



DETENTION FACILITY MANAGEMENT OVERSIGHT BOARD

2018 ANNUAL REPORT

SEPTEMBER 25, 2018



TABLE OF CONTENTS

- I. History of the Advisory Board | 1
- II. Current Members of the Advisory Board | 2
- III. Advisory Board Public Involvement | 4
- IV. Advisory Board Operational Reviews | 5
- V. Completion of Duties of the Board | 7
- VI. Advisory Board Recommendations | 9
- VII. Concluding Comments of the Report | 13

I. HISTORY OF THE ADVISORY BOARD

CREATION OF THE ADVISORY BOARD

The Detention Facility Management Oversight Advisory Board replaced the Public Safety Advisory Board on June 9, 2015, with the passage of the Detention Facility Oversight Ordinance.

The board shall be made up of nine members, five of which shall be selected by each one of the commission districts and four shall be at-large members. The terms of the members shall be four years with the four at-large members' terms being staggered starting with the two year terms and the five district selected members with four year terms. The board shall elect its own chair and vice-chair.

Each member shall have expertise in one of the following areas: jail or corrections management, law, government financial management, institutional medical care, behavioral health or equally related field.

PURPOSE OF THE ADVISORY BOARD

The Bernalillo County Board of Commissioners created the Detention Facility Management Oversight Advisory Board to provide a system of review to ensure that the Metropolitan Detention Center operates in accordance with the laws and requirements of the United States and the State of New Mexico. The intent is to guide the county to operate a safe and secure detention facility that strives to meet or exceed national standards.

The Detention Facility Oversight Ordinance also aims to resolve the issues behind *McClendon v. City of Albuquerque, et al.* The advisory board provides an oversight function on operations, strategic planning and policy implementation for the Metropolitan Detention Center, but is not involved in management decisions by the Chief of Corrections or county manager. The ordinance provides for independent checks and balances to ensure constructive direction.

RESPONSIBILITY OF THE ADVISORY BOARD

As stipulated in the Detention Facility Oversight Ordinance, the duties of the Detention Facility Management Oversight Advisory Board are to:

- Ensure the standards of the Metropolitan Detention Center protect the health, safety and welfare of Bernalillo County citizens, staff and inmates.
- Review detention facility compliance with American Correctional Association standards.
- Authorize audits or investigations for possible non-compliance with best practices.
- Review detention facility operations with facility management.
- Make recommendations to the county manager and Board of County Commissioners for detention facility operations and best practices.

- Deliver updates to the community on detention facility challenges and accomplishments.

COUNTY MANAGER RESPONSIBILITY

As stipulated in the Detention Facility Oversight Ordinance, the responsibilities of the county manager are to hire independent experts to provide insight of the Metropolitan Detention Center, to receive their reports and to present them annually with the Detention Facility Management Oversight Advisory Board to the Bernalillo County Commission. The county manager also receives recommendations by the advisory board and receives the audits and investigations it conducts.

ORIGINAL/FORMER MEMBERS OF THE ADVISORY BOARD

DEANNA A. ARCHULETA

- Formerly a senior advisor to the U.S. Secretary of the Interior.
- Recipient of a Master of Arts in sociology from the University of New Mexico in 2000.
- Resigned from the advisory board after the October 19, 2016 meeting.

MARIE A. MIRANDA

- Formerly Deputy Secretary of the New Mexico Department of Public Safety.
- Recipient of a Master of Arts in organizational management from the University of Phoenix in 2002.
- Left the advisory board after the January 18, 2017 meeting.

UBIL ROCKY F. VALDEZ

- Formerly Director of Facilities Management of Bernalillo County.
- Served in the U.S. Navy as a Machinist's Mate Third Class until 1968.
- Recipient of a Bachelor of Science in corrections from the University of Albuquerque in 1982.
- Left the advisory board after the January 18, 2017 meeting.

JOE W. BOOKER, JR.

- Deputy Secretary of the New Mexico Corrections Department.
- Formerly President of Brooker Security.
- Formerly a Warden and Chief Executive Officer in the Federal Bureau of Prisons.
- Served in the U.S. Marine Corps as a Sergeant until 1976.
- Recipient of a Bachelor of Science in psychology.
- Resigned from the advisory board.

