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|  Corrections and Community Supervision DIRECTIVE | TITLE | | NO. 2900 |
| | Functions of the Division of Support Operations | | DATE 02/14/2020 |
| SUPERSEDES DIR# 2900 Dtd. 03/21/19 | DISTRIBUTION A | PAGES PAGE 1 OF 3 | DATE LAST REVISED |
| REFERENCES (Include but are not limited to) State Finance Law; ACA Expected Practice 4-APPFS-3D-13; NYS Procurement Guidelines | APPROVING AUTHORITY  | | |

I. DESCRIPTION: The Division of Support Operations is responsible for planning, directing, and coordinating a wide variety of activities and functions that support all areas within the Department. These activities and functions are categorized as follows:

Central Office Services

Building Maintenance & Leases

Space Planning

Central Files

Central Depository

Mail and Supply

Procurement

Contract Procurement

Vehicle/Fleet Management

ITS Equipment Distribution

Facility Support Services

Central Quartermaster Operations

Commissary Operations

Housekeeping

Inmate Clothing

Laundry Operations

Pest Control

Store House

Centralized

Purchasing/Contracting

Emergency Purchases

Technical Services

Capital Equipment

- Budgeting

- Fixed Asset

- Procurement

- Specifications

- Transfer

Surplus Property Disposition

AMS (formerly DPAT)

Records Management –

Retention Schedules

II. CENTRAL OFFICE SERVICES

A. Building Maintenance & Leased spaces (in collaboration with appropriate supervisory staff):

1. Responsible for arranging via service contract, landlords, or Office of General Services (OGS) for cleaning of all offices, minor renovations, routine maintenance and repairs, parking, etc. for all assigned to Central Office.
2. Responsible for monitoring and maintaining building leases.

B. Space Planning: Responsible for working with OGS in developing space requirements, planning layouts, approval of office leases, scheduling and arranging for office moves, and related activities.

C. Central Files: Responsible for maintenance of the Central Office inmate/parolee files, records storage, and archives, as well as managing the associated operational activities.

- D. Central Depository: Stores and maintains:
1. Inmate records for all State correctional facilities located in the New York City area;
 2. Inactive inmate records from Central Office;
 3. Inactive records for Central Office Division Heads and the Executive Team; and
 4. Records from closed facilities.
- E. Mail and Supply: Responsible for the distribution of mail, messenger services, and other miscellaneous activities.
- F. Procurement: Responsible for preparing and processing all purchasing documents in accordance with New York State procurement guidelines, for Central Office equipment, supplies, and services for Central Office and local Community Supervision field office staff.
- G. Contract Procurement: Responsible for procuring required Central Office contracts (e.g., services, healthcare, equipment leases, maintenance contracts, cleaning contracts), and related activities. All requests for contracts must be processed by Support Operations, Contract Procurement Unit in compliance with State Finance Law and New York State procurement guidelines.
- H. Vehicle/Fleet Management: Purchase new vehicles as authorized by Executive staff and in accordance with Division of Budget (DOB) and OGS requirements; maintain vehicle inventory records; monitor and maintain properly authorized vehicle assignment and use; determine vehicle replacement requirements; processing of registrations, insurance forms, and accident reports and related insurance claims; credit card requests; and various related supporting activities.
- I. ITS Equipment Distribution: ITS Equipment such as cell phones, tablet computers, and laptops are shipped to Support Operations - Quartermaster, where they are logged and distributed to Central Office, facilities, and Community Supervision staff.

III. FACILITY SUPPORT SERVICES

- A. Central Quartermaster Operations: Responsible for the purchasing, warehousing, and distribution of all uniform components and accessories for all Departmental uniformed staff and maintaining the inventory and distribution of office supplies for Central Office locations, and some larger photocopying services (when properly authorized).
- B. Commissary Operations: Responsible for management oversight and technical support for all facility inmate commissaries. Functional responsibilities include review of operational procedures, required financial reporting, and Information Technology Services (ITS) liaison for related computer systems. Assist facilities as necessary to resolve operational, procurement, or control problems, including the assessment of physical layout and staff utilization.

The Commissary Operation Procedures Manual is a resource to provide guidance and clarity for staff relative to commissary operations, controls, accounting, and reporting.

- C. Housekeeping: Assists facilities in developing equipment and supply requirements, training staff and inmates in proper cleaning and sanitation techniques and conducting housekeeping inspections. Also assists facilities in determining most effective and efficient methods for waste disposal.

Training is conducted with the facility Environmental Services Committee during the annual Sanitation and Hygiene Audit.

- D. Inmate Clothing: Develops contracts for Departmental inmate clothing requirements; assists facilities in setting up State Shops, determining inventory requirements, establishing appropriate procedures and controls, and resolving operational problems.
- E. Laundry Operations: Assists facilities in determining best method for laundry operations; developing functional layouts and staffing requirements, developing equipment requirements, establishing operating procedures, and resolving operational problems.
- F. Pest Control: Assists facilities in establishing safe and effective Integrated Pest Management (IPM) Programs which stress non-chemical methods of pest control.
- G. Store House: Assists facilities in determining adequate square footage requirements, determining equipment and shelving required to maximize efficiency, developing staff requirements, and establishing operating procedures.
- H. Centralized Purchasing/Contracting: Develops Statewide contracts for various maintenance contracts (e.g., Civilian Personal Alarm, Taut Wire, CCTV, Lab Testing, etc.). Responsible for Statewide purchasing (e.g., vehicles, copiers, security equipment, etc.)
- I. Emergency Procedures: Assists facilities in procuring emergency equipment and services.

IV. TECHNICAL SERVICES

- A. Capital Equipment
 - 1. *Budgeting*: Review facility requests for major equipment items and formalize the Department's annual budget request for Capital Equipment funding.
 - 2. *Fixed Asset*: Liaison with OGS for perpetual inventory requirements for fixed asset equipment.
 - 3. *Procurement*: Prepare and process purchasing documents for equipment items.
 - 4. *Specifications*: Assist facilities in developing both equipment requirements and specifications based on intended use.
 - 5. *Transfers*: Review equipment utilization and arrange for the transfer or disposition of unused and/or inoperable equipment.
- B. Surplus Property Disposition: Coordinate and process the transfer, surplusing, and disposal of all State property.
- C. AMS (formerly (DPAT)): Oversees administration of DOCCS utilization of the Asset Management System (AMS) for the management of rolling assets that could be used in a statewide emergency. This includes preparing a Business Case for OGS and DOB approval to procure new assets, ensuring that information for each asset is accurate, and managing the asset to ensure it is in good working condition.

NOTE: This was previously managed through Disaster Preparedness Asset Tracking Program (DPAT). Support Operations staff have and continue to work closely with representatives of the Department of Transportation (DOT) and DOB to ensure compliance with all applicable AMS requirements and expectations.

A DOCCS Asset Management System Manual has been developed to enhance overall Departmental compliance and to provide appropriate clarity and guidance for end users.