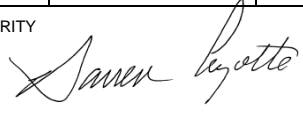
 <b>Department of Corrections and Community Supervision</b>  <b>DIRECTIVE</b>	TITLE  <b>Functions of the Division of Support Operations</b>		NO. 2900
			DATE 06/13/2024
SUPERSEDES  DIR #2900 Dtd. 05/18/22	DISTRIBUTION A	PAGES PAGE 1 OF 5	DATE LAST REVISED
REFERENCES (Include but are not limited to) State Finance Law; ACA Expected Practice 4-APPFS-3D-13; Directives #2011, #2604M, #2604S, #2901, #2914, #2915, #2916, #2932, #3081, #3082, #3090, #3093, #3101, #3102, #3173; NYS Procurement Guidelines	APPROVING AUTHORITY 		

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

- A. Building & Lease Administration – Space Planning
- B. Surplus Property Management
- C. Records Management - Retention Schedules
- D. Central Files
- E. Central Depository
- F. Central Office Mailroom
- G. Central Office Deliveries and Supplies
- H. Central Office Procurement and Facility Procurement Support
- I. Capital Equipment Request Reviews
- J. Contract Procurement - Minority & Women-Owned Business Enterprise & Service-Disabled Veteran-Owned Business (M/WBE-SDVOB) Support and Monitoring
- K. Vehicle/Fleet Management (Procurement, Accident Reporting, Repair Reviews, etc.)
- L. Asset Management System (AMS) Guidance
- M. Central Quartermaster Operations (Security Apparel, Badges, Information Technology Services [ITS] Equipment Distribution)
- N. Incarcerated Individual Commissary Operations
- O. Sanitation and Hygiene Housekeeping – Annual Inspections and Guidance
- P. Incarcerated Individual Clothing Guidance
- Q. Laundry Operations Guidance
- R. Pest Control Guidance
- S. Storehouse Operations Guidance
- T. Disapproved Incarcerated Individual Package Vendor Request Review

**II. SUPPORT OPERATIONS FUNTIONAL DESCRIPTIONS**

- A. Building & Lease Administration – Space Planning: In collaboration with Executives, management, and appropriate supervisory staff, and in compliance with applicable laws, codes, and policies. Responsible for:

1. Arranging the cleaning of all offices, minor renovations, routine maintenance and repairs, parking, etc., via service contracts with landlords, or with the Office of General Services (OGS) for all leased and Central Office locations.
  2. Establishing, monitoring, and maintaining all building leases.
  3. Assessing Central Office work locations for appropriate and efficient utilization, identifying new work locations when deemed necessary, and coordinating logistics for any relocations accordingly.
  4. Working with OGS in developing space requirements, planning layouts, approval of any associated lease updates, scheduling and arranging for office moves, and related activities.
- B. Surplus Property Management: The Department of Corrections and Community Supervision (DOCCS) Surplus Property Coordinator (Support Operations Office Services Manager):
1. Coordinates and processes surplus and disposal of all surplus State property throughout DOCCS in compliance with OGS policy.
  2. Serves as the DOCCS liaison with the OGS Surplus Property Unit and completes the annual Fixed Asset Inventory (see Directive #3173, "Acquisition and Disposition of Surplus Property").
- C. Records Management – Retention Schedules: The Records Management Officer (Support Operations Office Services Manager) works with the various DOCCS Departments on developing retention schedules for those records that are unique to the Agency (not covered in the General Schedule; see Directive #2011, "Disposition of Departmental Records"). This position also serves as the DOCCS Liaison with New York State (NYS) Archives to address related procedural concerns. Assistance is also provided in those instances where records in storage pending disposition have become contaminated (i.e., flooding, mold, etc.).
- D. 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.
- E. 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.
- F. Central Office Mailroom: Responsible for the distribution of mail, special handling, messenger services, copy paper delivery, and other miscellaneous activities.
- G. Central Office Deliveries and Supplies: Provide regular and miscellaneous pickup and delivery services for Central Office and satellite locations, including delivery of purchased items via Motor Vehicle Operators assigned to Support Operations. Fulfillment of requisitions for office supplies accomplished in accordance with Directive #2901, "Requisition of Supplies and Forms (Central Office)."

