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Standard Operating Procedures		
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Authority: Commissioner	**Originating Division:** Facilities Division	**Access Listing:** Level I: All Access

I.   Introduction and Summary:

Facilities Operations is responsible for maintaining up-to-date, accurate offender records using the SCRIBE system, which consists of numerous Applications covering operational aspects regarding the management of offender and other data collection systems. This responsibility pertains to the records of all offenders and/or detainees incarcerated in a state, private, county, transitional center, or Secure Alternative Centers under the supervision of the Georgia Department of Corrections (GDC). The data and information from these records is available to departmental staff and external law enforcement agencies pursuant to the completion of their job duties and responsibilities.

The increase in operational accountability demands correctional administrators and managers/supervisors and line staff strengthen their personal observations and experience with a variety of data and information. The ability to compile and analyze data and generate timely reports relating to facility operations is necessary. Therefore, each facility/center is required to send reports to various sections of the GDC in an efficient manner. To support these requirements, Facilities Operations central office, Regional Office and Facility staffs manage the use of SCRIBE and other GDC data systems and Applications to enter data accurately and in a timely manner.

II.   Authority:

A. Ga. Comp. R. & Regs. R. 125-1-2-.01(b); 125-2-1-.01(d); 125-3-1-.07; and 125-3-2-.07;

B. O.C.G.A. § 16-9-93;

C. GDC SOPS: 203.03 Incident Report; 203.04 Notification/Clearance of Escapes; 204.04 Facilities Technology Security and Operations; 209.01 Offender Discipline; and 205.12 Training Requirements of Wardens and Superintendents; and

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D. ACA Standards: 5-ACI-1A-18; 5-ACI-1F-01; 5-ACI-1F-07; 5-ACI-1E-05; 5-ACI-1F-08; and 5-ACI-1F-11.

III. **Definitions:**

As used in this SOP, these terms are defined as follows:

A. **Application** – Specific modules which are part of SCRIBE and are used for offender management.

B. **GDC on the Go** –A mobile Application that mirrors the modules that currently comprise the SCRIBE system. This Application is used solely on mobile devices such as smart phones (i.e., iPhones) or tablets (i.e., iPads).

C. **Intranet (Captiva)** - The internal GDC website which contains databases on performance measurement and related operational data. Data contained within this web-based system capture aggregate, summary information of activities for all individual offenders under correctional supervision, as well as GDC staff.

D. **Operation Analyst (OA)** – Note: this position is designated as Systems Support Tech by GDC Human Resources. This position has the responsibility for ensuring data collection, data validation, occasionally entering data, producing reports, and distributing those reports to facility managers and department heads.

E. **Operation Analyst Technician (OA Tech)** – Designated as Help Desk Support Specialist by GDC Human Resources. This position supports OAs and can be assigned the responsibility for ensuring data collection, data validation, occasionally entering data, producing reports, and distributing those reports to facility managers and department heads.

F. **Performance Management** – A process of assessing progress toward achieving predetermined goals. This includes information on the effectiveness and efficiency with which resources are transformed into activities and services (outputs), the quality of those outputs (how well they are delivered and the extent to which they

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are delivered in a quality manner), and outcomes (the results of a program activity compared to its intended purpose).

G. **Performance Measures** – Data points that indicate a level of activity pertaining to a facet of a facility's operations. In addition, the data points gauge success of each activity as it relates to achieving a predetermined goal or objective.

H. **The State Repository of Information System (SCRIBE)** – GDC's official offender records management system. A comprehensive facility management system that assesses operational requirements and resources, as well as offender needs and skills. SCRIBE is designed to maximize the efficiency and effectiveness of institutional operations to meet their respective security, administrative, and care and treatment needs. In addition, as an operational system, various modules in SCRIBE allow staff to fulfill their job duties and responsibilities electronically. Examples of these activities include bed management; Next Generation Assessment (NGA) security assessment; risk/need/responsivity assessment; offender scheduling; reentry plans and information; case plans; trust fund accounting; imaging; case notes; etc.

I. **SCRIBE Module:** A logically arranged set of programming statements (or instructions) defining the operations to be performed by a computer to achieve the desired results. Examples include, but are not limited to, case notes; movements; scheduling; classification; etc.

J. **SCRIBE User:** An employee who is assigned a User ID and given certain responsibilities to access the SCRIBE Enterprise system.

K. **Technical Point of Contact (TPOC)** – The person designated to the role of OA if the position is not allocated to the facility.

