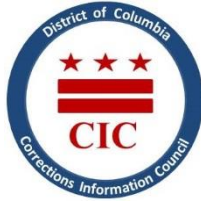
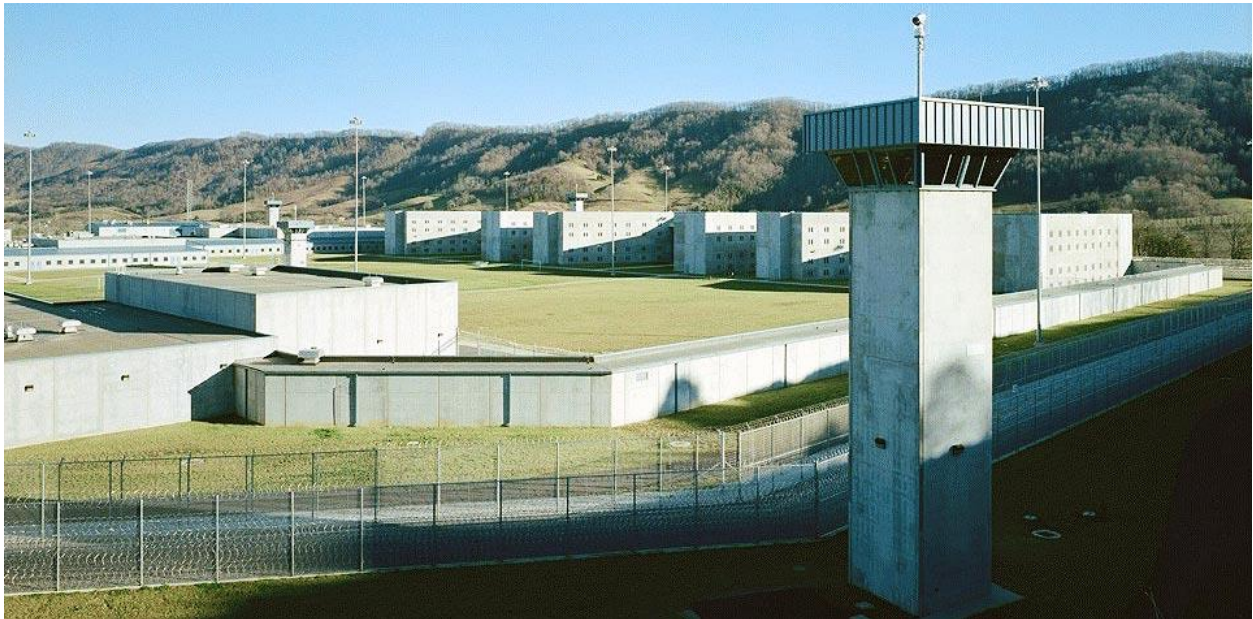


District of Columbia
Corrections Information Council



USP Big Sandy

Inspection Report



USP Big Sandy

(photo by Federal Bureau of Prisons)

October 21, 2019



District of Columbia Corrections Information Council

Charles Thornton, Board Chair
Katharine A. Huffman, Board Member
Calvin Woodland Jr., Board Member
Nkechi Taifa, Board Member
Charlie Whitaker, Board Member

About the District of Columbia Corrections Information Council

The District of Columbia Corrections Information Council (CIC) is an independent oversight body mandated by the United States Congress and the Council of the District of Columbia to inspect, monitor, and report on the conditions of confinement in correctional facilities where inmates from the District of Columbia are incarcerated. This includes facilities operated by the Federal Bureau of Prisons (BOP), the District of Columbia Department of Corrections (DOC), and private contractors.

The CIC reports its observations and recommendations to the District of Columbia Representative in the United States Congress, the Mayor of the District of Columbia, the Council of the District of Columbia, the District of Columbia Deputy Mayor for Public Safety and Justice, the Director of the BOP, the Director of the DOC, and the community.

Although the CIC does not handle individual complaints or provide legal representation or advice, individuals are still encouraged to contact the CIC. Reports, concerns, and general information from incarcerated DC residents and the public are very important to the CIC, and they greatly inform our inspection schedule, recommendations, and reports. However, unless expressly permitted by the individuals or required by law, names and identifying information of inmates, corrections staff not in leadership, and members of the general public will be kept anonymous and confidential.

DC Corrections Information Council

1400 I Street, NW, Suite 400
Washington, DC 20005
Phone: (202) 478-9211
Email: dc.cic@dc.gov
Website: <https://cic.dc.gov/>

Executive Summary

Facility Profile

Dates of Inspection: August 29-30, 2018
Location: Inez, Kentucky
Distance from DC: 430 miles
Year of Activation: 2002

Security Level: High
Rated Capacity: 1,088
Average Daily Population 2018: 1,371

Total Population (August 2018)

Population: 1,247
Average Age: 35.3 years
Average Sentence: 156 months

DC Population (August 2018)

Population: 100 (8% of total population)
Average Age: 33.5 years
Average Sentence: 194 months

Key Findings

The CIC made the following key findings about USP Big Sandy:

- The individuals the CIC met with reported no incidents of physical abuse from staff or other inmates, and few instances of verbal harassment or abuse.
- By far the most common concern the CIC heard was the frequency of lockdowns, and their impact on visitation, programming, and religious practice.
- Inmates in the Special Housing Unit reported that staff was generally respectful and helpful, and that the Warden and the Captain came through the unit regularly.
- Inmates expressed concern about the limited number of programs and felt that the programs that are offered will not help them once they return to the community.
- 75% of respondents to CIC's survey felt that they did not have adequate access to medical and dental services.
- Most inmates surveyed reported that they did have access to grievance forms, but most did not believe the grievance process was fair. They reported delayed responses and confusion as to how to use the forms.
- Other concerns included the quality and quantity of food, difficulty receiving mail, inadequate ventilation to disperse the frequent use of OC pepper spray, and plumbing issues.

CIC Recommendations

Based on the inspection of USP Big Sandy, the CIC makes the following recommendations:

- The facility staff should continue to work towards reducing the frequency of lockdowns. They should also consider options to minimize the impact of lockdowns on the entire facility. The BOP should ensure that the facility has sufficient staff to address security issues without needing to lockdown the entire facility.
- Facility leadership should limit the impact of lockdowns on inmates participating in programming, including consideration of creating specific programming units that could continue to function under normal or partial lockdown status while other parts of the facility are on lockdown.
- The executive staff should review the current educational programming to ensure that they are in full compliance with the requirements of Program Statement 5300.21, Education, Training and Leisure Time Program Standards, which requires that the warden and education supervisor must ensure that inmates have meaningful opportunities to acquire or improve marketable skills through educational programming and career counseling. The supervisor of education should pursue accreditation or independent certification for education and occupation programs, as suggested by Program Statement 5300.21(10)(c).
- To the extent that program availability is limited by lack of funding, the BOP Mid-Atlantic Regional Director should ensure that USP Big Sandy receives adequate resources to provide meaningful educational and occupational programming to the inmates in its care.
- Facility leadership should ensure that correctional officers are not limiting access to emergency medical care, which must be available to SHU inmates at all times, per 28 CFR §541.32(a).
- Facility leadership should ensure that inmates are given access to cleaning materials frequently enough to maintain their cells in a sanitary condition.
- The executive staff should ensure that inmates with acute medical needs are seen and treated promptly in accordance with Program Statement 6031.01, Patient Care.
- The BOP should ensure that adequate numbers of medical providers are available to provide medical care to individuals incarcerated at USP Big Sandy.
- The executive staff should ensure that inmates are being seen for comprehensive dental care consistent with the national wait list as laid out in Program Statement 6400.03, Dental Care.
- Facility leadership should ensure that all food served to inmates at USP Big Sandy is properly prepared and maintained at appropriate temperatures per the BOP Food Service Manual.
- Facility leadership should consider offering additions to the National Menu as contemplated by the BOP in Program Statement 4700.06, Food Service Manual Chapter 2, Section 3, page 16.
- Facility staff should provide inmates with clear and accessible instructions for filing both informal and formal grievances, and inform them that they may request assistance from institution staff or another inmate in preparing grievances.
- Facility staff should work towards reducing delays in processing inmate mail.
- Facility staff should ensure that physical plant issues are resolved promptly to maintain housing units in a safe and habitable condition.
- Facility staff should ensure that housing units have appropriate ventilation in accordance with Program Statement 4200.12, Facilities Operations Manual Chapters 12 and 16, pages 9 and 6, respectively.

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Introduction

United States Penitentiary Big Sandy, also known as USP Big Sandy, is a high-security facility located in Inez, Kentucky, with an adjacent minimum security satellite camp. The facility is approximately 461 driving miles from Washington, DC. The CIC conducted an initial inspection of USP Big Sandy on July 16, 2015 and a follow-up visit consisting primarily of interviews with DC inmates on August 29-30, 2018.

At the time of the CIC's 2018 visit, the facility held 1,247 male inmates, 1,087 of whom were housed in the USP, 86 in the Residential Drug Abuse Program, and 74 at the satellite camp. This is 115% of the facility's rated capacity of 1,077. One hundred of the inmates incarcerated at the facility during the CIC's visit were DC Code Offenders. Of those 100 individuals, 47 spoke with the CIC, including 10 individuals in the Special Housing Unit (SHU) and 37 in general population units. Staff informed the CIC that 53 individuals declined to speak with the CIC.

USP Big Sandy Inspection 2015

The CIC conducted its initial onsite inspection of USP Big Sandy on July 16, 2015. During the inspection, CIC staff toured the facility, had dialogue with facility staff, and conducted confidential interviews with 15 DC inmates.

USP Big Sandy has a Residential Drug Abuse Program (RDAP) and a Challenge Program unit. The RDAP was activated in January 2013 and was located on housing unit B. The unit had 64 double bunked cells, two of which were accessible for those with disabilities. At the time of the 2015 inspection, no DC inmates were enrolled in RDAP.

During the inspection, the SHU housed 123 inmates, seven of whom were from DC. USP Big Sandy had recently transferred 30 SHU inmates to USP Lee in exchange for 20 individuals from the SHU at USP Lee in response to recent violence at USP Lee. According to facility staff, inmates in the SHU had access to GED education, the law library, and release planning, and they ate the same meals as the general population. Staff also reported that they were one of a limited number of USP facilities offering GED education in the SHU. Survey responses from inmates indicated a range of experiences in the SHU, including two complaints about lack of educational or programming opportunities. Two inmates reported "the only good thing about the SHU is getting time to read." Other concerns from inmates who had been in the SHU included always receiving cold food, having no table and chair in cells, being labeled a gang member because of DC status, and having to wait three weeks to be seen by medical staff.

In the medical department, staff reported one vacancy among the 17 BOP and contract positions at the time of inspection. The chronic care caseload included approximately 325 individuals, 25 of whom were DC inmates, and the main reason for chronic care status was hypertension. The facility had no deaf inmates and one blind inmate at the time of inspection. Staff reported that the blind individual had an inmate companion to help him navigate.

Staff indicated that dental sick call occurred every Tuesday and Thursday, and routine call outs every Monday, Wednesday, and Friday. Inmates with dental emergencies were generally seen the same day, and the average wait time for dental cleanings and other routine procedures was between four and six months.

The facility had three psychologists on staff and held group therapy. At the time of inspection, 20 people were on the waitlist for group therapy, with a typically wait of three to six months. CIC staff observed PREA signs in all housing units, and the facility reported having a memorandum of understanding (MOU) with a community mental health center for additional treatment of individuals with mental health concerns.

Inmates' feedback on medical and mental health care included six complaints about the cost of receiving medical care at USP Big Sandy, and two reports that medical care was good; three individuals had not used health services at

the facility. Other complaints included long waits for orthopedic and dental care, and medical staff diagnosing an injury to the inmate during a visit, but failing to record the injury in his file.

Staff reported during the inspection that 75% of the inmates had jobs, although inmate survey responses reported that the facility did not have enough jobs or programming options. Inmates also reported a high level of assaults due to people not having enough to do throughout the day. Other individuals stated that programs were full or limited for inmates who had already received their GED. In the past, USP Big Sandy had a UNICOR factory which employed 100 inmates at a time producing textiles.¹ By 2015, staff reported that the factory was not officially closed but was no longer actively operating.

Facility staff reported an average of 60 inmates participating in hobby craft classes, and mentioned that inmates could obtain the National Federal Personal Trainers certification if they paid to take the certification exam. Staff also mentioned that inmates created and led a Stop the Violence program in the facility chapel with 60 to 80 inmate participants.

Inmate reports on staff conduct were mixed, with several individuals indicating that staff was “mostly better than other places” and “treats everyone the same,” while others feeling that staff were “aggressive,” “cold-blooded,” and “hard to deal with if you try.” Six of the fifteen inmates interviewed said they had never interacted with the warden. Several inmates reported problems with case managers and unit teams, including one who said that trying to get your institutional jacket reviewed was “like trying to lift up a boulder.” Other inmates raised concerns about issues that were resolved at previous facilities but were preventing institutional progress at USP Big Sandy.

The CIC also received several complaints from inmates regarding sentence designation and computation, such as hurdles to transferring to a lower custody facility, including the lack of available programming at some institutions.

USP Big Sandy Findings 2018

The CIC revisited USP Big Sandy in August 2018 to conduct follow-up interviews with incarcerated individuals who were from DC. According to inmates who spoke with the CIC, the most negative aspects of USP Big Sandy were the frequency of lockdowns (8 responses), followed by staff treatment (6 responses), food (4 responses), distance from family (3 responses), and classification or transfer issues (3 responses). When asked to identify the most positive aspect of USP Big Sandy, inmates mentioned staff respect (2 responses), telephones (2 responses), program units (1 responses), and that the captain has improved the lockdowns (1 responses).

Inmates were asked to provide one recommendation for improving the conditions of confinement at USP Big Sandy. Their responses focused on changing staff behavior (5 responses), increasing job and programming opportunities (4 responses), providing better food (4 responses), reducing the frequency of lockdowns (3 responses), and moving DC inmates closer to home (3 responses).

The CIC received one report of injuries as a result of being placed in restraints at USP Big Sandy, and no reports of physical abuse by staff or inmates at USP Big Sandy. Eight inmates reported verbal harassment by staff, mostly consisting of insulting remarks regarding race or DC residency status. Ten individuals reported that they had not been told how to report sexual abuse.

¹ UNICOR is the trade name for Federal Prison Industries (FPI), a government-owned corporation that employs inmates in a factory setting to manufacture products or provide services to the government and private sectors. Additional information is available on the BOP website at https://www.bop.gov/inmates/custody_and_care/unicor.jsp.

Lockdowns

The most common concern the CIC heard from inmates was the frequency of lockdowns and their impact on visitation, programming, and religious practices. Inmates reported that the facility is on lockdown nearly half of each month. Several inmates indicated that lockdowns often last about two weeks. They are sometimes out of their cells for a few days and then locked down again for a new incident. Inmates reported that the whole facility is locked down for incidents occurring on a single unit, and that lockdowns happen for “any small incident.”

Inmates expressed a number of problems due to the frequent lockdowns. Several inmates mentioned the lockdowns interfering with visitation from family, particularly since they are unable to notify family members of lockdowns before they undertake long and expensive travel to USP Big Sandy. One individual stated that lockdowns interfered with communication with family and his ability to work on his legal case. Two inmates indicated that they are unable to practice their religion during lockdowns. Another noted that the facility stays “locked down so much it’s frivolous to get in a class” because inmates are unable to attend classes consistently or make progress.

Recommendation:

The facility staff should continue to work towards reducing the frequency of lockdowns. They should also consider options to minimize the impact of lockdowns on the entire facility. The BOP should ensure that the facility has sufficient staff to address security issues without needing to lockdown the entire facility.

Programming and Jobs

Ten of the individuals the CIC interviewed expressed that there are no programs available at USP Big Sandy. Three inmates commented that there was no opportunity for rehabilitation and they were being warehoused. Two inmates indicated that the programs offered are not things they can use once they return home, while another individual commented on the lack of certification programs. Other inmates noted that programs were hard to get into or had long wait times. Several inmates had received their GED, including one who said the program could be better and another who said it was “okay.”

Inmates who spoke with the CIC also commented that jobs were “limited” and “hard to get,” both in general and particularly for individuals from DC. One inmate stated that “you have to be very consistent to try to get [a job],” while two other inmates complained that they were not paid enough.

Twelve out of thirty individuals with whom the CIC spoke at USP Big Sandy were participating in vocational training, while another eight were participating in an academic program, and seven were participating in the Challenge Program. Twenty-one of forty 40 DC inmates interviewed were participating in a general prison job.

The inmates’ survey responses were divided on how easy it was to get a job or access programming. Just over half of the individuals surveyed found it easy or somewhat easy to access the Challenge Program or academic programs, while two-thirds of respondents found it difficult or somewhat difficult to access prison jobs.

