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Section 1

Commissioner's Comments on Department's Core Mission

Department of Correctional Services
Core Mission Comments

The Department of Correctional Services' Core Mission is to operate safe and secure correctional facilities while providing inmates with the means to return to their communities as taxpaying, law-abiding citizens. The attached analysis demonstrates the Department's commitment to reducing its operating budget through efficiencies and consolidations that do not compromise safety and security and do not eliminate valuable programs and services that provide inmates with needed structure and the opportunity for rehabilitation implicit in this agency's name.

While required to use High, Medium and Low priority identifiers, we assigned Low priority designations to identify places where the agency will look to downsize and save money by restructuring, rather than by eliminating a needed service. It is our position that the most cost-effective manner to create savings is to look for ways to reduce and restructure the entire system over time. Consolidating underutilized dormitories can generate real savings, through the elimination of jobs by attrition, without risking safety to staff and inmates.

The Department's Core Mission is more fully defined in the agency's Mission Statement (attached), which also highlights the inter-connectivity of basic health and safety needs with the treatment of inmates. This inter-connectivity complicates the calculations required to determine the scope of expenditures necessary to maintain our Core Mission.

For instance, the Department can easily identify civilian medical staff, but not the security personnel needed to deliver constitutionally required health care to inmates. There is no simple way to pinpoint the number of correction officers assigned to provide necessary security coverage. Although some officers' regular posts are inside our medical units and at outside hospitals, others with non-medical posts are used as needed for escorts and transportation.

Likewise, there are identified agency program components such as the drug-detecting Canine and ION scanner units, the Inspector General investigative unit and, most dramatically, training that do not lend themselves to specific cost centers. In each case, the staff providing the service is pulled from various facilities under a status called Detached Services. For this reason, no FTE (Full-Time Equivalent) or Personal Services costs are directly associated with these staffing assignments, as the cost is absorbed by the budgets from the facilities whose staff is pulled.

Given the Department's Mission Statement, completely eliminating operational elements that provide services, support and protection to staff and inmates alike would jeopardize our mandate to provide a safe and secure environment that allows us to better prepare offenders to return to their home communities as taxpaying and law-abiding citizens.

Attachment

10/9/08



The Departmental Mission

Vision

Enhance public safety by having incarcerated persons return home less likely to revert to criminal behavior.

Mission Statement

Enhance public safety by providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives.

Goals

- Create and maintain an atmosphere where both inmates and staff feel secure.
- Develop and implement positive individualized treatment plans for each inmate.
- Teach inmates the need for discipline and respect, and the importance of a mature understanding of a work ethic.
- Assist staff by providing the training and tools needed to perform their duties while enhancing their skills.
- Offer career development opportunities for all staff.

Values

- Operate with ethical behavior.
- Recognize the value of each person.
- Protect human dignity.
- Offer leadership and support to all.
- Offer respect and structure at all times.

Policies

- Offer opportunities for inmates to improve all their skills, and to receive individual treatment services, based on their ability and willingness to participate.
- Provide appropriate medical and psychiatric services necessary to those requiring such treatment so each inmate can maximize his/her own rehabilitation.
- Enhance positive relationships by providing opportunities for interaction between inmates and their families.
- Establish a structured environment that fosters respect through disciplined learning.

Section 2

Attachment B: Agency Programs/Activities: Inventory and Key Data

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High Priorities

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Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Agency Direction

Mandate:
None

Mandated Funding Level:
None

Brief Description/History/Background:

The goal of the Department of Correctional Services is to enhance public safety through creating and maintaining an atmosphere where both inmates and staff feel secure; developing and implementing positive individualized treatment plans for each inmate; teaching inmates the need for discipline and respect and the importance of a mature understanding of a work ethic; assisting staff by providing the training and tools needed to perform their duties while enhancing their skills; and offering career development opportunities for all staff. Due to the complexity of the goal and the diversity of the needs of the population, a strong administrative presence is required to both direct and monitor the progress of the individual facilities and the agency as a whole.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Office of Counsel

Mandate:

Indirectly - US Constitution, Supreme Court case law, federal and state statutes.

Mandated Funding Level:

None

Brief Description /History/Background

Counsel's Office is responsible for all of the legal services necessary for the day-to-day operations of the state correctional system, encompassing litigation, legislation, administrative proceedings, general in-house counsel matters, sentence computations, extradition and facility law library oversight

The members of Counsel's Office, which include legal professionals as well as attorneys and support staff, perform a myriad of responsibilities in connection with the daily operations of the prison system. It's role has grown considerably over the years with the advent of new federal laws such as the ADA, PLRA, RLUIPA and PREA; new state laws such as Jenna's Law, Megan's Law, and SOMTA; and new lawsuits such as Hughes (Native American religious accommodations) Hamilton (pat frisks of female inmates), Jones (double-celling) Donnhouser (sex offender counseling) and DAI (treatment of mentally ill inmates).

It's role has also increased in direct correlation to the increase in the size of the inmate population, the work force, and the number of facilities operated. In 1970, for example, the inmate population was approximately 12,500. It peaked at approximately 71,600 in 1999, and presently stands at about 62,000.

Issues:

Population Served

Legal issues arise with the inmate population and their families, the work force, judges, defense lawyers, prosecutors, crime victims, members of the legislature and various state and federal oversight entities.

Performance Measures

Precise performance measures are impractical for an office that is entirely service oriented for vast constituencies that exist on a variety of levels. Instead, informal feedback indicators, among other things, are relied upon to gauge service delivery success.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Human Resource Management

Mandate:

Activities assigned to this unit are governed by New York State Civil Service Law, Rules and Regulations, Workers' Compensation Law, Military Law, Correction Law Section 8 & 22a, Freedom of Information Law, as well as federal Laws such as the Family Medical Leave Act of 1993 and the Fair Labor Standards Act.

Mandated Funding Level:

None

Brief Description/History/Background:

This unit assures the maintenance of the workforce is in compliance with all related mandates. The unit completes numerous complex and diverse transactions required to both monitor and support the work force. Transactions include all recruitment activities, appointments, promotions, separations, employee health benefits, administration of the workers' compensation programs, maintenance of employee time records, and maintenance of the employee probationary/annual evaluation program. This unit also functions as an informational resource for all employees.

Issues:

To continue to accurately monitor and record the time records for staff in the 24/7 operation of 5 bargaining units, as well as efficiently transfer information among the 70 facilities and main office, the department will need to dedicate resources to replace the Timekeeping System.

Population Served:

All Department employees

Performance Measures:

Agency Report Cards are issued to each facility by the Office of the State Comptroller, which compares the performance over two fiscal years. The Department completes an Annual Internal Audits for each location by staff independent of that location. Follow up audits are scheduled, as needed, to address identified deficiencies.

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Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Budget and Fiscal Management

Mandate:

Activities assigned to this unit are governed by New York State Finance Law, Rules and Regulations of the State Comptroller and Director of the Budget, Correction Law, as well as laws and procedures administered by state and federal authorities.

Mandated Funding Level:

None

Brief Description/History/Background:

The facility and Central Office Fiscal offices support the Department's commitment to a safe, secure and humane prison system for New York State and ensure appropriate use of the State's resources.

These units assure the preparation of and compliance with budget plans, proper execution of financial transactions, reviewing and processing of contracts, fiscal administration of grants and timely preparation of employee payrolls. These units complete large numbers of complex and diverse transactions as required. These include spending plans, contracts, employee payrolls, purchase orders, vouchers, inmate payrolls, commissary profit and loss statement, etc.

Issues:

There is an extensive need to automate and / or update financial systems that goes well beyond the scope of the State-wide FOCAS / NYFMS projects being developed by OFT, OSC and DOB.

Population Served:

The Department is responsible for the incarceration of approximately 62,000 inmates at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions. The Budget and Finance unit also serves all the vendors the Department does business with by insuring that they are reimbursed for goods and services provided to the Department in a prompt and accurate manner.

Performance Measures:

Agency Report Cards are issued by the Office of the State Comptroller analyzing agency performance in areas such as on time payroll preparation, use of prescribed types of financial transactions. The Department completes internal audits for each location by staff independent of that location. The State Comptroller randomly schedules audits of general fiscal practices for a given location or specific activities across several locations.

Revised 10/9/08

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Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Information Technology

Mandate:

None

Mandated Funding Level:

None

Brief Description/History/Background:

The mission of the Management Information Services (MIS) Unit is to support the Department's commitment to a safe, secure and humane prison system for New York State through the effective use of technology.

The Department's core mission is to enhance public safety by providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives. The effective use of technology and communications services helps to enhance the Department's ability to deliver services in support of operational functions including reception, classification, transportation, program assignments, clinic and hospital visits, use of telephones, and scheduling of Parole hearings.

DOCS MIS emerged as a prominent aspect of the Department as a result of the State's initiative in the late 1970's to begin to develop automated systems for Criminal Justice Agencies as part of the State Criminal Justice Information Systems Improvement Project and the Statewide Systems Improvements for Enhanced Community Safety (SIF ECS) initiative.

MIS has developed and administers over 40 data systems that provide extensive management and administrative support to critical agency business units. All of the critical applications that have been developed within the Department are mainframe based, very stable and highly reliable.

The Department's MIS unit continues to spearhead an agency-wide technology modernization initiative that is designed to upgrade the Department's aging network infrastructure and data communications platform. This approach has resulted in an acceleration of the Department's network rollout initiative and led to the modernization of 40 correctional facilities as of July 2008 and the deployment of over 12,500 new information technology devices, including 5,355 network-connected computer workstations and 1,370 printers through October 2007.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Performance measures have been developed for nearly every aspect of MIS operations, including system operations, applications development and user support. Monthly performance meetings are held to review key performance indicators and measures to ensure that MIS continues to function in support of the Department's mission, goals and values.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Capital Planning

Mandate:

Capital Planning: Public Finance Law to maintain the State's assets, Corrections Law to safely house in a humane manner the people entrusted in our custody by the courts. Construction: NYS Building Codes, DOH, DOCS Standards on Materials & Methods, DOCS Directives, Executive Orders for Energy Conservation, DOH, DEC.

Mandated Funding Level:

None

Brief Description/History/Background:

Develop a yearly capital budget request that is prioritized. Develop a five year capital construction plan. Manage the capital construction program. Assure compliance with the department construction standards. Assure construction meets American Correctional Association (ACA) standards. Provide a minor rehabilitation program for capital projects under \$50,000. Provide an emergency construction program. Provide quality assurance for the Department's electronic security systems and oversee the maintenance and upgrades for those systems. At present our fiscal year 08/09 appropriation of \$320,000,000 is addressing our current needs. During the Department's expansion of the 1980's through the present day expansion of the mental health programs, we have focused on the development of our capital planning and construction program, which allows us to clearly define priorities for each facility and department-wide.

Issues:

Deteriorating infrastructure and energy conservation issues that need to be investigated and addressed for 70 facilities containing 4,637 buildings with 38,557,131 square feet of maintainable space located on nearly 23,000 acres.

Population Served:

Inmate population and their visiting families and the employees of the Department.

Performance Measures:

Capital Planning: Constant oversight and monitoring of the program and expenditures. Construction: Constant oversight and monitoring of the construction projects in the field and communication with OGS. DOCS Standards on Materials & Methods.

Revised 10/9/08

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Health Services Executive (Central and Regional Services)

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

Division of Health Services provides constitutionally required necessary care to prevent and treat serious illness and injuries. Preventive services and primary care are provided in all facilities by DOCS staff providers. Policy development, supervision and quality of care monitoring are done by central and regional staff.

Issues:

Health care standards continually change in the community as new diseases are identified, new tests are developed and new treatments are approved. Health services policy must reflect developments in the community and in corrections and thus must continually evolve. Supervision is required to maintain consistent standards of care in all 70 facilities. This requires central and regional professional staff. Monitoring quality of care is complementary to assuring access to care and controlling cost of care. It includes supervision and also development of primary care guidelines, development of monitoring mechanisms and regular review of care given.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Quality Improvement Committees active at least quarterly in central office and in each facility.

Facility supervisory visits to each Facility at least quarterly by medical, nursing and health administrative staff.

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Health Services Primary Care

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

Division of Health Services provides constitutionally required necessary care to prevent and treat serious illness and injuries. Preventive services and primary care are provided in all facilities by DOCS staff providers. This includes urgent care and chronic care clinics. During 2007, there were over one million primary care encounters.

Issues:

Health care professional staff shortages have required increasing overtime and use of temporary workers to meet the 24 x 7 service requirements. This is especially acute with dentists, nurses and pharmacists at present. Aging population has increased overall health care utilization and use of resources.

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State

Performance Measures:

That clinical services are available in a clinical setting at least five days a week and are performed by a physician or other qualified health care professional; emergency services available 24 hours/7 days per week.
Compliance with Standards of the American Correctional Association

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Pharmacy Services Administration

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

Wholesale purchase and distribution of medical supplies and bulk pharmaceuticals statewide utilizing economies of scale, competitive purchasing, prompt payment, spot buying and aggressive contract negotiations for cost containment/savings. Monitor centralized vendor contracts for prescriptions.

Issues:

Use of vendor contracts necessitated by inability to recruit pharmacists due to non-competitive salaries

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State

Performance Measures:

- Compliance with Standards of the American Correctional Association
- Monitor outsourced prescription volume - over 300,000/year
- Monitor high cost pharmaceuticals
- Monitor facility purchases
- Distributed line items to facilities – over 142,000/year
- Number of prescriptions filled per 1,000 inmates

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Pharmacy Services Clinical

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

Administer, plan, monitor, deliver a full range of clinical and administrative pharmacy services. 24 registered pharmacies provide dispensing, inventory and clinical services to 48 facilities. Centralized pharmacy services provide management of cost effective medication formulary and medication management direction to prescribers and pharmacists. Manage the statewide centralized pharmacy computer system to provide consistent care.

Issues:

Inability to recruit pharmacists due to non-competitive salaries

Increase cost savings for medications by reducing reliance on contracted vendors for prescription services.

Increase DOCS capacity to provide prescription services with ongoing recruitment and retention challenges for pharmacists.

Maximize cost savings for medications through volume discounts that can be achieved by DOCS Central Pharmacy Services.

Intensify efforts to promote compliance with formulary as a means to contain costs

Plan for automated dispensing pharmacy to be implemented by 2010

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State

Performance Measures:

- Compliance with Standards of the American Correctional Association
- Monitor non-formulary medication use – over 9,000/year
- Monitor DOCS prescription volume – over 1,000,000/year

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Health Services Infection Control Unit

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

The Infection Control Program provides assistance to facilities to prevent and contain infectious disease. Infection Control staff provide education to facility staff and inmates, plan and implement containment measures for outbreaks of infectious diseases, perform quality improvement activities to optimize infectious disease management prevention and assist in the maintenance of a sanitary environment for personnel, inmates and visitors. This program was initiated in 1992 in response to very serious public health threats: A large outbreak of severely resistant TB during the early HIV/AIDS epidemic. Hepatitis B was also prevalent in our population. The infection control program met these challenges over the next decade and increased its scope as other infectious disease processes such as Hepatitis C, MRSA and Pandemic Influenza surfaced. The program has developed a strong infrastructure for the prevention and control of infectious diseases prevalent in DOCS. The program has been successful in reducing the incidence, prevalence and mortality of infectious diseases such as HIV/AIDS, TB and Hepatitis in DOCS. Emerging challenges include Pandemic Influenza, MRSA and other evolving sources of outbreaks of infectious diseases

Issues:

Hepatitis C: Prevalence is approximately 13% of incoming inmates. A significant portion are also infected with HIV. Treatment is difficult for the patient and expensive and resource intensive for health staff.

