A. France, Member)
Standards #CJ-4A-01 to 7E-01 (James H. Allen, Chairperson)

E. The Audit Process

The team was escorted to the facility by Lieutenant Craig Rehor.

2. Entrance Interview

The audit team proceeded to the Muster Area to observe the roll call procedures, and then proceeded to the conference room where the team met with the Chief Jailor Tim Krum, and a small compliment of staff. The team expressed the appreciation of the Association for the opportunity to be involved with Polk County Jail, in their re-accreditation process.

The following persons were in attendance:

Cory Williams, Captain
Craig Rehor, Lieutenant
Vikki Palmer, Sergeant
Melanie Devine, Sergeant



A check of the inventories of chemical agents found all to be accurate and up to date. There is a key shop where all masters are maintained, and new keys made as required.

There are four entrances to the facility, two on the South Side, one on the East side, and one on the North side. The visitor entrance area has a registration area where all visitors to the facility get processed in and out of the facility. This area also has the video visiting area with 16 computer visiting stations. In addition, there is also a small section of this area that is set aside where family members can sit and view court proceedings through a video process. There are three formal counts each day, and 3 informal counts conducted at meal times.

The facility has a 12 foot chain link fence with two rolls of razor wire affixed.

[REDACTED]

Environmental Conditions:

The facility is extremely well maintained in a clean and sanitary condition. All areas of the facility are maintained in good repair. There is a maintenance crew assigned who take care of all repairs in the facility. Most repairs are accomplished in a 24 hour period. Noise levels were in acceptable ranges. Living areas all had acceptable levels of lighting and ventilation. There are adequate showers toilets and sinks. All areas had appropriate tables and seating for the dining purposes in the living areas. There are also multiple telephones in each of the housing pods.

Sanitation:

Throughout the tour of the facility, all of the areas visited were found to be clean and orderly, and there was a housekeeping plan that was being adhered to. In addition, the preventive maintenance plan is checked every month, quarterly, and semi-annually for any equipment that may be in need of maintenance or replacement. There was no clutter noticed anywhere throughout the facility.

Fire Safety:

The Polk County Jail adheres to all fire safety codes. The Fire Safety Officer oversees the weekly and monthly inspections of the facility. There are adequate numbers of fire extinguishers placed in appropriate locations throughout the facility, with up to date inspection tags attached to each. Fire protection is provided for with the means of sprinkler systems, smoke detectors, fire hoses, and fire extinguishers.

There are evacuation routes posted throughout the facility. Fire drills are conducted as required by the standards and facility policies. The Saylor Township Fire Department is the first responder for emergencies at the facility, with a five to ten response time.

The facilities fire alarm system is a Notifier, with one Main Panel and eight Remote Panels located throughout the facility. The last annual fire inspection of the facility was conducted by General Fire on 4-11-15, Fire Extinguisher inspection was also conducted by General Fire on 4-11-15, the Sprinkler System was last inspected by AHERN in April 2015. Fire emergencies are automatic electronic notification to 911, and the facility notifies 911 if there is a false alarm.

Food Service:

The Food Service Department is managed by one Food Service Supervisor, and seven staff cooks. In addition there are 24-30 Inmate workers at different times. The area was found to be clean and well maintained. All food storage areas were maintained at the appropriate temperature levels, and logs were being maintained. The facility does not have a dining room. All meals are delivered to the housing areas in hot trays, and delivered to each inmate. Temperatures were not being taken of the trays when they were ready for delivery to the inmate population, and it was recommended that temperatures be taken and recorded, so that there could not be any complaints about food not being at the appropriate temperature when delivered to the inmate. All tools are being maintained appropriately, and sign in out logs were checked and found to be accurate and up to date. All cleaning areas are using all of the proper sanitation procedures for cleaning.

Special diets are provided for medical, religious, and ethnic reasons. In addition, medical diets that are offered include; Diabetic, Renal, General, and Pregnancy. The menus are checked by a registered dietician for appropriateness.

Medical Care:

The Medical Department is contracted to Corizon. The staffing includes; one Health Services Administrator, one Director of Nursing, one Clinic Manager, one Administrative Assistant, one Medical Records Technician, one Pharmacy Technician, 12 RN's, 11 RN/PRN's, two ARNP's, and 13 LPN's. This department encompasses a large area, with examination rooms, offices, conference room, employee break area, pharmacy, medical records area, four suicide watch cells, (at the time of the audit, there was one female and one male inmate in two of these cells due to threats of self-harm) there are two negative pressure cells, waiting area with bathroom facilities, water and reading materials. There is an emergency area with all of the appropriate supplies, a jump bag, AED, and emergency meds. [REDACTED]

The medical department does not have an infirmary, but there is what is designated as four wards, with four beds in each ward; one for the female population, and three for the male population. There is a medication Room which is managed by the Pharmacy Tech. A check of inventories of controlled medications and sharps was conducted, and all items were being properly maintained, and all inventories were up to date and accurate. Medications are obtained from Pharmacorp, with Walgreens being the local supplier in emergencies. Turn-around time from Pharmacorp is one day, and from Walgreens is immediate. The last pharmacy inspection was conducted on 5-14-2015 by Pharmacorp. Medication hours are at 9:00 a.m. and 9:00 p.m. and in between these hours for individual dispensing. Inmates are allowed to have KOP medications.