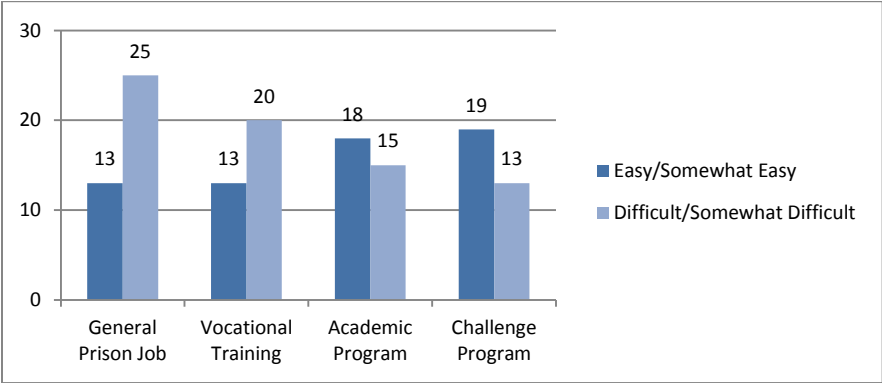


Figure 1²

Two-thirds of survey respondents said they were unsatisfied with their prison job, and three-quarters were unsatisfied with their vocational training. Inmates were split as to whether they were satisfied or unsatisfied with the academic programs and the Challenge Program.

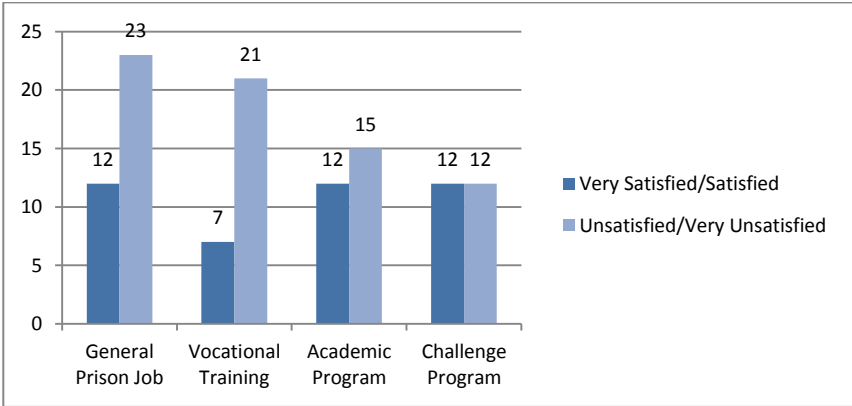


Figure 2

Recommendations:

Facility leadership should limit the impact of lockdowns on inmates participating in programming, including consideration of creating specific programming units that could continue to function under normal or partial lockdown status while other parts of the facility are on lockdown.

The executive staff should review the current educational programming to ensure that they are in full compliance with the requirements of Program Statement 5300.21, which requires that the warden and education supervisor must ensure that inmates have meaningful opportunities to acquire or improve marketable skills through educational programming and career counseling. The supervisor of education should pursue accreditation or independent certification for education and occupation programs, as required when feasible by Program Statement 5300.21(10)(c).

² Charts do not include ‘not applicable’ responses. See Appendix B for responses in full detail.

To the extent that program availability is limited by lack of funding, the BOP Mid-Atlantic Regional Director should ensure that USP Big Sandy receives adequate resources to provide meaningful educational and occupational programming to the inmates in its care.

Special Housing Unit

Most of the inmates the CIC interviewed stated that the staff in the SHU at USP Big Sandy was generally respectful and helpful. Inmates noted that the warden and the captain came through units regularly and that correctional officers help inmates when asked.

The individuals who spoke with the CIC had a few notable concerns about the SHU. One inmate expressed that he spent 16 hours in waist chains on one occasion and was pepper sprayed,³ causing him to lose his eyesight for two days. Another inmate shared a serious concern that correctional officers were not responding to medical alert buttons in cells, citing an incident in which an individual waited 20 minutes for a response from staff while having an acute asthma attack. Another individual mentioned that he had received no answer to three separate grievances filed while in the SHU.

Several inmates mentioned that they were pleased to have access to hygiene products from commissary while in the SHU, though one individual noted that this is only if you have money to buy hygiene products from commissary. One inmate mentioned that laundry is not done often, and another mentioned that not all showers in the SHU work, and that inmates receive cell cleaning products only once a month.

A few inmates mentioned that medical staff members are attentive and walk the range twice a day, though another inmate commented that you still have to put in a request to be seen by medical. Two inmates mentioned that psychology staff performs rounds in the SHU once a week, and another said he has had no problems receiving his psychiatric medication while in the SHU.

Other issues mentioned included a report of problems with sending and receiving legal mail from the SHU, and a complaint that the air conditioning was turned off for two days in the summer.

Recommendations:

Facility leadership should ensure that correctional officers are not limiting access to emergency medical care, which must be available to SHU inmates at all times, per 28 CFR §541.32(a).

Facility leadership should ensure that inmates are given access to cleaning materials frequently enough to maintain their cells in a sanitary condition.

Medical Care

Two inmates interviewed by the CIC stated that medical was their primary concern at USP Big Sandy. Several others expressed that they felt they had no access to medical care. One individual said that, “medical doesn’t really do a lot for you,” and so he would not put in for sick call if he needed care. Another complained about being charged the \$2 co-pay despite never being seen by medical staff. One inmate said he was told he was “too young for some of [his] symptoms,” and another was told by medical staff that he did not need the medication prescribed to him by an outside medical facility.

³ Pepper spray is another term for oleoresin capsicum (OC) spray. BOP Program Statement 5576.06, Oleoresin Capsicum (OC) Aerosol Spray, authorizes and regulates the use of OC spray by correctional officers.

Eight inmates mentioned long wait times for dental care, ranging from “weeks” to be seen for a toothache to “wait[ing] 20 months for dental” to “almost three years.” One individual said he put in three requests but still had not been seen.

Overall, individuals the CIC spoke with were unsatisfied with the quality and wait times for both medical and dental care. Seventy-five percent of respondents felt that they did not have adequate access to medical and dental services.

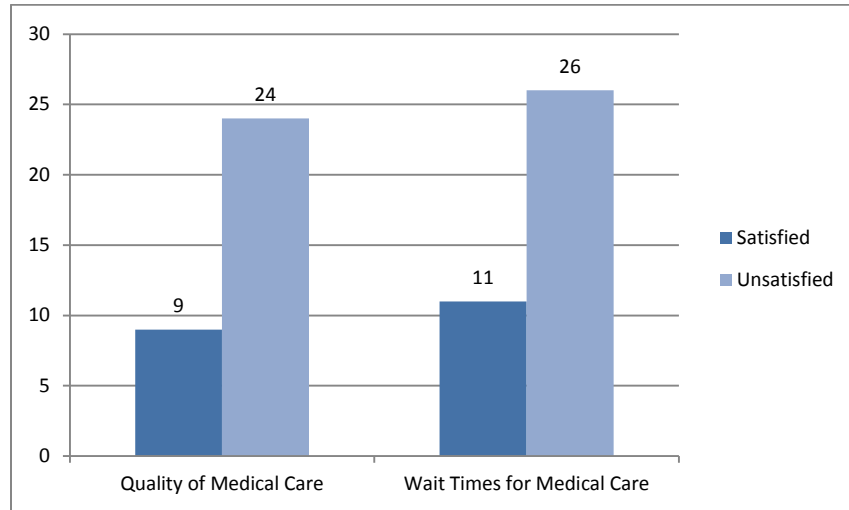


Figure 3

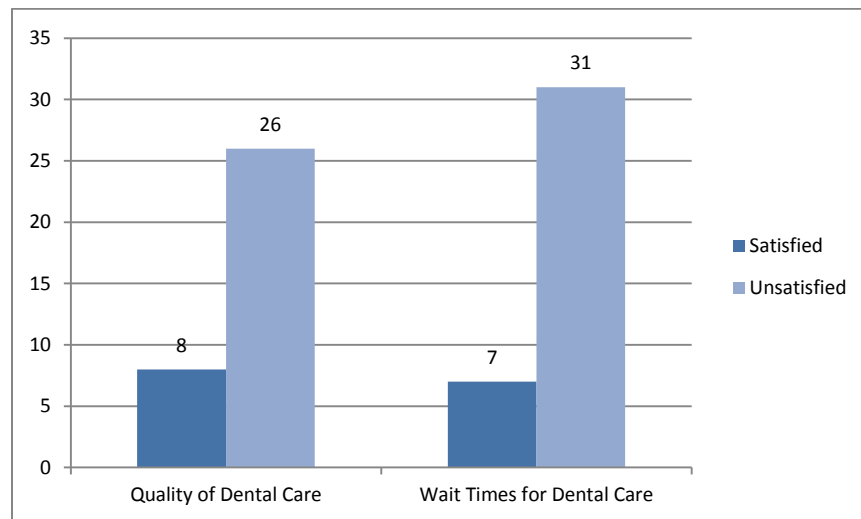


Figure 4

Recommendations:

The executive staff should ensure that inmates with acute medical needs are seen and treated promptly in accordance with Program Statement 6031.01, Patient Care.

The BOP should ensure that adequate numbers of medical providers are available to provide medical care to individuals incarcerated at USP Big Sandy.

The executive staff should ensure that inmates are being seen for comprehensive dental care consistent with the national wait list as laid out in Program Statement 6400.03, Dental Care.

Food

Twenty-four of 35 inmates surveyed had complaints about food. Specific complaints included insufficient portions (10), cold food (8), uncooked food (3), and lack of nutrition or vegetables (2). Many inmates also brought up the food during their interviews as a primary concern. Two individuals mentioned that they always ate on their units and never in the dining hall, while four inmates mentioned the lack of hot meals and small variety of food while on lockdown.

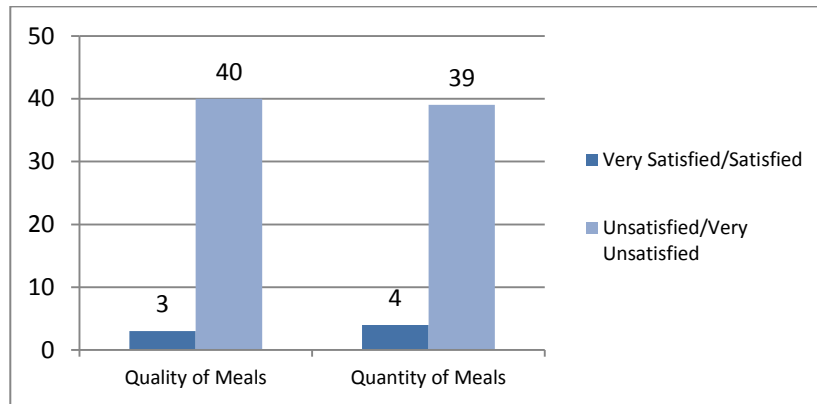


Figure 5

Recommendations:

Facility leadership should ensure that all food served to inmates at USP Big Sandy is properly prepared and maintained at appropriate temperatures per the BOP Food Service Manual.

Facility leadership should consider offering additions to the National Menu as contemplated by the Program Statement 4700.06, Food Service Manual Chapter 2, Section 3, page 16.

Grievances

Most inmates surveyed indicated that they normally had access to informal complaint forms — known as “cop-outs” — and formal administrative grievance and appeal forms. Inmates were divided on whether they thought these processes were dealt with fairly. Fifty percent of inmates surveyed felt that cop-outs were dealt with fairly, while thirty percent of inmates surveyed felt that administrative grievances and appeals were dealt with fairly. Complaints about the process included that “cop-outs take too long to be answered,” facility staff members “do not explain the proper procedures of the forms and if you mess it up they throw it away,” and “the same person who has done me wrong is the person who hears the formal resolutions.”

Recommendations:

Facility staff should provide inmates with clear and accessible instructions for filing both informal and formal grievances, and inform them that they may request assistance from institution staff or another inmate in preparing grievances.

Other Issues

Ten inmates complained of issues with the mail, including delays of up to three months, receiving damaged mail or copies of postcards and photographs instead of originals, and an inability to receive re-entry materials such as a drivers' manual or program information from local organizations.

Several individuals mentioned flooding issues resulting from rain coming into the units, particularly in Unit A-2. Another individual reported that flooding also stems from toilets, which contain feces.

Several inmates mentioned that OC pepper spray is used frequently (one individual said "maybe every day"), and that improper ventilation on units causes it to linger in the air.

Recommendations:

Facility staff should work towards reducing delays in processing inmate mail.

Facility staff should ensure that physical plant issues are resolved promptly to maintain housing units in a safe and habitable condition.

Facility staff should ensure that housing units have appropriate ventilation in accordance with Program Statement 4200.12, the Facilities Operations Manual.

Appendix A: Methodology

USP Big Sandy Inspection Methodology

July 9, 2015 Onsite Inspection

In accordance with the Memorandum of Understanding (MOU) between the Corrections Information Council (CIC) and the Federal Bureau of Prisons (BOP), the CIC requested to inspect USP Big Sandy on June 9, 2015. The inspection request itinerary included a tour of all areas of the facility to which inmates have access, discussions with staff, confidential interviews with DC inmates, and document review and collection. Prior to the onsite inspection, the CIC communicated with DC inmates at USP Big Sandy to notify them of the upcoming inspection and offer the opportunity to participate in a confidential interview with a member of the CIC.

Prior to the visit, per the CIC's request, the BOP sent the CIC the following documents which are on file with the CIC:

- Roster of DC Inmates (as of July 2015)
- USP Big Sandy Department Head List (as of July 2015)
- Significant Incidents (June 2014 – May 2015)
- Inmate Disciplinary Record (June 2014 – May 2015)
- Administrative Remedies Tracking Data for BP-9, BP-10, and BP-11 (June 2014 – May 2015)
- Staffing Vacancies (as of July 2015)
- Inmate Demographics Fact Sheet (as of July 2015)
- DC Specific Inmate Demographics Fact Sheet (as of July 2015)
- Urine Surveillance Records (June 2014 – May 2015)
- 2015 Monthly Average Daily Populations and Staff-to-Inmate Ratios (June 2014 – May 2015)
- Education Profile (October 2014 – March 2015)
- American Correctional Association Accreditation Report (March 2013)

The CIC conducted an onsite inspection of USP Big Sandy on July 16, 2015. The onsite inspectors included board members Phylisa Carter and Katherine Huffman, program analyst Cara Compani, and legal intern Sophia Browning. During the onsite inspection, the CIC was escorted by the warden and members of the executive staff. CIC staff toured the facility, had dialogue with facility staff, and conducted confidential interviews with 15 DC inmates.

July 2018 Follow-Up Interviews

On July 27, 2018, the CIC requested to return to USP Big Sandy for follow-up interviews with DC inmates currently incarcerated at the facility. Prior to the onsite inspection, the CIC communicated with DC inmates at USP Big Sandy to notify them of the upcoming visit and offer the opportunity to participate in a confidential interview with a member of the CIC.

Prior to the visit, per the CIC's request, the BOP sent the CIC the following documents which are on file with the CIC:

- Roster of DC Inmates
- Significant Incidents (August 2017 – July 2018)
- Prohibited Act Rates (August 2017 – July 2018)
- Administrative Remedies Tracking Data for BP-9, BP-10, and BP-11 (August 2017 – July 2018)
- Inmate Sentencing and Designation Fact Sheet (as of July 2018)
- DC Specific Inmate Sentencing and Designation Fact Sheet (as of July 2018)
- Inmate Demographics Fact Sheet (as of July 2018)
- DC Specific Inmate Demographics Fact Sheet (as of July 2018)
- 2017 Monthly Average Daily Populations (August 2017 – July 2018)
- Inmate Enrollment in Programs (October 2017 – July 2018)
- Summary of Urinalysis Results (August 2017 – July 2018)
- *Completed CIC Pre-inspection Information Worksheet (documenting DC-specific populations in SHU and educational programming)*

The CIC conducted an on-site visit for interviews on August 29 and 30, 2018. The 2018 inspection team included program analysts Laura de las Casas and Rebekah Joab, and communications specialist Mabel Tejada. The CIC interviewed 53 DC individuals during the onsite visit. Of those individuals, 42 completed surveys consisting of multiple-choice and open-ended questions covering a range of their experience at USP Big Sandy.

Following the inspection, the survey responses and interview notes were compiled. The responses are available in Appendix B. Open-ended survey responses include answers collected on the surveys themselves and during interviews with CIC staff. Open-ended responses were edited for clarity and to erase identifying information.

The CIC provided the BOP with a draft version of the report for review of factual information and an opportunity to respond to follow-up questions and any other information in the report. The BOP responses to the CIC draft report are available in Appendix C.

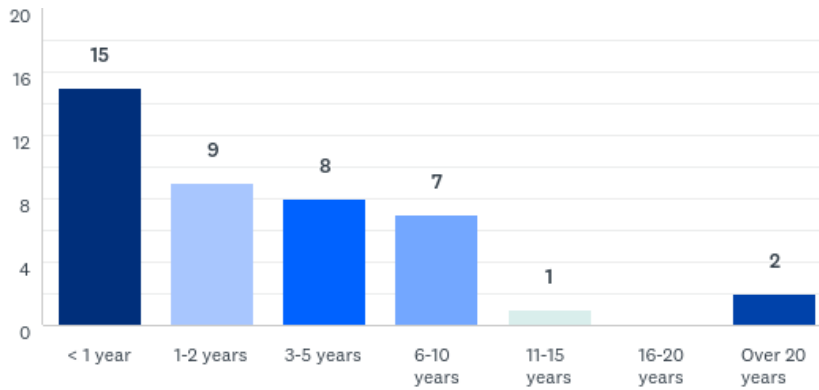
Appendix B: Inmate Survey Responses

USP Big Sandy Inmate Survey Responses

43 Total Respondents⁴

How long have you been incarcerated at USP Big Sandy?

