



Residential Reentry Center - Casa Alborada  
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March 20, 2024

To: Barbara Banaszynski  
CEO, VOAPR, INC. - RRC Casa Alborada

Through:   
Alberto Maldonado  
Regional Director, Program Development and Operations

Through:   
Ninoshka Caballero  
Facility Director

From:   
Dr. Jerry C. Martinez  
QI/ACA/PREA Coordinator

Topic: **2024 PREA – ACA Annual Meeting and Report  
2023 Accomplishments**

The administration staff met on March 19, 2023, at 9:00 am on the sixth floor and the following staff were present:

Alberto Maldonado, Regional Director  
Alexander Garcia, Deputy Facility Director  
Maura Velázquez, Senior Resident Monitor

Ninoshka Caballero, Facility Director  
Dr. Jerry C. Martinez, QI/ACA/PREA  
Wendy Soto, Business Manager/HR

### **PREA Administration**

Dr. Martinez mentioned the facility had the PREA audit December 7-8, 2021 and the accreditation was provided on January 19, 2022. The next accreditation cycle is scheduled for December 2024.

### **PREA Report**

The review and report did not reflect any deficiencies. The recommendations made by the auditor were reviewed at the meeting and these are the latest updates:

1. The current PREA assessment needs to be improved by assigning relative weight to screening valuables so they are not yielding equal impact on risk determinations.

Pending: The National PREA Resource Center approved for the Moss Group, Inc. to assess the PREA assessment instrument. Several meetings and reviews have been completed. The final report was received. The revised assessment form was reviewed and approved.

2. The Case Managers need to validate the assignments for housing and bed assignments done by the Resident Monitors during the intake process. This will be mentioned in the comment section of the PREA Assessment form in SecureManage.

Completed. The Case Managers updated the housing section in the Individual Progress Plan (IPP). A housing section will be included in the new assessment instrument.

3. A revision of the time frames for responding to grievances, third-party assistance allowed by fellow residents, and the filling of emergency grievances was reviewed.

Completed. The PREA policy and procedure manual were updated.

4. The MOUs need to be reviewed to include confidential support services, general support services, mental and medical services.

Completed: The MOUs with UPR, AGM Carolina and Health ProMed were reviewed and updated.

### **PREA Staffing**

Currently Dr. Jerry C. Martinez is the PREA Coordinator for VOAPR, Inc. – RRC Casa Alborada and Case Manager (CM) Marielle Fernandez, is the PREA Coordinator Assistant.

### **PREA Training**

In 2023, Dr. Martinez attended the National PREA training in Washington, DC sponsored by the PREA Resource Center. Facility Director Caballero and Dr. Martinez attended the PREA training sessions at the National ACA that was held August 15-18, 2023 in Nashville, TN. The 2024 National PREA training will be held in Buffalo, NY the week of July 22-26, 2024.

### **ACA Administration & Accreditation**

In 2022, Dr. Martinez was appointed as the ACA Accreditation Coordinator. The facility completed the ACA accreditation inspection the week of December 1-2, 2022 and received their first ACA accreditation on January 28, 2023 at the ACA Winter Conference in Orlando, FL. There were 32 mandatory standards (two non-applicable and 30 applicable). There were no deficiencies in the mandatory standards. There were 218 non-mandatory standards (21 non-applicable and 197 applicable). There were no deficiencies in the non-mandatory files.

### **Significant Incident Summary Report**

|                              |                                    |                            |
|------------------------------|------------------------------------|----------------------------|
| 3 Escapes (Absconders)       | 0 Disturbances                     | 0 Sexual Violence          |
| 0 Homicide Offender Victim   | 0 Homicide Staff Victim            | 0 Homicide Other Victim    |
| 0 Assaults Offender/Offender | 0 Offender/Staff                   | 0 Suicide Offender         |
| 0 Suicide Staff              | 0 Fire Events                      | 0 Natural Disaster (Fiona) |
| 0 Unnatural Death/Offender   | 1 Other (Drive by shooting event)* |                            |

There was a drive by shooting event targeting a resident from USPO. The resident was arriving at the facility when a car passed by shooting towards the RRC building. The resident ran from the area and did not report back to the RRC.

## **Human Resources**

### Staffing Plan

Business Manager Soto reviewed the staffing plan and report for 2023. At the beginning of 2023, we had 32 staff and at the end of year, we had a total 33 staff (17 males and 16 females). There was one new hire, no in-house promotions, no resignations and no terminations. The new hire was a female Case Manager.

A five-year background investigation was not required in 2023. The next background investigation for all staff is tentatively scheduled for 2024. Background investigations were completed by the BOP for Magic Kitchen staff and four volunteer students (two students from January to May and two students from August to December).

