
 Corrections and Community Supervision DIRECTIVE	TITLE		NO. 2900
	Functions of the Division of Support Operations		DATE 05/18/2022
SUPERSEDES DIR# 2900 Dtd. 02/14/20	DISTRIBUTION A	PAGES PAGE 1 OF 4	DATE LAST REVISED
REFERENCES (Include but are not limited to) State Finance Law; ACA Expected Practice 4-APPFS-3D-13: Directives 2011, 2604, 2914, 2915, 2916, and 2932; NYS Procurement Guidelines (Office of General Services)	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
MWBE/SDVOB

Facility Support Services

Central Quartermaster Operations
Commissary Operations
Housekeeping
Incarcerated Individual Clothing
Laundry Operations
Pest Control
Store House Operations
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, Space Planning, & Lease Administration:** in collaboration with Executives, management, and appropriate supervisory staff, and in compliance with applicable laws and codes:
1. Responsible for arranging via service contracts, with landlords, or with the Office of General Services (OGS) cleaning of all offices, minor renovations, routine maintenance and repairs, and parking, etc. for all Central Office locations.
 2. Responsible for monitoring and maintaining building leases.
 3. Responsible for assessing Central Office work locations for appropriate and efficient utilization, identifying new work locations and coordinating logistics for any relocations as deemed necessary.
- 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 incarcerated individual/releasee files, records storage, and archives, as well as managing the associated operational activities.
- D. Central Depository: Stores and maintains:
1. Incarcerated individual records for all State correctional facilities located in the New York City area.
 2. Inactive incarcerated individual records from Central Office.
 3. Inactive records for Central Office Division Heads and the Executive Team.
 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 equipment, supplies, and services for Central Office and Community Supervision Central Office adopt-a-facility locations (Central NY Administration and Northeast Area Office). Available resource for related questions or clarifications from the field can be found at: (SupportOperationsPurchasing@doccs.ny.gov).
- G. Contract Procurement: Responsible for procuring required Central Office contracts (e.g., commodities, services, technology, healthcare, equipment leases, maintenance contracts, cleaning contracts), and related activities. All requests for contracts must be processed by Support Operations, Contract Procurement Unit (CPU) in compliance with State Finance Law and New York State Procurement Guidelines. Available resource for related questions or clarifications from the field can be found at: (DOCCSContracts@doccs.ny.gov).
- NOTE: The Department of Corrections and Community Supervision (DOCCS) MWBE/SDVOB Team within the CPU coordinates and monitors DOCCS efforts to purchase commodities and services from responsible New York State Minority and Women-Owned Business Enterprise firms and certified Service-Disabled Veteran-Owned firms in compliance with NYS Procurement Guidelines and the law.
- 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; fuel card requests; mileage log reviews, monitor repairs, 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.
- J. Inter-Office & Miscellaneous Deliveries: Provide regular and miscellaneous pick-up and delivery services for Central Office and satellite locations, including limited support for correctional facilities.

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, distribution of approved cell phones, peace officer badge inventory/management, and some larger photocopying services (when properly authorized).
- B. Commissary Operations: Responsible for management oversight and technical support for all facility incarcerated individual 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 incarcerated individual 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. Incarcerated Individual Clothing: Develops contracts for Departmental incarcerated individual clothing requirements; assists correctional facilities with managing State Shops, determining inventory requirements, assess appropriate procedures and controls, and assist with resolution of operational challenges.
- 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 challenges.
- 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, relocation of operable equipment, or disposition of unused and/or inoperable equipment.

B. Surplus Property Disposition: Coordinate and process surplus and disposal of all surplus State property.

C. AMS (formerly (DPAT)): As part of Vehicle/Fleet Management, oversees administration of DOCCS utilization of the Asset Management System (AMS) for the management of rolling assets that could be called into use in the event of 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, such as location and status.

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.

The DOCCS Asset Management System Manual enhances overall Departmental compliance and to provide appropriate clarity and guidance for end users.

D. Records Management – Retention Schedules (See also Directive #2011, “Disposition of Departmental Records”): The Records Management Officer (within Support Operations) works with the various DOCCS Departments on developing retention schedules for those records that are unique to this Agency (and are not covered in the General Schedule).

Assistance is also provided in those instances where records in storage pending disposition have become contaminated (i.e. flooding, mold, etc.).