Performance Audit

State Correctional Institution at Coal Township

Commonwealth of Pennsylvania Department of Corrections

July 1, 2006, to July 27, 2009



Performance Audit

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October 14, 2010

The Honorable Edward G. Rendell Governor Commonwealth of Pennsylvania Harrisburg, Pennsylvania 17120

Dear Governor Rendell:

This report contains the results of a performance audit of the State Correctional Institution at Coal Township of the Department of Corrections from July 1, 2006, to July 27, 2009. The audit was conducted under authority provided in Section 402 of The Fiscal Code and in accordance with Government Auditing Standards as issued by the Comptroller General of the United States.

The report details the audit objectives, scope, methodology, findings, and recommendations. We discussed the contents of the report with management of the State Correctional Institution at Coal Township, and all comments are reflected in the report.

We appreciate the cooperation extended to us by the management and staff of the State Correctional Institution at Coal Township who provided assistance during the audit.

Sincerely,

JACK WAGNER
Auditor General

Pennsylvania Department of the Auditor General

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Background Information

Background Information

Department of Corrections

The Pennsylvania General Assembly created the Pennsylvania Bureau of Corrections under the authority of the Pennsylvania Department of Justice with the passage of Act 408 of July 29, 1953, P.L. 1428 Section I. In December 1980, responsibility moved from the Pennsylvania Department of Justice to the Office of the General Counsel under the Governor. On December 30, 1984, the Governor signed Act 245 of 1984, lelevating the Bureau of Corrections to cabinet level status as the Department of Corrections.

The mission of the Department of Corrections is to protect the public by confining inmates in safe, secure facilities and to provide opportunities for inmates to acquire the skills and values necessary to become productive, law-abiding citizens.²

The Department of Corrections is responsible for all adult offenders serving state sentences of two years or more. As of January 2010, the Department of Corrections operated 25 correctional institutions, 1 young adult offender facility, 1 motivational boot camp, 1 training academy, and 14 community pre-release centers throughout the Commonwealth of Pennsylvania.³

State Correctional Institution at Coal Township

The State Correctional Institution at Coal Township, known as SCI Coal Township, is a medium security facility for adult male offenders and is located in Coal Township, Northumberland County, approximately one mile northeast of Shamokin, and was opened in May 1993.

SCI Coal Township is located on 226 acres of land with 43 acres located inside the double fenced compound. The complex comprises of 15 buildings, including 8 individual housing units.

http://www.cor.state.pa.us/portal/lib/overview_updated_June_2009.pdf, accessed January 25, 2010.

 $^{^{3}}Ibid.$

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Background Information

The following schedule presents selected unaudited SCI Coal Township operating statistics compiled by the Department of Corrections for the years ended June 30, 2007, 2008, and 2009:

Using rounding

	2007	2008	2009
Total operating expenses ⁴	\$49,111,693	\$52,590,338	\$53,924,220
Inmate population at year-end	1,850	1,831	2,078
Inmate capacity at year-end	1,600	1,600	1,900
Percentage of capacity at year-end	115.6%	114.4%	109.4%
Average monthly inmate population	1,855	1,843	2,025
Average cost per inmate per year ⁵	\$26,475	\$28,535	\$26,629

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⁴ Operating expenses were recorded net of fixed assets, an amount that would normally be recovered as part of depreciation. In addition, regional level and indirect charges were not allocated to the totals reported here.

⁵ Average cost per inmate per year was calculated by dividing total operating expenses by the average monthly inmate population.

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Objectives, Scope, and Methodology

Objectives, Scope, and Methodology

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

We selected the audit objectives from the following general areas: facility management, including accreditation; expense management, including maintenance work orders; inventory management, including the automotive fleet; and personnel management, including the manpower survey, hiring and promotions, staff training, propriety of employee pay incentives, and employee complaints. The specific audit objectives were:

- To determine if SCI Coal Township received Commission on Accreditation for Corrections accreditation and responded to audit recommendations. (Finding 1)
- To audit maintenance work orders for compliance with Department of Corrections' policies. (Finding 2)
- To assess SCI Coal Township's compliance with Commonwealth of Pennsylvania and Department of Corrections procedures for its automotive fleet. (Findings 3 and 4)
- To assess whether SCI Coal Township's staffing levels were sufficient to meet the needs of the institution. (Finding 5)
- To determine whether the institution hired employees in accordance with Commonwealth and Department of Corrections guidelines. (Finding 6)
- To determine if SCI Coal Township provided sufficient training to all corrections officers and instructors. (Finding 7)
- To determine the propriety of the use of pay incentives for employees. (Finding 8)

