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Maui Community Correctional Center (MCCC)
June 2024 Site Visit Observations Report
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On Thursday, June 26, 2025, the Hawaii Correctional System Oversight Commission (the Commission, HCSOC) toured the Maui Community Correctional Center (MCCC) collectively as a group. The tour included three of the five Commissioners—Mark Patterson (Chair), Martha Torney, and Ronald Ibarra—in addition to the Oversight Coordinator and staff. The Commission was granted access to all areas of the facility and was able to communicate with all people in custody who wanted to speak with the Commission.

The Commission is very pleased to report that MCCC has maintained a low population over the past year. With a rated capacity of 301, in 2023, there were 299 people in custody housed at MCCC versus 215 people in custody in 2024. As of June 26, 2025, with a population of 221, MCCC continues to stay undercrowded.

General Observations

Warden Liane Endo and staff conducted the tour. The Commission was once again impressed with the cordial relationship that exists between staff (both uniform and civilian) and those who are incarcerated. The Commission was provided with unfettered access to people in custody both in the housing units and at their work assignments.

Overall, the facility continues to be very clean and well-maintained, especially considering its age and, in comparison to other jails in Hawaii. However, the facility is still in need of updates and proper funding for those updates. There are several critical maintenance updates underway, such as patching cemented hallways and ceilings.

Physical Plant

The physical plant of the MCCC includes housing units and necessary operational areas. The utilized housing units consist of five dormitories—Dorm 1, Dorm 2, Dorm 3 (housing women), Dorm 6, and Dorm 7—and six modules—Module A, Module B, Module C, Module D, Module 3, and Dayrooms (Module 3 and Dayrooms house women). The facility also includes key areas such as the kitchen, medical unit, education, library, and holding area.

Dorms 1 and 2

Dorm 1 housed eleven (11) pretrial men and Dorm 2 housed seven (7) pretrial men, and all 18 work different shifts in the kitchen. The dorms and bathroom areas were clean and functional.

Large fans were provided to keep the area as cool as possible (there is no air conditioning in these dorms).

Dorm 3

The Commission did not have time to tour Dorm 3 during this visit.

Dorms 6 and 7

As of June 26, 2025, only Dorm 6 was being utilized due to a low population. There were three (3) individuals on work furlough with jobs in the community who returned to the facility upon the end of the workday. The mixing of furloughed and sentenced individuals is of concern. In the past, the Department avoided mixing those on work furlough with others, as participants may succumb to pressure to bring unauthorized articles or contraband back for those not released for work. This concern was shared with the Warden. Additionally, the Commissioners continue to be concerned with the low number of people participating in work furlough, an important step in the reintegration process.

The people in custody expressed concern that programs and classes were too limited to prepare them for life in the community. People in custody indicated that there were not enough programs (“we sit here and do nothing”), very little release preparation, and no connections to necessary services and programs for successful reintegration, leading to a lack of hope. They emphasized the need for more programs and were especially interested in reentry preparation and learning trades, such as plumbing and carpentry.

Module A and B

Module A is a two-story medium security unit with 24 cells, 12 on each floor, with a large common dayroom and small outdoor recreation yard. The rated capacity is 48 which equates to two people per cell. Of the 58 individuals assigned to Module A, 32 were pretrial and 24 sentenced. This resulted in not less than three people per cell for the pretrial population, with two cells assigned to four people (one cell was not in use). Some of the sentenced population were housed three to a cell as two cells were not in use. Pretrial individuals were assigned to the bottom floor, sentenced to the top. So as not to mix the two statuses, the floors did not occupy the dayroom at the same time.

People in custody reported that they are getting a total of six hours and 25 minutes of out of cell time per day (two hours in the morning and two hours in the afternoon of general out of cell time including the option of outdoor recreation, and three 45-minute meals out of cell). The Commission hopes to see a continued notable increase in out-of-cell time, and an expansion of increased out of cell time offered to other housing units.