II. CURRENT MEMBERS OF THE ADVISORY BOARD

HENRY L. ANDREWS, JR.

- Original member of the board.
- Founding member and managing director of Verus Research.
- Formerly Vice President for Operations of Aircraft Service International Group.
- Retired from the U.S. Air Force as a Colonel after 27 years of service.

- Recipient of a Master of Business Administration from Louisiana Tech University in 1988.
- Former member of the Bernalillo County Public Safety Advisory Board.

MICHAEL BRASHER – VICE CHAIRMAN

- Original member of the board.
- General Manager of KANW-FM Albuquerque, New Mexico.
- Member of the New Mexico Commission for Public Broadcasting.
- Formerly a member of the Albuquerque/Bernalillo County Jail Committee.
- Served as a Bernalillo County Commissioner for two terms, 2002–2010.
- Served as member of the Bernalillo County Public Safety Advisory Board for entirety of board’s existence.

ADÁN ANTONIO CARRIAGA

- Subject-matter expert of addiction recovery in Molina Healthcare of New Mexico.
- Formerly an administrator in the Bernalillo County Department of Substance Abuse Programs.
- Served in the U.S. Army until 1984.
- Licensed as an Alcohol and Drug Abuse Counselor in New Mexico.
- Recipient of a Bachelor of Arts in administration of justice from McPherson College in 1980.
- Appointed to the advisory board in January 2017.

ROBERT LEE MARTINEZ

- Original member of the board.
- Reappointed in 2017 to a four-year term expiring in 2021.
- Formerly Executive Director of the New Mexico Parole Board.
- Formerly Deputy Associate Attorney General in the U.S. Department of Justice.
- Formerly Assistant Commissioner of the Immigration and Naturalization Service.
- Formerly Deputy Secretary of the New Mexico Human Services Department.
- Recipient of the Bachelor of Science *cum laude* in education from the University of Albuquerque in 1969.
- Completed course work for the Master of Science at the University of Albuquerque in 1971.
- Recipient of the Doctor of Public Service from the University of Albuquerque in 1986.
- Recipient of the U.S. Department of Justice Edmund J. Randolph Award.
- Served in the 3rd Marine Division, U.S. Marines during the Vietnam War.

RONNIE MARTINEZ

- Retired from the Bernalillo County Fire Department as a Lieutenant after 28 years of service.
- Certified as an Emergency Medical Technician in New Mexico.

RICK MIERA – CHAIRMAN

- Original member of the board.
- Division Coordinator of the University of New Mexico Drug Abuse Division.
- Director of the Ayuda Program in the Bernalillo County Juvenile Detention Center.
- Licensed as a Drug and Alcohol Counselor in New Mexico.
- Recipient of a Bachelor of Science in urban development and business management from the University of New Mexico.

- Honorary Doctor of Humane Letters, College of Santa Fe, May 2006.
- Honorary Doctor of Naprapathic Medicine, April 2017.

JEROME A. PADILLA

- Chief Information Officer of Padilla & Associates, LLC.
- Formerly an Information-Technology business partner in Presbyterian Healthcare Services. Recipient of an Associate of Science from the University of New Mexico.
- Appointed to the advisory board in January 2017.

KATHRYN “KC” QUIRK

- Original member of the board.
- Former Executive Director of Crossroads for Women.
- Former Executive Director of the Rape Crisis Center of Central New Mexico.
- Recipient of a Master of Social Work from Wayne State University in 1988.
- Former Executive Director of Esperanza Shelter.

ADVISORY BOARD MEETING DATES AND TIMES

The Detention Facility Management Oversight Advisory Board meets monthly at 4:30 p.m. on the third Wednesday of the month in the Union Square Building.

ADVISORY BOARD MEETING STRUCTURE

The Detention Facility Management Oversight Advisory Board follows a regular meeting agenda, which is structured as follows:

- Call to Order.
 - Approval of Minutes.
 - Public Comment.
 - Review and hearing of Metropolitan Detention Center reports, budgets, contracts and others.
 - Other Business.
- Adjourn.