- H. Central Office Procurement and Facility Procurement Support: Responsible for preparing and processing all purchasing documents in accordance with NYS Procurement Guidelines, for equipment, supplies, and services for Central Office and Community Supervision Central Office adopt-a-facility locations (Central NY Administration and Albany Belt Area Office). Responsible for certain Statewide purchasing such as copiers and certain security equipment. Provides support to correctional facilities, including assistance with emergency procurements when necessary. Also serves as Central P-card Program Administrator and provides facility P-card Program support (see Directive #2916, "Purchasing Supplies and Equipment"). Related questions can be submitted to: [SupportOperationsPurchasing@doccs.ny.gov](mailto:SupportOperationsPurchasing@doccs.ny.gov) or to [Doccs.sm.PcardAdmin@doccs.ny.gov](mailto:Doccs.sm.PcardAdmin@doccs.ny.gov) as appropriate.
- I. Capital Equipment Request Reviews: In collaboration with the Division of Facilities Planning and Development, review new or replacement capital equipment requests from correctional facilities. Protocol requires appropriate justifications, form, function, and utility, as well as reasonableness of price determinations. If approved, funding authorizations are provided to the requesting facility by the Division of Facilities Planning and Development (see Directive #2915, "Equipment Acquisition Guidelines"). When necessary, review equipment utilization and arrange for the transfer of operable equipment, or disposition of unused and/or inoperable equipment.
- J. Contract Procurement - Minority & Women-Owned Business Enterprise & Service-Disabled Veterans-Owned Business (M/WBE-SDVOB) Support and Monitoring: 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 the Support Operations Contract Procurement Unit (CPU) in compliance with State Finance Law and NYS Procurement Guidelines. Available resource for related questions or clarifications from the field can be found at: [DOCCSContracts@doccs.ny.gov](mailto:DOCCSContracts@doccs.ny.gov). Assists with the development of Statewide contracts when appropriate such as for civilian personal alarms, taut wire, Closed Circuit Television (CCTV), lab testing services, etc. The DOCCS M/WBE-SDVOB Team (within CPU) coordinates and monitors DOCCS efforts to purchase commodities and services from responsible NYS M/WBE firms and certified Service-Disabled Veteran-Owned firms in compliance with NYS Procurement Guidelines and the law. This team also coordinates bi-monthly calls with all facilities to provide goals status and other related updates and is available to assist facilities with vendor searches or other related questions (see Directives #2914, "Contract Procurement, Monitoring, and Fiscal Responsibilities," #2604M, "Minority & Women-Owned Business Enterprise," and #2604S, "Service-Disabled Veteran-Owned Business").
- K. Vehicle/Fleet Management (Procurement, Accident Reporting, Repairs, Etc.): 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; consider vehicle replacements based on OGS guidelines and specific use; Central Office pool vehicle reservations, traffic violation administration, E-ZPass program administration, processing of registrations, insurance forms, and accident reports and related insurance claims; fuel card requests;

mileage log reviews, repair reviews and approvals, and various related supporting activities (see Directive #2932, "Use of State-Owned Vehicles").

- L. Asset Management System (AMS) Guidance: As part of Vehicle/Fleet Management, oversees administration of DOCCS utilization of, and 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, and ensuring that information for each asset is accurate, such as location and status. AMS serves as the DOCCS liaison with OGS Fleet for vehicle and AMS reporting.

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

The DOCCS User Manual for the Asset Management System enhances overall Departmental compliance and provides appropriate clarity and guidance for end users.

- M. Central Quartermaster Operations (Security Apparel, Badges, Information Technology Services [ITS] Equipment Distribution): Responsible for the purchasing, warehousing, and distribution of all uniform components and accessories for all Departmental uniformed staff; 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). ITS Equipment such as cell phones; tablet computers, and laptops are shipped to the Support Operations Quartermaster, where they are logged and distributed to Central Office, facilities, and Community Supervision staff.

