

STATE OF OHIO



DEPARTMENT OF REHABILITATION  
AND CORRECTION

SUBJECT: <b>Operation Support Center Areas of Responsibility</b>	PAGE <u>1</u> OF <u>9</u> .
	NUMBER: 11-COP-02
RULE/CODE REFERENCE:	SUPERSEDES: 11-COP-02 dated 07/12/12
RELATED ACA STANDARDS: 2-CO-1A-18; 4-APPFS-3D-03; 2-1012; 1-CTA-1A-09	EFFECTIVE DATE: August 18, 2014
	APPROVED: 

**I. AUTHORITY**

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

**II. PURPOSE**

The purpose of this policy is to identify specific divisions and offices within the Department of Rehabilitation and Correction and the authority and responsibilities delegated to them by the Director.

**III. APPLICABILITY**

This policy applies to all personnel of the Ohio Department of Rehabilitation and Correction.

**IV. DEFINITION**

None

**V. POLICY**

It is the policy of the Ohio Department of Rehabilitation and Correction (DRC) to have a clear understanding of what authority and responsibilities have been delegated by the Director to the appropriate divisions and offices.

**VI. PROCEDURES**

The following list identifies the primary divisions and offices within the Department and their delegated authority and responsibilities. Managing and Deputy Directors have the authority to delegate responsibilities, coordinate, and supervise all work in their respective offices or divisions.

**A. Office of Communications**

Keeps the public informed of the Department's latest developments, briefs the media on critical incidents, responds to day-to-day media inquiries, and provides training to external agencies, executive staff and field staff in effective relationships with the media. The office is also responsible for maintaining, updating, and creating publications on behalf of DRC which includes internet information as well as DRC brochures, newsletters, and annual reports. The office also organizes special events, ceremonies, and other projects designated by the Director.

**B. Legislative Liaison**

This area is responsible for overseeing the exchange of Departmental information to legislators and their staff. Other responsibilities include, but are not limited to: 1) Assist and advise the Director and the offices of the Governor and Lieutenant Governor concerning establishment of a departmental and administration criminal justice legislative agenda; 2) Meet with key legislators and their staff concerning pending legislative issues and prepare testimony for presentation to committee members; 3) Prepare written and oral responses to legislative inquiries and organize tours for interested legislators and their staff; 4) Ensure that verbal and written inquiries from legislators and their staff are responded to in a timely and appropriate manner; and 5) Serve as the Director's representative on matters affecting federal, state, and local government.

**C. Risk Management**

The Division of Legal Services provides in-house legal counsel in policy, programs, and operations. The Division also provides advice and services for financial transactions, supports various human resources functions, represents the Department at administrative hearings, acts as the Director's designee on Rules Infraction Board and local control appeals, and serves as a liaison to the Office of the Attorney General in all formal litigation.

**D. Organizational Development**

1. Bureau of Personnel - Responsible for the oversight and supervisory accountability for all employee-related matters occurring in the Department in regards to personnel and payroll.
  - a. Compensation and Benefits Unit - Responsible for processing all off work and benefit programs as well as payroll processing and oversight for agency in regards to reports and analyzing data.
  - b. OSC/DPCS Personnel Services Unit - Responsible for providing guidance and training to both employees and managers.
  - c. Institution Personnel Service Unit - Responsible for providing support to institutions by reviewing and submitting Personnel Actions to the Department of Administrative Services for review, performing job analysis, oversight of the request to fill process, and submitting changes to classification plans.