III. ADVISORY BOARD PUBLIC INVOLVEMENT

ADVISORY BOARD MEETINGS AT COMMUNITY CENTERS

The Detention Facility Management Oversight Advisory Board frequently meets in local venues to encourage community involvement, including the following meetings:

- 09/21/16: Hiland Theater.
- 10/19/16: Mountain View Community Center.
- 11/16/16: Los Vecinos Community Center, Tijeras.
- 12/21/16: South Valley Multipurpose Center.
- 01/18/17: Raymond G. Sanchez Community Center.
- 02/15/17: Los Padillas Community Center.

OPEN MEETINGS OF THE ADVISORY BOARD

As stipulated in the Detention Facility Oversight Ordinance, all meetings are subject to the requirements of the New Mexico Open Meetings Act, Section 10-15-1 et seq. NMSA 1978.

IV. ADVISORY BOARD OPERATIONAL REVIEWS

A WHITE PAPER ON AUTO THEFT IN ALBUQUERQUE STUDIES AFFECTING MDC

Data relating to the Metropolitan Detention Center inmate population reduction and auto theft increases in Albuquerque was compared in this study. The study inferred a relationship between the inmate population and auto theft. Paul Guerin from the University of New Mexico presented a different analysis of the study and was cautious of some of the conclusions made as unsupported.

“MDC STAFFING ANALYSIS UPDATE”

The staffing analysis in the Metropolitan Detention Center was conducted as a follow-up to the same report in 2013. Recommendations by the staffing analysis included improving measurement data to provide to the Detention Facility Management Oversight Advisory Board, transitioning to civilian staff in some areas and positions and contracting out for transportation and other services.

As a result of this report and recommendations by the board, nine new civilian positions were created. The Bernalillo County Commission approved the funding for the nine new positions. In those positions civilian staff will assist with tasks like lobby security, administrative tasks and American Correctional Association accreditation.

Having a civilian staff the Quality Compliance Supervisor position allowed the Metropolitan Detention Center to move a lieutenant from administrative work back to the security side of the facility. Having civilians staff the Inmate Discipline Coordinator positions allowed two corrections officers to move from the administrative side back to the security side of the facility.

The nine new civilian positions are:

- Six Security Aides.
- Two Inmate Discipline Coordinators.
- One Quality Compliance Supervisor.

“STANDARDS COMPLIANCE REACCREDITATION AUDIT”

The American Correctional Association conducted the audit of the Metropolitan Detention Center Nov. 7–9, 2017. All applicable mandatory and non-mandatory standards were in compliance at the jail. The Metropolitan Detention Center achieved a 100-percent compliance level.

MCCLENDON V. CITY OF ALBUQUERQUE, ET AL. ADVANCEMENT

The *McClendon* case began in 1995. In June 2016, the court approved a settlement as to the terms and conditions of exiting federal oversight. The *McClendon* agreement sets two goals, the first being compliance as agreed by domains and the second being a demonstrated period of sustainability.

The Metropolitan Detention Center continues to progress towards compliance by domain since the settlement

agreement. One domain is related to medical services, one domain is related to mental health services, and six domains are related to conditions of confinement. Well-documented requests for compliance findings have been submitted to the court experts, and the Metropolitan Detention Center plans to receive compliance approvals. Increased staff training, rigorous action towards each compliance measure and court-approved benchmarks are moving the facility toward compliance.

RESOURCE RE-ENTRY CENTER AND TRIAGE PROJECT AT 401 ROMA AVENUE NW

The downtown Resource Re-entry Center is designed to provide safe harbor, links to health workers, community services and assessments for released Metropolitan Detention Center inmates. The project is funded by the tax increase for the Behavioral Health Initiative. The timeline for the project saw bids for construction close in October 2017, hiring a program manager in January 2018, and securing partner agreements in late 2017. A ribbon cutting at the facility was held on May 22, 2018, and as of June 12, 2018, it is open and running. The county continues to work to bring in outside resources from the community to offer services to the recently released inmates.

The project includes the Transition Planning Team at the Metropolitan Detention Center, who identify and work with inmates with a high level of needs prior to their release from jail. The county continues to work to bring in outside resources from the community to offer services to the recently released inmates.

The first transport of inmates from the Metropolitan Detention Center arrived on June 12, 2018. From June 12 through September 20, 2018, 4,852 people have been dropped off at the Resource Re-entry Center, and 2,993 people received services. The services include food and drink, access to phone chargers and computers, and community services (assistance obtaining housing, medical treatment, rehabilitation services and more).