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Objectives, Scope, and Methodology

• To review employee complaints and suggestions and evaluate the efforts to respond to them. (Finding 9)

We reviewed the Department of Corrections' written response, dated June 26, 2007, and performed tests as part of, or in conjunction with, the current audit to determine the status of the implementation of the recommendation made during the prior audit regarding fire emergency response team training.

The scope of the audit covered the period from July 1, 2006, to July 27, 2009, unless indicated otherwise in the individual findings.

To accomplish our objectives, we obtained and reviewed records and analyzed pertinent regulations, policies, and guidelines, including the Department of Corrections' policy statements pertaining to the accreditation process,⁶ maintenance work order policies,⁷ automotive procedures,⁸ and the Department of Corrections human resources and labor relations procedural manual.⁹

We also reviewed the Governor's office executive order for automotive procedures, ¹⁰ applicable guidelines regarding veterans' preference in hiring, ¹¹ training and instructor policies, ¹² the directives and agreements establishing criteria for the physicians and related occupations quality assurance program, ¹³ and the applicable union agreements detailing grievance procedures. ¹⁴

⁶ Commonwealth of Pennsylvania, Department of Corrections, Policy Number 01.01.02, "Accreditation & Annual Operations Inspections," effective November 3, 2008.

⁷ Commonwealth of Pennsylvania, Department of Corrections, Policy Number 10.02.01, "Facility Maintenance," Section 12, "Maintenance Work Orders," and Section 13, "Preventative Maintenance" effective September 3, 2008.

⁸ Commonwealth of Pennsylvania, Department of Corrections, Policy Number 03.01.01, Section 8, "Vehicles," subsection C, "General Operational Procedures," revised March 28, 2007.

⁹ Commonwealth of Pennsylvania, Department of Corrections, Policy 04.01.01, "Human Resources and Labor Relations Procedures," Section 50 "Employee Recognition," effective February 25, 2002.

¹⁰ Commonwealth of Pennsylvania, Governor's Office, Executive Order No. 2007-03, "Commonwealth Automotive Fleet Efficiency Initiative," effective May 9, 2007.

¹¹ Commonwealth of Pennsylvania, Governor's Office, Management Directive 580.21, "Veterans' Preference on Classified Service Employment Lists," effective May 5, 2008.

¹² Commonwealth of Pennsylvania, Department of Corrections, Policy Number 05.01.01, "Staff Development and Training," effective March 8, 2007.

¹³ Commonwealth of Pennsylvania, Governor's Office, Management Directive 525.16, "Physicians and Related Occupations Quality Assurance Program," effective February 14, 2006.

¹⁴ Agreement between the Commonwealth of Pennsylvania and Pennsylvania State Corrections Officers Association, effective July 1, 2007, to June 30, 2011;

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Objectives, Scope, and Methodology

During the course of our audit work, we interviewed various facility management and staff, including SCI Coal Township's facility maintenance managers, the business manager, and the human resources director.

To determine if SCI Coal Township received the Commission on Accreditation for Corrections accreditation and responded to audit recommendations, we reviewed the 2006 American Correctional Association audit report. We also obtained SCI Coal Township's follow-up plan of action dated July 21, 2006, and waiver requests in response to the American Correctional Association reaccreditation audit conducted May 1, 2006, to May 3, 2006.

To audit work orders for compliance with Department of Corrections policies, we randomly selected and tested 38 work orders opened during the period from July 1, 2008, to December 31, 2008.

To assess SCI Coal Township's compliance with Commonwealth and Department of Corrections procedures to its automotive fleet, we obtained and reviewed all automotive reports for the month of January 2009, obtained and reviewed all vehicle request forms for the months of January to March 2009, obtained and reviewed the personal mileage expense log for the months of January to March 2009, obtained and reviewed the fuel pump station logs for the month of January 2009, and conducted an unannounced gas pump meter reading reconciliation to logs.