MRSA: Incidence is increasing in DOCS as it is in the community. Education and implementation of containment measures is challenging as there are transmission risks to staff and other inmates.

Pandemic Influenza: DOCS' Flu Plan/Medical Disaster Plan is evolving, but needs continuous updating/practice which is time intensive, but necessary for the Agency to have the ability to cope with emergencies .

TB/HIV: Although the prevalence and mortality rate has significantly declined, surveillance and quality assurance initiatives are necessary to maintain the gains made.

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State and all Departmental employees and visitors from the community. It should be noted that well over 95% of inmates eventually return to the community. Decline in inmate health related to infectious diseases could have a negative effect on the communities they return to.

Performance Measures:

Compliance with Standards of the American Correctional Association

Revised 10/9/08

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Health Services Specialty Care and Hospitalization

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

DOCS has direct provider agreements with over 1,000 medical specialists and physician practices to provide specialty care to our inmate population. The majority of these physicians provide on-site specialty clinics at our 5 Regional Medical Units and other facilities. Additionally, outpatient procedures are scheduled with these providers, as appropriate, at network hospitals. Currently, DOCS has operating agreements/secure ward units at the following major tertiary care hospitals: Albany Medical Center, Erie County Medical Center, Westchester County Health Care Corporation, SUNY Syracuse, Mt. Vernon and Staten Island University Hospital. Additionally, we have agreements with several smaller community hospitals proximate to our correctional facilities.

Issues:

Health care costs have risen more rapidly than national inflationary rates.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

PERFORMANCE MEASURES:

Monitoring of specialty care per 1,000 inmates

Monitoring of outside hospital bed occupancy and average length of stay (ALOS) bed days

Compliance with Standards of the American Correctional Association

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Health Services Coordinated Specialty Care Unit

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

Primary care providers can order specialty consultations for their patients. The request for a consultation is entered in an electronic system by the facility. The request is evaluated against national standards by a certified utilization review agency to assure that the consultation requested is consistent with standards of care in the community. If the request is approved, a central office staff nurse scheduler matches the consultation into an electronic scheduling system by urgency of need and location. Care is provided in a system of 4 regions that coincide with medical drawing areas around the State. Specialty care is provided by a network of nearly a thousand specialists who have agreed to see our patients. 93% of specialty consultations occur either in a prison or in a medical center with a secure holding area. Health Services and security staff collaborate closely to coordinate medical trips in order to use security staff efficiently while maintaining safety of the community. Over 50 facilities have two-way television capacity which is used for specialty medical consultations whenever possible. Using this system, consultations can occur without requiring medical transportation, and health care staff in the facilities can be part of the consultation, thus providing a good learning experience.

Issues:

Health care costs have risen more rapidly than national inflationary rates.

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State

Performance Measures:

Compliance with Standards of the American Correctional Association

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Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Health Services Regional Medical Units

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

As part of the Department's Health Care Plan of Action, 5 Regional Medical Units (RMU's) were constructed to provide access to sub acute care to inmates discharged from the hospital who are too ill to return to the facility infirmary. RMU's also provide long term chronic care for those inmates needing ongoing assistance with activities of daily living. Our RMU's also make available Hospice Care to inmates with terminal diseases. The Units also have organized outpatient clinic areas that provide specialty care services to inmates in facilities within geographic proximity.

Issues:

The Department has 5 RMU's with 332 beds, including the new 30-bed Unit for the Cognitively Impaired. The Department also has 41 infirmaries with 586 beds.

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State

PERFORMANCE MEASURES:

- Monitoring of bed occupancy rates
- Compliance with Standards of the American Correctional Association

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Dental Services

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

Dental Services provides constitutionally necessary care through preventive, prophylactic, routine and emergency treatment to rehabilitate and/or maintain dental health for the inmates of all the Department's correctional facilities to follow the community standard. Central and regional dental staff monitor quality of care, provide supervision and develop policy.

Issues:

Difficulty recruiting Dentists and Dental Hygienists
Inmates enter system with severe dental neglect

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State

Performance Measures:

Compliance with Standards of the American Correctional Association
Facility supervisory visits to each facility bi-monthly by the Regional Dental Directors
Quality assurance audits are performed annually which function as peer review and to assure compliance with DEC law, OSHA regulations and CDC guidelines
Outcome measures are evaluated by Central Office staff

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Services for the Mentally Ill

Mandate:

Constitutionally (8th Amendment) required to provide necessary services for mentally ill inmates. New York State Law and Regulations including Correctional and Mental Hygiene Law mandates that clinical services for the mentally ill are provided by the Office of Mental Health (OMH). Security and program staffing along with facility support functions are provided by DOCS. DOCS and OMH signed a Private Settlement Agreement (PSA) with the Disability Advocates Inc. (DAI) on 4/27/07 which increases services to inmates who are designated as Seriously Mentally Ill (SMI). In addition, the Special Housing Unit (SHU) Exclusion Law which was adopted by NYS in 2008 mandates additional services for SMI inmates and goes into effect in 2011. The Americans with Disability Act (ADA) also mandates special services for inmates who are mentally retarded, developmentally disabled, and sensorially disabled.

Mandated Funding Level:

None

Brief Description/History/Background:

The DOCS Bureau of Mental Health is responsible to coordinate, monitor and plan for the delivery of mental health services in the DOCS facilities. These services are for inmates who are mentally ill, mentally retarded, developmentally disabled, and sensorially disabled. Services include: Mental Health crisis services with observation cells and a dorm area at 15 facilities; Intermediate Care Programs (ICP) currently exist at 13 facilities (591 beds); Clinic Services (psychiatric medications, individual and group therapy, evaluations, etc.) are provided at 55 of the 68 correctional facilities; Transitional Intermediate Care Programs at 10 facilities (total of 217 beds); 3 Special Treatment Programs (108) beds; 2 Behavioral Health Units (102 beds); a Therapeutic Behavioral Unit (16 beds); 3 Special Needs Units (166 beds); and 264 inmate with various sensory disabilities (e.g. blind) receiving special services at 6 facilities.

Issues:

In New York State, as well as throughout the country, there has been a drastic increase of the mentally ill in local, state and the federal correctional systems. Currently, 15% or about 9,000 inmates are diagnosed with mental illness in the NYS DOCS. Disability Advocates, Inc., Private Settlement Agreement (signed in 2007 by both DOCS and OMH) requires ICP expansion (to total of 780 beds), all inmates seen by a mental health clinician at Reception Centers (from 40% to 100%), the opening of a 100 bed Residential Mental Health Unit (RMHU) at Marcy CF, and additional RMHUs will be needed to be in compliance with the SHU Exclusion Law.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

- Compliance with Standards of the American Correctional Association
- Quality improvement indicators of the various mental health programs are completed quarterly. Other measures include number of inmates screened, on active mental health caseload, number in special programs, and number of SMI inmates serving disciplinary sanctions.

Revised 10/9/08

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Services for the Mentally Retarded and Developmentally Disabled

Mandate:

Americans with Disabilities Act

Mandated Funding Level:

None

Brief Description/History/Background:

Inmates with mental retardation and developmental disabilities are housed together and provided appropriate treatment services at three facilities within Special Needs Units (total of 166 beds).

Issues:

Mentally retarded and developmentally disabled inmates are often victimized in a correctional environment and Special Needs Units provide a safe and therapeutic environment for these inmates.

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State. Target population are those inmates evaluated as mentally retarded or developmentally disabled. National estimates are in prison populations, 2% of the inmate population are either mentally retarded or developmentally disabled. It is estimated that over 1,300 inmates in the DOCS system are either mentally retarded or developmentally disabled.

Performance Measures:

Quality improvement indicators are completed quarterly. Other indicator is number of inmates in Special Needs Units.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Services for the Sensorially Disabled

Mandate:

Americans with Disabilities Act

Mandated Funding Level:

None

Brief Description/History/Background:

264 inmates with various sensory disabilities (e.g. blind) receive special services at 6 facilities. These services range from residential programs to reasonable accommodations (e.g., TTY telephone services).

Issues:

Sensorially disabled inmates need higher levels of supervision and support which results in increased staffing, specialized programs and alternate equipment cost.

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State. At present, 264 inmates have been identified with sensory disabilities.

Performance Measures:

Quality improvement indicators are completed quarterly.

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Health Services Utilization Review

Mandate:

Constitutionally (8th Amendment) required to provide necessary medical services for serious medical conditions to inmates

Mandated Funding Level:

None

Brief Description/History/Background:

Utilization Review (UR) is conducted at primary, secondary and tertiary care levels. UR ensures that medically necessary care is provided consistent with established community standards. DOCS Utilization Review management staff provide UR at the primary care level. DOCS contracted Utilization Review Agency uses National Standards and community standard of care to ensure appropriateness of secondary and tertiary care services.

Issues:

None

Population Served:

62,000 inmates within 68 correctional facilities, 1 rehabilitation facility and 1 drug treatment center throughout New York State

Performance Measures:

Facility Quality Improvement Audits done quarterly

Monitoring specialty referrals per 1,000 inmates

Monitoring outside hospital bed days and average length of stay (ALOS) bed days

Compliance with Standards of the American Correctional Association

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Sex Offender Counseling and Treatment Program

Mandate:

2007 Sex Offender Management and Treatment Act (SOMTA)
2007 Correction Law 622, NYS Office of Sex Offender Management (OSAM)
Association for the Treatment of Sexual Abusers (ATSA)

Mandated Funding Level:

None

Brief Description/History/Background:

The Sex Offender Counseling and Treatment Program (SOCTP) is a comprehensive program of counseling and treatment for sex offenders. The SOCTP was designed in response to the Sex Offender Management and Treatment Act (SOMTA) of 2007. Effective April 13, 2007, Correction Law 622, required the Department to make the Sex Offender Counseling and Treatment Program available to inmates serving a sentence for a felony sex offense, sufficiently in advance for the inmates consideration by the case review team prior to their anticipated release. The program complies with the above-mentioned mandates and with regard to best practices and evidence-based programs

Correction Law 622 requires the Department's Sex Offender Counseling and Treatment Program to include residential programs, which require the inmate participants to be housed within the same housing area in order to provide clinically appropriate treatment, and to provide a more structured and controlled setting. Residential programs are operated as Therapeutic Communities. Alcohol and substance abuse treatment is provided, along with structural supports designed to meet treatment needs for areas identified (i.e., cognitive distortions, sexual abuse cycles, relapse prevention skills, aggression, core values and beliefs and relationships).

Correction Law 622 also requires that each residential program shall be staffed with a Licensed Psychologist who shall provide clinical supervision for treatment staff, and review, approve and modify treatment plans as appropriate for individual inmates. Each residential program shall also be staffed with a Licensed Clinical Social Worker or other mental health professional.

The SOCTP was designed to address both high risk and low risk offenders as determined by actuarial tools and clinical assessment. The SOCTP was expanded to 1223 beds from 721. Residential beds were increased to 891 from 557. Significant changes also included the addition of beds in the Intermediate Care Programs (ICP), Regional Medical Units (RMU) and Special Needs Units. A total of 120 beds were allocated for these special populations.

The SOCTP is 6 - 24 months based on assessment of individual needs and regular review of progress utilizing progress scales. Comprehensive treatment plans are established by treatment teams based on assessment of individual needs.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Comprehensive Alcohol and Substance Abuse Treatment

Mandate:

1989 Prison Omnibus Legislation. Funding sources for Comprehensive Alcohol and Substance Abuse Treatment within the Department include both State and Federal: programs include legislated and provider agreements with community and state-operated agencies.

Mandated Funding Level:

None

Brief Description/History/Background:

The New York State Department of Correctional Services **Comprehensive Alcohol and Substance Abuse Treatment** Program provides a behavioral and biopsychosocial approach to treating our incarcerated population, of which over 75% have documented substance abuse histories. Individuals who satisfy Phase I of the Comprehensive Alcohol and Substance Abuse Treatment Program may be considered for temporary release participation.

The **Comprehensive Alcohol and Substance Abuse Treatment Program** specifically relate to the NYS Department of Correctional Services' core mission in its vision to enhance public safety by having incarcerated persons return home less likely to revert to criminal behavior. Further, it is the Department's mission to contribute to rehabilitation by providing appropriate treatment services that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives.

Issues:

Population Served:

State-Funded

Comprehensive Alcohol & Substance Abuse Treatment (Phase II) Ensures a continuum of substance abuse treatment services during work release (**Downstate work release facilities**).

State-Funded Provider Agreement Services

Comprehensive Alcohol & Substance Abuse Treatment (Phase II) Ensures a continuum of substance abuse treatment services during work release addressed by OASAS-approved provider agreements with community agencies (**Bayview Correctional Facility**).

Federally-Funded

Comprehensive Alcohol & Substance Abuse Treatment (1989 Prison Omnibus legislation) - continuum of intensive substance abuse treatment with potential for work release/community reintegration upon successful completion of Phase I, and includes a specialized Nursery Mothers/Comprehensive Alcohol & Substance Abuse Treatment Program.

Federally-Funded Provider Agreement Services

Comprehensive Alcohol & Substance Abuse Treatment (Phase II) Ensures a continuum of substance abuse treatment services during work release addressed by OASAS-approved provider agreements with community agencies (**Upstate work release facilities**).

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Special Needs Substance Abuse Treatment Programs

Mandate:

Funding sources for substance abuse treatment within the Department include both State and Federal.

Mandated Funding Level:

None

Brief Description/History/Background:

The New York State Department of Correctional Services special needs **Alcohol and Substance Abuse Treatment Programs** provide a modified behavioral and biopsychosocial approach designed to address mental health issues, behavioral management concerns, sexual abuse trauma, or long term medical issues, in conjunction with their substance abuse treatment.

The **Alcohol and Substance Abuse Treatment Programs** specifically relate to the NYS Department of Correctional Services' core mission in its vision to enhance public safety by having incarcerated persons return home less likely to revert to criminal behavior. Further, it is the Department's mission to contribute to rehabilitation by providing appropriate treatment services that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives. *As our inmate population is diverse in its make-up and needs, correctional substance abuse treatment programming is tailored accordingly.*

Issues:

Population Served:

State-Funded

Sensorially Disabled Alcohol & Substance Abuse Treatment – treats individuals with sensorial disabilities and a history of substance abuse.

Special Needs (Developmentally Disabled) Alcohol & Substance Abuse Treatment – treats individuals with developmental disabilities and a history of substance abuse (**Arthur Kill CF**).

Mentally III/Alcohol and Substance Abuse Treatment – treats individuals with co-occurring mental health and substance abuse disorders.

Behavioral Health Unit – includes Mentally III/Chemically Addicted treatment program for the seriously mentally ill inmate with a substance abuse history.

Female Trauma Recovery Program - treatment for women with high level trauma and substance abuse histories (**Albion and Beacon CFs**).

Federally-Funded

Assessment & Program Preparation Unit – includes a Mentally III/Chemically Addicted treatment program which is federally-funded.

Female Trauma Recovery Program - treatment for women with high level trauma and substance abuse histories (**Taconic CF**).