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IV. <u>Statement of Policy and Applicable Procedures:</u>

A. Data Management Responsibility

1. The GDC updates the functionality of its offender management system known as SCRIBE, including Applications. These Applications create greater efficiencies by:

   a. Facilitating the local execution of GDC standard operating procedures for documenting offender behaviors,

   b. Serving as GDC's legal database for recording and documenting the actions of offenders, and

   c. Aggregating data which illustrate and describe the behaviors and performances of offenders.

2. All GDC staff and external partners who are assigned a SCRIBE User ID and password are trained to use these Applications in fulfilling their job duties and responsibilities. It is the expectations of the GDC that staff utilize these SCRIBE Applications as designed and instructed during their training. Resource materials are available on Captiva for use by staff, as well as expert users, such as the OA, OA Tech, or TPOC.

3. At the facility level, the Warden or Superintendent has the ultimate responsibility for the following:

   a. Reviewing all operational data;

   b. Ensuring accuracy of all data entered in the Department's databases; and

   c. Utilizing operational performance reports.

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4. The data is entered in the appropriate database, then reviewed by Facilities Division Staff in Central Office. A report containing Performance Measures selected by Facilities Division is identified, generated, and then forwarded to the Regional Office and Warden's or Superintendent's office for review.

5. The Regional Office and Division Office will review all submitted information and note trends that are both in and not in alignment with the performance expectations and target goals for each facility. Such situations may result in a further review of select business practices and operations at facilities that are not on-target to meet performance standards.

    Note: The Regional Office and Division Office are responsible for monitoring the Performance Measures for their respective regions, and facilities will work with the Regional Office to ensure necessary corrections in areas for which improvement is noted are addressed.

B. Data Entry - Reliability, Accuracy, and Timeliness

1. It is critical that all compiled data of identified Performance Measures are entered accurately and as scheduled into all GDC databases. These databases contain information that pertains to staff, offenders, and detainees, and include, but are not limited to:

    a. Intranet (Captiva) Performance Indicators;

    b. SCRIBE; and

    c. Other Division and GDC databases as required.

2. The information entered in these databases is gleaned most often while completing day-to-day job duties and responsibilities. Many data elements are gathered and entered on a weekly, monthly, or quarterly basis, and only then entered in the appropriate SCRIBE Modules, the Intranet, or other Division sponsored databases. Critical factors for assuring the reliability and quality of

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the data and information are the timeliness, accuracy, and frequency of data entry. All deadlines, whether established by the Division Central Office or by other, pertinent GDC Divisions, must be met to measure operational performance and to respond to internal and external requests for information.

3. It is important that there is a high degree of integrity as to the reliability, accuracy, and timeliness of all entered data. Staff must enter all the data, which is required or for which a request is submitted, into the appropriate fields in all databases. In addition, the accuracy of the entered data must be 100% as inaccurate data negatively affects the quality of administration, management, or supervisory decisions. These reports are used to manage all Department operations as well as to make decisions literally affecting Department operations. Records of all documents that have completed the final review and approval process and have been sanctioned by the Warden or Superintendent are to be retained locally by staff designated by the appointing authority. The preferred format would an electronic version of a report, such as an Excel document.

C. Data and Performance Management

1. As directed, the OA, OA Tech, or TPOC appointed by the Warden/Superintendent provides informational reports to facility managers, Regional Office, and Division Central Office administrators reflecting facility operational performance. These reports provide documentation regarding the achievement of local, regional, and statewide performance expectations and operational trends.

2. All identified Performance Measures need to be tracked through SCRIBE and other Applications and reviewed. If necessary, this data may be compiled by staff from each Department within the facility. Each Facility Department ensures the electronic or manual submission requisite operational data as directed, i.e., by a scheduled date monthly, to the OA, OA Tech, or TPOC.

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D. Responsible Staff for Data Management and Compilation Oversight

1. The OA, OA Tech, or TPOC plays a central role in gathering and reporting data for Division administrators and managers. The OA, OA Tech, or TPOC recommends and/or establishes data-gathering processes for the Warden's or Superintendent's approval.

2. Once processes are approved, the OA, OA Tech, or TPOC provides leadership for the implementation of approved processes to fulfill the specified expectations. Examples include, but are not limited to:

   a. Collecting and/or monitoring data collection;

   b. Implementing procedures for accurately collecting data;

   c. Implementing a system of quality assurance for data collection;

   d. Creating reporting formats;

   e. Producing summary and detailed operational reports; and

   f. Managing local entry of data into statewide databases.