Agreement between Commonwealth of Pennsylvania and the Service Employees International Union, District 1199P, CTW, CLC, effective July 1, 2007, to June 30, 2011;

Memorandum of Understanding between Commonwealth of Pennsylvania and OPEIU Healthcare Pennsylvania, Local 112, effective July 1, 2007, to June 30, 2011;

Agreement between Commonwealth of Pennsylvania and the Pennsylvania State System of Higher Education and Pennsylvania Doctors Alliance, effective July 1, 2005, to June 30, 2009;

Master Agreement between the Commonwealth of Pennsylvania and Council 13, American Federation of State, County and Municipal Employees, AFL-CIO, effective July 1, 2007, to June 30, 2011;

Agreement between Commonwealth of Pennsylvania and Local 668 SEIU Pennsylvania Social Services Union, effective July 1, 2007, to June 30, 2011;

Collective Bargaining Agreement for Educational and Cultural Employees between the Commonwealth of Pennsylvania and the Federation of State Cultural and Educational Professionals Local 2382, American Federation of Teachers Pennsylvania AFL-CIO, effective July 1, 2007, to June 30, 2011;

Agreement between Commonwealth of Pennsylvania and the Correctional Institution Vocational Education Association, Pennsylvania State Education Association, National Education Association, effective July 1, 2007, to June 30, 2011;

Agreement between Commonwealth of Pennsylvania and the Pennsylvania State System of Higher Education and Pennsylvania Doctors Alliance, effective July 1, 2005, to June 30, 2009.

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Objectives, Scope, and Methodology

To assess whether SCI Coal Township's staffing levels were sufficient to meet the needs of the institution, we reviewed the most current manpower survey approved by the Department of Corrections on July 28, 2008, and reviewed salaried and wage complement reports dated January 5, 2009, February 6, 2009, and March 6, 2009.

To determine whether the institution hired employees in accordance with Commonwealth and Department of Corrections guidelines regarding veterans' preference, we randomly selected and performed testing on 24 of the 49, or 49 percent of new employees hired during the period from July 1, 2007, to June 30, 2008.

To determine if SCI Coal Township provided sufficient training to all corrections officers and instructors, we obtained a listing of certified instructors at SCI Coal Township as of April 22, 2009, and randomly selected files of 15 instructors (20 percent) for verification of instructor certification during the audit period. We also randomly selected 60 of the training files for corrections officers (20 percent) from the April 17, 2009, complement report, to verify compliance with training requirements.

To determine the propriety of the use of pay incentives for employees, we reviewed SCI Coal Township's commitments and actual expenditure reports for the 2007 and 2008 fiscal years to determine the amount of pay incentives, and verified that appropriate criteria were followed when determining pay incentive payments for employees in the 2007 and 2008 fiscal years.

To review employee complaints and suggestions and evaluate the efforts to respond to them, we obtained grievance logs for the period from July 1, 2006, to January 2009 and randomly selected a sample of 19 employee grievances (20 percent) to determine that all grievances were addressed in accordance with union agreements.

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Audit Results

Audit Results

Accreditation

The American Correctional Association and the Commission on Accreditation for Corrections are private, non-profit organizations that administer the only national accreditation program for all components of adult and juvenile corrections. Their purpose is to promote improvement in the management of correctional facilities through the administration of a voluntary accreditation program and the ongoing development and revision of relevant, useful standards.

Although the accreditation process is a voluntary program, the Department of Corrections policy statement for accreditation program and annual inspections has established rules, regulations, and procedures for pursuing compliance with nationally recognized standards for the operation and management of correctional facilities via an accreditation program.

The Commonwealth contracts with the Commission on Accreditation for Corrections and is assigned an appointed American Correctional Association committee that conducts a standards compliance audit and prepares a written visiting committee report to be submitted to the Commission on Accreditation for Corrections. The visiting committee report also includes comments from interviews conducted with inmates and staff, as well as a detailed explanation of all non-compliant and inapplicable standards.

To receive accredited status the institution must be 100 percent compliant on mandatory standards and a minimum of 90 percent compliant on non-mandatory standards.¹⁵ Once these bench marks are attained, the institution is awarded a three-year accreditation.

Finding 1 – SCI Coal Township responded appropriately to the issues noted in the most recent standards compliance audit.