Answered: 42 Skipped: 1

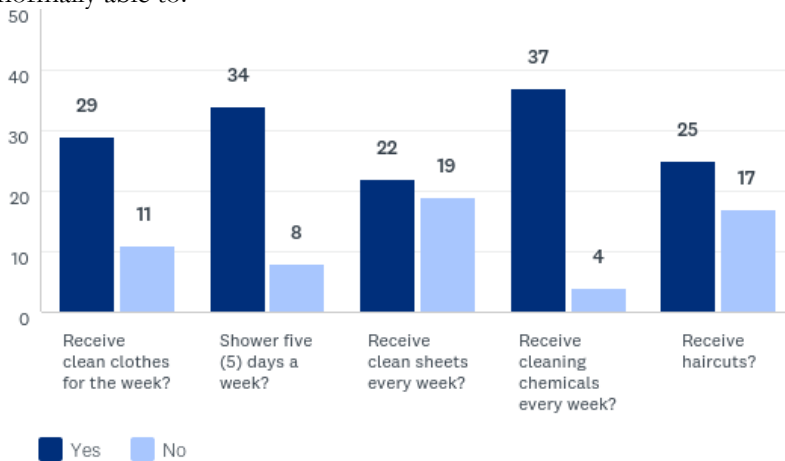


Appendix Figure 1

Hygiene

Answered: 43 Skipped: 0

Are you normally able to:

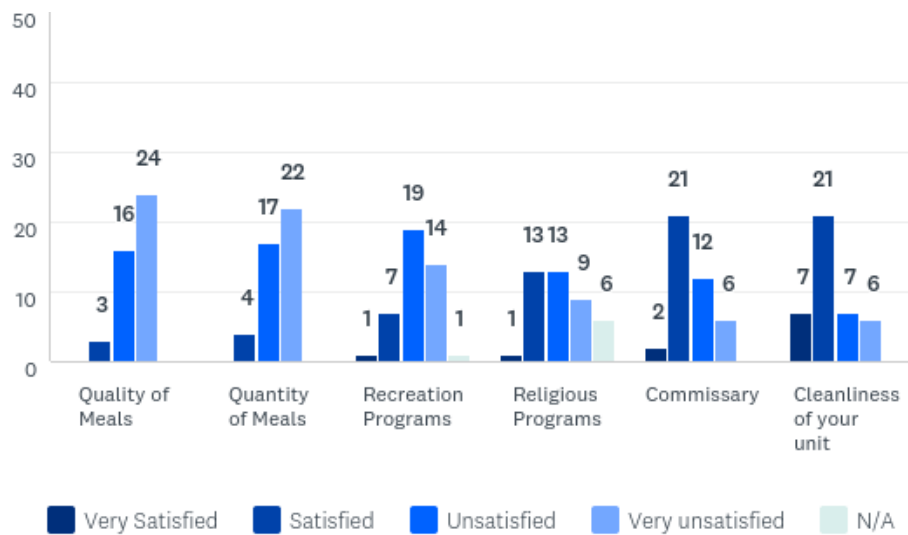


Appendix Figure 2

⁴ Open-ended responses include information that was gathered from inmate surveys as well as interviews. Open-ended responses were edited to erase identifying information, and were also edited for clarity.

How satisfied are you with:

Answered: 43 Skipped: 0



Appendix Figure 3

Please provide examples of why you are satisfied or unsatisfied with the previously discussed items:

Inmate Responses
Food is bad and never enough. Commissary is fine just not enough items.
Because they play too many games.
It stay clean and mop no bad smell
Food is always cold and a little bit
The food very cold and not done most of the time. There don't be enough food on the tray. Religious: the chaplain is very disrespectful
The food is always cold.
The food is not well prepared all the time.
The food are horrible.
I'm satisfied because of health reasons; we are not provided with enough programs. An idle mind is the devil's playground.
They don't feed us, they racist, they treat us bad, lock us down for any.
The portions of our meals are very small.
Need more vegetables daily.
Food is always cold and small portions. They say caloric requirements are met.
I am unsatisfied because compared to other institutions we don't have as much of anything.
Food is terrible, quantity/quality is basura.
The food horrible.
They are very incompetent of how they do things.
There are not any activities or programs that are consistent.
Honestly, it's not what I prefer. But it's also too repetitive.
I am not satisfied because I know this prison can do better and are supposed to do better.
Religious service doesn't allot the prescribed time for study group in the Nation of Islam. Food is terrible.
Because when come to recreation they have no programs and IF so they can't be used.
The food is horrible, the portions are Terrible, The give us cold Food
There aren't many recreation programs going on.
No nutrition in food. I do not get the chance to change sheets every week
The food is too little and not good.

It's no set routine, food might be half cooked, you have to wash clothes with everybody else's, Always have to have commissary, don't get good portions of food
The meals are served cold with little regard to preparation
Not always accessible in a timely manner.
The quality and quantity of the meals are poor, no salt, not enough. Recreation is never consistent, they're closed most of the time.
Commissary it's always spicy items or things that the staff pick. Food it's always cold and microwaves are broken in some units.
The meals are trash and it not enough.
The food is not fully cooked
The food is always cold.
Because the food is very bad.

Appendix Figure 4

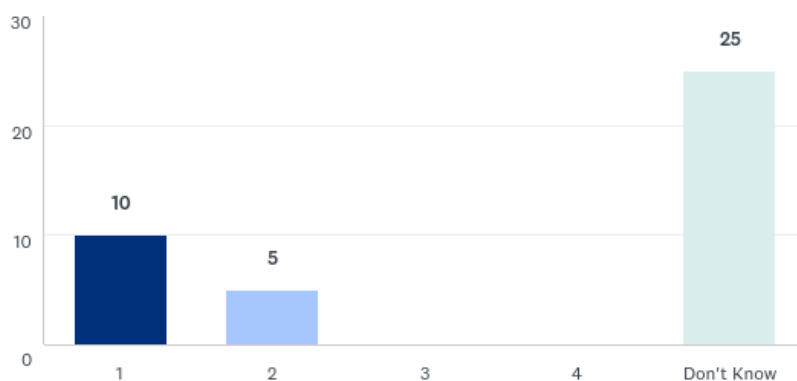
Is there anything else you would like to share about daily life at USP Big Sandy?

Inmate Responses
Not enough Jobs.
Not really just concern more about leaving.
Consent Racism towards the DC Inmates
It can be stressful at times do to the increasing security risks that the institution finds very violent.
The medical is not good at all.
It's very boring and stressful and it's very far from home so we don't get visits.
It's cool, but the classification is worst.
Yes, close it down turn it into FCI.
There are too many lockdowns which prolong program
I want to be closer to home.
It to locked down not a lot to do as program
We have Flood problem all week every week for weeks at a time before it gets fixed.
We are on locked down on a regular basis
Big Sandy is a rollercoaster Ride, you never know when your gonna talk, see, your family, very stressful
There is a big lack in job availability to help bring in some form of income
We need more programs.

Appendix Figure 5

What is your Medical Care Level?

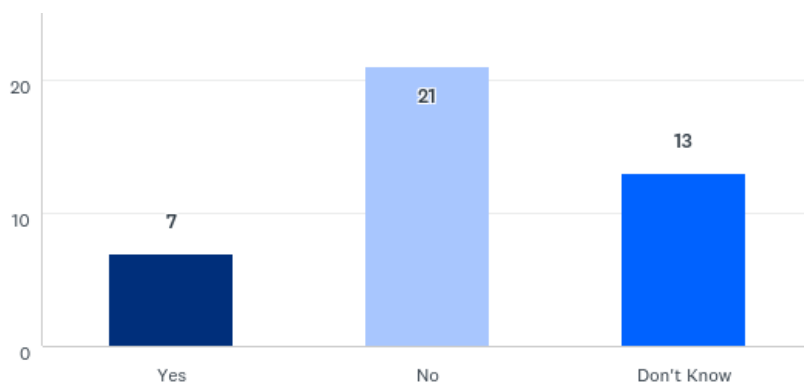
Answered: 40 Skipped: 3



Appendix Figure 64

Are you on the chronic caseload?

Answered: 41 Skipped: 2



Appendix Figure 7

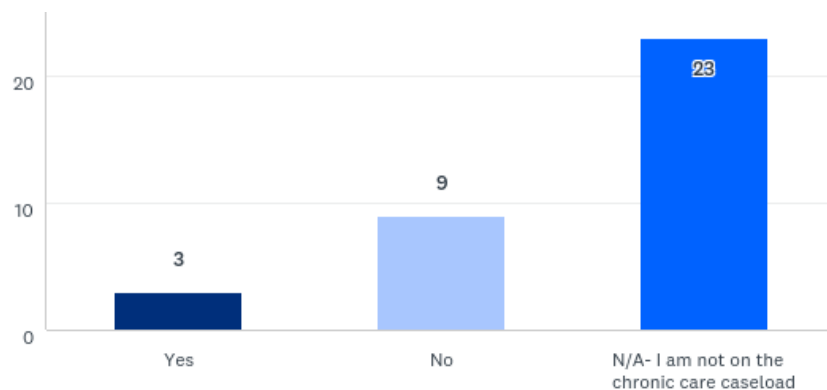
If you are on the chronic care caseload, please give the reason(s) why:

Inmate Responses
I have arthritis in my spine. I had it for a long time.
Asthma
I am supposed to be but was taken off because they claim I make poor food choices.
flat foot border line - (up and down)
Age and prostate (Bph)
I tested positive for TB back in 99 had to take meds

Appendix Figure 8

If you are on the chronic care caseload, are you generally receiving timely follow-ups?

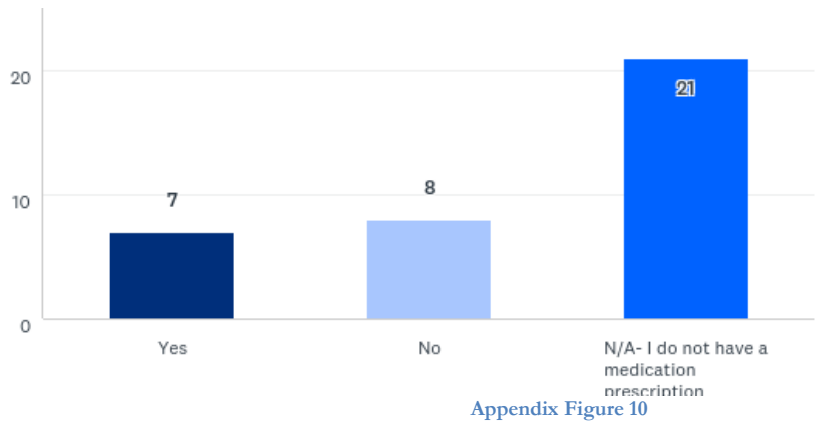
Answered: 35 Skipped: 8



Appendix Figure 9

If you have a medication prescription, do you feel you receive medications in a timely manner?

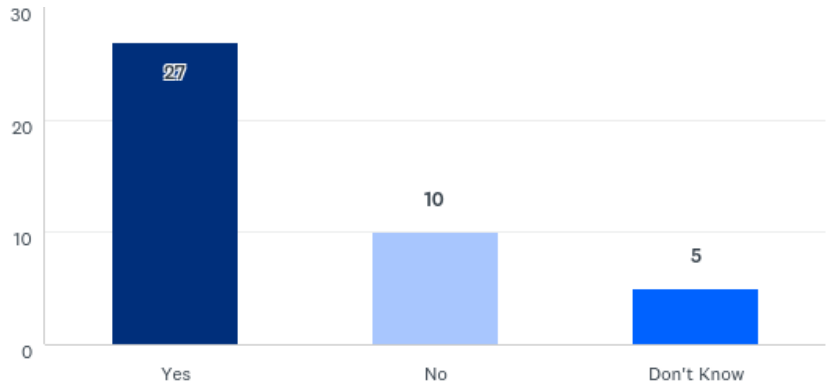
Answered: 36 Skipped: 7



Appendix Figure 10

Do you normally have access to sick call slips?

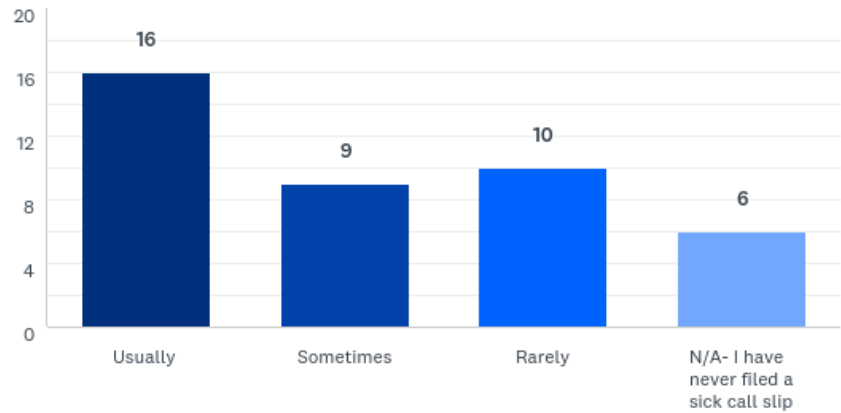
Answered: 42 Skipped: 1



Appendix Figure 11

Does Health Services respond to sick call slips within 48 hours?

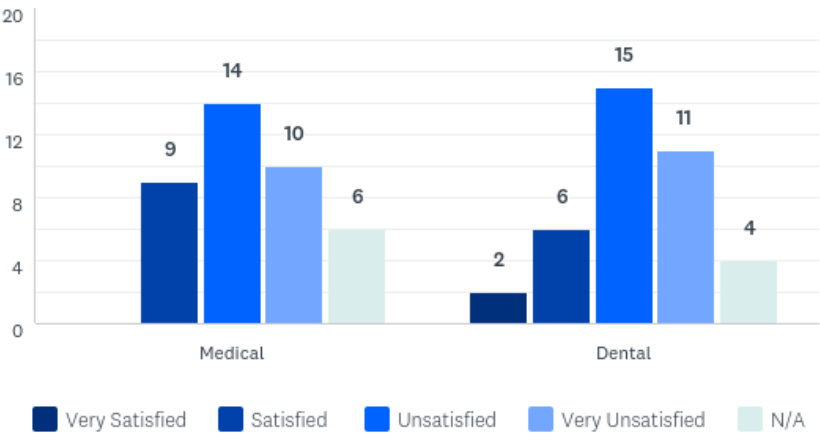
Answered: 41 Skipped: 2



Appendix Figure 12

Overall, how satisfied are you with the **QUALITY** of care provided by the following:

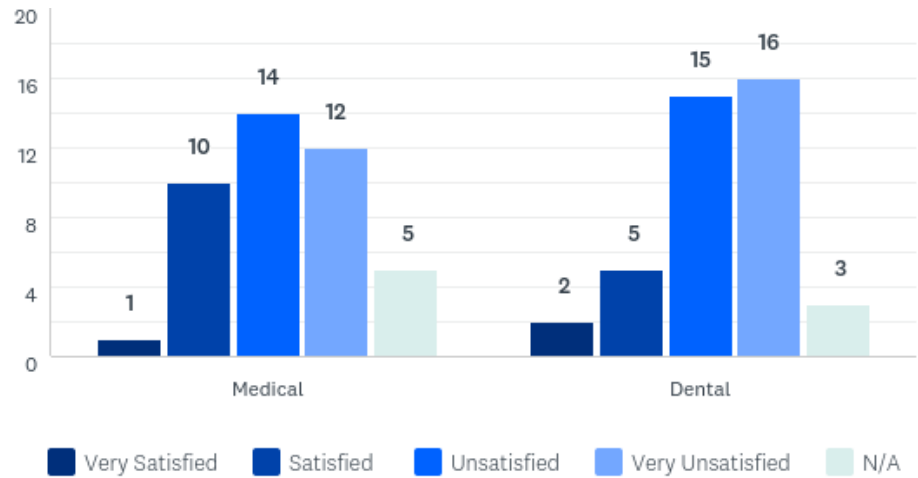
Answered: 40 Skipped: 3



Appendix Figure 53

Overall, how satisfied are you with the **WAIT TIMES** to see the following:

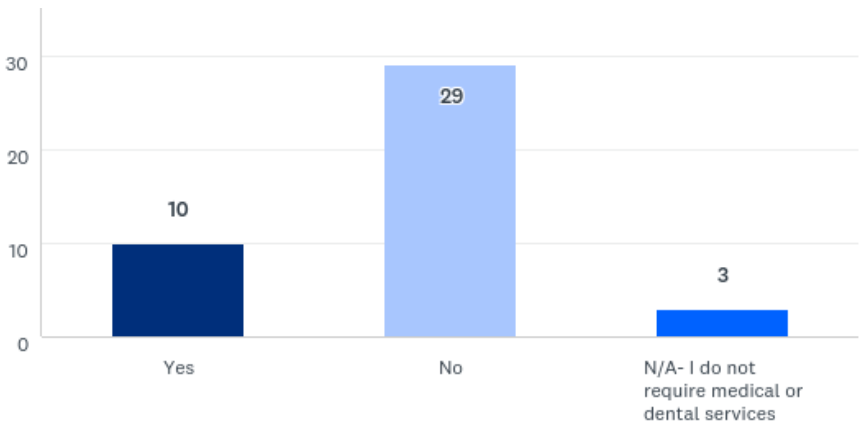
Answered: 42 Skipped: 1



Appendix Figure 64

Do you feel you have adequate access to medical and dental services?