- d. Workforce Acquisition Unit – Responsible for providing both centralized and regionalized agency posting and position selection management.
2. Bureau of Labor Relations - Responsible for the administration of collective bargaining agreements that impact the Department including interpretation and enforcement of contractual language. Reviews all disciplinary actions at the suspension/fine or termination level prior to imposition and represents the Department in employee grievance steps up to and including final and binding arbitration. Represents the Department at collective bargaining negotiations for all contracts and at agency specific negotiations.
3. Corrections Training Academy (CTA) - Responsible for providing employee orientation training to all DRC employees and other criminal justice partners. Administers and provides specialized in-service training programs for DRC employees, local law enforcements agencies, and other criminal justice partners.
4. Office of Equal Employment Opportunity (EEO) – Responsible for promoting equal opportunity in every aspect of agency personnel policies and practices. To that end, the EEO section of the Department of Rehabilitation and Correction affirms its support of equal opportunity for all persons regardless of race, color, sex, religion, national origin, age, disability, veteran status, and sexual orientation/gender identity.
5. H.R. Research and Data Management – Serves as principal source of information for the agency regarding HR data and HR related research (e.g., advises HCM staff on questions and/or issues related to human resources HR data management, authors and provides agency administration reports and documents related to HR research including the evaluation of workforce analytics, workforce composition, and staff analyses). Represents agency regarding HR data, completing information requests from outside constituency groups (e.g., ACA, Pew, DOJ, ASCA, DOL).

#### **E. Office of the Chief Inspector**

1. Chief Inspector’s Office - Administers inmate grievance procedures ensuring that inmate concerns and problems are being appropriately addressed. Additionally, the office responds to inmate grievance appeals and grievances against Managing Officers or inspectors. The office provides assistance, training, and advice to institutional inspectors and investigators and monitors, coordinates, conducts, and/or initiates internal administrative investigations. The Office of the Chief Inspector facilitates the inmate ADA process.
2. Bureau of Agency Policy and Operational Compliance (BAPOC) - Responsible for coordinating and conducting all non-financial internal audit functions for each facility and parole region within the Department and assisting in the preparation and coordination of American Correctional Association audits. The BAPOC also coordinates the development and revision of departmental policies and agency operations manuals and is responsible for monitoring of policy compliance in all agency operations, the administration of the health and safety program for all facilities, and ensuring the overall accreditation of the

agency through the American Correctional Association. In addition, the Bureau of Agency Policy and Operational Compliance is responsible for the implementation of and compliance with the federal Prison Rape Elimination Act standards.

## **F. Health Care and Fiscal Operations**

### **1. Office of Correctional Health Care**

The mission of the Office of Correctional Health Care is to promote optimal wellness by providing integrated client-centered services.

#### **a. Bureau of Medical Services (BOMS)**

Responsible for the planning, implementation, monitoring, and evaluation of comprehensive medical services for offenders. Medical services include primary care, pharmacy, dental, lab, and telemedicine within each institution. BOMS services include specialized treatment at Franklin Medical Center (FMC) to include: intensive skilled medical and nursing care, long-term care, an Urgent Care Clinic, mobile MRI and CT services, and a full-service in-house laboratory. Specialized services are also available at the Frazier Health Center at the Pickaway Correctional Institution, including intensive skilled medical and nursing care, long-term care, and dialysis. Specialty and inpatient hospital care is offered through comprehensive medical contracts.

#### **b. Bureau of Behavioral Health Services**

i. Responsible for the planning, implementation, monitoring, and evaluation of comprehensive mental health services for offenders. Mental health services include an array of services provided on an outpatient or inpatient basis. This includes psychotherapy, groups, psycho-educational programs, psychotropic medications and prevention services tailored to the offender's treatment plan. This bureau also is responsible for the provision of treatment services to special populations such as offenders with intellectual and developmental disabilities and sex offenses.

ii. Responsible for the planning, implementation, monitoring and evaluation of comprehensive alcohol and other drug treatment services. This includes screening, therapeutic communities, residential treatment programs, intensive program prisons, treatment readiness programs, intensive outpatient programs, continuous care services, outpatient programs, individual and group counseling, and other ancillary services such as AOD Education and 12-Step groups.

2. Office of Administration

The Office of Administration provides fiscal direction and training programs to DRC staff and to others. The Deputy Director of Administration is responsible for all budget requests and fiscal allocations. The office formulates and writes all policies regarding distribution of funds and is the chief fiscal accounting department for DRC. The office also oversees Ohio Penal Industries and construction, activation and maintenance of all properties of DRC.