On August 18, 2006, the Commission on Accreditation for Corrections awarded a three-year accreditation to SCI Coal Township as a result of the compliance audit conducted by American Correctional Association from May 1, 2006, to May 3, 2006. According to the visiting committee report, SCI Coal Township complied with 100 percent of the 61

¹⁵ www.aca.org, accessed June 9, 2008.

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applicable mandatory standards and 438, or 98.4 percent, of the 445 applicable non-mandatory standards.

SCI Coal Township, in an effort to be 100 percent compliant in the non-mandatory standards, submitted a written plan of action to the Commission on Accreditation for Corrections. The Commission on Accreditation for Corrections then granted accreditation for an additional three-year period.

Maintenance Work Orders

The maintenance department at SCI Coal Township consists of eight trade shops, automotive, electrical, plumbing, carpentry, painting, refrigeration, electronics, and welding shops, and is responsible for providing both routine and preventative maintenance. SCI Coal Township also uses inmate labor to support the maintenance operations and to provide training to the inmates. The maintenance work order system is operated through the Department of Corrections' maintenance management system, which began operations November 30, 2005. This system enables each department head to electronically submit work orders to the maintenance department. Once received, the maintenance department is able to review, evaluate, approve, prioritize, and assign the task to the responsible department or shop. Upon completion of each work order, Department of Corrections' policy states the following:

It is the responsibility of each maintenance staff member to provide information listing time and materials used. As work order assignments are completed, the work order is to be signed and dated by the maintenance personnel completing the work and returned to his/her immediate supervisor. The supervisor shall inspect the work, and forward the work order to the Facility Maintenance Managers office for review and administrative tracking. 16

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¹⁶ Commonwealth of Pennsylvania, Department of Corrections, Policy Number 10.02.01, "Facility Maintenance," Section 12, "Maintenance Work Orders," and Section 13, "Preventative Maintenance," effective September 3, 2008.

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Finding 2 – SCI Coal Township complied with policies regarding completing maintenance work orders.

We selected 38 maintenance work orders for testing compliance with Department of Corrections' policy. Based on our audit, we concluded that the maintenance department properly assigned priority codes, authorized work, documented labor hours and materials utilized. In addition, the number of days between the start date and completion date averaged six days, which seemed reasonable for the work assigned. SCI Coal Township also scheduled all preventative maintenance into the tracking system based on due dates of prescribed maintenance.

Automotive Fleet

The Department of Corrections has established policies and procedures regarding vehicle use, maintenance, and reporting.¹⁷ In addition, the Governor signed an executive order establishing the Commonwealth automotive fleet efficiency initiative.¹⁸ The initiative states as follows:

Agencies will monitor, at regular intervals, vehicle assignments and utilization patterns, fuel card activity and reimbursements made to employees for miles traveled in personal vehicles to ensure that Commonwealth resources are being deployed in the most cost-effective manner. 19

The goal of the initiative is to establish policies and practices that will enable agencies to complete their assigned duties successfully at the lowest reasonable cost.

SCI Coal Township's automotive fleet currently consists of 33 vehicles, including passenger cars, vans, trucks, maintenance vehicles, and perimeter security vehicles. These vehicles are used to conduct institutional business and ensure its security.

¹⁷ Commonwealth of Pennsylvania, Department of Corrections, Policy Number 03.01.01, Section 8, "Vehicles," subsection C, "General Operational Procedures," revised March 28, 2007.

¹⁸ Commonwealth of Pennsylvania, Governor's Office, Executive Order No. 2007-03, "Commonwealth Automotive Fleet Efficiency Initiative," effective May 9, 2007.

19 *Ibid*.

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<u>Finding 3 – SCI Coal Township reconciled in-house monthly automotive fleet fuel</u> usage to gas pump meters.

Our audit consisted of a reconciliation of fuel dispensed from the SCI Coal Township pumping station based on meter readings receipts for January 2009 to the individual automotive reports. On January 1, 2009, the gas pump meter reading was 158,029 gallons. The gas pump meter reading on January 31, 2009, was 159,085, indicating a total of 1,056 gallons of gas were pumped during the month. The total gallons of gas recorded on all SCI Coal Township automotive fleet vehicles for the month of January was 1,006, or a variance of 50 gallons. Further analysis found that the receipts for the 50-gallon variances were filed with the automotive reports, but were not recorded on the front of the monthly automotive report.