Supplies for universal precautions are available, which are supplied by McKesson, with no difficulties being addressed. Bio-Hazard waste disposal is contracted to Steri-Cycle, with monthly pick-ups and sooner if required. Bio-Hazard disposal containers for needles and bandages are in all of the appropriate areas, and there is a separate room where all of the Bio-Hazard materials are kept until they are picked up.

Security for the department is provided for by the Jail staff 24/7.

Sick call process for general population is handled through the kite system. Sick call requests are triaged by the nursing staff and referrals are made as required. Sick call for segregation is handled during the medical departments daily rounds in this area. Requests for this area are triaged on site. The average time from request to being seen for segregation inmates is 24 hours. Sick call hours are conducted from 7:00 a.m. to 3:30 p.m.

Services provided by the department are all general medical services. The facility contracts with a variety of outside providers for all outside consultations

All of the appropriate supplies are available for universal precautions with no problems being noted. Supplies are obtained from McKesson.

Radiology services are available at the facility, with all x-rays being done digitally. These services are provided for two times a week, and there x-rays are read by a Radiologist, with a turn-around time of 24 hours. Emergency x-ray requirements are sent to [REDACTED] with immediate results.

The laboratory does all of the blood draws, which are sent out to Garcia Labs with a turn-around time between 48-72 hours.

Communicable diseases are tracked by the Clinical Manager, and are reported to Polk County Health Department.

Patients are isolated, a consultation with an outside provider is scheduled, and if deemed necessary, the inmate is transported to an appropriate hospital.

All of the medical staff are CPR qualified, and are recertified every three years.

All new arrivals at the facility have a sit down session with the medical staff at the intake/booking area. A complete health appraisal is completed to determine the medical needs of each inmate arriving at the facility. If it is deemed that the incoming inmate needs to be seen by a physician, an appointment is scheduled. If there is a need for the inmate to see mental health staff, then that appointment is also arranged so that the inmate can have his/her needs addressed by the appropriate staff.

The medical department does have a co-payment schedule. Co-payments are \$5.00 for Sick Call, and \$10.00 for Providers. All services require a co-pay. If an inmate is indigent, they are not refused services, but they are billed and required to pay when they receive funds. Excluded services include x-ray, lab draws, ultra-sound, and wound care.

The process for grievances is that they are sent to and responded to by the HSA and/or the DON.

The medical department has established goals and objectives. All of the goals and objectives are discussed at the Quarterly QA meetings. All of the yearly goals are addressed at the medical department monthly meetings.

There have been no deaths during this reporting period.

Dental

The dental department is staffed with one Dentist and one Dental Assistant. Dental services are offered 12 hours weekly. The wait time from request for services to being seen is approximately 30 days. Time lapse between appointments is 0; this is because all procedures are completed during the original visit. Dental Hygiene instructions are given to the inmate as well as a toothbrush and toothpaste. A review of the inventory procedures was completed by the auditor, and all of the sharps and tools, are being maintained appropriately, and are properly secured. All of the inventories were accurate and up to date. Sterilization procedures are appropriate, and completed after each and every use.

Mental Health

Staffing for this department consists of one Psychiatrist two Licensed Social Workers, and one P/A. Access to Mental Health Services is managed through the kite system, referral from staff, and requests from family members. Inmates are generally seen within 72 hours.

Mental Health problems are handled by medical response, and then seen by Mental Health staff. If an inmate states that he/she is having ideations of suicide, the inmate is placed in one of the Medical Watch cells and seen within 24 hours, and if placed on watch by Mental Health, they are seen again within 24 hours. If necessary, the Mental Health staff can recommend involuntary hospitalization. Suicidal inmates are housed at the facility in one of the suicide watch cells in medical holding, with the level of observation determined by Mental Health staff. Observation is provided by the Officer on duty in the area. The officers desk is situated so that all of the watch cells are within their visibility, in addition they can monitor activities in the cells from a monitor on their desk (cells have cameras). All orders are obtained from the Mental Health Provider. Each inmate is furnished a shroud. These inmates are also placed on a diet. [REDACTED]

[REDACTED] There are 32 different psychotropic medications administered, some of these are duplicates, but of varying MG doses. Inmates are re-evaluated by MD every three months. Mental Health rounds are conducted in segregation daily by Mental Health staff. 4/5 point restraints are utilized if approved and monitored by medical staff. The facility does have a restraint policy.