Answered: 42 Skipped: 1



Appendix Figure 5

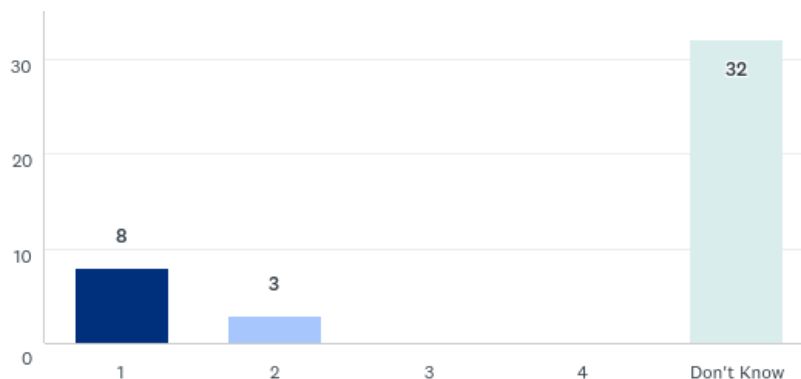
Is there anything else you would like to share about medical or dental care at USP Big Sandy?

Inmate Responses
They need more dentist and eye doctors take too long to see them.
I have only been seen by medical one time since I've been here and I am still waiting to see the dental
Big sandy has given me help here.
Because of so many lockdown I don't get to see medical in time.
No, they are wrong as an organization.
In almost three years I still have not been able to see dental.
Yes. I have been waiting on to get my teeth clean for sometime now and my teeth have not been clean from my time at Big Sandy...
I don't think being treated medical fair at all..
It takes too long to see the dentist.
I've been here for 2 months and still haven't had a response to my sick call about my massive headaches.
They tell me I'm too young for some of my symptoms. Tooth broken they won't see me.
When you tell them you have an issue they tell you it's something else wrong
The services aren't up to par at the camp
I do not have adequate dental access due to there being
Cada año pecivo mi limpieza de diente y ya llevo parra 2 años que no la hacen.
I see people even myself who will need immediate attention at times but will have to keep complaining to get proper treatment over periods of time.
They can be a lot better attentive then they are
If you're not dying they don't care.

Appendix Figure 16

What is your designated Mental Health Care Level?

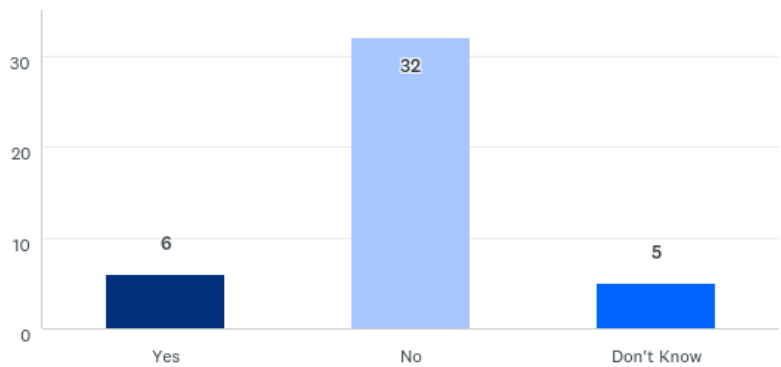
Answered: 43 Skipped: 0



Appendix Figure 77

Have you ever been diagnosed with a mental health issue, at this facility or elsewhere?

Answered: 43 Skipped: 0



Appendix Figure 88

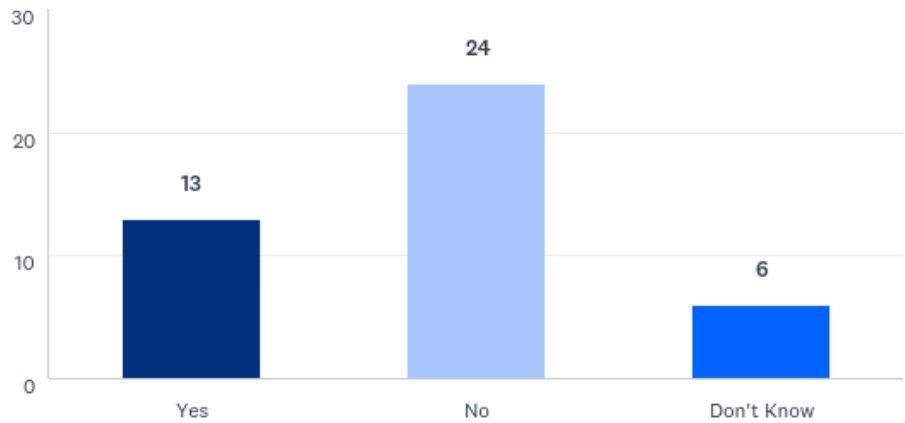
If you have been diagnosed with a mental health issues, please give the reason(s) why:

Inmate Responses
Depression, stress disorder.
We need more mental health examinations do to the exposure of violent mindset. A mind that reflect its environment.
ADHD
Everything!
Acid reflux.
Black outs, Depression and bipolar.
Recommended never have been seen

Appendix Figure 99

Did you have a mental health evaluation when arriving at USP Big Sandy?

Answered: 43 Skipped: 0



Appendix Figure 20

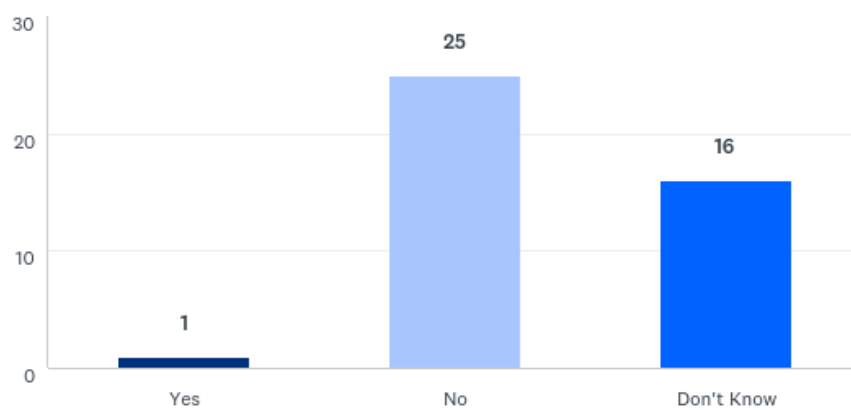
If you did have a mental health evaluation, please describe:

Inmate Responses
Answered some questions.
I saw an officer and ask me about my mental health.
The most evaluation I've had is how are you feeling? Which can be interpreted as either medical, safety, mental, etc.
Questionnaire.
For my case.
I don't even remember...
On the streets been said to be bipolar and schizophrenic
They just ask you questions about your life drug history suicide and substance abuse issues.

Appendix Figure 21

Did your mental health diagnosis change when you arrived at USP Big Sandy?

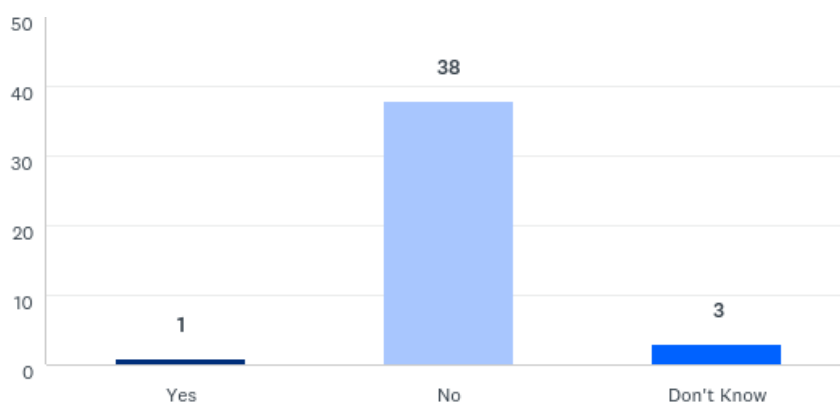
Answered: 42 Skipped: 1



Appendix Figure 22

Are you currently receiving psychotropic medication?

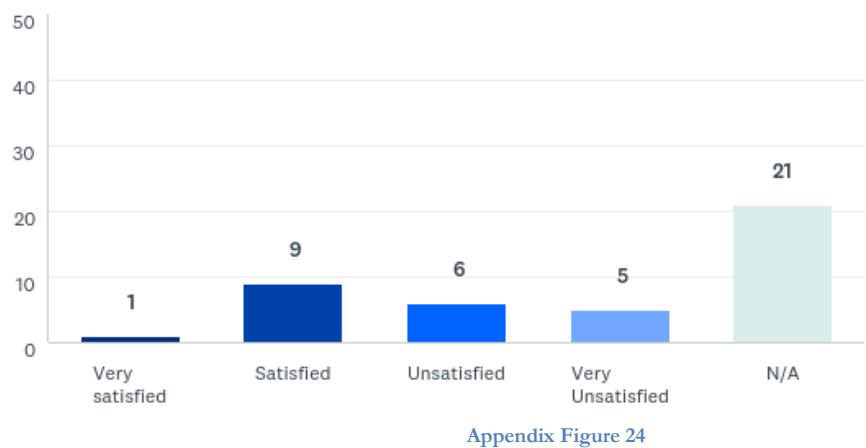
Answered: 42 Skipped: 1



Appendix Figure 23

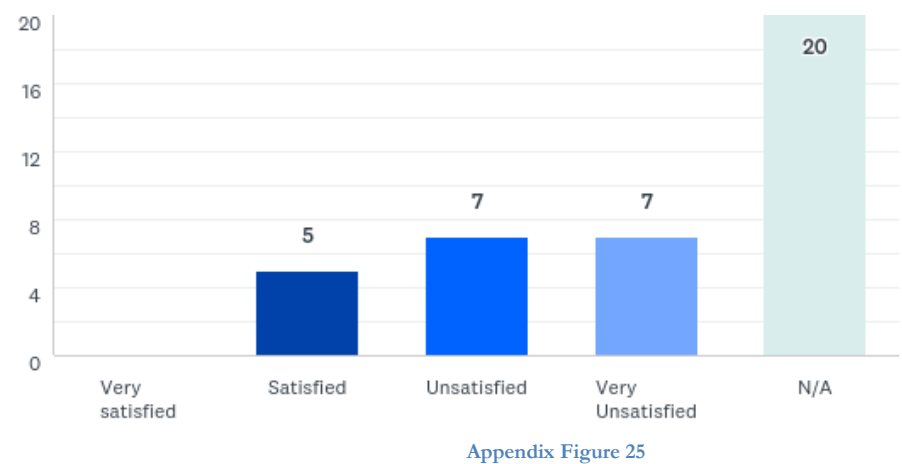
Overall, how satisfied are you with the QUALITY of mental health care?

Answered: 42 Skipped: 1



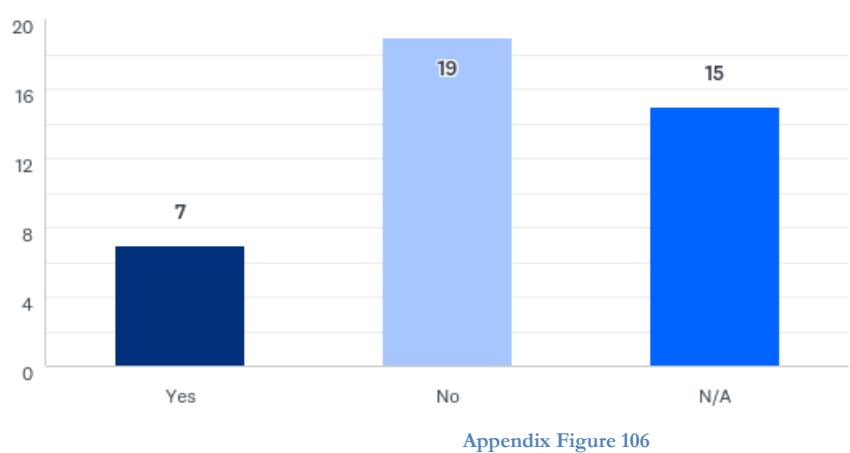
Overall, how satisfied with the WAIT TIMES to see mental health services?

Answered: 39 Skipped: 4



Do you feel you have adequate access to mental health services?

Answered: 39 Skipped: 4



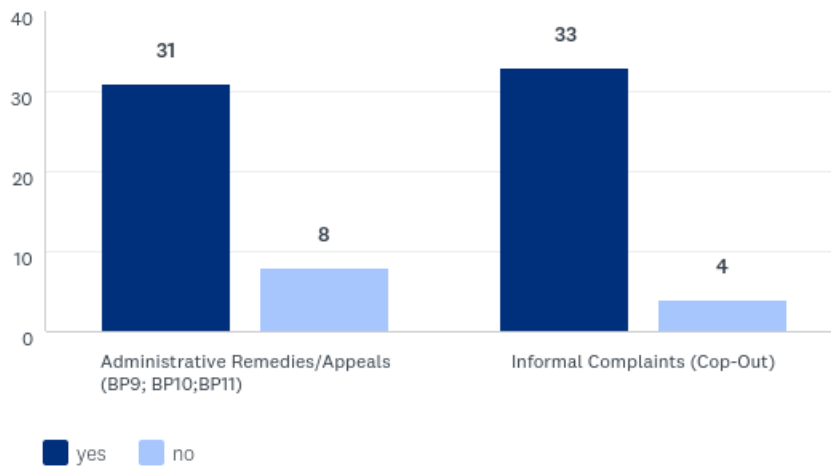
Is there anything else you would like to share about mental health care at USP Big Sandy?

Inmate Responses
Due to an overstanding of most inmates uncontrollable desires, the psychology dept is leery about most inmates intentions to seek true mental health.
It's not taken seriously @ USP Big Sandy.
still waiting to be seen
I was never called to ask about the mental service.
Mental health service is basically there to do their own thing with their own agenda
The head of the department is unapproachable.

Appendix Figure 27

Do you normally have access to the following:

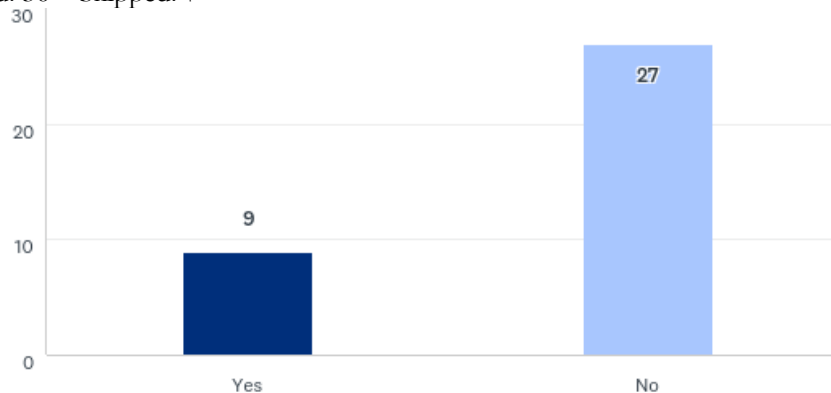
Answered: 39 Skipped: 4



Appendix Figure 118

Have you ever used the administrative remedy process at USP Big Sandy?

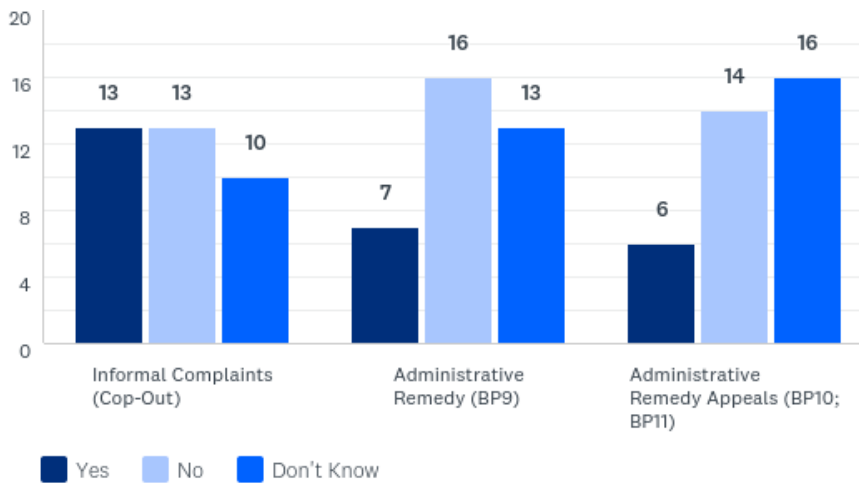
Answered: 36 Skipped: 7



Appendix Figure 29

Do you feel that the following are generally dealt with fairly at USP Big Sandy?

Answered: 36 Skipped: 7



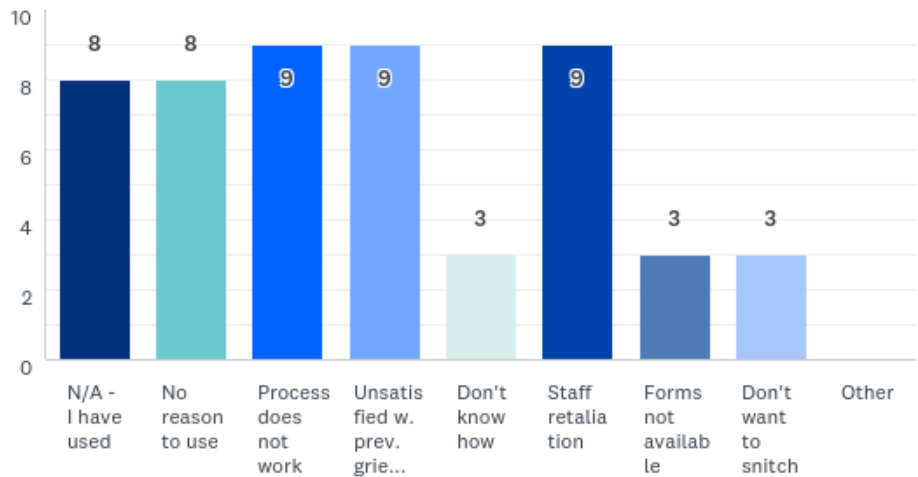
Appendix Figure 3012

Why do you feel the above items are fair or unfair?