Intermediate Care Program – includes treatment program which segregates at risk, vulnerable Mentally III/Chemically Addicted participants.

Mentally III/Chemically Addicted – treatment program for mainstream residential participants, with mental health issues (**Midstate CF**).

Regional Medical Unit – includes an Alcohol & Substance Abuse Treatment Program for participants confined to correctional medical units.

Specialized Treatment Program – includes a treatment program for seriously Mentally III/Chemically Addicted participants with disciplinary sanctions.

Special Needs Unit – includes an Alcohol and Substance Abuse treatment program for the developmentally-challenged with a substance abuse history (**Wende CF**).

Performance Measures:

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Law Library Program

Mandate:

U.S. Supreme Court: *Bounds v. Smith*, 430 U.S. 817, 97 S.Ct. 1491, as modified by *Lewis v. Casey* 518 U.S. 343, 116 S.Ct. 2174.

Mandated Funding Level:

None

Brief Description/History/Background:

The Law Library Program helps inmates address their legal issues and contributes to the security of the correctional environment by demonstrating to inmates the value of the rule of law, thus supporting the Department's Core Mission.

The Law Library Program provides inmates with comprehensive law libraries so that they may learn about the law and prepare legal papers to address their criminal appeals, conditions of confinement and other legal matters. Law libraries are mandated to provide 42 hours of inmate access per week unless a schedule variance is obtained; comprehensive collections are standardized by security type. Inmates may also write to the New York State Library's Prisoner Services Project to obtain access to resources not available through the facility law library.

Law Library Program services include: legal assistance, notarization, fee-based photocopying, distribution of legal writing supplies and access to a typewriter and/or typing services. Prompt cell-study and legal assistance services are available to inmates who are not able to visit the law library due to their disciplinary or protective custody status or their health. Legal Research Courses are available at the larger correctional facilities to provide the Department with a cadre of trained inmate law clerks

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Classification and Movement

Mandate:
None

Mandated Funding Level:
None

Brief Description/History/Background:

Since 1946 the Commissioner has had the authority to transfer inmates between correctional facilities. Historically this task has been delegated to the Division of Classification and Movement, and it remains the same today. All inmate movement is coordinated and initiated from Classification and Movement, and covers all seventy (70) facilities.

Core Mission: To enhance public safety by providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime free lives. The Division of Classification and Movement is committed to the care and safe custody of each inmate and at the same time working in conjunction with other disciplines to achieve the programmatic goals of the inmate for return to his/her community.

Issues:

Responsibilities in Classification and Movement have expanded over the past twenty five years covering a wide range of inmate services. Classification and Movement has oversight responsibility for reception and classification activities in eight (8) correctional facilities and Rikers Island State Screening Unit. The Process begins with state ready intake; we must comply with eight lawsuits that define our liability. Inmate transfers are generated to create necessary bed space in both reception and general confinement facilities. Classification Analyst process scheduled transfer reviews for inmates to ensure placement in the least restrictive environment. Transfers may occur for other reasons, such as specialized programs, mental health and/or medical needs, disciplinary, separation and security reasons to name a few. Each transfer requires a thorough review and is processed according to Department policy. Transportation for all inmates is scheduled and coordinated through Classification and Movement. Central Transportation covers all movement between facilities and also includes all inmate scheduled court appearances throughout New York State, other states and the Federal court system. Every inmate must have a time computation completed and be provided with his/her legal dates. Correct legal dates are critical when determining when an inmate will be released from custody. The Sex Offender Management and Treatment Act (SOMTA) requires every eligible inmate to be reviewed and/or evaluated prior to release. Where appropriate, we must ensure an inmate has fulfilled his/her obligation to register under the Sex Offender Registration Act (SORA). This must occur immediately prior to release. Other areas of responsibility include, Interstate Agreement on Detainers, Coordination of Interstate Cases, WITSEC, DNA, Post Release Supervision Project, Disability Advocates Inc., and liaison with Immigration and Customs Enforcement for deportation of illegal aliens.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Performance measures have been developed for almost every aspect of Classification and Movement. Various exception reports are generated daily, weekly and monthly to assist with auditing. On a monthly basis a twenty percent file review is conducted in Classification and Movement and in each reception classification center to ensure classification decisions are consistent with department policy.

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Shock Incarceration

Mandate:

State Statute, Chapter 261 of the Law of New York, 1987

Mandated Funding Level:

None

Brief Description/History Background:

New York State's Shock Incarceration Program was established by enabling legislation on July 13, 1987, (Chapter 261 of the Laws of New York, 1987).

New York's Shock Incarceration Program is a rigorous multi-treatment program which emphasizes discipline, academic education, substance abuse treatment and education, with group and individual counseling, all within a military structure. It is structured as a therapeutic community having its foundation in both the Network and the Alcohol and Substance Abuse Treatment programs.

Due to the documented substance abuse histories of the majority of program participants, a major emphasis has been placed on substance abuse treatment in Shock. Shock in New York State is a two-phase program, involving both institutional treatment and intensive parole supervision for graduates.

Issues:

Critical to cost savings for taxpayers for the State of New York. Inmates in Shock Incarceration serve nearly one year less (346 days) than their court mandated minimum period of incarceration.

Population Served:

Since 1987, New York State has operated the largest Shock Incarceration Program for sentenced state prisoners in the nation with a capacity for 1,190 male inmates, 120 female inmates, and 222 beds dedicated to orientation and screening.

As of June 30, 2008, more than 101,853 inmates had been screened for program participation, including 10,710 female offenders. Of that group, 54,801 were accepted, including 4,593 women. Of those accepted, 37,984 graduated Shock, including 2,769 females, and 15,145 were removed due to poor performance.

Performance Measures:

As of June 2008, Shock incarceration had saved the taxpayers in the State of New York \$1.263 billion, which includes \$1.137 billion in care and custody and \$1.26 million in cost avoidance for capital construction.

Success measures include lower recidivism rates, the highest passing rates of the GED in the country and reduced costs with each participant having their sentence reduced an average of 346 days.

Independent research has documented New York's Shock Incarceration Program as the most effective in the country. A National Institute of Justice report issued in May of 1994 cites New York's program as highly effective in reaching goals, reducing costs of incarceration and having the lowest recidivism rate of all programs studied.

Staff of other jurisdictions regularly visit Shock in New York and have sent staff to training, or have had New York staff travel to them to provide staff training.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program Inmate Grievance Program

Mandate

Correction Law, Section 139: Title 7, NYCRR

Mandated Funding Level:

None

Brief Description/History/Background:

The IGP was implemented in response to the 1971 Attica riot. It was intended to provide inmates with an orderly, fair, simple and expeditious system in which to air their complaints and concerns, and to resolve issues at the lowest possible level in a non-adversarial manner.

Issues:

Population Served:

Out of an average 2007 population of 63,500 inmates, 46,529 grievances were filed, with certain inmates filing multiple grievances in many instances. There were 26,417 grievances filed statewide in 2008 through July.

Performance Measures:

The performance measures are not in the reductions of grievances filed since issues will always arise, rather in the resolution of those issues at the lowest possible level. Other measures include the adherence to timeframes at every level of response, as outlined in the statutes and Directives #4040 and #4041. In addition, the Program tracks grievances that clarify department policy and that initiate the revision of department/facility policies. The measures, as well as other statistical information, are reported monthly, semi-annually and annually to the Commissioner and outside bodies.

Revised 10/9/08

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Inmate Incentive Wage

Mandate:

Correction Law 187- Earnings of Prisoners

Mandated Funding Level:

None

Brief Description/History/Background:

The purpose of the Inmate Wage Program is to establish guidelines for the payment of wages to an inmate for participation in an assigned work, study, industrial or food service program.

Inmate Payroll Standards apply to all maintenance and program assignments governed by the Division of Program Services. The Inmate Wage Plan is a guideline governing inmates working for the Division of Correctional Industries. It is the policy of Correctional Industries to pay inmates at a rate commensurate with their education level and the skill and complexity of the duties they perform. The Food Service Incentive Wage Program provides the guidelines under which inmates will be paid while working at facility Food Service Operations.

All wages are based upon the inmate's educational level, the complexity of the job performed and the job title as listed in the MJOT.

Correction Law 187 governs prisoner earnings and states in part that "every prisoner confined in a state correctional institution, subject to the rules and regulations of the Department of Correctional Services may receive compensation for work performed during his imprisonment. It also stipulates that the Department of Correctional Services shall adopt rules, subject to the approval of the Director of the Budget, for establishing in all of the state correctional institutions, a system of compensation to the prisoners confined therein. These rules shall provide for the payment of compensation to each prisoner, who shall meet the requirements established by the Department of Correctional Services, based upon the work performed by such prisoners.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

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Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Inmate Discipline

Mandate:

State Statute, 7 NYCRR, Chapter V & VI

Mandated Funding Level:

None

Brief Description/History Background:

The Director of Special Housing/Inmate Discipline serves as the Commissioner's designee to handle all matters related to conditions of confinement in Special Housing Units (SHU's) within the various Departmental facilities, the operation of the inmate disciplinary program and the operations of the "good time" system.

The unit functions to ensure that the 40 Special Housing Units in DOCS facilities operate in accordance with the requirements of 7 NYCRR, Chapter VI and other relevant requirements. SHU's are areas separate from general population used to house inmates who are found guilty of disciplinary infractions or who otherwise require separation from general population. There are a total of 5,366 SHU beds designated for disciplinary housing – 3,100 on new double-occupancy cells (58%) and 2,266 in pre-existing single-occupancy cells.

The unit monitors the operation of the Three Tier Disciplinary System which is the administrative mechanism to discipline inmates who violate Departmental rules. Briefly, the disciplinary system includes three tiers as follows: Tier I hearings are relatively informal hearings for minor misconduct; Tier II hearings are formal hearings for more serious misconduct; and Tier III hearings are formal hearings for the most serious misconduct. In 2007, approximately 22,686 Tier I hearings were conducted, approximately 60,006 Tier II hearings were conducted and approximately 22,189 Tier III hearings were conducted. Of the 22,189 Tier III hearings, 7,819 were reviewed by the Director's office. Upon review, 5,623 were affirmed, 1,404 were modified and 792 were reversed.

Special Housing also ensures consistent imposition of discipline for all inmates in Departmental custody and ensures that such discipline is imposed in compliance with 7 NYCRR, Chapter V and other legal requirements by reviewing inmate appeals of Tier III hearings.

In addition, the unit ensures the consistent application of the statutorily authorized "good time" system for all inmates in Departmental custody.

Approximately 900 decisions to either grant or withhold good time are reviewed monthly.

Special Housing staff conducted training for facility staff responsible for the operation of the inmate disciplinary system, the management of SHU's and provided technical assistance to facility staff involved in such activities.

Finally, the unit monitors the Department's urinalysis testing program to ensure compliance with Departmental Directive #4937, Urinalysis Testing. Approximately 7,154 urinalysis tests are conducted monthly throughout Departmental facilities for inmates involved in temporary release programs, family reunion programs and for a variety of other reasons.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Facility Security

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

The Department currently deploys 19,903 uniform security staff in correctional facilities to provide supervision, security and oversight to virtually all aspects of operation. Standardized reporting systems detail security staff deployment on fixed posts as follows:

<u>Security Objective</u>	<u>Security Function</u>	<u>Activity</u>	
Security Control	Outside Control	Towers Entrances Out Patrol Vehicle Entrance	Outside Maintenance Farm Outside Programs
Security Control	Inside Control	Gates Movement Control	Inside Patrol Inside Escort
Security Control	Security Support	K-9 Drug Testing Charts Identification Training Relief Officer Fire/Safety Range Arsenal Investigation As Directed	Key Room Tier III Temp. Release Locks (Locksmith) Employee Mess Funeral/Sick/Courts Employee Assistance Program Counts Progressive Movement System Transfers
Essential Services	Inmate Housing	Dorms Cells	Keeplock/Services
Essential Services	Special Housing	Segregation Reception Disability Unit	Protective Custody Mental Hygiene
Essential Services	Health Services	Hospital Sick Call Dental	Outside Medical Escort Outside Hospital
Essential Services	Food Service	Kitchen Dining Room	Storehouse Bakery
Essential Services	Housekeeping	State Shop/Clothing Laundry Inside Maintenance	Barber Bathing
Inmate Programs	Core Programs	Academic Vocational Industry	Recreation Counseling/Inmate Organizations
Inmate Programs	Ancillary Programs	Dial Home IGRC Commissary Library Law Library Legal Mail Visits	Packages Hobby Family Reunion Religious Spec. WE Events Reception Rel. Process

Inmate Programs

Recreation

Yard/Recreation

Inside Recreation

Facility workload in addition to manning posts is completed by utilizing available resources or additional services staff or by hiring overtime. Additional services function beyond that which can be accomplished, listed in rank order from most hours to least is as follows:

Construction	Orientation	Miscellaneous Health
Outside Health Trip	Packages	Trucks
Outside Health Post	Religious	Parole Board
Suspicious Search	Special Programs	Tier II
Recreation	Keyplocks	Cell Search
Escorts	Health Services	CIU Training
Draft Process	CERT Training	IGRC
Maintenance	Report Preparation	Cell Changes
Transfers	Area Search	Staff Consult
Mental Health	Industry	Unusual Incident
Light Duty	Unstaffed Housing	Orientation/Reception
Job Training	Employee Assistance Program	Notary
Visits	Detention	CERT Exercise
Miscellaneous Control	Tier III	Temporary Release
Funeral/Sick/Court	Civilian Escort	Program Comm.
Perimeter/Control	Miscellaneous Programs	Inmate Organization/Liaison

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Inmate Housing

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

Responsible to provide security control and overall management of inmate housing unit areas, must provide clean safe and secure living quarters for confined inmates.

Staff must keep accurate records of block counts, perform cube/cell inspections, rounds, frisks, inspect cell bars, windows and doors to ensure all are safe and in proper condition and report inmate attitude and behavior.

Assign inmate porters to clean, inspect and maintain proper cleanliness.

Responsible for proper tool/key equipment control, monitor smoke and fire alarm system by conducting and recording daily fire inspections.

Attend to inmate callouts/medical needs. Notify proper areas of such, regular rounds throughout tour of duty.

Assist with lock-ins/lock-outs.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Inspector General's Office/Investigations

Mandate:

Executive Order 39
Correction Law Section 112

Mandated Funding Level:

None

Brief Description/History/Background:

The New York State Department of Correctional Services' mission is to enhance public safety by providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives. Criminal behavior, staff or inmate abuse, employee misconduct and/or corruption threaten the Department's ability to provide such an environment and will not be tolerated. The DOCS' Inspector General's Office plays an integral role in upholding the Department's core mission.

The Department of Correctional Services' Inspector General was established in 1972. The New York State Department of Correctional Services' (NYSDOCS) Inspector General reports directly to the Commissioner and is a member of his Executive Staff. The NYSDOCS' Inspector General works cooperatively with the Office of the State Inspector General pursuant to Executive Order 39, effective June 1996. The NYSDOCS Inspector General is responsible for investigations within the Department of Correctional Services pursuant to the Commissioner's statutory authority.