On average, two to four people spend the night at the Resource Re-entry Center during the week. During this time period, the Resource Re-entry Center received 615 transports from the Metropolitan Detention Center.

The project includes the Transition Planning Team at the Metropolitan Detention Center, who identify and work with inmates with a high level of needs prior to their release from jail. The County continues to work to bring in outside resources from the community to offer services to the recently released inmates.

The medical triage portion of the project located at the same location is scheduled for operation by early fall 2018. Inmates will be evaluated by medical personnel prior to being transported to the Metropolitan Detention Center, to determine suitability for incarceration.

PREA – THE PRISON RAPE ELIMINATION ACT

The advisory board has received on-going information pertaining to the practice and implementation of the Prison Rape Elimination Act at the Metropolitan Detention Center. A review of needs and gaps was heard, as was the need for utilization of community partners such as the Rape Crisis Center of Central New Mexico and the Sexual Assault Nurse Examiner Unit.

A current review of implementation of the Prison Rape Elimination Act at the Metropolitan Detention Center indicates that progress is being made. This includes the areas of inmate education, the implementation and utilization of an anonymous phone system linked directly to a community partner, and the installation of kiosks in each pod at the facility, allowing inmates to report incidents of sexual violence. The system for notification and response to allegations of sexual abuse within the facility is being streamlined, and backlogged cases are being addressed.

USE OF FORCE AT THE METROPOLITAN DETENTION CENTER

USE OF FORCE TRAINING

Training at the Metropolitan Detention Center has been conducted to change the use of force policy to a plan-based technique instead of a reactive technique. All new cadets already received this training as part of the academy. Medical, mental health and staff from the Office of Professional Standards also received the training, as well as some civilian staff. All remaining incumbent corrections officers received the new policy training throughout 2017.

USE OF FORCE MONTHLY INCIDENT REPORTS

Incidents of use of force are queried weekly by Metropolitan Detention Center staff to determine incidents to be reviewed by a use-of-force panel. Reports and video are reviewed and analyzed against court rulings, policies and procedures as well as negotiated training policies to determine if the use of force was appropriate.

Quarterly reports are developed to analyze trends. Administrative staff are present at board meetings to answer questions on use of force incidents and have given quarterly reports during Chief Rees' tenure. Chief Rees' staff, working with the Office of Professional Standards, has processed the previously existing case backlog, which had accumulated under previous administrations.

OFFICE OF PROFESSIONAL STANDARDS

The Office of Professional Standards investigates policy violations, employee misconduct and sexual abuse allegations at the Metropolitan Detention Center. Under Chief Rees' tenure, this office has become a fully staffed and functional unit.

PROFESSIONAL STANDARDS INVESTIGATIONS PROCESS

The Office of Professional Standards receives referrals from inmate grievances, employee complaints, review panels and others. The respondent is then notified of the complaints made against them. Office personnel then conduct an investigation of witnesses and available evidence. After the investigation is complete, the office submits its report for administrative action. Action may include referring the involved employee for additional training, coaching, counseling or discipline.

V. COMPLETION OF DUTIES OF THE BOARD

AS CITED IN ORD. NO. 2015-19 – DETENTION FACILITY OVERSIGHT (SECTION 4)

Attached hereto as appendix A are the Court expert reports from Mr. Romero, jail operations; Dr. Metzner, mental health; and Dr. Greifinger, medical. These are the reports of progress and needs for action and accomplishments as an historical reference and as provided for in 53-73(b).

SEC. 50-73. - OVERSIGHT

(4) DUTIES OF THE BOARD

- a. Ensure standards for detention reviewed security procedures, training and staff composition. Reviewed the American Correctional Association, mock and final audit reports with board, in which the Metropolitan Deten-

tion Center was rated as 100% compliant with national standards. Reviewed monthly population statistics detailing the number of booked and released inmates, average number of days in jail and number of inmates in-house from the Department of Corrections for court. Board reviewed applications for Jail Chief in 2016. Tom Ruiz was appointed as interim Chief of Corrections in July 2017, until the current Chief, Greg Rees, was hired in August 2017.

- b. The board reviewed and studied the data from the Metropolitan Detention Center compliance program. The board was presented reports from medical and mental staff by contractor Correct Care Solutions, including screening assessments, response times on request for services and the type of medical and mental health care provided.