Inmate Responses
Cop outs take too long to be answered back.
I can't answer this because I never dealt with it.
I didn't put none in
unfair
BP-9s are not accessible as you're supposed to have. It's like they don't want you to file them.
Most BP-8 forms lack carbon copy which shows that a complaint was filed. A lot of complaints were either lost or held beyond the response time that is required.
Because keep saying when it comes to my staff you're not going to win.
We lose jail time for being wrote up, the staff lose nothing.
Staff work together to keep issues under wraps...
you can't use the items when needed..
They do not explain the proper procedures of the forms and if you mess up they throw it away
I normally don't use them.
Unfair.
Fair.
mp3, boots, shoes and Sony radio Missing!
Because the solve the issue they see fit, not the way it's supposed to get Handled
Because the services that are supposed to be given are not given.
A cop-out usually gets answered / admin remedies I see guys when they let people know what's going on its just a waste of time the cops stick together they are a gang
For one there is no adequate counselor for the unit one counselor for 4 units is not going to get the job done with administrative remedies etc.
It seems like the outcome always favor the person/persons that make the complaint.
The same people who have done me wrong is the same person who hears the formal resolutions.
Because when you voice something they'll tell you they know about the situation, but will say they can't disclose the outcome of the problem.
At times they're accessible.
Because they don't give you a fair chance to beat your shots if they do something wrong you still lose.

Appendix Figure 31

If you have chosen not to use the administrative remedy process, why not? (check all that apply)
Answered: 36 Skipped: 7



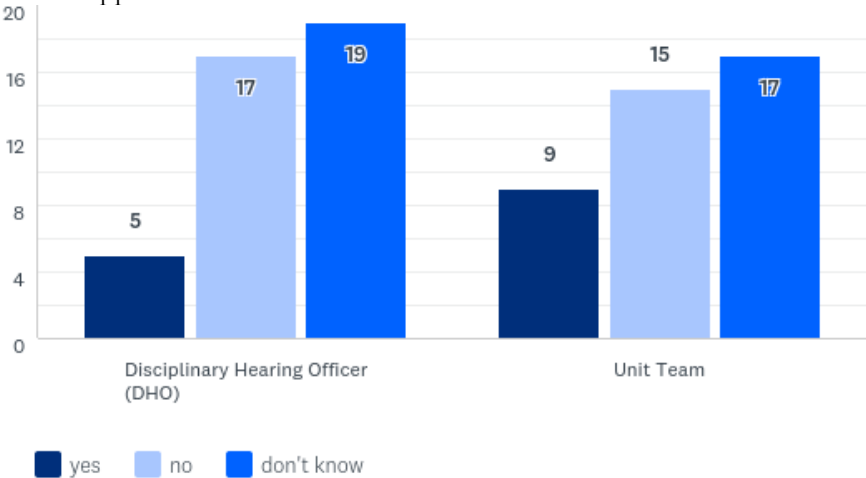
Appendix Figure 32

Is there anything else you would like to share about the administrative remedy process at USP?

Inmate Responses
One form of retaliation is, you cannot get a BP-9 or 10 if you have not been given a response to your initial complaint. Although, there is a 20-day response time. I would like to see a change in the response time.
They are not fair they don't care about us.
Nothing going to happen.
They don't answer back
I never did a complaint form here but at my last spot there was staff retaliation
they get rid of them
It doesn't work
It's not gonna work and then they will single you out and transfer you to another facility on the west coast far from Home

Appendix Figure 33

Overall, do you feel that the disciplinary decisions are fair from the following:
Answered: 41 Skipped: 2



Appendix Figure 34

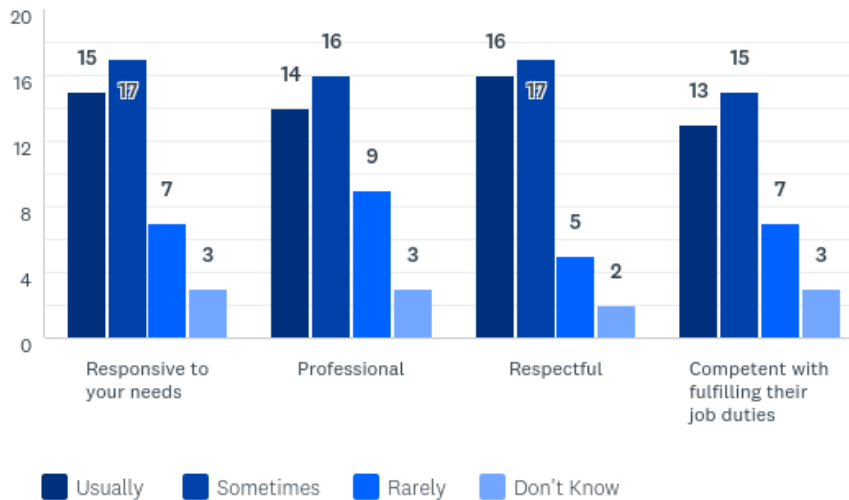
Is there anything else you would like to share about disciplinary decisions at USP Big Sandy?

Inmate Responses
On my first shot my only shot they took 45 of my good days away which I believe was not Fair.
Other than the DHO reinforces the institutional mindset (behaviors) which incentivize behavior.
DHO just not fair!!!
unrealice with sanction
Racist investigate this place! Dirty
It's only one way and that's whatever they feel like doing
The DHO Hearing is not recorded so they can say you said anything.
They aren't fair

Appendix Figure 35

Are your housing unit officers generally:

Answered: 42 Skipped: 1



Appendix Figure 36

Do you feel that the following are helpful?

Answered: 41 Skipped: 2



Appendix Figure 37

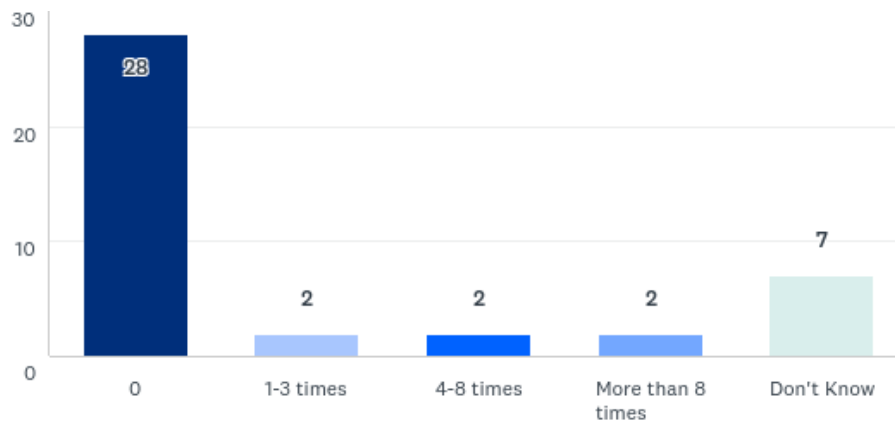
Is there anything else you would like to share about staff at USP Big Sandy?

Inmate Responses
A lot of hate
Better communication to ensure less aggressive behavior to staff in general.
They harass us, they don't treat us with respect, they call us names.
Very unprofessional...
Unit Counselor moved non-dc to dc unit to start trouble.
Some of them are Racist, talk to u any kind of way
Very unprofessional
The staff passes you off to other people who spin you until you bug them to get things done
They're not available or accessible when you need to see them. The unit team is a joke
A lot of them (not all) don't conduct themselves in a professional manner.
I was kicked out the challenge program along with two others for something I had no knowledge of while the person who stole the items confessed and was allowed to stay and the staff tried to make the whole ordeal a racial issue because the guy who stole it

Appendix Figure 38

How many times have you been placed in ambulatory restraints at USP Big Sandy?

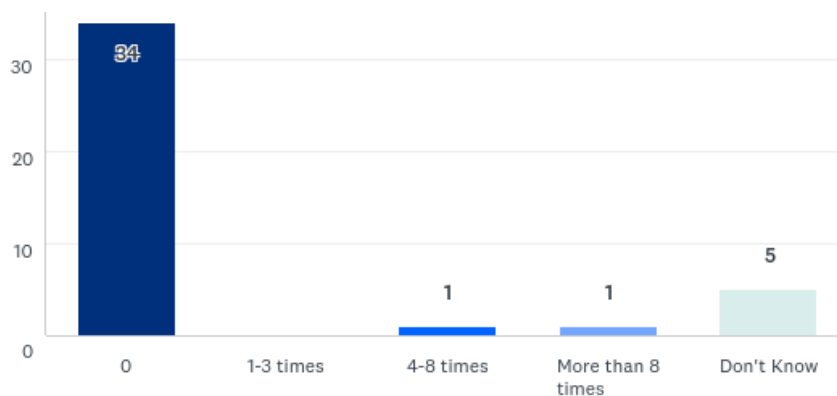
Answered: 41 Skipped: 2



Appendix Figure 39

How many times have you been placed in four-point restraints at USP Big Sandy?

Answered: 41 Skipped: 2



Appendix Figure 40

If you have been placed in restraints at USP Big Sandy, what is the maximum time you have spent in restraints at one time? (Ambulatory of four-point)

Inmate Responses
Two to Three mins
I've been handcuff for four hours.

Appendix Figure 41

If you have been placed in restraints at USP Big Sandy, do you have any injuries from use and application of restraints? If so, please describe:

Inmate Responses
No, I don't know about that, I'm smart and have self-control.
I've lost the feeling in my left thumb.
Don't do the right thing why being injured...
No injuries.
They slammed someone on their face for no reason.
Never have...
No
No
No

Appendix Figure 42

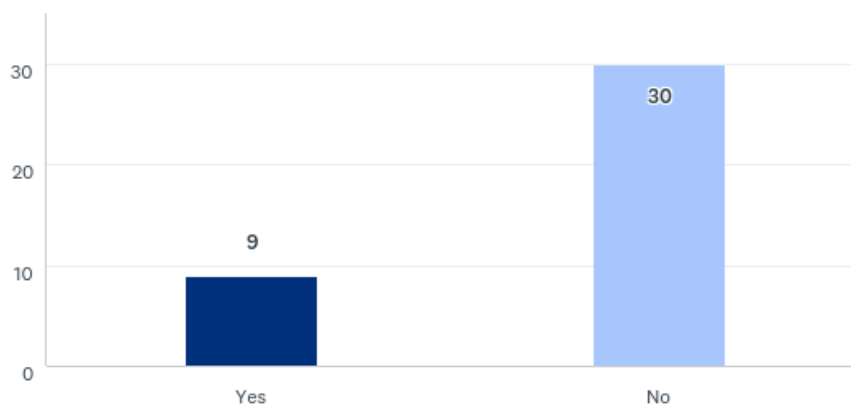
If you have been placed in restraints at USP Big Sandy, did staff provide the opportunity to use the toilet? Please describe:

Inmate Responses
Never have.
No
I haven't been restrained.
No.
Unsure.
I hate Big Sandy...

Appendix Figure 43

Have you ever been harassed, threatened, or abused by staff at USP Big Sandy?

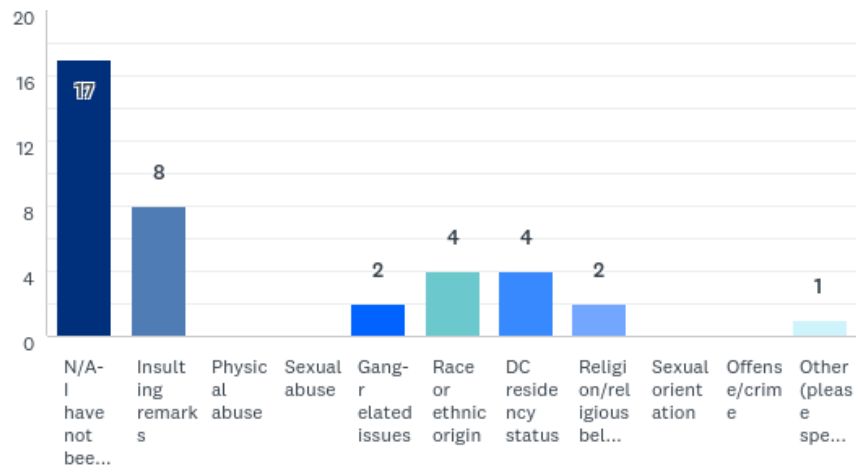
Answered: 39 Skipped: 4



Appendix Figure 4413

If yes, what did it involve? (check all that apply)

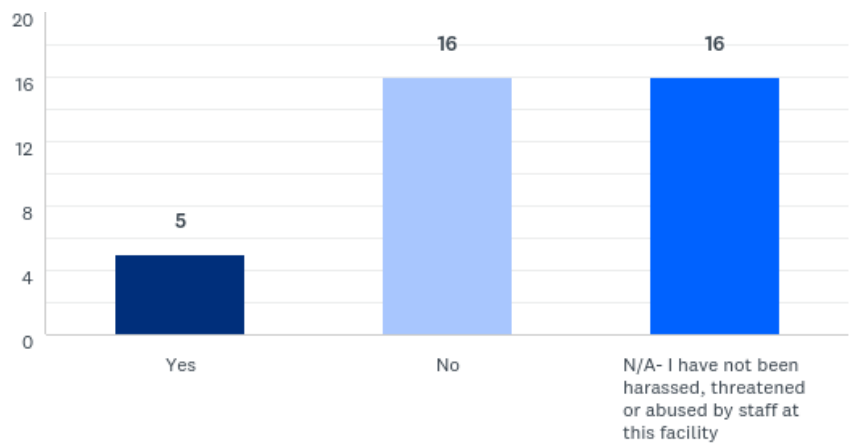
Answered: 27 Skipped: 16



Appendix Figure 45

If you have been harassed, threatened, or abused by staff at USP Big Sandy, did you report it?

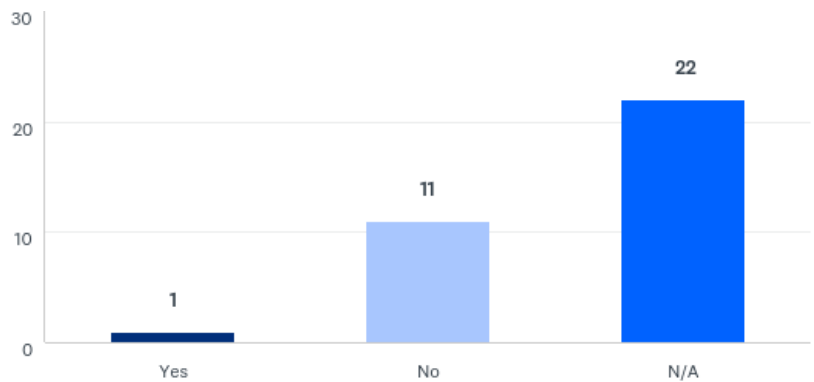
Answered: 37 Skipped: 6



Appendix Figure 46

If yes, are you satisfied with how it was handled?

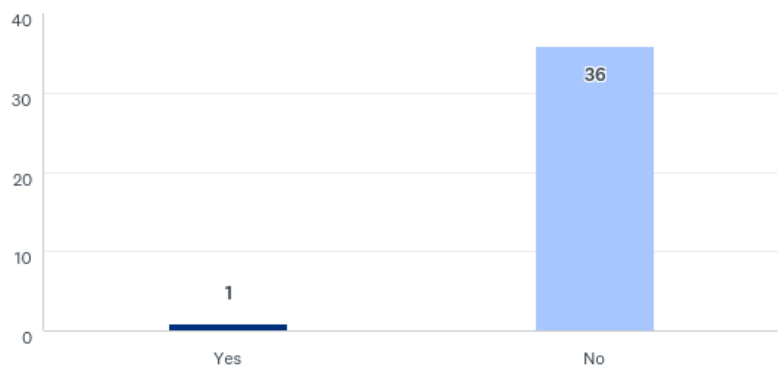
Answered: 34 Skipped: 9



Appendix Figure 47

Have you ever been harassed, threatened or abused by other inmates at USP Big Sandy?