### Staff Coverage

The 2023 resident monitor schedule included staff coverage 24 hours a day, seven days a week with one female staff on each shift. During the absence of a female staff, another female staff covered the vacancy. During 2023, there were no female staff vacancies on the schedule.

In 2023, the facility started with seven case managers (1 male and 6 females) and finished with eight case managers (Colon, Fernandez, Lugo, Melendez, Morales Pabon, Santos, and Vargas, 1 male and 7 females). There was coverage from 8:30 am to 8:30 pm, Monday through Friday and from 8:30 am to 5:00 pm Saturday and Sundays.

### Legal Activities

There were no legal or judicial cases by staff or against staff in 2023. There were no sexual harassment or sexual abuse investigations in 2023.

There were no PREA related legal or judicial cases by residents or against residents in 2023. There were no residents involved in sexual harassment or sexual abuse investigations in 2023. There were 2 BOP authorized preliminary assessments for residents/inmates. There were no validated cases.

## **Contractors**

Dr. Martinez reported there were 35 contractors approved and PREA trained in 2023, including 12 staff from Magic Kitchen (food service contract staff).

## **Volunteers/Students**

Dr. Martinez reported there were four student volunteers approved by the BOP. They were trained in PREA and Code of Ethics. There were two students from the University of Puerto Rico – Counseling in Rehabilitation Master’s program and two students from the University Ana G. Mendez – Carolina – Clinical Social Work Master’s program. None of the approved and trained students were involved in sexual abuse or sexual harassment legal actions and none were terminated in 2023.

Business Manager and Ministry Coordinator Soto reported 29 ecumenical board members received training in PREA and Code of Ethics. None of the approved and trained board members were involved in sexual abuse or sexual harassment legal actions and none were terminated in 2023.

## **Residents**

### Projection Statistics

Dr. Martinez reported that in 2023, the facility had projected to receive 438 new residents and received 423 (390 males and 33 females).

### New Projections and Releases

Deputy Director Garcia stated that the upcoming projections for 2024 are fluid. During the first three months of 2024, they are expecting 40 new residents in January, 30 residents in February and 34 residents in March. During 2023, 460 residents were released.

## **Budget**

Regional Director Maldonado and Facility Director Caballero mentioned the current resident projections are very low and the budget could be affected if the numbers of residents assigned by the BOP do not increase. An email was sent the Deputy USPO informing him of vacancies at the RRC. The CEO and Regional Director are in the last stages of acquiring and purchasing the current building at 1606 Fernandez Juncos Avenue. The outside satellite parking lot on Victor López street was purchased by VOAPR, Inc. The PREA re-accreditation costs will be included in this year's budget.

## **Contracts with BOP and USPO**

VOAPR INC. RRC Casa Alborada has a contract with the Federal Bureau of Prisons.

## **Upgrades, Improvements and Maintenance to Physical Plant and Technologies**

Director Caballero reported there were 33 cameras throughout RRC Casa Alborada and none were added in 2023.

During 2023, the following upgrades, facility improvements and scheduled maintenance were completed:

1. Maintenance to audio and video camera system.
2. Maintenance to the sprinkler system.
3. Re-painted the inside of the facility.
4. Upgrades to physical plant and technology.
5. Replaced ice maker.
6. Replaced power generator & transformer.
7. Replaced bathroom doors on the 2<sup>nd</sup> and 6<sup>th</sup> floor.
8. Replaced key-lock to a numerical lock in the stairwell to the basement.
9. Replaced wall air conditioners in units 3C, 4C and 5C.
10. Replaced first floor glass.
11. Repaired outside front cement walls.
12. Replaced toilet in the men's room on the 6<sup>th</sup> floor.
13. Replaced glass windows in the common areas of the first floor.
14. Fixed gypsum board in the lobby entrance.
15. Installed tablet for resident communication and appointments.

## **Memorandum of Understanding (MOUs)**

Dr. Martinez reported there are 13 active MOUs.

### Education

1. University of Puerto Rico, Master's program in Counseling in Rehabilitation
2. University Ana G. Mendez, Carolina Branch, Bachelor's program in Criminal Justice
3. University Ana G. Mendez, Carolina Branch, Master's program in Clinical Social Work

### Health

1. Health ProMed, medical, dental and mental health services
2. Consultores Psicológicos, mental health and drug treatment services
3. ASPIRA de P.R., free STD and HIV tests
4. Control V Program from San Juan Municipality, free STD and HIV tests
5. P.R. Department of Health (Community Outreach)
6. ASSMCA, P.R. Mental Health Department, distribution of Naloxone nasal spray

### Social Services

1. One Stop Career Center, employment and social services
2. El Meson de Amor, social services, meals and groceries
3. P.R. Police Department (Hoare Precinct), emergency plans
4. P.R. Fire Department (Puerta de Tierra Precinct), emergency plans

For PREA purposes, the applicable MOUs were revised to include mental health, medical, general support, confidential support and advocacy services for victims of sexual abuse and sexual harassment. The MOUs will be renewed as needed.