Under Section 112 of the Correction Law: "The Commissioner of Correction shall have the superintendence, management and control of the correctional facilities in the Department and of the inmates confined therein, and of all matters relating to the government, discipline, policing, contracts and fiscal concerns thereof. He shall have the power and it shall be his duty to inquire into all matters connected with said correctional facilities." Further, the Commissioner has designated the Inspector General and his staff to cooperate with and assist in activities requested by law enforcement agencies in accordance with Correction Law Section 621 which authorizes the Department of Correctional Services "to cooperate with agencies of other states and of the United States, having similar powers, to develop and carry on a complete interstate, national and international system of criminal identification and investigation, and to obtain and furnish, or to assist in obtaining and furnishing, any information from and to a law enforcement officer or agency of another jurisdiction to assist in the conduct of an investigation into any criminal matter or for use in a criminal prosecution."

The Office of the Inspector General is divided into the following functional units with related responsibilities. The Internal Affairs Unit investigates allegations involving employee and inmate violations of Department Rules and Regulations and the Penal Law. Substantiated cases are referred to either the Department's Bureau or Labor Relations for review for possible administrative charges, or the appropriate law enforcement agency for possible criminal charges and prosecution. The Escape/Absconder Unit is responsible for locating and apprehending inmates who have escaped or absconded from the Department's Temporary Release program. This unit also assists the Department and law enforcement personnel on security details and investigations in the New York City Metropolitan area. The Narcotics Unit specializes in the interdiction of narcotics being brought into correctional facilities by inmates, visitors, or staff, as well as investigating ongoing drug-related criminal activity by inmates and assisting with internal affairs and sex crime unit investigations. The Sex Crimes Unit specializes in investigating allegations of inmate-on-inmate sexual abuse, and assists outside law enforcement in the development of cases for criminal prosecution. The Prison Rape Elimination Act of 2003 (PREA), a federal statute mandates enhanced education and training of inmates and staff, investigative and reporting responsibilities and the maintenance of a zero tolerance policy regarding inmate-on-inmate and staff-on-inmate sexual misconduct. The Criminal Intelligence Division/Central Monitoring Case Unit (CMC) conducts investigations relative to counterterrorism, prison radicalization, and criminal activity, and provides investigative assistance, intelligence and information to other law enforcement agencies in joint efforts to promote public safety. Members of the CID have secret and top secret clearance and are liaison to the NYSIC, HIDTA and JTTFs. The Central Monitoring Unit monitors and tracks activities and placement of those inmates designated as Central Monitoring Cases pursuant to Directive #0701. The Intake Unit receives, reviews and processes complaints pursuant to the procedures set forth in Section IV-A, Directive #0700. Approximately 8,000 complaints are received and processed yearly.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Performance measures have been developed and are utilized for a wide range of DOCS' Inspector General's Office investigative activities and complaint processing

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Communications Control Center (CCC)

Mandate:

None

Mandated Funding Level:

None

Brief Description/History Background:

The Communications Control Center (CCC) has been operational 24 hours a day, 365 days a year since 1977, serving as the immediate reporting center for all Department facilities required to report all unusual incidents or abnormal activities. The CCC is the hub of the Department's communication network, fielding dozens of calls per day from facilities. It also serves as the primary point of contact for other federal, state and local law enforcement agencies, via the New York State Police Information Network (NYSPIN) system and the New York State Office of Homeland Security terminals, which are monitored within the CCC.

The Communications Control Center (CCC) is responsible for communicating critical information to the Commissioner and other senior managers. The CCC also provides the ability for the Commissioner, Deputy Commissioners and Department Officer of the Day, as well as other departmental personnel designated by the Commissioner, to receive critical updates on Department and facility activity from a single control office location. This provides the means for contact between facilities and the Department's executive team at any time of the day or night.

The Communications Control Center monitors significant incidents at its facilities on a 24-hour basis via the Unusual Incident (UI) Reporting System. The operation of the CCC and the mainframe computer-generated information gleaned from Unusual Incident Reports and points of information are critical elements in monitoring the status of individual facilities, as well as the entire system.

The CCC maintains current emergency operation plans for each of the Department's 70 facilities.

Issues:

Critical to agency operation.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Revised 10/9/08

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Security Staffing Unit

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

The primary objective of the Security Staffing Unit is to establish, analyze and evaluate security staffing operations in New York State correctional facilities. The Security Staffing Unit representatives provide facility staff utilization information to Central Office managers. Data includes computer reports of staff use, overtime expenditures and plot plans developed for each facility based on the institutional layout and mission of each facility. Plot plans determine what the key security posts are that must be covered seven days-a-week and those that will only be staffed on weekdays. Seven day posts include towers, recreation yards, mess halls and housing units. Five day posts can include clinics, academic, vocational and industrial locations. This system allows us to know (in the event of an unusual incident) exactly where uniformed staff is supposed to be. For internal control purposes, plot plans allow us to monitor activities and to know precisely what duties are being performed.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Fire/Safety

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

The Fire/Safety Unit is responsible for ensuring that the Department's facilities maintain compliance with National Fire Codes, New York State Fire Codes, OSHA/PESH Regulations, American Correctional Association (ACA) Standards regarding fire/safety and other occupational safety and health regulations.

The fire/safety coordinator is directly involved with various unions and safety and health labor management committees.

The unit is responsible for scheduling annual fire/safety and codes inspections for all facilities. The Department's industrial hygienist does an occupational inspection of each facility every three years. The unit provides assistance to facilities that have been issued citations by the State's Public Employee Safety and Health (PESH) Bureau, which enforces federal OSHA regulations in New York State, oversees the Department's Fire/Safety Program and provides a one-week training program for new fire/safety officers at least once a year. The unit also coordinates annual fire and OSHA training for the 1,700 fire response team members through the regional training lieutenant to ensure they receive the required training.

The unit is responsible for the purchase of all fire related equipment to ensure that it is in compliance with all applicable national standards, and that all equipment purchased by the Department is maintained, inspected and tested as per manufacturers' recommendations. Fire/safety is responsible for maintaining and funding inspections and repairs to fire sprinkler systems, fire suppression systems and fire pumps to ensure they are operable and meet all recognized standards.

The unit is responsible for investigation of staff, visitors and contractor accidents by collecting data and looking at trends, then recommend changes that could prevent similar accidents from happening in the future.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Revised 10/9/08

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Crisis Intervention Unit (CIU)

Mandate:

None

Mandated Funding Level:

None

Brief Description/History Background:

The Crisis Intervention Unit (CIU) was established in 1979 and is an extensively trained emergency response team specializing in non-tactical aspects of disturbance management including hostage negotiations, intelligence gathering and support-related activities. The unit is also responsible for on-going preventative intelligence, monitoring all facilities system wide for potential problems or indicators of possible disturbances and making recommendations for early intervention. The unit is also responsible for monitoring disruptive inmates, groups and gangs in an effort to track these inmates, separate them and intervene where problem areas exist before an incident occurs.

Working closely with CERT, or independently depending on the situation, CIU is trained to provide the following tasks during a disturbance or emergency situation:

- Hostage negotiation
- Intelligence gathering
- Debriefing/interrogation of employees or inmates
- Inmate/employee profiles
- Command post operations
- Logistical support

In addition to responding to large scale disturbances, CIU team members can be utilized by facility superintendents to respond to incidents such as: Inmate protests, suicide attempts (talk downs), barricaded inmates (attempted "talk down" as an alternative to use of force or chemical agents), developing profiles of escapees and daily intelligence gathering activity, as well as, providing assistance at facility population management meetings. Large scale disturbances may require assistance/response from CIU teams from other facilities.

Issues:

CIU is a critical element in the two prong approach to disturbance management (CERT (tactical) and CIU (negotiator.)

Their value is evident not only in emergencies, but in day to day operations monitoring a potentially volatile population.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Correction Emergency Response Teams (CERT)

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

Correction Emergency Response Teams (CERT) was established in 1973 and remains at a constant level of preparedness and readiness ensuring the responsibility of CERT to manage and control the Department's tactical emergency response needs. Coupled with this, is the responsibility for establishing, directing and maintaining CERT units at designated correctional facilities should they be needed, during times of emergency, disaster or disturbance. CERT can be mobilized often within 1-2 hours as necessary to assist, manage or control an incident as directed. Currently, 22 Correction Emergency Response Teams, consisting of approximately 1,200 members, stand ready throughout New York State.

During the 1990's, CERT deployment showed a dramatic increase ranging in scope from single team deployments to deal with and manage low scale disturbances, to the largest CERT deployment to date, which involved the activation of multiple teams involving over 500 CERT members in order to address inmate unrest at Washington Correctional Facility in September 1992. CERT Teams have been deployed or utilized no less than 27 times in the last 16 years, encompassing many different types of missions.

In addition to deployments to facilities to manage disturbances or frisking and search procedures for the possible existence of a firearm or other dangerous contraband, Correction Emergency Response Teams and members are utilized for undercover operations in the pursuit of escape/absconders, the transportation of high profile inmates considered to be a threat to staff and general public, as well as the transportation of inmate absconders located out of state or country. CERT also interacts with other law enforcement agencies and tactical teams from other jurisdictions, ready to assist with any emergency.

CERT members were also utilized following the September 11, 2001, terrorist attack. Members from 16 different teams were called upon to provide security coverage for the vast New York City watershed and reservoir system, working with federal, state, county and local law enforcement agencies and officials until July 2003. Security coverage was also provided at the State Capitol and Empire State Plaza by CERT members, who worked on a daily basis, side by side with New York State Troopers. CERT officers maintained these positions until January of 2004.

Issues:

CERT teams are an absolutely critical element in maintaining DOCS' ability to respond to core facility based emergencies. Their knowledge of physical plants, issues and day to day interaction with inmates make them an invaluable asset.

CERT receives an annual allocation for training (overtime) and equipment.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Perimeter Control

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

Lobby

Maintain security, safe care and custody of inmates in accordance with Departmental policy and procedures. Maintain security, safety, order and cleanliness of this and all other related areas.

Check identification cards and packages of all personnel entering and leaving the facility. Process visitors in and out of the facility, by use of metal detector and black light when necessary. Check gate clearances for the day, being aware of who is coming in and when. Process visitors and state employees and notify appropriate area of their arrival. Make fire rounds, file the days papers, gate clearances, drafts, trips, etc.

Process inmate porters, maintain surveillance of, make work assignments, examine work performance and making necessary corrections. Change master count as needed. Assist in processing of inmates admitted to and discharged from the facility, to include identification of outgoing/incoming trips. Frisk all inmates passing through the area.

Outside Rounds

Outside roundsmen maintain the facility perimeter by roving patrol. Staff assigned will make continuous rounds of the facility utilizing irregular routes.

Roundsmen will ensure all vehicles on state property are secure, verify all state vehicles are accounted for. Continue rounds checking of all out buildings. Provide armed response to the facility perimeter. Check alarms on fence system where applicable.

Provide security coverage at the truck traps during off hours. Assist wall tower officers as needed. Respond to outside perimeter emergencies as directed. Maintain accurate inventory of all firearms, chemical agents and equipment assigned during tour of duty. Notify proper authority of all malfunctioning equipment.

Truck Gate

Maintain security and control of vehicle traffic entering and leaving the facility, through the truck gate areas. Enforce compliance with Departmental procedures.

Proper identification of all persons entering/exiting the gate area.

Supervise truck gate area, assigning officer to vehicle entering the facility. Process all vehicles entering and leaving facility, examine for contraband and hazardous materials, notify areas when vehicles arrive for their area. Maintain fire reports, logbooks and necessary reports and forms. Instruct tower officer when to open or close gate by giving proper hand signals. Maintain a logbook on all vehicles/personnel entering the facility, including time in, time out and company or representative.

Inspect and search any materials, supplies or package delivered to the facility via truck gate. Process all visitors in accordance with Directive #4900, "Security in Gate Areas/Secure Posts."

Maintain proper logbook of all incoming and outgoing vehicles including passengers and security officers providing escorts. Maintain logbooks on all vehicles/personnel entering the facility, including time in, time out and company or representative. Allow only known authorized personnel to enter or leave the facility.

Process inmate work crews exiting and re-entering the facility.

Wall Post

Under the supervision of the correction sergeant, maintain security coverage through continuous observation of all housing blocks, recreation yards, towers, buildings, etc., as well as, outer and inner perimeter within the vicinity of the wall tower. Strictly enforce compliance with Departmental rules and procedures.

Maintain accurate inventory of all firearms, chemical agents and equipment assigned to wall post, notify proper authority of any malfunctioning equipment.

Provide perimeter security; provide security coverage for persons and property within area of visibility.

Maintain close observation of all areas adjacent to post on both sides of the security fences, wall, being alert for any breach of security. Provide security coverage of yard areas and all others to prevent an escape. Pay strict attention to all vehicles entering facility property.

Report any unusual or apparently unauthorized activity on the part of inmates or others to the officer in charge immediately, or if the situation requires the wall tower officer will take immediate and appropriate deterrent action.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Inmate Identification

Mandate:
None

Mandated Funding Level:
None:

Brief Description/History Background:
Functions assigned to this unit include:

Maintain ID photos, ID cards, fingerprint cards and all related ID requirements for all facility inmates, employees, vendors, volunteers and contract staff. Prepare ID and photos of all inmates, transfers trips, parole, etc. Take fingerprints, as required of inmates, staff, contractors, vendors and volunteers.

Make photo and video recordings of evidence, contraband, crime scene files, etc. Videotape inmate cell changes, unusual incidents and extractions as needed. In the event of an emergency situation, the identification room staff will promptly complete and produce critical photos (e.g., hostage photos, inmate escape photos, etc.)

Issues:

Population Served:
The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Facility Internal Control

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

Inside Rounds

Staff assigned will patrol corridors for security; provide escorts as needed for special housing, hospital, keeplocks, etc.

Be available for emergency response to all areas; supervise corridor clean-up, assigning inmates to areas as needed.

Staff will control and monitor all inmate movement, especially during peak movement.

Make security rounds of closed areas ensuring all is intact.

Will perform any other duties as ordered by supervisory staff.

Population Management

Responsible for doing paperwork for transfers, parole, conditional release, medical trips. Keep an accurate master count and check all cell vacancies. Enters cell change into the computer, check all incoming/outgoing drafts and enters each into the computer.

Verify all counts with inmate records coordinator and housing units.

Prepare and assist in the preparation of the facility counts (i.e., master counts, informal counts, emergency counts, etc.)

Print cell books and distribute them to appropriate areas, as well as maintaining records of inmate's custodial status.

Enter program changes as inmate receives new programs.

Perform any other duties as directed by supervisory staff.

Draft Process

Processes all incoming and outgoing inmates and their belongings to ensure all articles are received with the inmate are acceptable in accordance with Departmental and facility procedures.

Check all incoming and outgoing property and distribute appropriately. Assist/pack-up all outgoing inmates, completing the appropriate paperwork. Escort inmates to and from draft processing area to give/exchange personal property.

Process all inmates being transported in or out of the facility, e.g., transfers, court, hospital, doctor's or dentist's office appointments, deathbed visits, funeral visits, etc., per Departmental Directive and facility policies.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Nutritional Services

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background

The Office of Nutritional Services is charged with providing nutritionally adequate meals to the inmate population taking into consideration therapeutic and religious needs. This mission is accomplished in 70 facilities, the Albany Training Academy, Oneida County Jail and Central New York Psychiatric Center. The Office of Nutritional Services / Food Production Center has centralized and standardized all aspects of the Food Service Operations provided by the Department of Correctional Services. This has allowed the Department to provide nutritionally adequate meals at the most reasonable cost possible. The Department's Food Production Center is located in Central New York. The Food Production is a Nationally Accredited, U.S.D.A. Inspected Food Processing Plant. Counties have begun to contract with the Department to lower the cost of providing meals in county jails. We are currently processing contracts with 3 counties. The department operates individual kitchens in each facility to provide meal service. Additionally inmate workers assigned to the food service operations are provided with training in the food service industry to be used at the time of their return to the community.