Those we spoke to expressed that there was a lack of activities available to keep them occupied, especially the lack of tablets. The tablets include a wide range of programs, ranging from Alcoholics Anonymous to GED to computer programming. One individual mentioned that fights sometimes result due to the limited number. There were also complaints about the high cost of store orders.

Module C and D

Module D houses people in disciplinary segregation. In Module D, people in custody are provided one hour of out-of-cell time per day, and meals are served in the cells. The Commission did not receive any complaints from those in custody. The Commission did not have time to tour Module C during this visit.

However, people in custody who are placed in these units do not have direct access to the grievance or medical request system. In these modules, people in custody must ask for a grievance or medical form and then be escorted by staff to drop the completed forms in their respective boxes, currently located in the sallyport. People in custody should be able to freely make such requests rather than ask a staff member for a form and then wait to be escorted to drop the request.

Module 2 and 3

Women are housed in these two medium security living units which were built as part of the original facility in the 1970s. Due to the size of the cells and limited unencumbered space, the cells are rated for one person per cell. However, out of necessity, the cells house not less than two women per cell (one had three women).

One of the original quads was converted to the medical unit decades ago, resulting in people from other housing units needing to enter the dayroom to access medical/dental care. One woman was very concerned about men coming into their living unit to either visit the medical unit or crossing through to get to facility worklines.

Commissioners and staff were shocked to see the clear amount of severely mentally ill women incarcerated in this space. Women were mumbling to themselves, pacing in circles, unable to share clear thoughts, and looking up to the sky with blank stares. Staff shared that it has been a difficult population for them to manage and expressed that they experience high stress levels working with this level of mental health issues. Staff explained that it appears that less people are coming in overall, but of those who do come in, many have severe mental health and/or substance abuse issues.

Lastly, the women shared that there are not enough tablets for everyone to utilize, leaving them with not much to do. This could potentially exuberate their mental health condition.

Holding/Intake

The holding cells in the intake area have small windows, lack visibility, are dark, devoid of natural light or outside views, and lack any visual or tactile features that could provide mental stimulation. Additionally, there are minimal opportunities for physical activity in this area. Therefore, the Commission found it very concerning to find three women assigned to the dry cells located near intake and the administrative offices. These cells are not designed for overnight use and should not be used to house people in custody. When necessary, these cells are designated for suicide-watch.

Kitchen, Education, and Library

The Commission did not have time to tour the education area, kitchen, or library during this visit.

Visitation

After five years of not having in person contact visits, MCCC reinstated contact visits during April 2025. The Commission is very pleased to see this and applauds MCCC for their efforts.

Previous recommendations to be considered by the Department of Corrections and Rehabilitation:

1) Grievance and medical forms and drop boxes should be inside all modules.

In Module D, grievance forms, grievance request boxes, medical request forms, and healthcare request boxes are located outside the modules. People in custody must ask staff for the forms and be escorted by staff to place the completed forms in their respective boxes, currently located in the sallyport. These should be placed inside the modules.

2) Increase Programming Opportunities

People in custody have too much idle time and limited access to programming – including cultural programming – education, and reentry preparation. The Commission witnessed this idle time while onsite and heard many complaints regarding a lack of access to tablets due to there not being enough. Therefore, MCCC should expand access to tablets in addition to expanding programming, education, vocational training, reentry preparation, and cultural-based opportunities.

3) Expand Furlough Utilization at MCCC

It was very disappointing that only five people in custody were participating in work furlough despite the capacity to accommodate at least 50 or more participants. Identifying and addressing the roadblocks to furlough is crucial to allow more individuals to benefit from these programs and move through the correctional system.

The Commission recommends that DCR assess, identify, and resolve systemic issues, resulting in increased furlough participation at MCCC and the other furlough sites. The Commission would like to see furlough occupancy rates close to 100% as it significantly increases the chances of success post-release.

The Commission extends special thanks to the MCCC staff for their time, professionalism, and expertise during the tour.