The board also reviewed a report on use of force from National Institute of Corrections Technical Assistance attached hereto as appendix B, and heard from county expert Dr. Ken Ray on the development and implementation of use of force training as well as post training effectiveness evaluation. The board heard from Mr. Rod Miller who presented a comprehensive staffing analysis. He recommended where civilian staff could be used in place of correction officers for various duties that did not require security staff, thereby freeing up more security staff for security positions. Rod Millers report is attached as Appendix C.

- c. The board has retained and has at the ready an independent investigation firm and continues to have them available. However, the board has not found it necessary to conduct an independent audits or investigation. The board has been concerned with the Metropolitan Detention Center’s handling of incidents involving use of force, Prison Rape Elimination Act (PREA) compliance and on several occasions requested supplemental information and reports from Metropolitan Detention Center staff. Upon review of the reports from staff, along with the action taken by the administration, the board has opted to allow and direct Metropolitan Detention Center management to continue to work on corrections where deemed necessary.

SEC. 50-77. – FUNDING OF DETENTION FACILITIES AND THE CRIMINAL JUSTICE SYSTEM

- d. Board did establish competitive bidding contract with investigative firm.
- e. The board has been funded as requested by the commission and county manager. Additionally, the board has reviewed the jail-funding request for adequacy, as well as requested and supported additional funding at the Metropolitan Detention Center through the county budget cycle.
- f. Board has consulted with county experts to comprehend issues as they arise.
- g. The county attorney attends the meetings and at the chair’s request may summarize the hearing before Federal Judge Parker, motions and discovery before Federal Magistrate Torgenson, access issue as to *McClendon* plaintiff’s counsel, and the status of the collective bargaining agreement as it affects jail operations. The county attorney also reviewed the City of Albuquerque arbitration in the *McClendon* lawsuit and how the city has agreed to cooperate in both mental health and jail diversion. The county attorney also presented an update on the building-wide digital camera upgrade, and how it will help with deterrence and investigations.
- h. The board has also heard from the collective bargaining unit leadership and the *McClendon* plaintiff’s counsel, both of whom have been invited to attend and present at the meetings.
- i. The county manager makes it a point to attend the board meetings; therefore, she gets first-hand verbal recommendations from the board.

- j. She makes sure the board is adequately funded and she receives and acts upon the recommendations of the board. One example of this is when Dr. Bruce Trigg discussed the methadone maintenance program at the Metropolitan Detention Center. He suggested that the county should start thinking about doing induction treatment for drug users to reduce the recidivism rate. The county manager, with the support of the Board of County Commissioners, implemented this.

Another example concerns behavioral health. Board Chairman Rick Miera is also the chair of the Behavioral Health Initiative, which works to determine the most cost effective programs to provide services within the community for individuals with behavioral needs. As a result of the chair and board’s recommendations, the county manager, with the full support of the commission, has instituted a comprehensive behavioral health unit in the county, which now reports directly to the county manager. The Resource Re-entry Center mentioned earlier is another board requested and reviewed accomplishment.

- k. Board acts in an advisory capacity to oversee operations and to make recommendations to the county manager and county commission. The board has made recommendations directly to Metropolitan Detention Center staff, the county manager and by letter from the chairman to the commission. Recently, the board recommended that the Metropolitan Detention Center move forward with a plan to convert more term positions to permanent positions.

With the board’s formal support, County Manager Julie Morgas Baca and Chief Rees took this issue to the county commission in January and 76 positions were converted from term position to permanent positions in order to stabilize and fill employment positions at the Metropolitan Detention Center.

- l. Board deliver educational updates. The board makes available the regularly produced reports involving detention facility challenges and accomplishments it receives. In addition, as stated earlier, the board took its meetings “on the road” by meeting at various locations throughout the county.

The board does recommend that the county continue to develop and implement a public outreach program (in accordance with the Open Meetings Act.) This includes alerting the media of every meeting, posting meeting notifications on county websites, calendars and social media. The goal is to publicize the event to the public in the event they would like to attend a meeting or comment on an issue.

