

# The Need for Expert Support at Willacy County Regional Detention Facility

Management & Training Corporation (MTC) operates the Willacy County Regional Detention Facility for the U.S. Marshals Service (USMS).

Located in Raymondville, Texas, the Willacy County Regional Detention Facility has the capacity for 582 residents. MTC currently employs 212 dedicated staff who are trained to treat residents with respect and dignity.

MTC has a positive relationship with county and city officials. Representatives from local government, business, and civic organizations serve of the facility's community relations council. MTC is dedicated to transforming the lives of individuals through education, training, and treatment.

## About Willacy County

**Size:** The county employs approximately 130 people. If the county added the 212 staff from the Willacy County Regional Detention Facility operated by MTC, it would increase the number of county employees by 63%.

**Correctional Experience:** The county owns and operates a small 90-bed jail. The county relies on the Willacy County Regional Detention Facility to provide daily meals for those in the jail. In 2020, the county elected a new sheriff who oversees the jail. The jail is currently not certified to secure USMS detainees.

## Expertise and Resources Provided by MTC

With over 30 years of correctional experience, MTC provides the operational expertise and resources needed to operate the Willacy County Regional Detention Facility.

### Quality Standards:

MTC has corporate experts who monitor best practices in corrections and ensure practices in the facility meet those standards. The Willacy County Regional Detention Facility achieved 100% compliance on mandatory standards in its most recent audit by the American Correctional Association (ACA). The facility is also certified by the Prison Rape Elimination Act (PREA) and has achieved accredited by the National Commission on Correctional Health Care (NCCHC). MTC provides experts who internally monitor quality and ensure the facility meets national performance-based detention standards, as well achieves contractually-required accreditations.

### Risk Liability:

As the operator of the facility, MTC assumes all of the financial risks, safety risks, and legal risks associated with operating a large detention facility.

### Medical Services:

The detention facility currently has a team of 14 medical personnel who ensure each detainee receives an initial health screening and ongoing healthcare support while at the facility. MTC provides patient tracking tools and medical equipment and supplies to ensure the medical can successfully support the healthcare needs of each detainee. This team has been vital in managing the COVID response plan at the facility. A February 2021 report

from the OIG identified that contract facilities responded more quickly to the pandemic and had better accountability than the jails USMS utilizes.

**Food Services:** MTC's food services at the detention facility focus on providing healthy meals, which include daily fresh produce. The county relies on MTC's food services at the county jail. The county purchases up to 270 meals per day from the Willacy County Regional Detention Facility to ensure individuals in the jail receive nutritious meals.

**Data Tracking and IT Infrastructure:** MTC has developed an offender data system that tracks each individual in the facility. It tracks the results of risk assessments, programming enrollment and outcomes, medical needs, legal appointments, safety outcomes, and other needed details. This data is important for the daily operation of the facility, and it ensures the facility is able to provide the necessary metrics to USMS for oversight purposes.

**Curriculum and Programming:** MTC has designed evidence-based programming and curriculum to meet the needs of incarcerated individuals. At Willacy, the programming is specifically designed to support the unique needs of short-term populations. Programming includes vocational courses such as keyboarding and painting. It also provides life skills courses that focus on anger management and parenting skills. Residents can participate in cognitive skills sessions and receive substance abuse support. Religious offerings are available, as well as a variety of recreational opportunities, including book clubs, music classes, Zumba, crocheting, work programs, and other opportunities. MTC provides the curriculum, class materials, computers, and instructor training for these programs.

**Purchasing and Procurement:** MTC's corporate procurement team takes advantage of bulk buying power, ensuring the facility has fresh food, laundry, clothing, hygiene supplies, and other needed materials.

**Robust Technical Support:** Corporate support includes over 100 individuals who offer correctional expertise, curriculum and training expertise, communications support, human resources support, purchasing and procurement support, contract management help, legal support, risk management and insurance, IT support, and financial expertise.

**Human Resource Management:** MTC invests in creating a culture of caring for staff and residents of the facility. This culture permeates all of the facility and influences hiring, shift scheduling, and training for employees. MTC has also developed promotion paths that provide ongoing development opportunities for staff. MTC invests in a robust communication infrastructure to ensure employees feel connected and informed. MTC also offers a leadership development program, ongoing correctional employee training, employee incentives, and best practice sharing among colleagues across the country. HR tools, including hiring resources, employee tracking tools, and other resources needed to ensure that correctional staff have a quality work environment.



**Transportation Services:**

Transports for detainees to court or other appointments is provided by the detention facility. MTC staff receive training on safely conducting the transports. MTC also maintains the vehicles and other equipment required for transports. MTC correctional staff also assist in the federal courthouses by escorting detainees.

**Facility and Security Maintenance:**

MTC maintains the facility, ensuring that it remains healthy, safe, and secure. MTC invests in security upgrades to ensure the facility maintains a high level of safety. For example, in 2020 and 2021, MTC invested \$420,000 to upgrade the facility's security camera system to ensure that it is a state-of-the-art system.