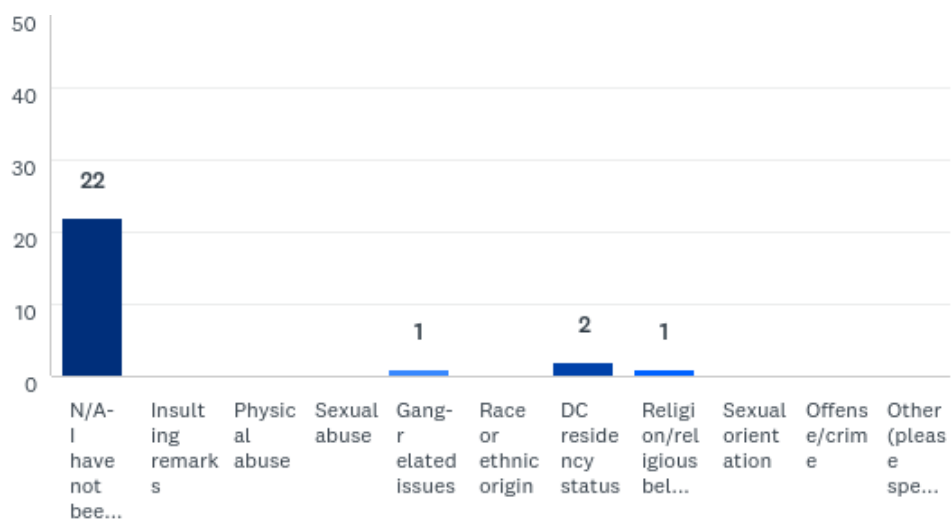
Answered: 37 Skipped: 6



Appendix Figure 48

If yes, what did it involve? (check all that apply)

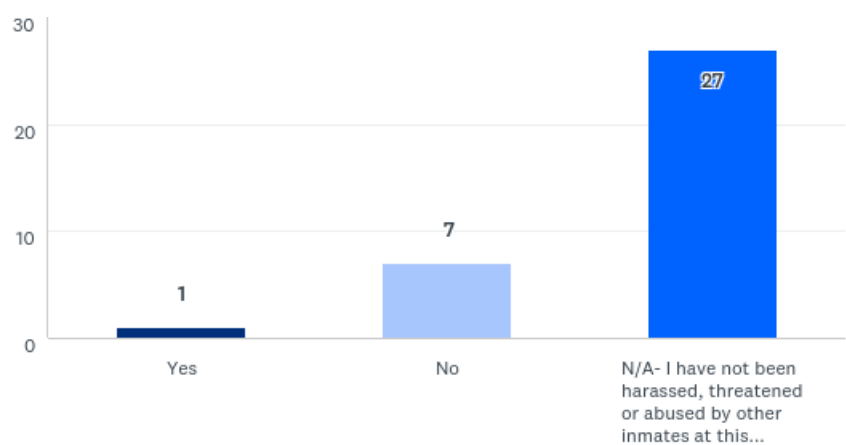
Answered: 23 Skipped: 20



Appendix Figure 49

If you have been harassed, threatened or abused by other inmates at USP Big Sandy, did you report it?

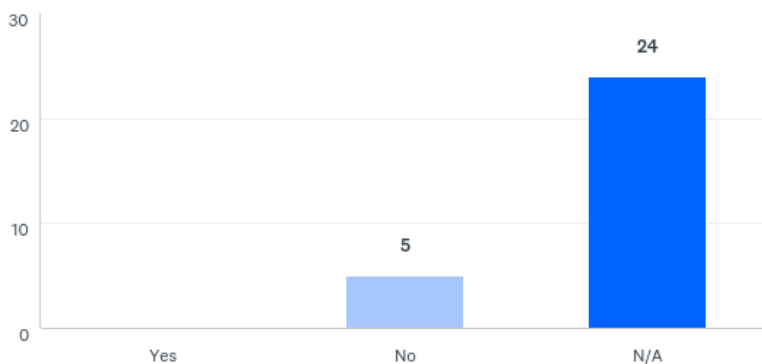
Answered: 35 Skipped: 8



Appendix Figure 50

If yes, are you satisfied with how it was handled?

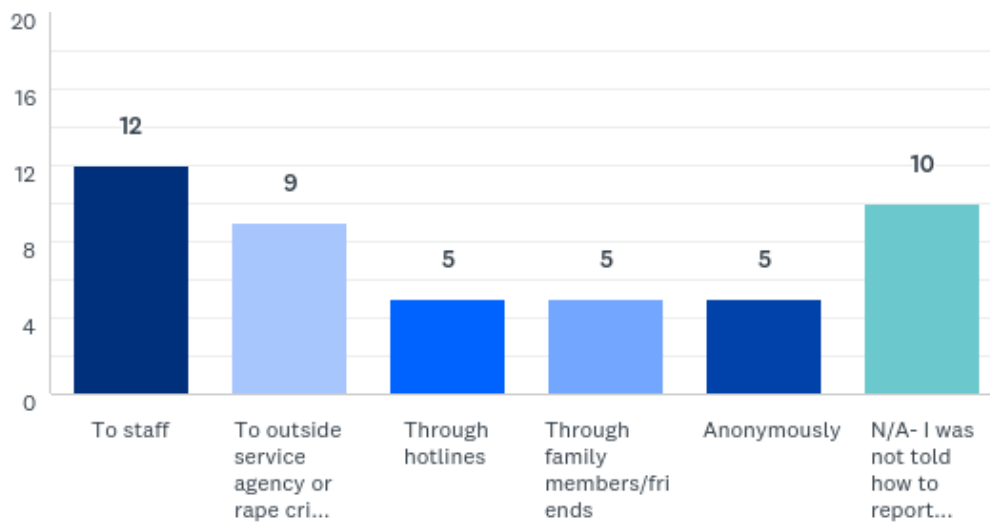
Answered: 29 Skipped: 14



Appendix Figure 51

Were you told that you could report sexual abuse in the following ways:

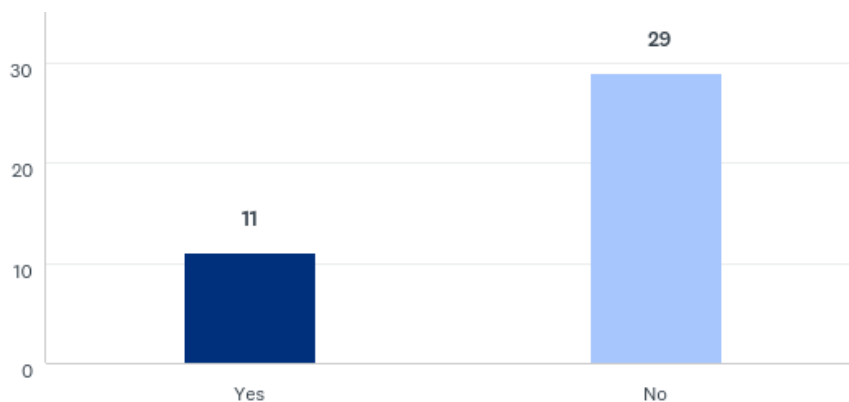
Answered: 25 Skipped: 18



Appendix Figure 52

Are you within 18 months of release?

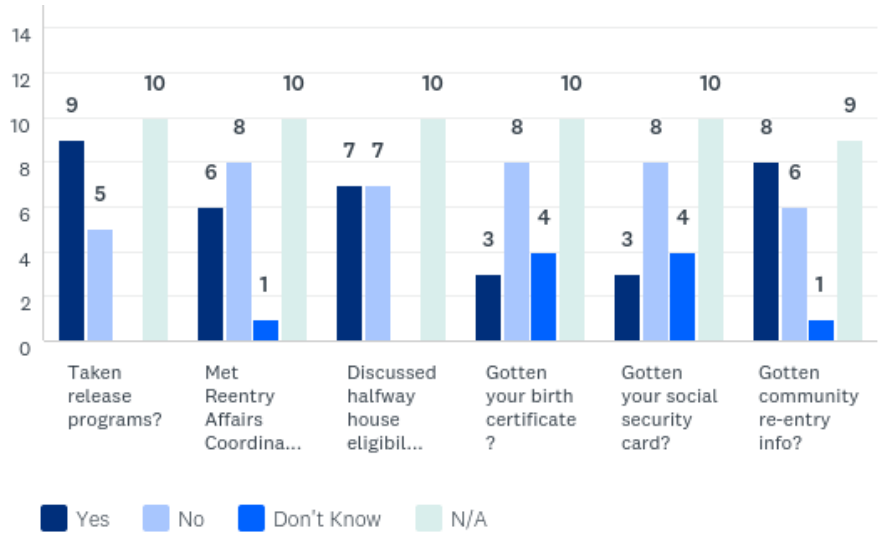
Answered: 40 Skipped: 3



Appendix Figure 53

If you are within 18 months of release, have you:

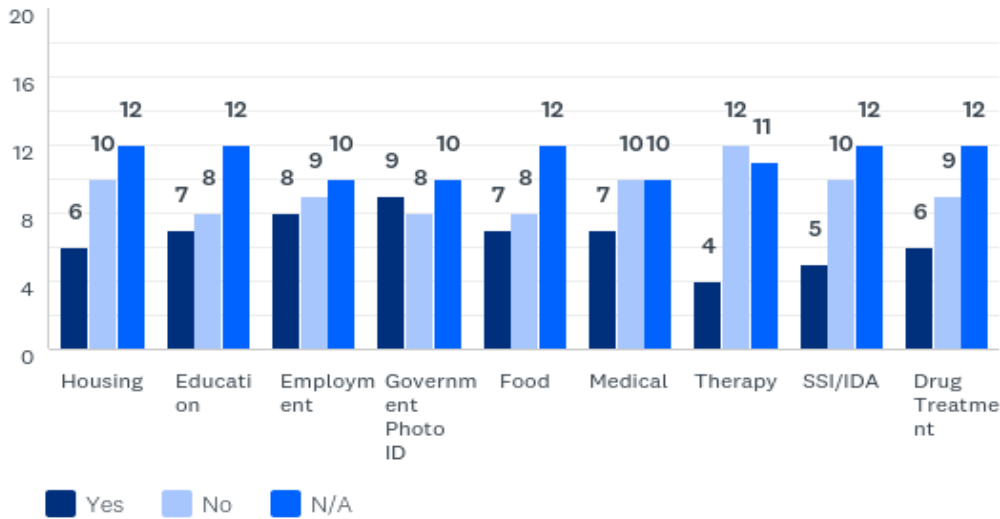
Answered: 25 Skipped: 18



Appendix Figure 54

If you are within 18 months of release, do you know how to obtain the following after release?

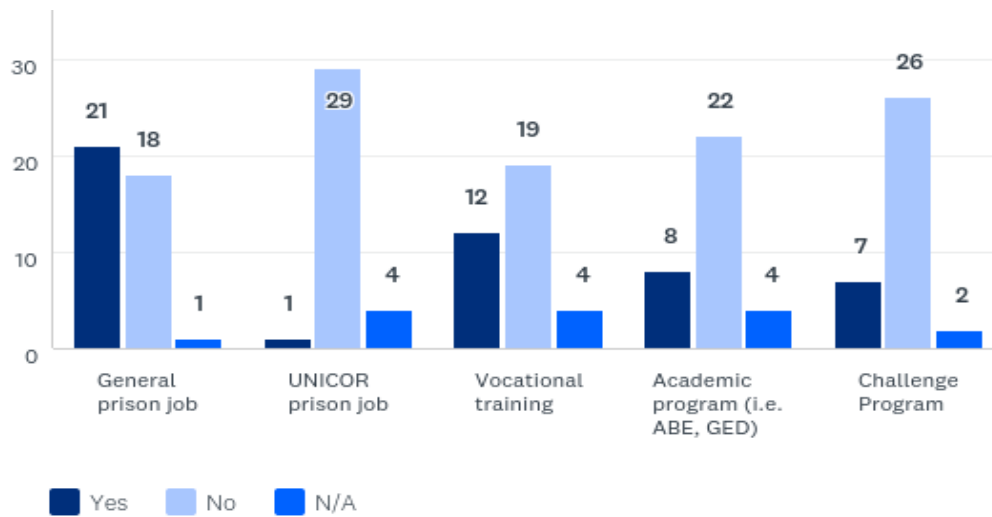
Answered: 28 Skipped: 15



Appendix Figure 55

Are you currently participating in:

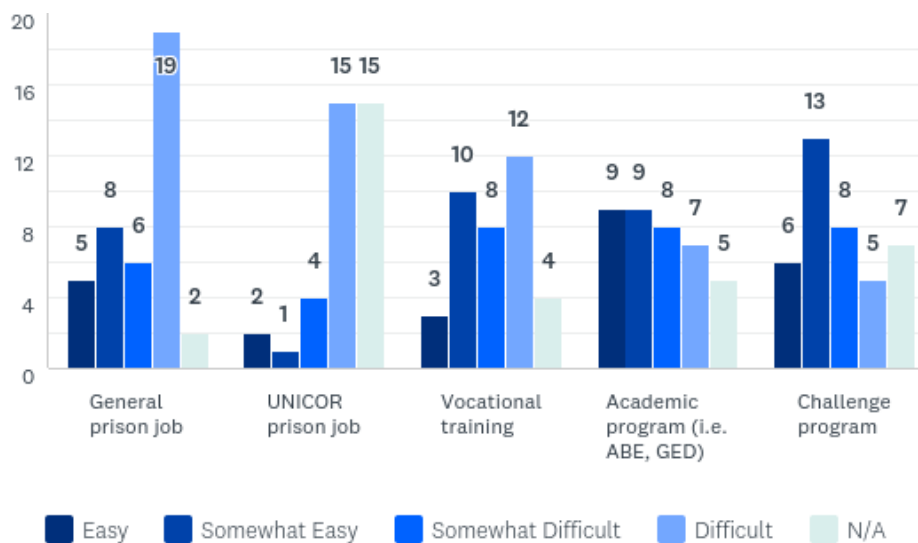
Answered: 41 Skipped: 2



Appendix Figure 56

How easy or difficult is it to get into the following activities in this facility?

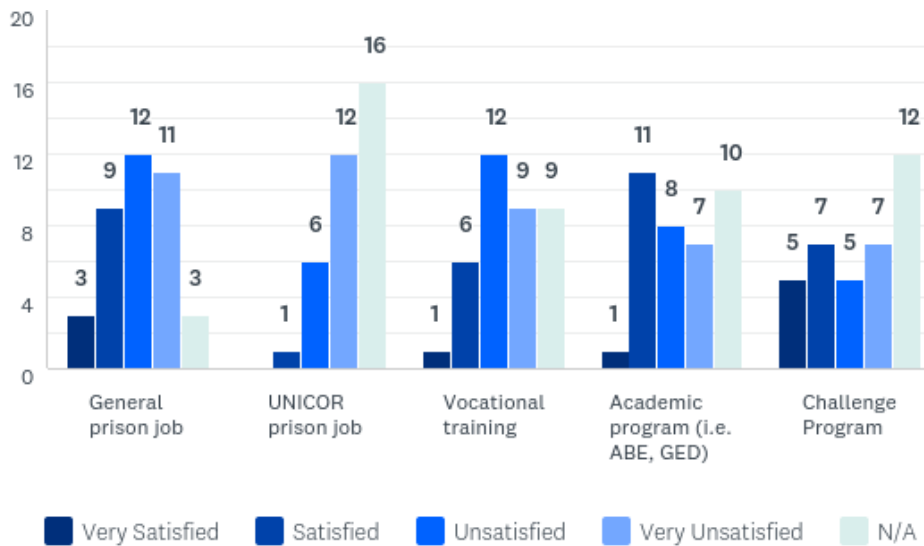
Answered: 40 Skipped: 3



Appendix Figure 57

How satisfied are you with the following activities in this facility?

Answered: 39 Skipped: 4



Appendix Figure 58

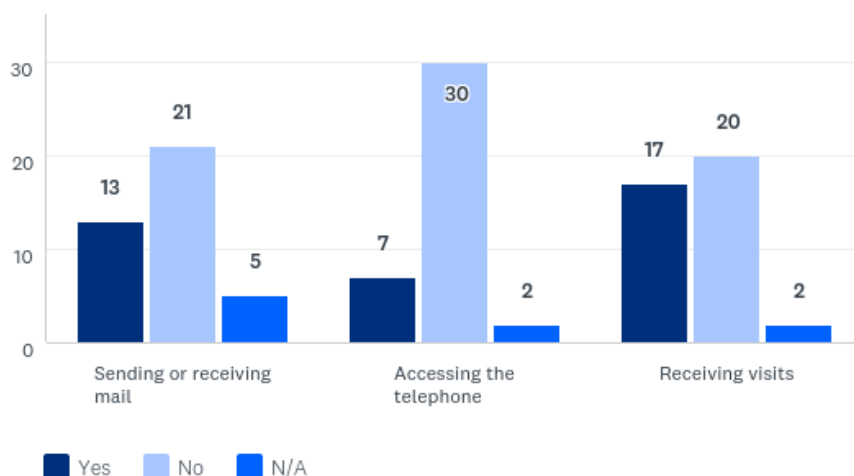
Is there anything else you would like to share about education and programming at USP Big Sandy?

Inmate Responses
Not enough trades.
No.
In Lorton Reformatory all educational, vocational, jobs, UNICOR (industry) were geared towards reacclimation to society. As opposed to the Fed system which reinforces our existing mindset. You get two educations the one they give us, one you give yourself
They don't care about us.
It's a very long waiting time because we are locked down so much.
It's not good.
I hate Big Sandy...
We don't get paid enough.
There are no certification programs.
They take out \$25 for jobs every 3 months no job though. CDL class
It's really nothing you can use when you return Home to help you survive
There could be better programs as far as reentering society as jobs is concerned and education
They are limited.

Appendix Figure 59

Have you had any problems within the past six months:

Answered: 40 Skipped: 3



Appendix Figure 60

If you have problems accessing the telephone, why?