Issues:

Significant increase in food costs.

Population Served:

Inmate population, Oneida County Jail, Central New York Psychiatric Center

Performance Measures:

Nutritional Services does all the procurement of food and non-food items relating to the food service operations. The Department has a standardized cycle menu that is developed to meet the needs of general confinement inmates. Menus with different caloric intake have been developed to meet the needs of Shock and Camp incarcerated inmates. Modified menus are developed to meet the therapeutic needs of the inmate population. Variations of these menus are developed to meet the religious needs of the inmate population. Nutritional Services maintained and monitors the inventory levels at all its facilities. Staffing levels of both civilian and inmate staff at each facility are established and maintained through this office. A Food Service incentive wage program offered at each facility through Nutritional Services provides useful employment to approximately 6,500 inmates. The general work experience that an inmate receives in the facility kitchens and their participation in the Department's Food Service Training Programs contributes to her/his employability upon release by teaching skills in food service and instilling acceptable work habits.

The Office of Nutritional Services / Food Production Center plays an active role in both FEMA and SEMO. They are called upon in times of Federal and State disasters.

Revised 10/9/08

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Plant Maintenance

Mandate:

Environmental conservation Rules & Regulations Including: Petroleum Bulk Storage, Waste management, Air Permits, Storm Water, and Waste Water. NYS DOH Rules & Regulations for Drinking Water Quality. EPA Regulations for Petroleum Bulk Storage and Clean Air. OSHA Rules & Regulations in relation to physical plants. NYS Building Codes. DOCS Department Directives. Executive Orders.

Mandated Funding Level:

None

Brief Description/History/Background:

Provide for the maintenance and requested upgrades of the physical plant. Review and perform work orders. Maintain and support essential services such as the Mess Hall and Laundry Facilities. Maintain and provide reliable site wide security and locking systems including CCTV systems and site perimeter system. Assure environmental compliance. Provide safe and healthy living conditions for the inmate population and their families. Provide a safe working environment for staff. Assist in providing the system/method of meeting current goals of energy conservation. As the Department expanded through the 1980's to the present day expansion of the mental health programs the facility plant maintenance requirements have increased.

Issues:

Deteriorating infrastructure. Assuring reliability on all security and locking systems.

Population Served:

Inmate population and their visiting families and the employees of the Department.

Performance Measures:

Oversee and monitor for any violations. Monitor levels of energy usage for continued reduction. Monitor emergency situations to assist in preventative maintenance and measures. Maintain inventory of all maintenance items and tools. Utilization of the computerized preventative maintenance system. Oversee and monitor necessary construction upgrades to the physical plant with contractors and OGS.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Plant Operations

Mandate:

Environmental conservation Rules & Regulations Including: Petroleum Bulk Storage, Waste management, Air Permits, Storm Water, and Waste Water. NYS DOH Rules & Regulations for Drinking Water Quality. NYS DOL Regulations for Boiler installation and operation. EPA Regulations for Petroleum Bulk Storage and Clean Air. OSHA Rules & Regulations in relation to physical plants. DOCS Department Directives. Executive Orders.

Mandated Funding Level:

None

Brief Description/History/Background:

Provide for the operation of the physical plant that includes the operation of the powerhouse, waste water treatment plant and/or operations, water treatment plant and/or operations, electrical systems including generators, and building HVAC control systems. Assure environmental compliance. Provide safe and healthy living conditions for the inmate population and their facilities. provide a safe working environment for staff. Assist in providing the system/method of meeting current goals for energy conservation. As the Department expanded through the 1980's to the present day expansion of the mental health programs the facility plant operation requirements have increased.

Issues:

Limited staff resources. Aged or obsolete physical plant systems.

Population Served:

Inmate population and their visiting families and the employees of the Department.

Performance Measures:

Oversee and monitor all equipment for continued reliability and performance. Oversee and monitor for any violations. Monitor levels of energy usage for continued reduction while maintaining comfortable environment for staff and inmates. Maintain inventory of all plant operations equipment, materials, and tools. Oversee and monitor necessary construction upgrades to the physical plant with contractors and OGS.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Inmate Hygiene

Mandate:

NYS Correction Law Section 137.

Mandated Funding Level:

None

Brief Description/History/Background:

The Department must provide basic living provisions to the population. These functions include the issuance and maintenance of clothing, linens and bedding; the procurement and issuance of personal hygiene items; and access to bathing and barbering facilities. Each facility maintains a State Shop for the purpose of procurement and issuance of clothing. Each facility provides laundry services for inmates. Laundry facilities may be centralized laundries, washers and dryers located in individual housing units, or shared services between facilities. Each facility procures and stocks personal hygiene items for issuance to inmates. Each facility provides access to bathing facilities multiple times per week. Each facility provides access to barbering facilities.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

None

Medium Priorities

- 1 Program, Planning, Research and Evaluation
- 2 Workers' Compensation Investigation Unit
- 3 Facilities Planning Technical Services
- 4 Guidance and Counseling Services
- 5 Earned Eligibility Program
- 6 Academic Education

- 7 Vocational Education
- 8 Alcohol and Substance Abuse Treatment
- 9 Temporary Release
- 10 Staff Training and Development
- 11 Transportation
- 12 Central Quartermaster

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Program Planning, Research & Evaluation (PPR&E)

Mandate:

The Unit was created to support the efforts of the Divisions of the Department. Correction Law, Section 29, mandates that DOCS collect, maintain and analyze data on the inmate population.

Mandated Funding Level:

None

Brief Description/History/Background:

Department's Core Mission is to "Enhance public safety by having incarcerated persons return home less likely to revert to criminal behavior." To meet this vision, PPR&E is charged with working with managers to measure the worthiness of the programs being provided, coordinating the Department's Federal funding program, projecting the size of the inmate population, tracking inmates' recidivism rates, analyzing the data from the Unusual Incident System, and providing assistance to administrators charged with developing new programs.

PPR&E monitors and evaluates Departmental programs, including Substance Abuse, Academic Education, Sex Offender Treatment, Mental Health, Re-entry, Shock Incarceration, Earned Eligibility, and Merit Time; maintains and analyzes data on admissions, releases (including deaths and suicides), under custody populations to support our population projections; coordinates all functions related to foreign-born inmates including the work of the Federal Bureau of Immigration and Customs Enforcement and the Institutional Hearing Program leading to the deportation of criminal aliens; supports the Governor's Commission on Sentencing Reform; coordinates the Department's efforts in responding to the Federal mandates of the Prison Rape Elimination Act, including the annual National Inmate Survey and the annual survey of prison administrators; analyzes disciplinary and Unusual Incident data in support of Security functions; coordinates all grants including, but not limited to, the nearly \$800 received from the U.S. Department of Justice since 1995; in coordination with the Department's Management Information Systems, responds to ad hoc requests from Executive Staff generated both internally as well as outside sources including the legislature, the Governor's Division of the Budget, journalists, and the general public; and coordinates and performs the function of an Institutional Review Board for all outside researchers wishing to conduct projects within the Department.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

While PPR&E is responsible for providing data used by Executive staff of the Department and the Division of Criminal Justice Services to determine if programs, security, and reception functions are meeting their performance standards, PPR&E can best be measured by its timeliness and accuracy in producing information to and for the Department's management.

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Workers' Compensation Investigation Unit

Mandate:

The Workers' Compensation Unit was established pursuant to the Second Amendment to Regulation 95 (11NYCRR86); in 1998; Section 86.6 mandating Fraud Prevention Laws and Special Investigation Units.

Mandated Funding Level:

None

Brief Description/History/Background:

The New York State Department of Correctional Services' mission is to enhance public safety by providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives. The Workers' Compensation Investigation Unit contributes to the Department's Core Mission by identifying and investigating abuse and fraud as it pertains to Workers' Compensation.

The Workers' Compensation Investigation Unit (WCIU) is responsible for detecting the presence of potential workers' compensation fraud and abuse within the Department of Correctional Services. The WCIU maintains a liaison with other offices within the Department such as the Office of Personnel, Facility Personnel Offices, Office of Labor Relations, Budget and Finance Office, the Inspector General's Office and Counsel's office.

In addition the WCIU also coordinates with the New York State Workers' Compensation Board Inspector General, the New York State Insurance Fund, the New York State Attorney General's office, local and state law enforcement agencies, and local District Attorney's Offices in combating workers' compensation fraud and abuse. Consequently, the WCIU has been very successful in obtaining information and investigating workers' compensation fraud.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Various performance measures are utilized to assess the effectiveness of the Workers' Compensation Unit, including the number of substantiated cases and estimated cost savings for the state as a result of prosecution, administration action and/or return to work.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Facilities Planning Technical Services

Mandate:

Environmental conservation Rules & Regulations Including: Petroleum Bulk Storage, Waste management, Air Permits, Storm Water, and Waste Water. NYS DOH Rules & Regulations for Drinking Water Quality. NYS DOL Regulations for Boiler installation and operation. EPA Regulations for Petroleum Bulk Storage and Clean Air. OSHA Rules & Regulations in relation to physical plants. DOCS Department Directives. Executive Orders.

Mandated Funding Level:

None

Brief Description/History/Background:

Issue building permits internal to DOCS. Assure environmental compliance throughout the Department. Provide safe and healthy living conditions for the inmate population and their families. Provide a safe working environment for staff. Provide assistance to facilities for the operation and maintenance of their physical plant service and vehicle fleet. Provide the system/method of meeting current goals of energy conservation. Provide emergency response to facilities by use of the emergency project program and provide direction for use of the emergency response equipment. This section of Facilities Planning and Development evolved through the period of the Department expansion for the 1980's through the present day expansion of the Mental Health Programs. It is presently a vital source to all Divisions of DOCS as well as a vital part of the capital planning process.

Issues:

Deteriorating infrastructure and energy conservation issues that need to be investigated and addressed for 70 facilities containing 4,637 buildings with 38,557,131 square feet of maintainable space located on nearly 23,000 acres.

Population Served:

Inmate population and their visiting families and the employees of the Department.

Performance Measures:

Oversee and monitor for any violations. Monitor levels of energy usage for continued reduction. Monitor emergency situations to assist in preventative maintenance and measures. Maintain building inventory.

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Guidance and Counseling Services

Mandate:
None

Mandated Funding Level:
None

Program Description/History/Background:

The Guidance Units provide comprehensive counseling to inmates in efforts to assist them in understanding that they have choices, can change and have the ability to control their own lives while accepting full responsibility for the consequences of their behavior and their lives.

Case management consists of gathering information about and from inmates, making assessments, setting goals, evaluating progress, documenting information, screening inmates, making referrals, performing classification/reclassification procedures, overseeing inmate correspondence and telephone programs, preparing appropriate forms and reports, and maintaining an individual Guidance record for each inmate.

The counseling aspect entails both individual and group counseling. Counseling is defined as an interpersonal process that uses introspective techniques to assist individuals to understand themselves and their interactions with their environment, to address their identified needs, to set personal goals, and to develop skills to achieve these goals. The aims of counseling are to assist individuals to make a positive adjustment to incarceration, to prepare themselves for reintegration in to the community and to prevent them from reoffending.

The Incarcerated Veterans Program is a specialized counseling program, the purpose of which is to assist incarcerated veterans in returning to the community and readjusting to civilian life as productive, contributing citizens.

The Veterans Programs include educating veterans about benefits and community resources, providing veterans with access to veterans service providers in the community, and providing education and counseling about numerous veterans issues. In addition to these services, the Department operates three Incarcerated Veterans Residential Programs to address the specific needs of incarcerated veterans. Through formal and informal partnership agreements with the NYS Division of Parole, the NYS Division of Veterans Affairs, the NYS Department of Labor and the U. S. Department of Veterans Affairs, we introduce veterans to available services and utilize such services in preparing individual re-entry plans for each veteran.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Earned Eligibility Program

Mandate:

Correction Law 805 of 1987, Chapters 261 and 262; Laws of 1997, Chapter 435; Laws of 2003, Chapter 62; Correction Law 803; Drug Law Reform Act of 2004; Penal Law, Articles 220 and 221; Departmental Directives 4401, 4790 and 4791

Mandated Funding Level:

None

Brief Description/History/Background:

The purpose of the Earned Eligibility Program is to increase the number of inmates released at their initial Parole Board hearing without increasing risk to the community. Legislation authorizing Earned Eligibility was signed into law effective July 13, 1987 and is specifically cited in 1987 Correction Law 805, Chapter 261 and 262. Eligibility is based on a minimum sentence length which cannot exceed eight years. The Earned Eligibility Program requires a counselor to evaluate an inmate's program performance during the period of incarceration. The objective of the Earned Eligibility Program is to better prepare inmates for release by systematically identifying and assessing, at least once every three months, individual program needs and to encourage inmates to participate in recommended programs. An inmate who has demonstrated an acceptable level of progress and participation in appropriate programs, while maintaining a positive disciplinary record is issued a certificate of Earned Eligibility.

Legislation authorizing Merit Time was signed into law on August 20, 1997 as Chapter 435 of the Laws of 1997. It allows inmates who are serving sentences for certain nonviolent crimes to earn a possible one-sixth reduction of the minimum term if they have achieved certain significant programmatic objectives and have not engaged in any serious disciplinary infractions. The Legislation specifically amended Correction Law Section 803 to extend the existing Merit Time provisions to Class A-1 drug offenders, except that the Merit Time benefit will be a possible one-third reduction of the minimum term for such offenders. Inmates sentenced under the Drug Reform Act of 2004, who receive determinate sentences for drug offenses defined in Articles 220 and 221 of the Penal Law, are eligible to earn one-seventh of their conditional release date as a Merit Time allowance. The Merit Time Legislation is defined within Departmental Directive #4790. Guidance Unit Counselors determine eligibility and make recommendations in accordance with Directive #4790.

Legislation authorizing Supplemental Merit Time was enacted with the Drug Law Reform Act of 2004 and signed into law effective December 27, 2004. This law allows inmates, serving indeterminate sentences for Class A-II through Class E drug offenses, to qualify for an additional one-sixth reduction of the minimum term in addition to receiving the conventional one-sixth Merit Time allowance. In all Supplemental Merit cases, the inmate must meet all of the existing eligibility requirements of Earned Eligibility and Merit Time and satisfy two of the four Merit program objectives. Guidance Unit counselors determine eligibility and make recommendations in accordance with Departmental Directive #4790.

Legislation authorizing Presumptive Release for nonviolent inmates was enacted into law by the Legislature, effective April 1, 2003, as part of Chapter 62 of the Laws of 2003. This law, which is codified in Correction Law Section 806, will allow inmates who are serving indeterminate sentences for certain nonviolent crimes and who have no history of violence, to be released to parole supervision without the necessity of a Parole Board appearance, provided that they have maintained positive program and disciplinary records. Presumptive Release Legislation is defined within Departmental Directive #4791. An inmate must successfully participate in the assigned program(s) and/or work assignment(s) and be awarded a certificate of Earned Eligibility. Guidance Unit counselors review inmate's records, determine eligibility and make recommendations in accordance with Directive #4791.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Academic Education

Mandate:

Correction Law 136
IDEA, Public Law 108 – 446, Commissioners Regulations for School Age population.