- N. Incarcerated Individual 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 serving as the 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 Operating Procedures Manual is a resource to provide guidance and clarity for staff relative to commissary operations, controls, accounting, and reporting.

- O. Sanitation and Hygiene Housekeeping – Annual Inspections and Guidance: The Housekeeping and Laundry Services Supervisor assists facilities with developing equipment and supply requirements, and training staff and incarcerated individual in proper cleaning and sanitation techniques (see Directive #3090, "General Housekeeping Manual"), and conducting required annual sanitation and hygiene (housekeeping) inspections.

Training is conducted with the facility Environmental Services Committee during the annual Sanitation and Hygiene Audit. Also assists facilities in determining most effective and efficient methods for waste disposal.

- P. Incarcerated Individual Clothing Guidance: Assists correctional facilities with State Shop management questions, determining inventory requirements, assessment of related procedures and controls, and with resolution of operational challenges (see

Directives #3081, "Incarcerated Individual Clothing Issue," and #3082, "Incarcerated Individual Clothing Record").

- Q. Laundry Operations Guidance: The Housekeeping and Laundry Services Supervisor assists facilities with determining the best method for laundry operations; developing functional layouts and staffing requirements, developing equipment requirements, establishing operating procedures, and resolving operational challenges (see Directives #3086, "Linen Inventory Control," #3101, "Laundry Processing," and #3102, "Inter-Facility Laundry Service").
- R. Pest Control Guidance: The Housekeeping and Laundry Services Supervisor assists facilities with establishing safe and effective Integrated Pest Management Programs, which stress non-chemical methods of pest control (see Directive #3093, "Pest Management – Integrated Pest Management (IPM) Program").
- S. Storehouse Operations Guidance: Assists facilities with assessing equipment and shelving needs for efficiency, and review of operating procedures and/or operational questions.
- T. Disapproved Incarcerated Individual Package Vendor Request Review: Review correctional facility requests to place package room vendors on the Department's Incarcerated Individual Disapproved Package Vendor List. In accordance with DOCCS protocol, efforts must be made to contact the vendor regarding noted discrepancies with DOCCS package room policy prior to submitting a request to place a vendor on this list. The protocol, current list, and request form are available on DOCCS Training icon SharePoint site under the Business Office Procedures and Information subject folder, under the *Disapproved Incarcerated Individual Package Vendor List, Protocol, and Form* Topic folder. Completed request forms can be submitted to the Support Operations general mailbox [SupportOps@doccs.ny.gov](mailto:SupportOps@doccs.ny.gov).

### III. CONTACT INFORMATION

- Main Support Operations office number at: (518) 436-7886 Ext. 3005
- Shared Mailboxes
  - [SupportOps@doccs.ny.gov](mailto:SupportOps@doccs.ny.gov): General, Surplus Property, Commissary, Building & Lease Management and Records Inquiries, Disapproved Package Vendor Request Form Submissions
  - [SupportOperationsPurchasing@doccs.ny.gov](mailto:SupportOperationsPurchasing@doccs.ny.gov): Purchasing Inquiries/Guidance
  - [DOCCS.sm.SupportOps.Vehicles@doccs.ny.gov](mailto:DOCCS.sm.SupportOps.Vehicles@doccs.ny.gov): Accident Reporting, Mileage Logs, Vehicle Surplus, Vehicle Procurement
  - [DOCCSContracts@doccs.ny.gov](mailto:DOCCSContracts@doccs.ny.gov): Contract Procurement Inquiries
  - [SupportOps.quartermaster.sm@doccs.ny.gov](mailto:SupportOps.quartermaster.sm@doccs.ny.gov): Security Apparel, Badges
  - [MWBE-SDVOB@doccs.ny.gov](mailto:MWBE-SDVOB@doccs.ny.gov): Vendor Searches, Goals Compliance
  - [DOCCS.SM.PcardAdmin@doccs.ny.gov](mailto:DOCCS.SM.PcardAdmin@doccs.ny.gov): P-card Program Inquiries