Answered: 23 Skipped: 20

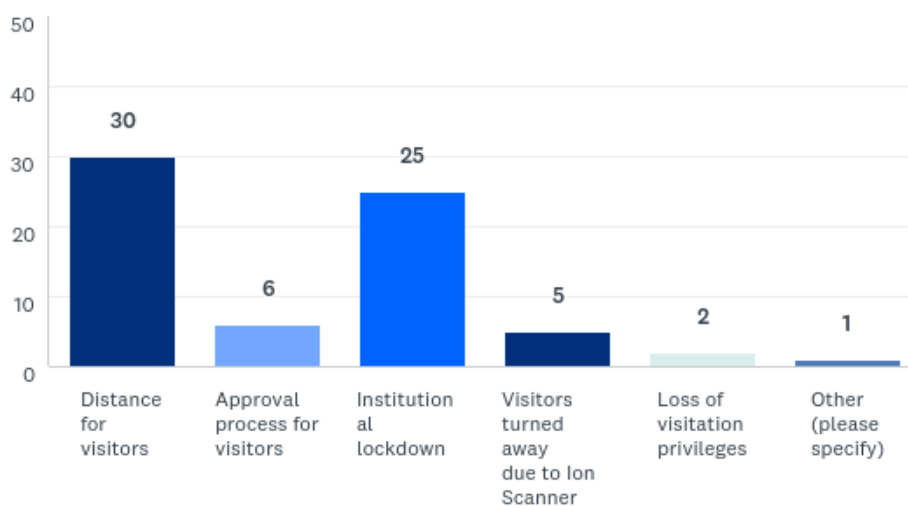
If you currently do not have phone privileges, how long have you been without phone privileges?

Inmate Responses
1 month so far.
Since June 17, 2017
7 months
I haven't had my phone since 2010

Appendix Figure 61

If you have problems receiving visits, why?

Answered: 34 Skipped: 9



Appendix Figure 62

If you currently do not have visitation privileges, how long have you been without visitation privileges?

Inmate Responses
I don't get visits too short, I got them I just don't go.
They stay on lockdown for nothing...
Since June 17, 2017
1 year
I haven't had any visitation privileges since 2009
6 months

Appendix Figure 63

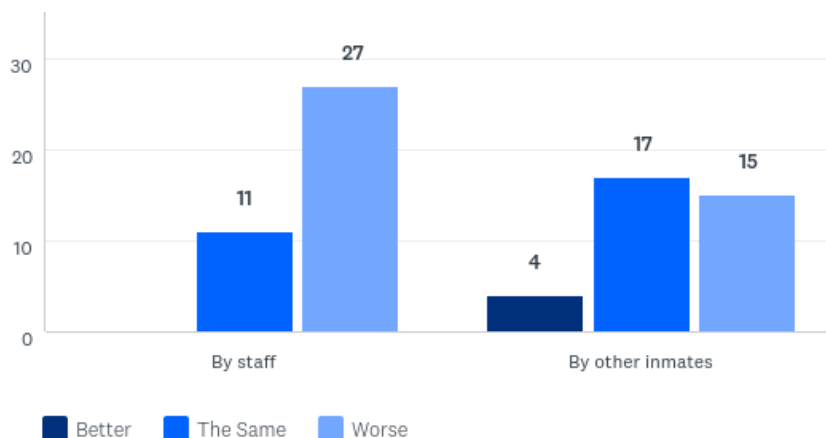
Is there anything else you would like to share about communication and visitation at USP Big Sandy?

Inmate Responses
There are no activities for the kids, food machines mostly be out of order, staff harassing DC Inmates
Most guys like myself are lifers, so comfortability is a high priority. It is well known that lockdown is the most potent tool an institution has and it is being wielded effectively to politicians. We are 500 miles of DC (air wise) but to a family that lives below the poverty level, it is costly and stressful.
I'm good on that.
We really need visits to help with stress and the phone calls cost too much.
Too far to come and get turn around.
We have the voice thing going on for the, we have to say our name into the phone but we have to say our name at least seven or eight time before it goes through.
I hate Big Sandy...
It's bad because they try to make you uncomfortable.
They lockdown and won't allow the family to enter even after a very long trip.
It's rolling the dice if you don't have a strong support system you will lose all of you support
I don't have any privileges to be able to effectively communicate with my family I been incarcerated 24 yrs. and the last 10yrs my privileges has been taken until phone 2032, visits 2028, E-mail 2026

Appendix Figure 64

Compared to other inmates, how do you feel DC inmates are treated?

Answered: 38 Skipped: 5



Appendix Figure 65

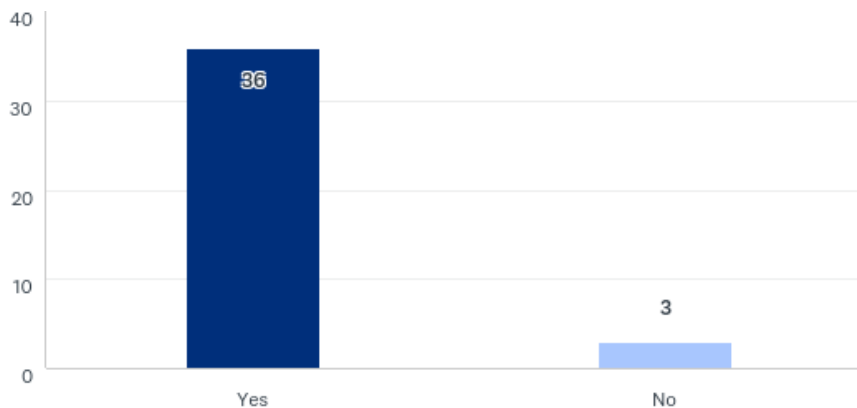
Please give an example of better or worse treatment:

Inmate Responses
Just because of where I'm from they treat us different.
The institution has what is called politics where inmates talk to officers to iron different misunderstandings or problems. DC prisoners don't politic, inmates respect this because they understand us.
Inmates respect us, staff don't.
We are looked at like animals.
They look at you a certain way because they think we are very violent.
Everybody hate us! Everybody staff and inmates.
Once they find out that we're from DC they treat us wrong...
I hate our style the way we walk talk...
Singled out.
Hateful
Harassment, assaulted, etc.
We cannot transfer because of our sentence structure.
DC most hated in BOP
I guess it has to do with the fact that anytime DC comes up there's a negative connotation with it
For whatever reason DC prisoners are treated by the reputation of former prisoners before.
The staff specifically identify us and make it hard in areas that are easier for other inmates.
Can't really explain
Just jobs, cell rotations
Other inmates, from other states get less hassle from staff

Appendix Figure 66

If you had the opportunity to be closer to DC during the last 24 months of your incarceration to prepare for your reentry, would you be interested in doing so?

Answered: 39 Skipped: 4



Appendix Figure 67

Please explain why or why not:

Inmate Responses
So I can be close to my mom
Cause it's close to home for me and I can see my son
To help get adjusted back to the word
I would love to be closer to home to be able to see my mother that is getting old. I don't have anybody to bring my mother to see me.
So that I can see my family and prepare for life living in DC.
Because I can be more in tone with the world.

Familial connection is better.
Cause I can get away from this racist and dangerous place.
Because I would like to be close to my family.
I would like to be closer to my family.
Preparation
Be home near my family.
I really don't know.
See my family and get the ties back.
I want out of Big Sandy, they're very unprofessional.
I hate Big Sandy...
To reunite with my family and friends
It would be a great benefit.
Can't
To be closer to home.
It would give an opportunity to build family ties.
Because It will give us the time to see our loved one and build a relationship
Can be closer to my family
To be able to see my family!!
To see my mother she is 76 years old
Because I could interact with my family and have more personal time with them.
Just so you can try and get back in tune with your loved ones
I am custody classified as a 13 as far as my points is concerned the manage variable comes off next year so being closer
I could really work on relationship with family and make it to an F.C.I
I have strong family ties and I would love to be able to communicate with them face to face for the mental support of getting ready for society.
Because I think anywhere other than West Virginia and Kentucky so far will be better, just the atmosphere of the staff.
So I can reconnect with my family.
More resources & access overall

Appendix Figure 68

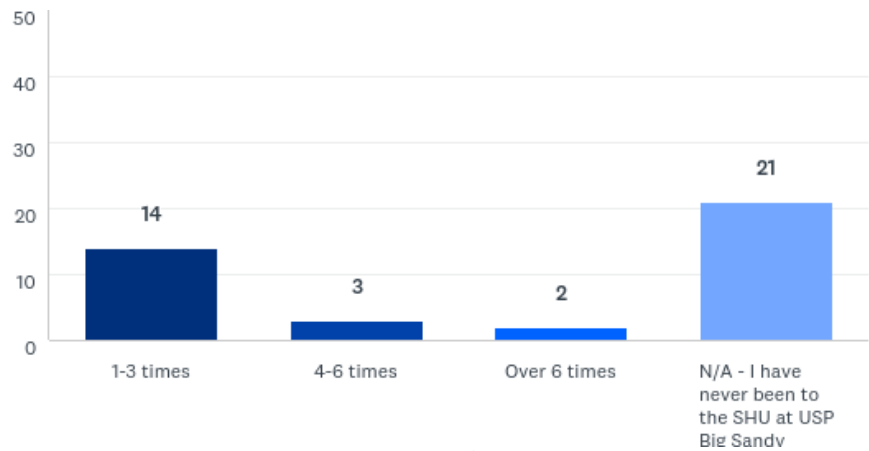
Is there anything else you would like to share about the treatment of DC inmates?

Inmate Responses
It just seems we are held to a different standard.
They hate us even more cause we stand up to what we believe in respect and we smart and know how to move.
We are seen differently, we are classified different.
They need to stop picking on us.
I hate Big Sandy because they hate us...
It is very important that the transfer policy be scrutinized that makes us eligible for lower security transfers. In the lower security prisons there are many more re-entry programs. Much needed to help a healthy transition back to society.
We need some type of go between because we're all not bad, just maybe misinformed on some issues overall not bad we are human and have family that love and miss us too.
We seem to be of lesser importance.

Appendix Figure 69

How many times have you been in the SHU at USP Big Sandy?

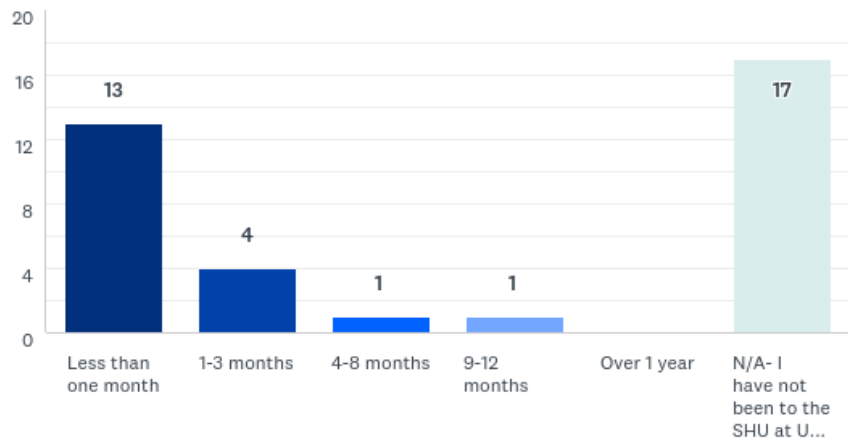
Answered: 40 Skipped: 3



Appendix Figure 70

What is the maximum time you have spent in the SHU at one time in USP Big Sandy?

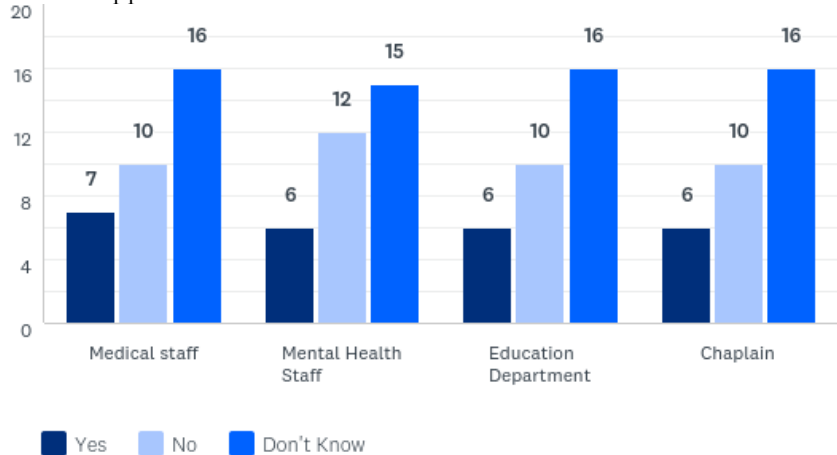
Answered: 36 Skipped: 7



Appendix Figure 71

Did the following conduct weekly rounds?

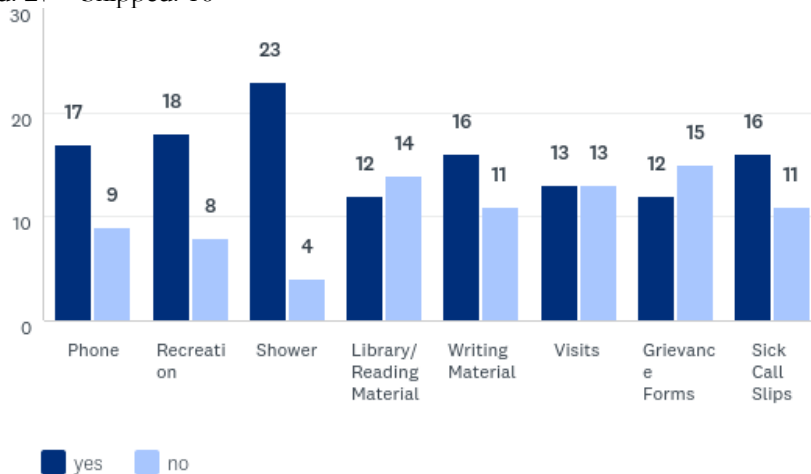
Answered: 33 Skipped: 10



Appendix Figure 14

Did you have access to the following:

Answered: 27 Skipped: 16



Appendix Figure 73

Is there anything else you would like to share about the SHU at USP Big Sandy?

Inmate Responses
It's unsanitary.
Although I've said yes to the accessibility to staff I can't say how frequent because I wasn't down there long enough.
I haven't been, I calculate my steps in here it's too dangerous to be everywhere, that's why the staff always say look alive when they count.
I think you all should look into Big Sand...
The unit team do not make rounds in the SHU. They sign the book then go!
Telephone and recreation access sometimes.
They don't give out rolls of toilet paper.

Appendix Figure 74

What is the most positive aspect of USP Big Sandy?

Inmate Responses
The staff respect you
Nothing
I wish I could say something good about this place
The new cap has improved the lockdown.
Certain officers in my unit are respectful.
Nothing.
My job.
Nothing is positive to me.
Microwaves.
Program units
The telephone and email.
Nothing, being out the cells.
It's cool with each other.
There is none!
Nothing in the sky and the birds and life itself...
Don't know

I've grown up.
Telephones.
Being at the camp
the R.D.A.P.

Appendix Figure 75

What is the most negative aspect of USP Big Sandy?

Inmate Responses
lockdown
USP BIG SANDY
The lockdown.
The way the officers treat us.
Racism.
Lack of community resources and human resources.
People die, staff disrespectful.
Lockdowns.
Medical and lockdowns, food.
Too far!
Vibe.
Being around so many people with life sentences.
The classification is worst.
Very unprofessional.
The staff...
everything
All
Too far, food, medical.
The transfer policy for DC prisoners.
Being far from my Family
locked downs
you never know when you're gonna be on lockdown
The safety, the Food
Treatment of DC prisoners when it comes to things like transfer, greater punishment for infractions.
The treatment of the officers toward the inmates.
Lockdowns, food, jobs.
I don't know
Lock downs impede progress

Appendix Figure 76

Please provide one recommendation you would give to improve the conditions of confinement at USP Big Sandy:

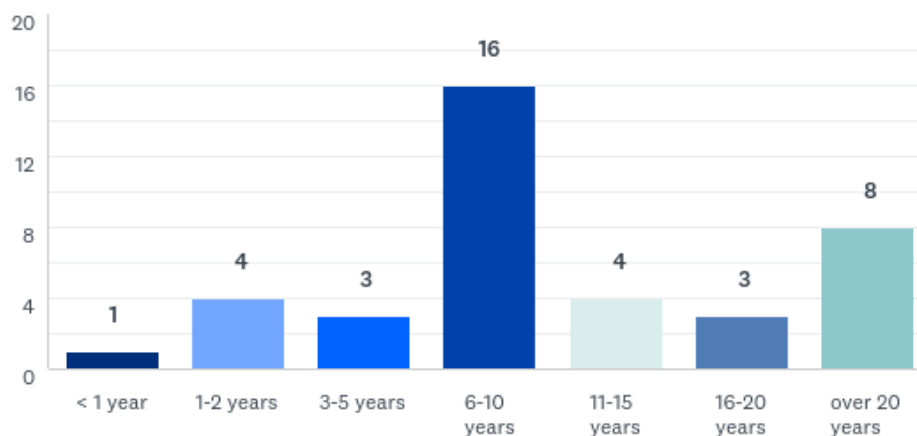
Inmate Responses
more jobs
Bad too much lockdown
STAFF
If you are eligible for a transfer for you to be allowed to.
More black staff.
Human resources.
Show us respect, feed us better.
Better food service.
Not so many lockdowns, but they've improved lately.

Better food and medical.
Get closer.
Do whatever it take.
To let DC inmates receive special visits and to lessen the cost of phone calls because we don't have a choice but to be far from home.
Better food.
Get DC dude out the fed.
Talk with respect conduct themselves in a professional manner.
I hate Big Sandy...
Less lockdown more program
I want to leave.
Everything, visitation.
better access to law library
Better jobs, programs, so that people won't just be sitting around stressing being warehoused
Jobs
Oversight by the outside.
More jobs, programs for the yard instead of just for the C-side.
Stop the lockdowns.