- a. The Division of Business Administration (DBA) - Fiscal operations which are comprised of the Operation Support Center business office which handles purchasing and accounts payable, revenue and receivables. Serves as the Department liaison between the Department of Administrative Services and other state agencies.
- b. Bureau of Budget Planning and Analysis - Prepares and monitors the agency's operating budget. It serves as the fiscal advisor for the agency and provides administrators with financial analysis, evaluation and recommendations to promote effective control and reasonable costs. This bureau coordinates the Department's efforts to secure federal grants and other outside funding, oversees development of Business Intelligence reports, and maintains OAKS Financials security. The area also oversees the Department's controlling board process.
- c. Office of Enterprise Development - Works in collaboration with the Ohio Department of Development, Ohio Penal Industries, and DRC's areas of research, information and technology, and education to provide opportunities for offenders to learn transferable and meaningful job skills during their incarceration.
- d. Bureau of Information and Technology Services (BITS) - Responsible for providing technology services for the Department. These services include mission-critical software applications such as the Departmental Offender Tracking System (DOTS Portal), Office Automation System (OASYS), Employee Relations System (ERS), Forms Department, and Ohio Penal Industries Systems. Besides these applications, BITS also provides support services for the intranet, internet sites, as well as telecommunications, video-conferencing and networking infrastructure for the Department.
- e. The Bureau of Construction, Activation and Maintenance and Sustainability (CAMS) Evaluates facility needs, prepares capital improvement plans and recommendations for submittal of capital funding requests, and manages the Department's capital improvement projects. These projects include new prison construction, prison renovations, infrastructure improvements, facility upgrades and building or equipment replacements. CAMS staff manage the pre-design, design, bidding, construction, contract completion and closeout and activation processes, as needed, for all capital projects. CAMS also coordinates facility preventative maintenance programs with all institutions, performs facility management audits and assists in planning of in-house construction projects. Additional functions include coordination of real estate transactions, statewide coordination and reporting for FAMS, plans review and technical assistance for the local jail construction program, and coordination of

facility health and safety programs. This office is also responsible for managing waste and energy reduction programs and planning and directing the Department's conservation and recycling efforts.

- f. Ohio Penal Industries - Responsible for providing an industrial training program designed to provide vocational skills and a meaningful work experience for the inmate population while producing products. Some of these products and services include license plates, office furniture, modular furniture, janitorial supplies, asbestos abatement, and vehicle service and repairs.

### 3. Office of Acquisition and Contract Compliance

The Office of Acquisition and Contract Compliance focuses on monitoring and ensuring compliance of the agency's privatized operations. This office will also oversee fiscal audits, purchasing, contract administration and asset management.

- a. Asset management is a responsibility of this area and includes the operations of the Operation Support Center mailroom and storeroom.
- b. Food service operations include the delivery of quality meals to the offender population that complies with nutrition standards. The Office of Acquisition and Contract Compliance is also responsible for the management of food inventory and supplies and the evaluation of distributors and suppliers.
- c. Contract Administration works with program staff to develop specifications, solicit proposals, and execute contracts. Once the contracts are implemented, Contract Administration assists with development of contract monitoring tools and resolution of contract issues. This section also oversees the department's real estate program.
- d. Examines DRC's internal funds and accounts. Fiscal audits are conducted every three years and include financial testing, commissary fiscal operation, financial statement review and examinations of compliance with policies, procedures, administrative rules, and laws. This process reinforces responsibility, accountability, segregation of duties, fiscal management and promotes task standardization to reduce the risk of deviation from established and acceptable accounting principles.

## H. **Court and Community**

1. Investigations and Community Services – Conducts investigations of alleged DPCS employee misconduct. Provides guidance to community partners, jail personnel and community supervision staff in developing policy and compliance with community PREA standards.
2. Jail Oversight – Inspects local adult detention facilities in Ohio for compliance with the minimum standards for jails, reviews/approves plans for the renovation and construction of jail facilities and manages state construction awards given to counties to support the improvement or replacement of inadequate facilities. Staff also provides technical

assistance to local jail officials when upgrading jail operations and enforces compliance with standards when appropriate.