## **PREA Training**

Dr. Martinez presented the lesson plan and topics for 2024. The administrative staff approved and signed the plan. He also stated 566 people were trained in 2023 (423 new residents, 33 staff members, 35 contractors, 4 students, 42 community relations board members and 29 ecumenical board members).

Dr. Martinez presented the PREA Resources Directory for residents and Case Managers. The directory was included as an attachment in the Resident's Handbook. The directory was reviewed in conjunction with the resident's handbook.

Director Caballero also informed the group that the Cross Gender Pat Search training will continue to be provided during annual refresher training. She also reminded the group that cross gender pat searches are not to be completed unless there is an emergency and previously approved by her and the BOP. There were no cross-gender pat searches authorized or completed in 2023.

## **PREA Assessments**

Dr. Martinez reported in 2022 the center received 393 new residents and in 2023 received 423 new residents (an increase of 30 new residents). 100% of the new residents received a PREA screening during the intake screening process by the Resident Monitors, a full PREA assessment by the Case Managers and PREA training during the initial orientation provided by the assigned Case Managers. A review of 100% of the PREA assessments was completed and the top four areas to improve by the Case Managers were:

1. Not selecting the type of assessment (initial or follow-up)
2. Missing the component of the resident
3. Selecting the wrong PREA classification and
4. Missing resident or case manager signature, sometimes due to lack of power or signature block malfunction.

The respective Case Managers were informed of the errors and were corrected immediately. These areas for improvements were the same in 2022. These were reviewed during the monthly meetings with the Case Managers.

### **Disciplinary Action**

Dr. Martinez stated the “Gradual System of Sanctions” was reviewed and the topic of “Sexual abuse and sexual harassment” was in the violation section, with the sanction as a first violation to be referred to RRM for removal from RRC. The two existing violations “Fraternization” and “Unauthorized Physical Contact” were also reviewed. The “Fraternization” violation has a progressive system of sanctions and the “Unauthorized Physical Contact” violation was changed to be referred to RRM for removal from RRC. The form was updated.

During 2023, none of the residents received disciplinary actions related to PREA.

### **Prevention Plan**

Dr. Martinez mentioned the PREA posters were updated and they reflect the new Director’s name and email. The posters were replaced in the bulletin boards in the housing units and throughout the facility.

### **Responsive Plan**

Dr. Martinez reviewed the Responsive Plan for RRC Casa Alborada. As part of the plan, in the event of a possible PREA incident, the Director will call or notify in writing (email) the BOP of the incident. With their authorization, the PREA Coordinator will complete a *Fact Finding Preliminary Assessment* and ask questions to all the parties involved. Afterwards, a summary will be provided to the Director and RRM representative. The PREA Coordinator generated a monthly and annual report. The First Responder Plan was reviewed during the training sessions with staff. There were two authorized preliminary assessments authorized.

### **Grievances**

Director Caballero reported there were no grievances related to sexual abuse and sexual harassment in 2023.

### **Forms**

Dr. Martinez mentioned the following forms were reviewed with no changes recommended:

1. Self-report Form for New Employees
2. Self-report Form for Promotions
3. Retaliation Monitor Form
4. PREA Incident Report 1
5. PREA Incident Report 2
6. Preliminary Assessment Report

7. Review Team Report
8. Resident Disciplinary Action Summary
9. Staff/Contract/Volunteer/Student Disciplinary Action Summary
10. General Grievance Log
11. Cross Gender Pat Searches Summary
12. Training Certification Form for Staff, Volunteers, Contractors and Students

**Operations Manual - General Policies and Procedures**

Dr. Martinez reported the policies and procedures of the Operations Manual were reviewed during 2023.

**Review of Manuals and Plans**

The following manuals were reviewed and updated:

1. Employee's Handbook
2. Volunteer Handbook
3. Resident's Handbook (Spanish)
4. Exposure Control Plan
5. Emergency Plans

**Website**

Dr. Martinez reported the National VOA office is working on improving the existing website. The current website has the PREA re-accreditation information.

Received by:

FOR:

*Ariel O. Guerrero, COS*

March 25, 2024

Lori Bearden  
Residential Reentry Management Office