Recreation:

Each housing area has an outside recreation area that offers handball and walking. The outside areas meet all of the requirements for space. In addition, there are board games and cards available in all of the housing areas. Inmates in segregation also have access to both inside and outside recreation. Leisure activities also include television, radio, and library carts.

Religious Programming:

Polk County Jail has one full time Chaplain who manages the religious activities of the facility. The department has a small library with approximately 3500 donated volumes of reading for the inmate population. These reading materials are made available to the inmate population through the use book carts that are taken to the housing areas. The chaplain has 31 volunteers that assist him in the activities of the department. The chaplain also accommodates weddings and funerals. All religious services are available through video only.

Offender Work Programs:

The facility offers jobs for inmates in the areas of Housekeeping, Food Service, Warehouse, Library, Janitorial, and caring for perimeter grounds. The inmate workers at the facility are not compensated financially for their work, but they do earn good time credits, which can reduce their sentences.

Some jobs offer a waiver of costs for room and board.

Academic and Vocational Education:

The education programs at the facility are supplied by DMACC (Des Moines Area Community College). Programs being offered include Pre-GED, GED (HiSET), English as a Second Language, and Creative Writing. These programs are offered to all of the inmates that wish to participate, unless security concerns dictate otherwise. This department also has approximately 100 volunteers to assist in Social Services Programs that the department offers.

Social Services:

This area is managed by one Mental Health Professional. The Polk County Jail provides social service programs in the areas of; Alcoholics Anonymous, Narcotics Anonymous, Substance Abuse Education, Parenting, Cage Your Rage, Gamblers Education Program (PRELUDE), General Life Skills. The Social Services Programs currently have approximately 300 participants who attend eight groups per week, which include one female group and three male groups, (two times weekly).

Visitation:

The Polk County Jail utilizes video visitation. This is accomplished through the use of video visitation monitors located in both the lobby and housing unit. When a visitor checks in at the front lobby the housing unit is called and the inmates is connected to the monitor in the lobby which allows them to visually see the visitor and talk on the handset at the monitor. Inmates are allowed two 20 minute visits a week. There is no direct contact allowed with the general public.

An attorney is allowed to visit their client in a professional visitation room which is located on the secure side of the Jail. The attorney will need to go through a metal detector located in the front lobby and their legal material is also viewed through a scanner for any contraband.

Pre-scheduled off-site visitation is also available seven days a week. There are two 30 minute visits per day allowed. These visits are done through the WebVisit website.

Library Services:

The Library has two full time employees. There are approximately 16000 volumes of leisure reading available to the inmate population. Inmates do not come to the library, but there are library book carts that hold sufficient amounts of reading materials that are sent out to all of the housing areas. These books are rotated on a regular basis to provide a wide variety of reading materials. There is a Law Library available in each of the living areas that is available for the inmates to utilize in researching their cases.

There are two sets of law books from West Law which the inmate population can use in researching their cases. One set of the books remains in each law library area, and the other set is utilized for the inmates to check out and take back to their housing area. These Law Library areas are accessed through the kite system.

Laundry:

The facility has three staff workers and 19 inmate workers who provide laundry services to the inmate population. Laundry exchange is accomplished two times a week. The area has a sufficient inventory of items for exchange. This area is being maintained in a clean and sanitary condition. The team members were impressed with its condition. The department has three commercial washers, and four commercial dryers with room set aside for expansion if needed. All of the items utilized in the cleaning of items are dispensed electronically, and are refilled by staff only.

F. Examination of Records

Following the facility tour, the team proceeded to the conference room to review the accreditation files and evaluate compliance levels of the policies and procedures. The facility has no notices of non-compliance with local, state, or federal laws or regulations.

1. Litigation

Over the last three years, the facility had zero consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

Based on the professional judgment and experience of the audit team, and what the team has personally observed at the facility, the items indicated on the summary appear to be normal for this type of operation, that being that you never know what is coming to you from off the streets. Most of the incidents on the SIS took place in the intake and booking area, where the inmates are processed when they first arrive at the facility. The facility has had to utilize chemical agents and the four five point restraint chair, but it was noted by the staff that these incidents are coming down.