Mandated Funding Level:

None

Brief Description/History/Background:

Description: The mission of correctional education is to give inmates the skills and credentials they need to return to the community better prepared to lead successful and crime-free lives as productive citizens and to be able to seek and maintain employment.

The Departmental Mission Statement charges DOCS with providing all inmates with services to prepare them to return to the community and remain crime free. Mandatory education for the incarcerated who do not possess a high school diploma or GED benefits both the incarcerated and society. Earning a GED while incarcerated statistically lowers the rate of recidivism.

Education was offered to the incarcerated during the 1970's. From that time to the present, the mandatory level of academic achievement has increased. According to evidence-based statistics, the more education the incarcerated obtain, the less likely they are to recidivate. In January of 2005, the Department mandated the current GED policy. The policy states that, "all inmates who do not possess a verified high school diploma or GED will have an academic need. Participation in a school program is mandatory until the GED is obtained."

As of June 12, 2008, 16,849 students were enrolled in academic education. The Department consistently obtains a passing rate for the GED near or over 70% - well above that of the general public - with 2,318 being granted in 2006. Academic education programs operate in 63 of the 70 DOCS facilities.

Along with the enrollment in mandatory education, the Department utilizes grant monies in the following ways:

Title 1- Neglected and Delinquent. These monies are used for staffing to ensure the under 21 population receives supplemental services to the academic and vocational programs provided by the Department. Supervisors, teachers, instructors, education counselors and keyboard specialists are funded through the Title I Grant at Greene, Washington, Monterey and Albion Correctional Facilities.

Special Education- In accordance with Individuals with Disabilities Act (IDEA) and Education Law 1950, the Department is mandated to address the educational needs of the under 21 population who have a disability that interferes with the learning process. These funds are used to provide specialized staff including psychologists and education counselors as well as purchased services. Inmates are initially identified in the reception centers and sent to one of 14 designated Special Education facilities.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Standardized testing is done three times during the school year to measure progress of all students enrolled in the academic program. Testing instruments include Test of Adult Basic Education (TABE), TABE Espanol, Spanish Adult Basic Education (SABE), Official Practice Test (OPT), and GED.

Revised 10/9/08

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Vocational Education

Mandate:

Correction Law 136

Mandated Funding Level:

None

Brief Description/History/Background:

The purpose of Vocational education is to provide inmates with the essential skills necessary to find and maintain employment upon their release from incarceration, with the focus on entry level skills.

Vocational Education offers training in 32 trade areas. All of the trades are based upon a modularized competency-based curriculum which is updated as job market demands and industry standards change. All job titles represent real world positions as compiled in the O-NET.

The Department, in conjunction with the New York State Department of Labor (DOL), offers 16 Vocational Apprenticeships in 13 Trades. Upon successful completion, the inmate is issued a certificate and Journeyman's card which greatly enhances an inmates post release employment.

Vocational education became more prominent after the Attica incident in 1971. Vocational programs grew with the expansion initiative in the 1980s and have long been recognized as a high priority activity due to the direct relationship with employers and reduced recidivism.

In 2003, the Department became an accredited sponsor for the National Center for Construction Education and Research (NCCER) which is a not-for-profit education foundation that is funded by the construction industry. NCCER offers a portable nationally recognized curriculum, standardized testing and a national data base where inmate accomplishments are recorded. Currently, certification is offered in 8 construction trades that are taught in DOCS. The Department remains focused on obtaining other industrial third party certifications such as the American Welding Society (AWS) certifications

In 2004 DOCS established a standard for job readiness, or vocational completion. An inmate is considered "job ready" after critical trade-related skills are acquired. This may consist of one Job Title or a cluster of titles. Instructors also teach the "soft skills" that employers demand. These Life/Social Skills are considered to as important as the trade specific skills. Instructors prepare inmates by acting as role models and instilling a work ethic, team spirit, improving self esteem and a sense of pride and accomplishment when projects are completed.

Computer literacy is a skill most employers seek, and computers are an integral part of many DOCS vocational programs. In addition, state-of-the-art software is purchased in order to keep up with current trends.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Individual inmate progress is assessed by the instructor and recorded through the use of task achievement. Tasks are clustered into modules, and upon completion of the required modules, a Job Title is awarded. Job Titles are descriptions of specific jobs taken from the O-NET (Dictionary of Occupational titles) All DOCS Job Titles correlate with the O-NET and represent real world employment skills. Tasks and Job Titles are reported on the mainframe computer and can be printed as a comprehensive report called the *Training Achievement & Potential Employability Report*. Reporting is monitored on a regular basis to determine overall program effectiveness.

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Alcohol and Substance Abuse Treatment

Mandate:

Funding sources for substance abuse treatment within the Department include both State and Federal: programs include legislated, contracted, provider agreements with community and state-operated agencies.

Mandated Funding Level:

None

Brief Description/History/Background:

The New York State Department of Correctional Services **Alcohol and Substance Abuse Treatment** Program provides a behavioral and biopsychosocial approach to treating our incarcerated population, of which over 75% have documented substance abuse histories.

The **Alcohol and Substance Abuse Treatment Programs** specifically relate to the NYS Department of Correctional Services' core mission in its vision to enhance public safety by having incarcerated persons return home less likely to revert to criminal behavior. Further, it is the Department's mission to contribute to rehabilitation by providing appropriate treatment services that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives. As our inmate population is diverse in its make-up and needs, correctional substance abuse treatment programming is tailored accordingly.

Issues:

Population Served:

State-Funded

Alcohol & Substance Abuse Treatment (core program) treats incarcerated individuals who have an identified substance abuse treatment need.

Chemical Dependency/Domestic Violence Program – treats individuals with histories of perpetration of domestic violence and substance abuse.

Driving While Intoxicated (DWI) Treatment - Alcoholism treatment program designed to meet the needs of the DWI offender.

Relapse Prevention Program - Intervention program for the returning offenders (parole violators) who have failed to meet the conditions of parole.

Relapse Treatment Program - Substance abuse treatment to meet the needs of the temporary release/work release inmates who return to using while under NYS Department of Correctional Services custody.

Special Housing Unit Pre-Treatment Workbook Program - Designed to provide pre-treatment preparation for inmates with an ongoing chronic substance abuse history which results in disciplinary sanctions.

Federally-Funded

Nursery Mothers Alcohol & Substance Abuse Treatment – treats pregnant inmates with histories of substance abuse.

Residential Substance Abuse Treatment - Residential Alcohol & Substance Abuse Treatment Program – treatment focused on housing units for general confinement populations.

Performance Measures:

Revised 10/9/08

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Temporary Release

Mandate:

Article 26 of Correction Law provides statutory authority for the establishment and maintenance of the New York State Department of Correctional Services Temporary Release Program. The Temporary Release Program's policies and procedures are contained in Title 7, NYS Official Compilation of Codes, Rules and Regulations, Chapter XII, Subchapter A, Parts 1900-1952. NYSDOCS Directive 7001, Temporary Release Programs, outlines the purpose, authorization, and policy to NYS correctional facilities through the establishment and maintenance of the Temporary Release Manual of Rules and Regulations.

Mandated Funding Level:

None

Brief Description/History/Background:

Core Mission: Enhance public safety by providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives. The Office of Temporary Release remains committed to its mission of administering programs which provide inmate opportunities for successful inmate transition from prison to community while insuring community safety.

The Temporary Release Program exists in all NYSDOCS correctional facilities, overseen by the Office of Temporary Release in Central Office. The facilities implement and maintain facility-level Temporary Release policy and procedure. The Office of Temporary Release implements and maintains central office-level Temporary Release policy and procedure and monitors, evaluates, and reports on statewide Temporary Release operations.

Temporary Release Programs include short-term (leaves of absence, furlough, community service), and continuous (work release, community service, educational leave, industrial training leave) release programs. Interested and eligible inmates submit an application to the program. The selection process includes verification of eligibility, application of a point score system, inmate interview with the scorer of the application, and appearance before a three-member panel, the facility Temporary Release Committee. The selection process involves an extensive review of all of the inmate's legal, social, and institutional records to determine suitability for Temporary Release Program participation. The review continues at the Office of Temporary Release level. Inmate eligibility for Temporary Release Programs was substantially impacted by Executive Order 9 issued by Governor Spitzer in 2007. This order excluded from Temporary Release eligibility all inmates convicted of homicide, sex-offenses, and other violent felony offenses.

The Office of Temporary Release also monitors, evaluates, and reports on the operation of eight correctional facilities designated as work release facilities: Buffalo WR, Albion WR, Rochester, Hudson WR, Fishkill WR, Lincoln, Fulton, and Bayview WR, and continuous Temporary Release Programs at Hudson Industrial Training Leave (ITL) and Wyoming ITL. It provides daily technical support to all correctional facilities, as well as provides formal and as-needed training sessions at all correctional facilities, and conducts site visits. It is also responsive to the needs and inquiries made by outside sources to include: State and out-of-state governmental agencies, attorneys, media, inmate friends and families, students, etc.

Issues:

Population Served:

In 2007, 34,798 applications and 4,542 appeals were processed. There were 2,515 participants in 2007. They paid a total of \$1,830,477.56 in Federal, State and Local Taxes, sent home \$290,780.48 in support of their families, and \$2,935,343.31 was held in forced savings for their release from custody.

Performance Measures:

As noted above, Temporary Release utilizes various performance measures to evaluate activity. Applications, appeals and removals are routinely tracked and reports as are inmate accounts, taxes paid, etc.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program:

Staff Training and Development

Mandate:

Bureau of Municipal Police Training requires 80 hour of training for newly appointed peace officers. Annual recertification of Peace Officers. Standard's developed by the American Correctional Association require all staff to receive additional training each year. Recent settlement of complaint filed with the EEOC mandates 5 year training period on the topic for relevant staff.

Mandated Funding Level:

None

Brief Description/History/Background:

To assure the safety and continuity of operations; to provide an orientation/training program for newly hired staff; and to support the professional development of its employees, the Department maintains a training function. The Department conducts training in the Albany Training Academy as well as within each of the nine regional HUB's. This allows training to be conducted at locations close to the employee's work stations.

Issues:

Due to the diverse and complex functions required of the Department, the quantity and variety of training topics continuously changes.

Population Served:

All Department employees

Performance Measures:

New recruits must successfully complete 11 week training program. All other new employees must successfully complete 40 hour orientation course. Employees with inmate contact or supervisory responsibilities and newly recruited employees receive an additional 40 hours of training per year. All other employees receive an additional 16 hours of training per year.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Transportation

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

Under the direction of the Department's Transportation System, Class and Movement and facility management, transportation of inmates occurs for medical appointments, transfers, funerals/sick visits, and court appearances as required.

Transportation Post Hours

- Transfers – 192,712 hours
- Medical – 357,443 hours
- Funeral/Sick/Court – 146,848 hours

Total of 697,008 hours

Additional Services:

- Transfers – 129,012 hours
- Medical – 400,408 hours
- Funeral/Sick/Court – 94,706 hours

Total of 624,126 hours

Total of all hours - 1,321,134 hours

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Central Quartermaster

Mandate:

Binding agreements with Correction Officer unions.

Mandate Funding Level:

None

Brief Description/History/Background:

The central quartermaster operation is responsible for ordering, inventorying, and distributing uniform apparel to all facilities. Since its inception, the Department has provided security staff with appropriate uniform apparel to be worn in the performance of their duties. Uniform issues are outlined in Department Directive #3083.

Issues:

None

Population Served:

In excess of 21,000 uniformed staff.

Performance Measures:

None

Low Priorities

- | | |
|--|------------------------------|
| 1 Bureau of Labor Relations | 12 Office of Victim Services |
| 2 Office of Diversity Management | 13 Agri-Business |
| 3 Accreditation by the American Correctional Association | 14 Correctional Industries |
| 4 Recreation and Special Subjects | 15 Waste Management |
| 5 Ministerial Services | 16 Canine Unit |
| 6 Family Services | 17 Package Room |
| 7 Volunteer Services | 18 ION Scan |
| 8 Division of Hispanic and Cultural Affairs | 19 Community Service Crews |
| 9 Transitional Services | 20 Commissaries |
| 10 General Library Program | 21 Vehicle Maintenance |
| 11 College Programs | |

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Bureau of Labor Relations

Mandate:

To ensure compliance by the Department with applicable collective bargaining agreements(cba) and Taylor Law. More specifically, the Bureau administers the Department's disciplinary and grievance programs in accordance with cba plus the Departments Organizational Alcohol Program. Moreover, the Bureau assists GOER in defense of improper practice charges levied against them.

Mandated Funding Levels:

None

Brief Description/History/Background:

With the birth of the Taylor Law, Public Employees gained bargaining rights. With the resultant cba's came new procedures for the airing of grievances and discipline. Also came negotiation, labor/management and improper practice charges. This agency runs its own disciplinary program but is in the middle of the grievance process. Our OAP program represents an attempt by us and by the union to retain, through treatment, those who in the past we would have lost due to alcohol related arrests.

Issues:

Standard contractual and Taylor law issues

Population Served:

All DOCS employees.

Performance Measures:

The small number of successful claims of contract violation or Taylor law infraction.

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Office of Diversity Management

Mandate:

Executive Order No. 6 & New York Human Rights Law, Title VII of the Civil Rights Act of 1964, as amended, and the American with Disabilities Act.

Mandated Funding Level:

None

Brief Description/History/Background:

To ensure equal employment opportunity for minorities, women, persons with disabilities and Vietnam era veterans in all of its programs and services. To this end, the Department of Correctional Services in the furtherance of its Affirmative Action and Equal Employment Opportunity Program, shall not discriminate against any person because of age, race, creed, color, national origin, sex, disability, marital status, sexual orientation or veteran's status. Executive Order No. 6 & New York Human Rights Law, Title VII of the Civil Rights Act of 1964, as amended, and the American with Disabilities Act.

Our mandates are based upon Executive Order No. 6 which ensures equal employment opportunity for minorities, women, persons with disabilities, and Vietnam era veterans in State government and establishes the Governor's Executive Committee for Affirmative Action. While passage of Civil Rights Laws in past years was to assure equality for the protected classes, the pattern of denial and injustice continues. This denial of equal access to opportunities afforded within our society has allowed the continuation of discrimination in a variety of forms. The Department of Correctional Services acknowledges and accepts its obligation to investigate and, where necessary, to pursue all contractual and legal processes available to correct such inequities. Additionally, through various training initiatives covering subjects such as sexual harassment prevention, cultural diversity, communication and supervisory training, our employees will have a greater sensitivity of how a diverse workforce enhances the productivity and retention of all of our employees.

Issues:

Increasing number of New York State Division of Human Rights and United States Equal Employment Opportunity Commission complaints that have resulted in large monetary awards against the Department.

Population Served:

The provisions of the New York Human Rights Law, Title VII of the Civil Rights Act of 1964, as amended, and the American with Disabilities Act provide certain rights to the Department's employees as well as to inmates. Accordingly, it is conceivable that this office could have to respond to complaints from approximately 90,000 individuals.

