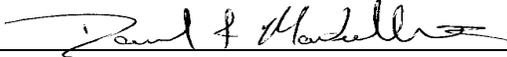


 <p>Corrections and Community Supervision</p> <p>DIRECTIVE</p>	TITLE Functions of the Division of Support Operations		NO. 2900
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REFERENCES (Include but are not limited to)	APPROVING AUTHORITY 		

- I. DESCRIPTION:** The Division of Support Operations has responsibility for planning, directing, and coordinating specific support activities and functions for the Department. These activities can be categorized as follows:

<u>Central Office Services</u>	<u>Facility Support Services</u>	<u>Technical Services</u>
Building Maintenance	Central Quartermaster Operations	Capital Equipment
Central Files	Commissary Operations	- Budgeting
Central Depository	Housekeeping	- Fixed Asset
Mail and Supply	Inmate Clothing	- Procurement
Procurement	Laundry Operations	- Specifications
Contract Procurement	Pest Control	- Transfer
Service Contracts	Store House	Surplus Property Disposition
Space Planning	Centralized Purchasing/Contracting	Vehicles
Vehicles	Emergency Purchases	Procurement/Contracting Procedures

II. CENTRAL OFFICE SERVICES

- A. Building Maintenance: Responsible for arranging (contract or Office of General Services (OGS)) for cleaning of all offices, minor renovations, routine maintenance and repairs, parking, etc. for all assigned Central Office space.
- B. Central Files: Manages the operation of the Central Office inmate/parolee files, records storage, and archive activities.
- C. 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.
- D. Mail and Supply: Responsible for the distribution of mail, messenger services, and other miscellaneous activities.
- E. Procurement: Responsible for preparing and processing all purchasing documents for Central Office equipment, supplies, and services for Central Office and local Community Supervision field office staff.

- F. 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 Central Office contracts must be processed by Support Operations, Contract Procurement Unit.
- G. 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.
- H. Vehicles: Responsible for temporary and permanent car assignments, vehicle maintenance and repairs, vehicle registrations, insurance, and processing of accident reports and insurance claims.

III. FACILITY SUPPORT SERVICES

- A. Central Quartermaster Operations: Responsible for the Central Quartermaster operation which includes the purchasing, warehousing, and distribution of all uniform components and accessories for all Departmental uniformed staff. Also responsible for maintaining inventory and distribution of office supplies for Central Office locations, and photocopying services.
- B. Commissary Operations: Responsible for management oversight and technical support of all facility commissaries. Functional responsibilities include physical layouts, staffing requirements, operational procedures, financial reporting, and Information Technology Services (ITS) liaison for related computer systems. Assists facilities as necessary to resolve operational, procurement, or control problems.
- 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.).

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- 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, surplus, and disposal of all State property.

- C. Vehicles: Purchase new vehicles, maintain vehicle inventory records, monitor assignment and use, determine vehicle replacement requirements, process registrations, insurance forms, accident reports, credit card requests, and numerous related activities.

- D. Procurement/Contracting Procedures: Responsible for Statewide purchasing (e.g., vehicles, copiers, security equipment, etc.).