We also conducted an unannounced gas pump meter reading on April 8, 2009. This reading audit found that SCI Coal Township receipts agreed to the meter reading without exception. Therefore, we concluded that SCI Coal Township reconciled in-house monthly automotive fleet fuel usage to gas pump meters.

<u>Finding 4 – SCI Coal Township employee personal mileage was paid in accordance with policy and procedures.</u>

We audited all January to March 2009 travel expense reports of employees receiving compensation for personal mileage. In all, there was only one request for personal mileage. The Department of Corrections procedures state as follows:

A vehicle request form must be completed to reserve a state care or to be reimbursed for personal mileage when a state car is not available. The employee must receive approval from his/her Bureau/Office Director to incur personal mileage cost.²⁰

The one request for personal mileage during the testing period also had an associated vehicle request form on file, approved by the superintendent. Therefore, we concluded that employee personal mileage was paid in accordance with policy and procedures.

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²⁰ Commonwealth of Pennsylvania, Department of Corrections, Policy Number 03.01.01, Section 8, "Vehicles," subsection B, "Use of Personal Vehicles," revised March 28, 2007.

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Staffing Levels

The Department of Corrections periodically conducts manpower surveys to assess each institution's staffing requirements. The Department of Corrections most recently conducted its corrections officer manpower survey at SCI Coal Township on July 17, 2008.

<u>Finding 5 – SCI Coal Township complied with the manpower survey report.</u>

The Department of Corrections manpower survey for SCI Coal Township determined that there should be 302 corrections officers in the complement as of March 17, 2008. Our review of the salaried and wage complement report dated March 6, 2009, revealed that SCI Coal Township was at the 302 compliment level for corrections officers.

Hiring and Promotion

The authority for veterans' preference in Pennsylvania government employment is contained in The Military Affairs Act of August 1, 1975 (P.L. 233, No. 92), as amended.²¹ Applicants who pass civil service examinations required for appointment to positions covered by the state's merit system receive additional benefits in recognition of their military service. These benefits are commonly referred to as veterans' preference.

Veterans, who pass civil service appointment tests, receive an additional ten points on their final score. Applicants entitled to veterans' preference who are among the top three available candidates have mandatory preference in appointment over non-veterans. Finally, applicants entitled to veterans' preference may be given preference for selection regardless of their rank on the list.²²

on Classified Service Employment Lists," effective May 5, 2008.

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²¹ www.scsc.state.pa.us/scsc/lib/scsc/pamphlets/veteranspreference022008.pdf, "Veterans' Preference in State

Civil Service Employment," accessed January 21, 2010.

22 Commonwealth of Pennsylvania, Governor's Office, Management Directive 580.21, "Veterans' Preference

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Finding 6 – SCI Coal Township complied with veterans' preference guidelines.

SCI Coal Township employees were hired according to veterans' preference guidelines, which state that any veteran who passes a civil service appointment test will receive an additional ten points added on to their final score. Hiring lists utilized for 17 of the 24 employees were reviewed and verified that all entitled veterans who were among the top three available candidates were hired over non-veterans. The remaining seven employees were not newly hired employees. Three were demotions, three were reinstatements, and one was hired before the audit period, but because they were all filling available job positions they appeared on the new hires listing.

Training

SCI Coal Township, through the Department of Corrections, is responsible for providing all employees with initial orientation and continuing education and training programs that focus on skills and competencies directed toward the safety care of the inmates as well as the staff of the institution. The training coordinator is responsible for overseeing the planning, coordinating, record maintenance and on-site monitoring of training to ensure compliance with requirements.

The Department of Corrections has established guidelines regarding the content and frequency of training courses for institution management, supervisory staff, contact employees, and special team participants.²³ These guidelines also specify the minimum number of annual in-service training hours required for the various classifications for instructors. The training department at SCI Coal Township incorporated these guidelines into its annual training plan.

<u>Finding 7 – Corrections officers attained all training requirements and all instructors</u> were certified to teach training classes.

Our audit verified that SCI Coal Township corrections officers received all minimum training requirements and all training certifications were issued and placed in their personnel files. In addition, all 17 instructors selected were found to have the necessary teaching certifications in their personnel files.