Performance Measures:

A decrease in the number of employee complaints and accompanying lawsuits as a result of our employees filing complaints with the NYS Division of Human Rights and the Equal Employment Opportunity Commission. Also, an awareness of our employees to use the process of mediation to resolve issues before filing formal complaints with the Office of Diversity Management and outside agencies.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Accreditation by the American Correctional Association

Mandate:

Mandated Funding Level:

Brief Description/History/Background:

Since 1983, the Department has achieved the goal of having every facility accredited by the American Correctional Association (ACA). The accreditation of a facility means it has been shown to operate in a safe, secure and constitutional manner. To ensure the goal of full accrediting and retaining such accreditation of Department facilities, staff from the Office of Accreditation and Quality Assurance, Central Office, and selected facility staff guide individual facilities in taking those steps necessary to fully meet ACA Standards. Each of the Department's facilities, as well as the Training Academy, Division of Industry, Food Production Center and Central Office has been accredited and maintain compliance with applicable ACA Standards.

Issues:

Population Served:

Inmate population and their visiting families and the employees of the Department.

Performance Measures:

The accreditation program offers the opportunity for the Department to evaluate our facility operations against national standards, remedy deficiencies and upgrade the quality of correctional programs and services. The recognized benefits from the process include improved management, a defense against lawsuits through documentation and the demonstration of a good faith effort to improve conditions of confinement, increased accountability and enhanced public credibility for administrative and line staff, a safe and more humane environment for personnel and offenders, and the establishment of measurable criteria for upgrading programs, personnel, and the physical plant on a continuing basis.

Revised 10/9/08

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Recreation and Special Subjects

Mandate:
None

Mandated Funding Level:
None

Brief Description/History/Background:

Offer inmates their choice of scheduled activities, group entertainment and family events designed to promote the positive use of discretionary time while incarcerated; which provides a safer, healthier environment and prepares them to make similar constructive choices upon release.

A variety of quality recreation options are offered during non-programmed hours to complement the routines of work, education and treatment.

To accomplish our mission, Special Subjects has more than 200 recreation staff working in 53 general population facilities to organize sports and wellness activities, special events and family picnics, inmate organizations and cultural activities. Recreation staff also oversee electronic entertainment including movies and cable TV, non-athletic activities, drama, music and fundraisers. They ensure that recreation areas, facilities and equipment are ready for safe and secure use 7 days a week.

Issues:

Population Served:

The average monthly voluntary participation in formal recreation activities is more than 20,000, while special events and family picnics are scheduled for more than 5,000 inmates a month. The movie program is available to 49,000 inmates.

Performance Measures:

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Ministerial Services

Mandate:

First Amendment, Free Exercise Clause, the Religious Land Use Institutional Persons Act (RLUIPA) and Correction Law, Part 7024.

Mandated Funding Level:

None

Brief Description/History/Background:

Offering the incarcerated as much spiritual assistance as possible as well as providing as many opportunities as practicable for the incarcerated to participate in and learn about their chosen faith, greatly supports the Department's core mission of "providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates, so they can return to their communities better prepared to lead successful and crime-free lives."

In keeping with our mission, Ministerial Services chaplaincy employs over 200 full- and part-time chaplains in our 69 facilities. They help the incarcerated obtain as much spiritual assistance as possible, and they either directly provide religious education classes and worship services or assist in providing such activities via volunteers or facilitators.

Paid chaplains exist in our facilities for the major faith groups of Roman Catholic, Protestant, Islam, and Jewish. There are also paid chaplains for other denominations including Rastafarian, Nation of Islam, Native American and Greek Orthodox.

Issues:

Population Served:

Each month over 10,000 inmates participate in worship services and over 5,500 attend religious education classes. Chaplains also provide pastoral care for the incarcerated and staff, and assist with family emergency situations for both.

Our chaplains provided pastoral care for over 340 deaths and imminent death cases in 2007.

Performance Measures:

Revised 10/9/08

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Family Services

Mandate:

Family Visiting and the Family Reunion Programs are mandated through 7 NYCRR Section 2000 and 7 NYCRR Chapter V.

Mandated Funding Level:

None

Brief Description/History/Background:

Research has demonstrated that family support may be the most critical factor in success for inmates returning to the community. In keeping with the Department's mission to enhance positive relationships by providing opportunities for interaction between inmates and their families, this Division provides the following family program activities:

Family Visiting Program – provides free bus service from New York City and Western/Central New York to 52 facilities across the state and provided 28,000 rides for inmate visitors in 2007. There are currently contracts with five private vendors, and the program is funded through general program funds.

Family Reunion Program (FRP) – is designed to provide select inmates and their families the opportunity to meet for an extended period of time in a private home-like setting. The program is currently offered at 19 facilities. In 2007, more than 14,500 family members and approximately 8,500 inmates participated in FRP. Over 1,300 home visits were processed in preparation for participation in FRP.

Visitor Hospitality Centers – the program provides hospitality services for families and other visitors who travel to facilities to visit inmates. There are currently 38 centers with a total of 35 total contracts funded by general program services monies.

Nursery and Parenting Programs – eligible inmates may keep their babies up to one year in a nursery setting. Additionally, this program offers parenting programs, visitation, a children's corner, mentoring, advocacy, child placement and discharge assistance. These contractual services are offered at Bedford Hills by Catholic Charities Neighborhood Services, and at Taconic by Hour Children and are funded through general program monies.

Inmate Parenting Programs – a contractual program which provides parenting and relationship education, family counseling and family visiting centers at Sing Sing, Fishkill, Shawangunk, and Woodbourne. This program is expected to expand to Attica, Clinton, Elmira, and Five Points. The program funded through general program funds.

Family Ties – a visitation and parenting program provided by Osborne Association for mothers in Albion and for their minor children. Program depends on member item funding each year.

Saint Christopher Ottolie Family of Services/Project Affirm – a 20 week parenting program which offers counseling, foster care visits, advocacy and referrals to community agencies upon release. Program is funded through general program funds and offered at Bayview.

Family Resource Center – community-based services for inmates' families which include a toll-free hotline for information and referral. Program is provided by a contract with Osborne Association and depends on member item funding each year.

Issues:

Population Served:

Inmate population and their visiting families.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Volunteer Services

Mandate:
None

Mandated Funding Level:
None

Brief Description/History/Background:

The Volunteer Services Program promotes the involvement of responsible community persons in the continuum of services and programs made available to the offender and his or her family. The presence of volunteers in our facilities not only supplements existing programs, but reinforces and adds a feature which cannot be duplicated by paid staff. Inmates are better prepared for the transition from prison to the community through program opportunities made possible by the cost free services of volunteers. Volunteers provide a critical role in making our communities safe.

On average, there are between 4,000 and 6,000 registered volunteers providing services to our facilities statewide each month. Approximately 1,250 new volunteers are registered during the year. There are on average 400 ex-offenders providing service at any given time. There are more than 750 regular ongoing programs, and between 95 to 155 occasional programs in any given month.

Volunteers are involved in programs in a variety of areas such as:

- Family Reunification
- Offender Reentry
- Academic/Vocational Education
- Therapy/Self-Help
- Religious Education Classes and Services
- Recreation/ Leisure Time Activity/Creative Arts
- Cultural/Ethnic

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Division of Hispanic and Cultural Affairs

Mandates:

First Amendment and McKinney's Consolidated Laws of New York 10-B – Correction Law, NYS Official Compilation of Codes, Rules and Regulations Vol. 7 – Correctional Services and Vol. 9 – Executive (F), and Case Law Mandates.

Mandated Funding Level:

None

Brief Description/History/Background:

The main responsibility of the Division of Hispanic and Cultural Affairs is to carry out all of the mandates of the law that have been issued by the New York State Legislature, the courts, Division of Criminal Justice Services, Commission of Correction, and the Commissioner for the Department. This ensures that all monolingual inmates, regardless of their race or language are afforded the same rights and privileges as all other inmates. A high priority is to improve communication between Hispanic inmates, as well as other monolinguals and employees throughout the Department's correctional facilities. In addition, the Division takes the lead to provide Hispanic inmates and those from other ethnic backgrounds with the same resources and program opportunities that the Department offers to English-Speaking inmates.

Translation Services – In order to maintain the safety, security and good order of the facilities in creating a stable and humane community environment for all inmates, all translations that are required for use by the inmate population, Department employees, inmate families, and community representatives are prepared by this Division. In keeping with our mission we employ two full-time translators who provide this service to the entire Department. Translations per year average in the hundreds and equate to many hundreds of pages being processed.

Inmate Organizations – Inmate organizations serve to encourage constructive interaction between the inmates, facility employees, outside agencies, and the community. They play a vital role in the improvement of attitude and personality of each participant and stimulate growth in the areas of understanding, responsibility and discipline. They promote the constructive utilization of leisure time as well as adding to increased educational and social experiences for the inmate population in general. Currently there are 303 approved and actively operating inmate organizations in the Department's 70 correctional facilities. Attendance at monthly scheduled meetings averages at 14,500 inmates per month.

Youth Assistance Program - This program provides a community service in crime prevention efforts. It helps to discourage at-risk youth from becoming involved in or committing crimes which may eventually lead to their incarceration. The program provides positive direction and guidance to the youth in developing an enhanced sense of self-esteem, confidence and educational achievement. Currently there are 23 ongoing YAP programs located in 22 of our facilities. This program which has been active since 1972 had provided this type of service to 258,314 community youths and other individuals throughout New York State.

Compadre Helper Program – This program is a peer counseling course designed to provide students with the opportunity to acquire the necessary skills to help them and their peers cope with the psychological aspects of personal development. This program is offered in English and Spanish. This program which has been active since 1979 currently has seven programs in our correctional facilities.

Personality Plus – This program is designed to assist inmates in bettering their self-image and the positive development of their personality. It is offered in English and Spanish. This program better prepares inmates for meeting the challenges posed by the outside community, industry and business insofar as employment and social interaction are concerned.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Transitional Services

Mandate:

None

Mandated Funding Level:

None

Brief Description/History/Background:

Transitional Services (TS) Programs are designed to assist every inmate throughout all stages of his/her incarceration to prepare for a successful reintegration to the community as law-abiding and productive citizens. All of the TS Programs are designed with the goal to enhance public safety through reduced recidivism. Inmates, having completed the TS programs, will return to their communities better equipped to handle life's challenges. This directly supports the Department's core mission of *"Enhancing public safety by providing appropriate treatment services, in safe and secure facilities, that address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives."*

Transitional Services is designed to provide release preparation. There are three phases: the first phase provides adjustment to incarceration, the second phase teaches basic social skills needed to live a crime free life, and the third phase provides assistance to inmates in their final transition to the community and consists of programming that will have the greatest impact on the inmates' reintegration. This program employs cognitive restructuring approaches.

The **Aggression Replacement Training Program** is the only statewide evidence based cognitive behavioral program designed to assist inmates in identifying and controlling aggressive behavior. Inmates who participate in this program exhibit a decrease in aggressive behavior during and after their incarceration.

Both the **Network** and **Community Lifestyles Programs** are residential based programs designed to help inmates learn to deal effectively with community issues in a positive manner through a supervised structure of community meetings and living unit responsibilities. This program incorporates decision making and problem solving by the inmate participants.

The following is a list of activities performed by facility staff:

- Maintain a current community resource library
- Conduct individual and group counseling
- Manage inmate caseloads
- Provide links to community and faith based organizations
- Procure inmates' personal documents (social security number replacement cards and birth certificates)
- Provide training and supervision to inmates who function as peer facilitators
- Direct the development of inmates' release portfolios to include relevant personal documentation, resume and all pertinent information needed to navigate community services

The following is a list of activities provided by Main Office staff:

- Develop curriculum content
- Provide technical assistance to facility staff
- Establish policy and procedures
- Monitor facility program operations
- Cultivate professional relationships with community and faith based organizations
- Collaborate with other state agencies on reentry initiatives
- Develop and implement statewide training for facilities' TS staff
- Respond to inmate correspondence

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: General Library Program

Mandate:

Official Compilation of Codes, Rules and Regulations of the State of New York (9 NYCRR 7679).

Mandated funding Level:

None

Brief description/History/Background:

The General Library Program is organized to meet the educational, informational and recreation needs of the inmates so that they can return to their communities better prepared to lead successful and crime-free lives.

This program, based upon the public library model, aims to demonstrate and promote the value of library use so that inmates will make effective use of public libraries upon their return to the community. It includes well-balanced collections of library resources, interlibrary loan services and reference services.

Legislation [Education Law Article 5, Section 285 (1)] provides funds for each public library system operating under an approved plan of service and having a state correctional facility or facilities within its area of service. This omnibus program supplements library services for inmates with greater access to library materials and services.

Issues:

Population Served:

All inmates in general confinement are eligible for library services. Inmates who are not permitted to visit a facility's general library, because of their disciplinary or protective status or their health, may receive outreach services. Inmates who are assigned to work release facilities may avail themselves of public library services in the community.

Performance Measures:

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: College Programs

Mandate:

Correction Law 136

Mandated Funding Level:

None

Description/History/Background:

College programs provide incarcerated individuals with the opportunity to participate in education beyond the basic levels of literacy and high school equivalency preparation. Students can earn certificates as well as degrees at the college level.

The Departmental Mission Statement charges DOCS with providing all inmates with services to prepare them to return to the community and remain crime free. Higher education programs represent evidence based practices, with an extensive nationwide body of research that demonstrates their effectiveness in reducing recidivism and enhancing public safety by preparing inmates for successful reintegration to the community.

During the 1970s and 1980s, college programs were a significant component of academic education. The 1991 – 1992 Annual Report for Academic Education reports that a survey of the return rate of participants in the Inmate Higher Education Program was completed in 1991 and the results indicated that participants who earned a college degree returned at a statistically significant lower rate than those who did not. The 1993 Annual Report indicated that there were 24 college and universities providing higher education programs to incarcerated individuals with 3,000 – 3,500 participants and 1,000 certificates and degrees awarded. The Department managed these programs with a policy known as “The Unified College Guidelines” that set standards of operation and a review process for all college programs. In 1994, Congress eliminated inmate eligibility for federal Pell Grant funds and New York eliminated TAP funding for inmates. Only a handful of programs survived with private funding. In 2001 the US Department of Education mandated that funding received through the Workplace and Community Transition Training for Incarcerated Youth Offenders be used to provide college education.

A pilot program was established at Greene Correctional Facility with Bard College as the contracted service provider. Subsequently Marist College was awarded the contract for Greene. In 2007, this program was expanded to Washington and Albion Correctional Facilities. Effective July 1, 2008, Marist College has been awarded the contract for Greene and Washington. Medaille College is providing the program at Albion Correctional Facility.

Below is a listing of current higher education programs in the Department:

Albion – Medaille College, Arthur Kill – Rising Hope, Inc., Auburn – Cornell University, Bayview – Bard College, Bedford Hills – Marymount Manhattan College, Eastern – Bard College, Elmira – Bard College, Fishkill – Rising Hope, Inc., Green Haven – Rising Hope, Inc., Greene – Marist College, Mid-Orange – Rising Hope, Inc., Sing Sing – Hudson Link, New York Theological Seminary and Rising Hope, Inc., Taconic – Nyack College and Hudson Link, Washington – Marist College, Woodbourne – Bard College and Rising Hope, Inc. and Wyoming – The Consortium of the Niagara Frontier.