3. Bureau of Community Sanctions (BCS) – Provides guidance and oversight to DRC funded halfway houses, community-based correctional facilities, and community corrections act programs. Reviews and approves grant applications for community corrections funding. Audits all DRC funded programs to ensure compliance with minimum standards of operation. Provides technical assistance and training for DRC funded programs.
4. Field Services – Supervises offenders who are under parole, probation and other types of community supervision. Also provides services to counties to include supervising offenders, assisting with the collection of court costs and child support payments. Directs and coordinates statewide service delivery systems for special needs offenders released from prison and in the community, e.g., reentry planning and services, recovery services, mental health services, and sex offender services. This area also includes the interstate compact section and fugitive section.
5. Parole Board – Determines the release of inmates from prison to parole. Assesses offenders for placement of post-release control supervision. Evaluates all clemency applications and forwards their findings/recommendations to the Governor for final approval.
6. Office of Victim Services – Provides crisis intervention and advocacy for victims with offenders in DRC prisons or under Adult Parole Authority supervision in the community. Participates in Victim Conference Day, administers the Victim/Offender Dialogue program and victim impact panels.
7. Bureau of Research and Evaluation - Provides information to policymakers within and outside of the Department in order to assist with decision making. The Bureau gathers and summarizes information for special and routine reports regarding inmates and departmental operations. The Bureau supports the Department through legislative analysis and population projections and provides research support for planning, review, and analysis for internal and external customers. The Bureau generates formal and informal reports regarding long and short term studies on management, program and policy analysis, parole and community services, and offender classification. The Bureau also provides research capabilities in such areas as recidivism studies, other long-term special projects, and strategic planning.
8. Offender Reentry and Religious Services - Responsible for guiding and monitoring the Department's reentry related programs and initiatives oversees all religious services throughout the state institutions.

## I. Operations

The Managing Director of Operations is responsible for overseeing daily field operations which includes:

1. Office of Prisons
  - a. The Office of Prisons is responsible for providing general day-to-day supervision, direction and oversight to the prisons and APA field staff statewide. The Office of Prisons is comprised of four regions: northwest, northeast, southwest, and southeast. Each region is assigned a Regional Director.
  - b. Each region is assigned an Operations Manager who is responsible for unit management functions which includes programming, visiting, recreation, placement packets, release planning, etc. In addition the Operations Manager oversees all security aspects throughout the state prisons, Corrections Training Academy and the Ohio Penal Industries and ensures that prisons operate within compliance of all security policies.
2. Bureau of Classification and Reception
  - a. The Bureau of Classification and Reception classifies and assigns inmates to appropriate security level institutions from reception and during their incarceration. Responsible for the review, approval, coordination and scheduling of all inmate transfer requests in conjunction with centralized transportation as well as the review, approval, and facilitation of placement requests and transports for the interstate transfer of inmates to and from the agency with other states and/or the Federal Bureau of Prisons. The Bureau also approves requests for institution separations and other specialized transfers, provides training for institution staff concerning the classification process, and conducts site visits to address specific issues as needed.
  - b. Centralized Transportation - Coordinates the transportation of inmates via the nine designated hubs, with FMC being the central hub for medical appointments and transfers to other institutions.
  - c. Security Threat Group (STG) – Coordinates the inmates profiled as STG department wide and monitors STG activity across the Department.
3. Special Operations - Coordinates and monitors the Special Tactical & Response (STAR) team and all training for institution Special Response Teams, sniper training and hostage negotiations. The STAR team is a highly trained unit, which can be activated statewide to deal with institution unrest. Schedules and conducts annual institution no-notice critical incident management exercises.
4. Ohio Central School System - Provides for all inmates' education opportunities including ABLE, GED, vocational training, job readiness, special education, and offender workforce development.

5. Bureau of Sentence Computation and Records Management - Responsible for interpreting sentencing documents and computing release dates. Also, responsible for the accurate and timely management, retention, and disposal of departmental records. This area also includes the central record office which coordinates all details of inmate releases and related screenings, scheduling outside court hearings, wants and warrants checks, and processing detainees