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²³ Commonwealth of Pennsylvania, Department of Corrections, Policy Number 05.01.01, "Staff Development and Training," effective March 8, 2007.

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Employee Pay Incentives

In order for the Department of Corrections to attract and retain medical and dental professionals, the Commonwealth established criteria for implementing pay incentives. The Commonwealth established the physicians and related occupations quality assurance program. This program entitles employees to an occupations quality assurance payment based on the number of full credited years of service through the last day of the employee's last full pay period. Payments are prorated for part-time employees and employees not in an active pay status at the end of the year. A part-time employee or inactive employee must work at least 50 percent of a full-time schedule to be eligible for an occupations quality assurance payment.

<u>Finding 8 – Employee pay incentives complied with Commonwealth policy and applicable agreements.</u>

According to expenditure reports, SCI Coal Township incurred \$11,000 of quality assurance program payment expenses for fiscal year 2007 and \$1,000 for fiscal year 2008, coded as "rewards/bonuses." In addition, a \$400 certification payment was paid to nurses who received specialization certifications during the 2007 fiscal year.

The quality assurance program payments were distributed according to the agreement between the Commonwealth of Pennsylvania and the Pennsylvania State System of Higher Education and Pennsylvania Doctors Alliance, which denotes the amount of payment an employee is entitled to, based on his or her credited years of Commonwealth service.

Employee Complaints

SCI Coal Township employs approximately 570 individuals, including corrections officers, clerical staff, teachers, and nurses. Eight different unions represent 507 of these employees. Job classification determines an employee's union affiliation. Each bargaining unit master agreement contains employee complaint resolution provisions specific to that particular bargaining unit. Effective institution management provides a complaint system where employees may voice grievances and require the institution to respond to those grievances.

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<u>Finding 9 – SCI Coal Township complied with the established employee complaint system.</u>

The collective bargaining agreements for each of the institution's eight active unions established formal procedures for resolving grievances, including an initial meeting between union representatives and SCI Coal Township management personnel. If necessary, the complaint is heard by the Eastern Joint Area Committee, a group composed of an equal number of union and Commonwealth personnel, which renders final and binding decisions. The collective bargaining agreements also provide union and management with a formal arbitration process for those issues unresolved by the Eastern Joint Area Committee.

Our review of documentation for 19 of the 95, or 20 percent of the grievances filed between January 24, 2006, and December 22, 2008, disclosed that the complaint process addressed grievances reasonably and timely. The initial meetings between union representatives and SCI Coal Township management were scheduled during the month immediately subsequent to the grievance filing date. These initial meetings resolved 10 of the 19 grievances tested and 2 additional grievances were withdrawn due to the employee leaving employment.

Succeeding meetings resolved the additional 7 grievances. Based on the results of our analysis, we concluded that SCI Coal Township complied with the established employee complaint system.

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Status of Prior Audit Findings and Recommendations

Status of Prior Audit Findings and Recommendations

The following is a summary of the findings and recommendations presented in our audit report for July 1, 2003, to July 28, 2006, along with descriptions of SCI Coal Township's disposition of the recommendations.

<u>Prior Finding V – The fire emergency response team did not receive sufficient training.</u> (Resolved)

Our prior audit found during the 2005 calendar year that 14 of 27 fire emergency response team members did not receive the 16 hours of training. Four members received no training while 10 team members received only eight hours of fire safety specific training. For the 2004 calendar year, 3 of 27 team members received no training and 4 received only eight hours of training. During our earlier audit for the period from July 1, 2002, to December 31, 2002, we found that 20 of the 30 members of the team did not receive the then required 12 hours of mandatory training.

We recommended that the team should receive all mandatory training in accordance with Department of Corrections policy.

Status:

Our follow-up audit disclosed that SCI Coal Township did not comply with our prior year recommendations. However, on March 24, 2009, a fire emergency response team training session was held and 100 percent of the team members were in attendance. Therefore, since all members now have received enough training hours we feel that this finding has been resolved.

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Audit Report Distribution List

Audit Report Distribution List

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This report is a matter of public record and is accessible at www.auditorgen.state.pa.us or by contacting the Pennsylvania Department of the Auditor General, Office of Communications, 318 Finance Building, Harrisburg, Pennsylvania 17120. Telephone: 717-787-1381.