Additionally, any inmate with a verified high school diploma or equivalency is permitted to participate in correspondence courses at his/her own expense.

Issues:

The Department has made college programs a significant initiative. The goal is to form partnerships with local facilities, schools and foundations to provide these programs without the use of public funds.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Revised 10/9/08

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Office of Victim Services

Mandate:
CPL 380.50

Mandated Funding Level:
None

Brief Description/History/Background:

The Office of Victim Services was established in 1998 with Federal VOCA grant funds which are passed to the NYSDOCS through the NYS Crime Victims Board. The Department VOCA grant award is \$292,300 with a match requirement of \$73,075. The Office coordinates all Departmental initiatives and activities related to victims services. The Director is the Commissioner's/Department's liaison to the victim's community and is responsible for ensuring victim's needs are responded to consistently and with sensitivity.

Core Mission: The Office of Victim Services enhances public safety through its services provided to the Crime Victims through victim notification, restitution collection and disbursement, referrals and victim mediation.

All statutorily required victim notification activities per CPL 380.50, which are unfunded mandates, are coordinated from the Office of Victim Services. Each day, certified letters informing registered victims of an offender's release from custody are sent from the Office of Victim Services. In the most recent completed calendar year, 3122 certified letters were sent to victims. During the same year, 2185 new registrations were made on the VINE telephone notification system and 1880 confirmed notifications of an offender's release were made on the VINE telephone notification service. The current VINE contract is a five (5) year contract from July 1, 2006 through June 30, 2011 at an annual cost of \$173,880 which is paid for through the Federal VOCA funds. Through regular participation in regional Crime Victim Service Coalition meetings, the Office works with victims and crime victim service agencies to ensure victims are aware of their rights and assist in affording victims the opportunity to participate in their rights. Through partnerships with other state agencies such as Parole and the Unified Court System, victims have been able to participate in their rights in a coordinated, cost efficient manner.

Specifically, a single form is now utilized by the DOCS Office of Victim Services and the Parole Victim Impact Unit to allow victims to register with both state agencies rather than requiring victims to complete and mail two separate forms. Printing costs have been eliminated for this single use form as it is readily available on both the Parole and DOCS websites. Victim Offender Dialogs which require multiple interviews in the victim's community and correctional facilities are completed in partnership with the Unified Court System allowing for carpooling to the interview sites. Similarly, the Domestic Violence training mandated by the Governor's Executive Order is done in partnership with the Office for the Prevention of Domestic Violence which also allows for carpooling as a cost savings. Through ongoing education efforts concerning the importance of restitution for crime victims, during 2007, the Office assisted in the disbursement of over \$268,000 in restitution funds to county probation offices and Safe Horizon for those agencies to disburse the funds to the victims. This ensures that crime victims are justly and fully reimbursed for their losses.

Issues:

Population Served:
Crime victims and their communities

Performance Measures:
As noted above performance measures utilized by the Office of Victim Services included registration and notification made by the Vine Service, disbursement of restitution funds, and victim contacts.

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Agri-Business

Mandate:
None

Mandated Funding Level:
None

Brief Description/History/Background:

It is the goal of the Agri-Business Program to ensure that every inmate employed within it, prior to release, should possess the soft and hard skills, discipline, and responsibility required to gain and retain fulltime employment upon reentry, thus reducing recidivism.

The objectives of the Agri-Business Program are:

High quality food products to support the Department's menu at no net cost to State taxpayers.

Relevant work experiences for inmate to develop positive work ethics and skills. Job completion titles are assigned to inmates who prove proficient in a capacity which indicates their skills are of value to be included in personal resumes for review of potential employers.

Responsible and productive stewardship of land and facilities owned by the State of New York.

The Program operates 12 farm operations throughout the State. Packaged low-fat milk, butter and purveyed beef are delivered to 38 facilities as well as the Food Production Center, offsetting contractual expenses. 6000 acres of viable farm land is utilized within the Program along with 113 buildings.

An average of 220 inmates is employed in the farm program monthly. They participate in a variety of farm related occupations and are assigned specific tasks depending on demonstrated skills and interest.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Correctional Industries

Mandate:

The Division of Correctional Industries is a major employer of inmates within the Department of Correctional Services (DOCS). Correctional Industries (Corcraft) was organized in 1893 pursuant to Section 184 of the Correction Law, which authorized the Department to manufacture articles needed by the State and its political subdivisions.

Mandated Funding Level:

None

Brief Description/History/Background:

The Departmental Mission seeks to address the needs of all inmates so they can return to their communities better prepared to lead successful and crime-free lives. One of the Department goals is to teach inmates the need for discipline and respect, and the importance of a mature understanding of a work ethic. This goal is directly related to that of the Corcraft mission. Corcraft's mission is to employ inmates in real work situations producing quality goods and services at competitive prices, delivered on time as required by its customers at minimal cost to the taxpayer.

Corcraft provides the necessary resources for a real work environment, where opportunities are available for inmates to learn marketable skills and work habits, including the interpersonal skills necessary to achieve success and enhance their employability upon release. Corcraft strives to develop a work ethic in our inmate employees, to motivate each to seek and maintain employment, and become productive citizens upon re-entry into society. The program seeks to produce a sufficient quantity of goods and services that meet customer needs and standards, at minimal cost to the taxpayer.

The Division currently employs 357 civilian staff and approximately 2,500 inmates at 17 Correctional Facilities throughout the State and the Central Office/Distribution Center in Menands.

Product lines produced at our facilities include:

- § Metal Products, including file cabinets, license plates, shelving, security screens, and trash receptacles;
- § Furniture, such as desks, chairs, bookcases, credenzas, modular office panel systems, and school furniture;
- § Textile Products, such as mattresses, inmate clothing, uniforms, and sheets;
- § Maintenance Products, including soap, bleach, floor finish, and an ecologically friendly line of cleaning products;
- § Foundry Products for municipal transportation departments;
- § Modular Buildings for temporary and long term customer needs;
- § Eyeglasses;
- § Printed Materials; and
- § Signage, including highway signs and engraved items.

Corcraft also provides the following services:

- § Telephone Answering Services for the Department of Motor Vehicles (DMV);
- § Inmate Labor for the NYS Office of General Services;
- § Electronic Document Conversion for the NYS Department of Transportation and other local governments;
- § Construction Services for the NYS Department of Correctional Services; and
- § Lead, Asbestos, and other abatement services for DOCS and others as needed.

Issues:

Corcraft's market, by definition, consists primarily of the State of New York and its political subdivisions. Corcraft must aggressively compete for increasingly scarce resources, as State and local officials must stretch taxpayer dollars.

Unfortunately for Corcraft, the acquisition of new or replacement furniture, case goods and panel systems becomes secondary to higher priority operating costs during tight fiscal conditions.

The program spends over \$28 million annually for raw material used in the manufacture of products. A major problem facing Corcraft is the continued increase in raw material costs, which pressure our margins and result in a trade-off between increasing our selling prices to customers, or absorbing the cost increase at the risk of potentially failing to cover the cost of the program. The other major expense annually is for personal service. During fiscal year 2008-09, a total of \$20 million is budgeted for these costs. In addition, Corcraft reimburses the General Fund for Fringe Benefit and Indirect Costs, projected to be over \$9 million in fiscal 2008-09, or 45.55% of personal service costs.

Population Served:

Corcraft serves its customers and the inmates working in our correctional facilities. By law, Corcraft can sell only to public entities and not-for profit organizations funded in whole or in-part by tax dollars. Customers include DOCS and other state agencies, cities, towns, villages, school districts, and other states.

Performance Measures:

Since 1983, Corcraft has been funded by an Internal Service Fund. Sales in fiscal year 1983-84 were \$28 million, growing to over \$72 million in fiscal 2007-08. Corcraft prepares an annual business plan which details the goals and objectives by facility by shop, for the program. For fiscal year 2008-09, sales and revenue are projected to be \$71.6 million; disbursements \$74.5 million. The difference between revenue and disbursements will result in a projected cash deficit of \$2.9 million, or a cost of less than \$1,200 per inmate programmed.

Revised 10/9/08

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Waste Management

Mandate:

New York State Solid Waste Management Act of 1988, Chapter 70 of the Laws of 1988
New York State Governor's Executive Order #142, Enacted 1989, Reduce, Reuse, Recycle

Mandated Funding Level:

None

Brief Description/History/Background:

It is the responsibility of the Waste-Management Program to interpret and ensure that the Department abides by State Laws relating to recycling and residual composting initiatives and operatives. The program also reviews and advises each correctional facility on the most efficient and economical method of waste contractual disposal available.

The objectives of the Waste-Management Program are to provide:

Solid waste disposal cost avoidance to the Department through procurement, recycling, and organic waste composting strategies.

Statutory compliance with solid waste regulations and benign environmental stewardship waste management practices.

Relevant and productive inmate work experiences.

The Waste Management Program provides recycling and organic waste diversion and avoided cost services for the department and selected municipalities. The Program employs inmates at various levels in facilities and regional recycling processing centers.

8 hub recycling centers are located statewide at Franklin, Gouverneur, Greene, Marcy, Wallkill, Washington, Willard and Wyoming.

30 state correctional prisons occupy food composting operations supporting a total of 53 facilities.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Revised 10/9/08

Attachment C

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Canine Unit

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

The Canine Unit was formed in May of 1981, consisting of two dogs and two dog handlers. In May of 1982, the unit expanded with the addition of two more dogs and two more handlers, bringing the totals to four dogs and four handlers. The unit was expanded one final time in May of 1984 with the addition of another dog and handler bringing the new totals of the unit to their present levels of five dogs and five handlers. These numbers have remained consistent since that time. All of the canines and handlers are certified in narcotics recovery, obedience, handler protection, tracking and building searches. Over the years, the Canine Unit has assisted in the apprehension of escaped inmates, as well as assisting the New York State Police in searches for missing persons on top of their daily duties of searches performed in facilities.

Issues:

Cost of equipment, animal care, salaries, training and overtime push the cost per K-9 Team to nearly \$100,000. Minimally effective in the detection of drugs in institutions with very short work time.

While the New York State Police (NYSP) assume primary responsibility for active pursuit of an escapee outside a facility, our staff work and train with them to support their effort.

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Package Room

Mandate:

None

Mandated Funding Level:

None

Brief Description/History Background:

Package room staff are critical in controlling the introduction of contraband into the facility through the package room. They ensure that disallowed items are returned to the sender/visitor or processed in accordance with Departmental policy.

Package room staff are responsible to inspect and search incoming packages and articles sent or brought to facilities and received through the facility package room. All items received for inmates are thoroughly inspected and searched for contraband.

Package room staff process all packages sent from a facility at the inmate's request, including surplus, non-allowed or transferred articles, etc. All articles received are x-rayed and visually inspected for contraband.

Package room staff also issue items to inmates, process out-going articles, maintain files on inmates and articles they receive or send out.

Package room post coverage for the past year was 335,452, hours. Package room additional hours totaled 62,755 hours for a total of 398,207 hours.

During the year of 2007, the Department recorded 50 unusual incidents involving contraband found during the processing of packages in facility package rooms. The contraband consisted of drugs, alcohol, weapons, cell phones, cash, etc.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions.

Performance Measures:

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: ION Scan

Mandate:
None

Mandated Funding Level:
None

Brief Description/History Background:

Ion Scanning started as a pilot program in the Green Haven and Elmira Hubs in October 2003. The ION Scanner is an electronic drug/explosive detection device that provides a non-intrusive, safe way of scanning for possible drug/explosives activity. ION technology provides the capability to detect quickly and accurately microscopic traces of drugs/explosives from up to 40 different substances, from a wide variety of surfaces. ION scanner applications are for visitors entering facilities, inmates following a visit and incoming packages. Due to the proven reliability and effectiveness, the ION Scanning Program was expanded to all 9 Hubs in March 2007, using a total of 11 machines, 10 - 400B and 1 - 500DT. The manufacturer Smith Detection has thoroughly tested these machines against false positives. Since the expansion, over 25,000 visitors have been tested with over 2,000 of them testing positive for a variety of drugs, with cocaine accounting for about ninety five percent of all positives. Names of visitors who test positive are shared with the Inspector General's Office (IG) to help facilitate on-going investigations.

Issues:

The Department has no approved items to operate ION Scan. As such, resources come from facility resource pools and in many instances, result in overtime.

Population Served:

Inmate population and their visiting families and the employees of the Department.

Performance Measures:

Revised 10/9/08

Attachment C

Department of Correctional Services PROGRAM INFORMATION SHEET

Program: Community Service Crews

Mandate:

None

Mandated Funding Level:

None

Brief Description/History Background:

Inmates under the supervision of correction officers carry out various work assignments off the facility grounds, which consists of many types of outside work (including fire fighting,) during all seasons. Staff and inmates work with other outside agencies, such as the New York State Department of Environmental Conservation. Outside assignments may be in remote areas, within towns, villages, etc.

Staff instructs inmates on proper work habits and safety procedures. Conducts training on procedures and the safe operation of equipment assigned to the crew.

Maintain custodial security over the crew assigned to them.

Perform any other duties as directed by supervisory staff.

The approximate hours for community service crews in a year is 408,360 man hours. This is based on 205 statewide community service crews. A community service crew is defined as an officer utilizing a vehicle with a crew of inmates leaving the facility to perform work somewhere in the community 5 days per week, minus 12 holidays.

Issues:

Population Served:

The Department is responsible for the confinement of approximately 62,000 individuals at 70 institutions which are geographically dispersed across the state with a budgeted staffing level of 31,108 Full Time Equivalent positions. Communities surrounding Departmental Institutions benefit from this program.

Performance Measures:

Department of Correctional Services
Program Information Sheet

Program: Commissaries

Mandate:
None

Mandated Funding Level:
None

Brief Description/History/Background:

Section 26 of NYS Correction Law provides that the Commissioner may authorize the head of any institution in the Department to establish a Commissary for the use and benefit of inmates. The Department operates (65) Commissaries at facilities, statewide. Commissaries provide the inmate with the opportunity to purchase food items, tobacco products, hygiene items, postage stamps, and other sundry items. The cost of these items are paid by the inmate through the inmate accounting system.

Issues:
None

Population Served:
Approximately 62,000 inmates.

Performance Measures:
None

Department of Correctional Services
PROGRAM INFORMATION SHEET

Program: Vehicle Maintenance

Mandate:

Environmental conservation Rules & Regulations Including: Petroleum Bulk Storage, Waste management, Air Permits EPA Regulations for Petroleum Bulk Storage and Clean Air. NYS DMV Rules & Regulations. NYS DOT Rules & Regulations. OSHA Rules & Regulations in relation to physical plants. DOCS Department Directives. Executive Orders.

Mandated Funding Level:

None

Brief Description/History/Background:

Provide safe and reliable transportation for inmates and staff. Provide for the operation and maintenance of the vehicle fleet including all equipment. Provide for a safe working environment for inmates and staff. Assure environmental compliance. As the Department expanded through the 1980's and has continued to diversify to meet program needs of the inmates, the transportation requirements for the department has increased.

Issues:

To provide for the continued service of transportation for increased need. Reliability and amount of snow removal equipment. Limited inmate recourses.

Population Served:

Inmate population and the Employees of the Department.

Performance Measures:

Preventative maintenance and monitoring of all vehicles and equipment to assure reliability. Maintain inventory of all equipment, vehicles, materials, and tools.