Appendix Figure 77

How long have you been incarcerated overall?

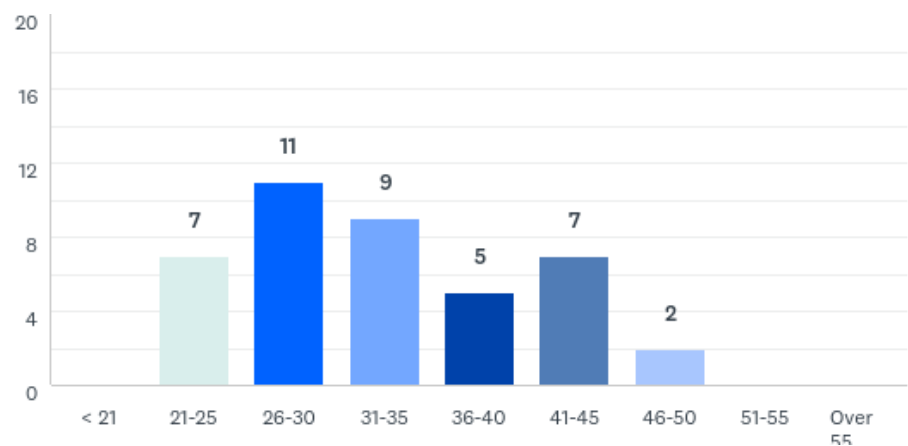
Answered: 39 Skipped: 4



Appendix Figure 78

How old are you?

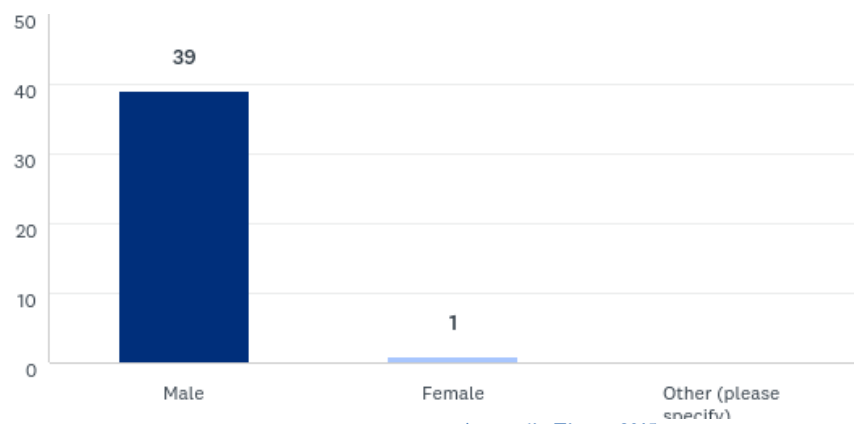
Answered: 41 Skipped: 2



Appendix Figure 79

What is your gender?

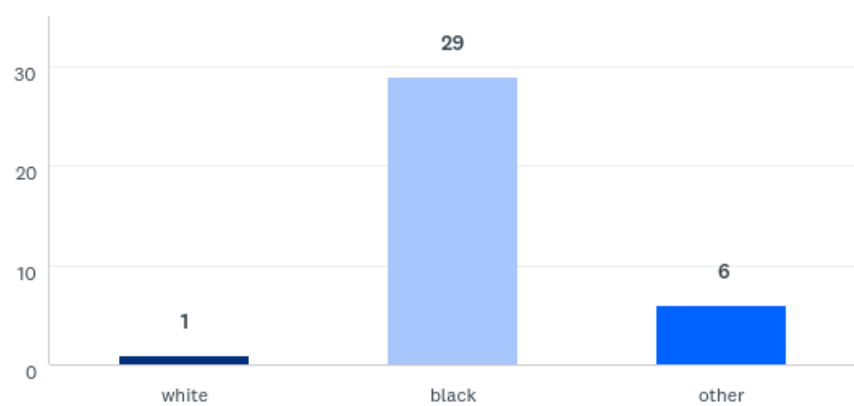
Answered: 40 Skipped: 3



Appendix Figure 80

With what race do you most closely identify?

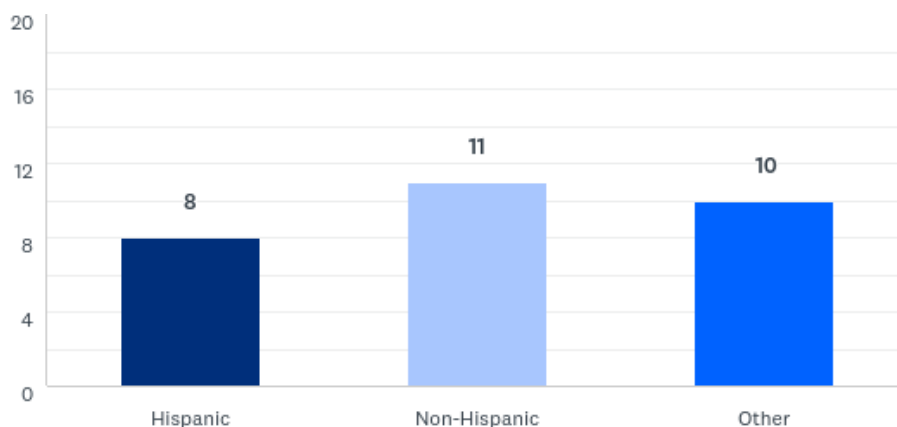
Answered: 36 Skipped: 7



Appendix Figure 81

With what ethnicity do you most closely identify?

Answered: 29 Skipped: 14



Appendix Figure 82

Is there anything else you would like to share with the CIC about your experience at USP Big Sandy?

Inmate Responses
I am ready to leave. If it's my choice I would like to leave now, and never come back
It was the worst time in my life.
Trust fund don't spend the inmate trust account to upgrade institutional programs
No, I hate it and can't wait to get out of here it's hell.
Just that the medical is so bad.
Cruel.
Very stressful.
I want to leave.
It's not a place for human beings to be, and if you're trying to rehabilitate you can't.
I've completed the challenge program and have been denied three transfers. It's guys that have transferred and had incident reports and I haven't had any and my points were lower than theirs.

Appendix Figure 83

Appendix C: BOP Response



U.S. Department of Justice

Federal Bureau of Prisons

Washington, DC 20534

October 2, 2019

Donald Isaac, Executive Director
DC Corrections Information Council
1400 I Street, NW
Suite 400
Washington, DC 20001

Dear Mr. Isaac:

This letter is in response to the draft inspection report received on August 1, 2019, regarding the August 29-30, 2018, visit to the United States Penitentiary (USP) Big Sandy. The Bureau of Prisons (Bureau) recognizes the value of the Corrections Information Council (CIC) inspections of its facilities and the voice it provides the D.C. Superior Court inmates. We hope to continue working closely to improve the Bureau facilities and raise awareness with regard to those inmates' needs.

Throughout the report, unsubstantiated allegations are made without direct observation by the CIC or supported by facts that can be corroborated. The Bureau notes the draft report findings are based on a small percentage of DC inmates assigned to USP Big Sandy. The Bureau is committed to ensuring the safety and security of our staff, the public and all inmates in our population. Allegations of misconduct are thoroughly investigated and based on the findings, appropriate action is taken, if necessary.

I offer the following responses to the statements and recommendations in the report:

- 1. The draft report states recommends:** The facility staff should continue to work towards reducing the frequency of lockdowns. They should also consider options to minimize the impact of lockdowns on the entire facility. The BOP should ensure that the facility has sufficient staff to address security issues without needing to lockdown the entire facility.

Response: The decision to lock down an institution is one that is never taken lightly. It is only done when absolutely necessary to maintain the safe and secure running of the institution. The primary objective is to investigate what necessitated a lockdown, and to determine how best to prevent it from happening in the future. The need for a type of

lockdown will always be dictated by the nature, duration and magnitude of each situation. High security level institutions, such as a penitentiary, are fluid in nature. The goal remains to return to normal operating procedures as expeditiously as possible following the conclusion of any necessitating event.

USP Big Sandy continues to work toward ways of reducing the frequency of lockdowns. Depending on the situation, options which have been implemented include the continuance of visitation and extensions of programming and classes to accommodate for these situations. USP Big Sandy Special Investigations Services works tirelessly to ensure investigations are completed thoroughly and timely to ensure the institution can safely resume normal operations.

2. **The draft report states recommends:** Facility leadership should limit the impact of lockdowns on inmates participating in programming, including consideration of creating specific programming units that could continue to function under normal or partial lockdown status while other parts of the facility are on lockdown.

Response: The decision to lock down an institution is one that is never taken lightly. It is only done when absolutely necessary to maintain the safe and secure running of the institution. The primary objective is to investigate what necessitated a lockdown, and to determine how best to prevent it from happening in the future. The need for a type of lockdown will always be dictated by the nature, duration and magnitude of each situation. High security level institutions, such as a penitentiary, are fluid in nature. The goal remains to return to normal operating procedures as expeditiously as possible following the conclusion of any necessitating event.

USP Big Sandy continues to work toward ways of reducing the frequency of lockdowns. Depending on the situation, options which have been implemented to include the continuance of visitation and extensions of programming and classes to accommodate for these situations. USP Big Sandy Special Investigations Services works tirelessly to ensure investigations are completed thoroughly and timely to ensure the institution can safely resume normal operations.

3. **The draft report states recommends:** The Executive Staff should review the current educational programming to ensure that they are in full compliance with the requirements of Program Statement 5300.21, Education, Training and Leisure Time Program Standards, which requires that the warden and education supervisor must ensure that inmates have meaningful opportunities to acquire or improve marketable skills through educational programming and career counseling. The supervisor of education should pursue accreditation or independent certification for education and occupation programs, as suggested by Program Statement 5300.21(10)(c).

Response: USP Big Sandy is in compliance with Program Statement 5300.21, Education, Training and Leisure Time Program Standards, and recently added a number of programs to assist inmates with their transition back to society. There are two new apprenticeship programs through the Department of Labor and Big Sandy Community and Technical

College at USP Big Sandy.

The GED Program at USP Big Sandy is always near the top of the country for GED Completions. USP Big Sandy is also the only institution in the Mid-Atlantic Region that is programming inmates above 40% of the enrollment requirement.

USP Big Sandy also provides three marketable vocational training programs; two of which provides computer skills needed to be competitive in today's workforce. The other vocational training program teaches inmates a marketable skill in appliance repair.

4. **The draft report states recommends:** To the extent that program availability is limited by lack of funding, the BOP Mid-Atlantic Regional Director should ensure that USP Big Sandy receives adequate resources to provide meaningful educational and occupational programming to the inmates in its care.

Response: The Mid-Atlantic Regional Office and Central Office have provided additional funding in fiscal year 2019 for programming at USP Big Sandy, specifically directed to vocational training and English as a Second Language courses.

As noted above, USP Big Sandy also operates a Career Resource Center which contains District of Columbia information. It is accessible to inmates seven days a week. The Re-Entry Affairs Coordinator focuses on obtaining social security cards and other forms of identification for inmates releasing. Inmates also participate in annual job fairs focusing on interview skills and resume writing.

5. **The draft report states recommends:** Facility leadership should ensure that correctional officers are not limiting access to emergency medical care, which must be available to SHU inmates at all times, per 28 CFR §541.32(a).

Response: Additional and specific information is needed to adequately review this allegation. Inmates in SHU to have access to emergency medical care at all times.

6. **The draft report states recommends:** Facility leadership should ensure that inmates are given access to cleaning materials frequently enough to maintain their cells in a sanitary condition.

Response: USP Big Sandy provides cleaning products to inmates in SHU two times per week to ensure inmates are able to maintain sanitary conditions inside their cells.

7. **The draft report states recommends:** The Executive Staff should ensure that inmates with acute medical needs are seen and treated promptly in accordance with Program Statement 6031.01, Patient Care.

Response: Program Statement 6031.04, Patient Care, Section 17. Triage/Access to Care, outlines the sick call/triage process. Inmates are also informed of the availability of medical services, which includes medical and dental, during intake screening. They also

sign for and are provided a copy of Inmate A&O Handbook which outlines the process and procedures to access both medical and dental care. Inmates have access to routine sick call four (4) days/week. Sick call rounds are conducted daily in the Special Housing Unit.

Emergency care is provided on an as needed basis, dependent on the inmate's complaint and assessment findings.

8. **The draft report states recommends:** The BOP should ensure that adequate numbers of medical providers are available to provide medical care to individuals incarcerated at USP Big Sandy.

Response: Program Statement 6031.04, Patient Care, Section 12. Ambulatory Care Services, describes the Patient Care Provider Team and staffing pattern guidelines. Even though not all clinical positions are filled, contracts have been procured to provide services to account for the vacant positions. USP Big Sandy has a full time contract Physician. Additionally, aggressive recruiting efforts have been implemented to fill vacancies, as soon as possible. Despite occasional key positions being vacated, provisions are always in place to ensure inmates receive the medical and dental care they need.

9. **The draft report states recommends:** The Executive Staff should ensure that inmates are being seen for comprehensive dental care consistent with the national wait list as laid out in Program Statement 6400.03, Dental Care.

Response: Program Statement 6031.04, Patient Care, Section 12. Ambulatory Care Services, describes the Patient Care Provider Team and staffing pattern guidelines. Even though not all clinical positions are filled with Bureau employees, contracts have been procured to provide services to the areas with vacant positions. However, provisions are always in place to ensure inmates receive urgent medical and dental care as needed. Aggressive recruiting efforts are implemented to fill vacancies as soon as possible.

10. **The draft report states recommends:** Facility leadership should ensure that all food served to inmates at USP Big Sandy is properly prepared and maintained at appropriate temperatures per the BOP Food Service Manual.

Response: All food served to inmates at USP Big Sandy is properly prepared and maintained at appropriate temperatures per Program Statement 4700.06, Food Service Manual.

11. **The draft report states recommends:** Facility leadership should consider offering additions to the National Menu as contemplated by the BOP in Program Statement 4700.06, Food Service Manual, Chapter 2, Section 3, page 16.

Response: Additions and supplemental food such as rice and beans have been added to

the national menu at USP Big Sandy, as outlined in Program Statement 4700.06, Food Service Manual. The quality of the food served to the inmate population is a priority for the BOP. Our food service mission is to provide nutritionally sound and appetizing meals that meet the needs of the general population and those at nutritional risk. Additionally, inmates received a yearly survey to assist Food Service Administrators with determining inmate eating preferences.

- 12. The draft report states recommends:** Facility staff should provide inmates with clear and accessible instructions for filing both informal and formal grievances, and inform them that they may request assistance from institution staff or another inmate in preparing grievances.

Response: Every inmate is provided with a copy of the Inmate Admissions and Orientation (A&O) handbook at their initial screening, during the intake process. The A&O handbook outlines the grievance process and is distributed in both English and Spanish versions, contingent upon the inmates' primary language.

All inmates have access to Administrative Remedy forms through their Unit Team staff. Staff also discuss, explain and answer questions regarding the formal and informal grievance process. All inmates are informed assistance is available, upon request from staff, regarding the preparation of a grievance.

- 13. The draft report states recommends:** Facility staff should work towards reducing delays in processing inmate mail. Facility staff should work towards reducing delays in processing inmate mail.

Response: Correctional Systems staff process all mail on a daily basis and ensure it is delivered the same day. In attempt to reduce the amount of contraband introduced through the mailroom, parameters have been implemented to ensure the safety and security of the institution for inmates and staff. For example, photographs printed on paper (as opposed to photograph paper) are photocopied. If the inmate is unsatisfied with the quality, he has 30 days to request a new copy. In addition greeting cards, colored paper and scented paper are no longer allowed; as well as colored/painted pictures as the aforementioned have all contributed to the introduction of contraband and affects orderly operation of the institution.

- 14. The draft report states recommends:** Facility staff should ensure that physical plant issues are resolved promptly to maintain housing units in a safe and habitable condition.

Response: USP Big Sandy Facilities Department responds to plumbing problems and flooding in the housing units with the utmost priority. The Information Technology Managed Services (ITMS) web-request system tracks all work orders and work is completed by priority. Moreover, the ITMS system tracks and maintains the preventive maintenance care plan to ensure the facility's structural and mechanical components are operational.

15. The draft report states recommends: Facility staff should ensure that housing units have appropriate ventilation in accordance with Program Statement 4200.12, Facilities Operations Manual Chapters 12 and 16, pages 9 and 6, respectively.

Response: If OC spray is discharged in the housing units, the Facilities Department completely opens the outside fresh air dampeners on the HVAC system to relieve the effects of the spray. As it pertains to SHU, the negative air pressure function is used to refresh the air and alleviate the effects of OC spray. A further review indicates OC spray has not been utilized as frequently as reported.

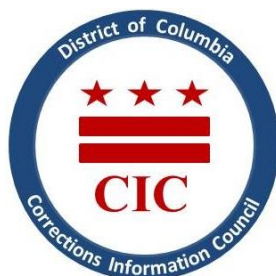
I appreciate the opportunity to review and provide comments to your inspection report regarding USP Big Sandy.

Please contact me at (202) 353-3638, if I can be of further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Brewer', with a large, stylized initial 'D'.

David Brewer, Administrator
Correctional Programs Branch



**District of Columbia
Corrections Information Council**

The electronic version of this
report is available on the CIC website:
<https://www.cic.dc.gov/>