- m. Board has met every month since January 2016, routinely establishing a quorum. Two additional meetings were held in August 2016. Bernalillo County Manager Julie Morgas Baca, County Attorney Ken Martinez, Metropolitan Detention Center staff, *McClendon* plaintiff’s counsel, agenda invitees and private citizens have attended the meetings.

- n. All meetings have met Open Meeting Act standards.

VI. ADVISORY BOARD RECOMMENDATIONS

RECOMMENDATION A – KIOSK SYSTEM

The kiosk system allows for inmate communication, utilizing a centrally located touch screen device. The kiosk that was observed had limited touch screen functionality and produced what appeared to be a lengthy drop down menu of options. It was unclear as to the extent of inmate education regarding the use of the kiosk, or whether the information contained on the kiosk had been vetted for reading level accessibility.

Suggest assurance that all of the kiosks are fully functional, that inmate education regarding the use of the kiosks be handled in several formats, and that information contained in the kiosks be vetted for reading-level accessibility. The board would also like the kiosks to be redesigned and for the facility to provide more education on how to use the system.

STATUS

Improvements underway to the kiosk system:

- System administrators have added on screen instructions for logging in.
- A “direct tap” sentence and “for best results” sentence were added to address touch screen issues.
- Keyboard access tab was made larger.
- Three keyboard size options have been developed to increase ease of use and better touch screen success, as well as taking an individual’s visual preferences and needs into consideration.
- Revised error messages now include instructions on what to do to resolve issue.
- Inmate can now view their request and grievance histories.
- Additional resources added to kiosk system for viewing importance information.
- Security feature, warning user if they are accessing the kiosk from a pod that they are not assigned.
- The system will not allow an inmate housed in a different location to use another person’s information.
- Administrative security feature added that deactivates an inmate’s account when no longer in custody.
- In process: Updating English/Spanish selection tab to provide better instruction.
- In process: Development of instructional guide for inmates on using the kiosk system.

In addition to these efforts, inmates also have the ability to file grievances and requests three other ways. The first is by filling out a paper form. The second option is in-person. In-person requests can be filed with the social services coordinators during scheduled pod visits, during the security supervisor’s daily rounds or to the pod officer. The third option for inmates is to call the inmate grievance hotline, accessible from any pod phone.

RECOMMENDATION B – TRANSGENDER SERVICES

The facility continues to seek an effective response for the safety and care of inmates and volunteers who identify as transgender. The board strongly suggests working with the Transgender Resource Center to provide training and education for all employees at the facility and to assist with the development of policy and procedure, which is determined to be “best practice” for addressing the needs and safety of transgender individuals at the facility.

STATUS

The Metropolitan Detention Center has an ongoing relationship with the Transgender Resource Center. Metropolitan Detention Center staff and the Transgender Resource Center met in August 2018 to discuss how the Metropolitan Detention Center can best address the transgender community’s needs.

Metropolitan Detention Center policies and practices have been reviewed, with an emphasis on evolving policies where possible. Training tools have also been borrowed from the Transgender Resource Center and are now being used in Prison Rape Elimination Act training for Metropolitan Detention Center staff. Metropolitan Detention Center staff have recently formed a new committee to address transgender housing assignments within the facility. The committee meets when a transgender housing issue arises.

RECOMMENDATION C – PUBLIC OUTREACH

The board meets on a monthly basis. The board suggests utilizing more of the county’s web-based resources and other public information tools, such as a newsletter, to expand the reach to community members interested in attending the meetings.

STATUS

The county is currently using the media, social media and county websites to advertise meetings, in hopes of attracting members of the public who may want to make a comment about the facility.

RECOMMENDATION D – BEHAVIORAL HEALTH SERVICES

While the number of inmates at the Metropolitan Detention Center has declined, the number of inmates with high acuity behavioral health needs has increased. The implementation of a triage center and other re-entry services will assist with linkages to community-based resources for inmates exiting the facility. However, it must be noted that for inmates who have on-going medical or mental health needs, the existing community resources may not be sufficient for addressing the needs. Similarly, law enforcement have reported that they have few if any resources outside of the Metropolitan Detention Center for individuals who present with behavioral health issues.

It is recommended that the county continue to press the institutions charged with addressing behavioral health needs to make themselves more accessible and beneficial as a means of reducing the inappropriate use of the Metropolitan Detention Center as a "primary mental health facility".