3. Departmental Visits

Team members revisited the following departments to review conditions relating to departmental policy and operations:

<u>Department Visited</u>	<u>Person(s) Contacted</u>
Administration	Tim Krum, Chief Jailor Cory Williams, Captain Craig Rehor, Lieutenant Vikki Palmer, Sgt Melanie Devine, Sgt
Armory	[REDACTED]
Mail Room	[REDACTED] [REDACTED] Marci Grimm, Supervisor
Accounting	[REDACTED]
Master Control	[REDACTED] [REDACTED]
Classification	[REDACTED]
Hearings	[REDACTED]
Booking	[REDACTED]
Jail Court	[REDACTED]
Housing (SHU)	[REDACTED]
Jail Diversion Program	[REDACTED] [REDACTED]
General Housing	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Programs	[REDACTED] [REDACTED]
Religion	[REDACTED]

Medical

[Redacted]

Mental Health

[Redacted]

Dental

[Redacted]

Intake

[Redacted]

Food Service

[Redacted]

PREA

Travis Wielenga. Sergeant

4. Shifts

a. Day Shift

The team was present at the facility during the day shift from 7:30 a.m. to 5:00 p.m. on the first day of the audit, and from 6:45 a.m. to 12:00 p.m. on the second day of the audit. The audit team completed the tour of all areas of the facility, spoke with all staff in all of the areas, had the opportunity to speak with several inmates, and observe all activities that were taking place during this time frame. The team was present at the shift briefing.

The team was able to observe inmates performing job tasks, programs, medication rounds, and all normal daily operations within the facility.

b. Evening Shift

The team was present at the facility during the evening shift from 3:00 p.m. to 5:00 p.m., was able to attend the shift briefing, speak with staff and inmates, and work on the standards folders.

c. Night Shift

The team was present at the facility during the night shift from 6:45 a.m. to 8:00 a.m., and was able to visit several areas of the facility and speak with the staff on duty. One auditor visited Health Services, and observed the staff doing their dual inventories of sharps and medications.

5. Status of Previously Non-compliant Standards/Plans of Action

The team reviewed the status of standards previously found non-compliant, for which a waiver was not granted, and found the following:

Standard #1-CORE-1A-09 which deals with natural light is still in non-compliance.

The facility has a plan of action to include monies in their budget in order to contract for construction work to add windows in the holding area cells where overflow inmates are being housed.

G. Interviews

During the course of the audit, team members met with both staff and offenders to verify observations and/or to clarify questions concerning facility operations.

1. Offender Interviews

The audit team had the opportunity to speak with approximately 50+ inmates during the course of the audit. Inmates stated that staff at the facility were very professional, and were always available if they had questions or problems that they wanted to discuss with them. None of the inmates spoken with express any concerns about being fearful of being at the facility. There were a few complaints about the food, mostly not being enough, and there were a couple of complaints about the health services, but none of those was of a serious nature.

2. Staff Interviews

The audit team members had the opportunity to speak with approximately 65 staff members during the course of the audit. All of the staff were extremely professional, were very knowledgeable of all of their duties and responsibilities, and were attentive to the needs of their areas of responsibility.

All knew exactly what to do in case of emergencies, whether that is a fire or if there was unacceptable activity taking place within their area of responsibility. All staff stated that they were not afraid to come to work at the facility, and the majority stated that they looked forward to coming to the facility to work, and most stated that they were planning on making it a career. All of the line staff felt that the executive level staff was very attentive to their needs and that they felt that the executive level staff had an open door policy, and were always available to listen to any concerns that the staff might have.

H. Exit Discussion

The exit interview was held at 11:30 a.m. in the Conference Room with the Sheriff, Bill McCarthy and 15 staff in attendance.

The following persons were also in attendance:

There was nobody from outside the system present at the exit discussion.

The chairperson explained the procedures that would follow the audit. The team discussed the compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group.

The chairperson expressed appreciation for the cooperation of everyone concerned and congratulated the facility team for the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field.

COMMISSION ON ACCREDITATION FOR CORRECTIONS

AND THE

AMERICAN CORRECTIONAL ASSOCIATION

COMPLIANCE TALLY

Manual Type	Core Jail Standards, 1st Edition	
Supplement	2012 Standards Supplement	
Facility/Program	Polk County Jail, Des Moines, Iowa	
Audit Dates	May 18-19, 2015	
Auditor(s)	James Allen, Chairperson, John France, Member	
	MANDATORY	NON-MANDATORY
Number of Standards in Manual	55	86
Number Not Applicable	1	3
Number Applicable	54	83
Number Non-Compliance	0	1
Number in Compliance	54	82
Percentage (%) of Compliance	100%	98.79%
<ul style="list-style-type: none"> ● Number of Standards minus Number of Not Applicable equals Number Applicable ● Number Applicable minus Number Non-Compliance equals Number Compliance ● Number Compliance divided by Number Applicable equals Percentage of Compliance 		