STATUS

A ribbon cutting was held on May 22, 2018, for the new Resource Re-entry Center. It is currently operating and all inmates discharged to downtown process thru the center. The county continues to work with community partners to increase access and services within the behavioral health continuum.

RECOMMENDATION E – ADDICTION SERVICES

The addiction crisis, which includes the abuse of alcohol and illegal drugs, continues to plague our community and creates concerns pertaining to inmate and staff safety at the Metropolitan Detention Center. The increase of individuals under the influence of drugs and alcohol at the Metropolitan Detention Center also creates a burden of requiring additional time and resources by Metropolitan Detention Center staff in monitoring inmates who are detoxing.

There has been some progress in the community in addressing intervention and the reduction in drug use. Much more needs to be done within Bernalillo County to respond to this addiction epidemic including the establishment of recovery/detox centers for individuals who present as dependent on drugs.

STATUS

In November 2017, the Metropolitan Detention Center began a new methadone induction program, which allows inmates to begin using methadone while at the facility and continue that methadone usage following their release. The Metropolitan Detention Center is also educating inmates who express interest at their time of release on how to use Narcan. Following that Narcan training, the inmates are given Narcan to take back into their communities, to use if they or someone they encounter is experiencing a drug overdose.

RECOMMENDATION F – MEDICAL TRANSPORT COSTS

There continues to be incredible costs associated with the transportation and security for inmates who require medical attention. The utilization of corrections officers for transport and monitoring these inmates is, in part, responsible for excessive amounts of overtime, staffing shortages and may provide a correlation to many issues pertaining to staff morale. The development and utilization of systems and services within the community to properly screen and assess the needs of persons in custody prior to booking could decrease utilization of the Metropolitan Detention Center for behavioral health care, if a community-based alternative could be identified.

STATUS

The Metropolitan Detention Center will no longer accept medically non-viable inmates. Beginning in early fall 2018, the county will open the triage portion of the Resource Re-entry Center and all potential inmates will receive medical screening prior to acceptance into the facility.

RECOMMENDATION G – STAFF RECRUITMENT AND RETENTION

Staff recruitment and retention has remained a concern and a priority for the leadership at the Metropolitan Detention Center. The administration of the Metropolitan Detention Center has continued to seek new methods for recruiting prospective employees while also working on developing strategies for employee retention. This work should remain a priority and be ongoing to serve the efforts of finding creative solutions of reaching and retaining qualified staff.

STATUS

In early 2018, the Metropolitan Detention Center began an aggressive new recruitment plan, which included contracting with an outside marketing firm, Boomtime, to attract more recruits and hiring two recruiters to hold more recruiting events in the community. Boomtime is helping the Metropolitan Detention Center develop a new marketing campaign for the facility, which is expected to include a new email campaign. A new recruitment website was launched in August 2018: mdcrecruiting.com.

County photographer Paul Evans and Metropolitan Detention Center Public Information Specialist Candace Hopkins are also developing new video tools to be used in this marketing campaign, which include testimonials from Metropolitan Detention Center staff and recruits about the positive aspects of working at the Metropolitan Detention Center. The Metropolitan Detention Center also held a hiring event in July 2018, during which nearly 100 people attended and over 50 individuals took part in on-site interviews for corrections officer positions.

RECOMMENDATION H – INMATE CALLING SERVICES

Following a presentation on August 16, 2017 about inmate calling services, the board asked Bernalillo County staff to monitor the Securus contract and provide more oversight of the service by Metropolitan Detention Center staff. The board also wanted the Metropolitan Detention Center to ensure that privileged phone calls between inmates and their clients were not being monitored or recorded, as privacy of these conversations is legally granted.

STATUS

Securus has now provided MDC with a new, full-time on-site technician, who monitors phone equipment and service to ensure inmates are able to successfully place phone calls. Since the addition of this technician, the Metropolitan

Detention Center has received fewer complaints and grievances from inmates regarding the phone system. The Metropolitan Detention Center has also implanted a system to ensure phone calls between inmates and their attorneys are private and are not recorded. The Securus contract will expire in July 2019.

VII. CONCLUDING COMMENTS OF THE REPORT

This report was put together using the current information available to the board, but the board's efforts and recommendations are evolving, as new challenges and opportunities present themselves at the Metropolitan Detention Center.