3. While the OA, OA Tech, or TPOC monitors these processes for quality assurance, the specific methods for achieving these functions are locally determined based on the staffing of the facility, the facility's mission(s), and other unique features of each facility.

4. Once a process is approved, the OA, OA Tech, or TPOC will develop a detailed workflow chart, containing names and positions of all participating staff, and forward the chart to the Manager of Information and Analysis Support in the Division Office and copy the Regional Office.

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Note: The Regional Office and Division Office will collaboratively review each process and provide feedback to each local site as necessary.

E. Data Management Process: The Local Reviewing, Compiling, Entering, and Reporting

1. Each Deputy Warden (or Assistant Center Superintendent) reviews and signs off on their respective Department's reports. This information is then compiled into a facility report by the OA. The resulting reports are forwarded to the Warden or Superintendent for a final review and approval.

2. Once approved by the Warden/Superintendent, all reports are prepared for submission as required or electronic copies are stored on the local network. A final report which details all monthly Performance Measures will be produced and distributed to all facility managers through the Warden's or Superintendent's office.

3. Examples of these data collection and reporting processes and procedures are outlined below. Note - these are but two examples of how such data and information should be implemented locally:

   a. Each Facility Department tracks and compiles the requisite data, determined locally, regionally, and centrally by such Divisions as the Inmate Services, Office of Health Services, Engineering and Construction Services, Office of Professional Standards, and Facilities Operations. The OA, OA Tech, or TPOC reviews the information, ensuring the quality and accuracy of each Department's submission. The OA (or OA Tech) is charged with noting glaring issues regarding the data and then forwards these items to be reviewed by the appropriate Department Head and/or Deputy Warden. Ultimately, it is the responsibility of the Department Head and appropriate Deputy Warden to ensure the accuracy of the data to be submitted, as the OA is the quality control checkpoint before submission.

      b. Next, the OA, OA Tech, or TPOC provides each Deputy Warden and/or Department Head confirmation that the data points pertaining to their respective areas is being entered appropriately and in a timely manner. Following this confirmatory review for accuracy and quality of data, the Deputy Wardens then sign off or approve submission of these reports. Next, these reports are forwarded to the Warden or Superintendent for final approval. This last step might be accomplished during a Warden's or Superintendent's morning meeting.

F. Overall Data Security

1. Under no circumstances will offenders be allowed to view a computer screen which displays confidential information. A computer of this type located in an area where there is occasional offender traffic should be positioned so the screen cannot be viewed by the offenders/probationers.

2. Under no circumstances will offenders be allowed access to a computer which is linked to the departmental network or which contains confidential information.

3. Only those staff with specific job/business related functions should be permitted access to a computer workstation.

4. Through the OA, OA Tech or designated staff, the Warden or Superintendent will ensure that steps are taken to prevent unauthorized access of computer workstations.

G. Data Security

1. Each access to SCRIBE (and to other GDC databases such as GDC on the Go and Captiva) is recorded automatically by the SCRIBE system through the logon process. The Warden/Superintendent or his/her designee will be responsible for conducting an audit of the logon record on a routine basis.

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a. Selected staff members will be designated as SCRIBE Operators and will be given the necessary user ID and password to access this program;

b. Each SCRIBE User is responsible for his/her password. Under no circumstances will an authorized SCRIBE User release his or her password to another staff member or record the password where another person may gain access to it;

c. Unauthorized release of the SCRIBE User ID and/or password by the employee will constitute a serious violation and will result in disciplinary action;

d. If unauthorized entry into the SCRIBE Enterprise network is detected, staff whose SCRIBE User ID and password was used for the unauthorized access will be held responsible, if warranted. When it can be determined who made the unauthorized entry, that person and the operator whose SCRIBE User ID and password was used will be held equally responsible, if warranted;

e. SCRIBE records may be made available to any staff member ON A NEED-TO-KNOW basis only. Should a staff member who is not authorized to access SCRIBE have a valid need for information from SCRIBE, he/she will need to arrange with a designated SCRIBE User a time when this information may be viewed on screen or inform the operator of the type of information needed so the operator can produce a hardcopy; and

f. Information/data in SCRIBE or information produced from SCRIBE in any format is considered CONFIDENTIAL material and will be treated accordingly.

V.   **Attachments**: None.

VI.   **Record Retention of Forms Relevant to this Policy**: None**.**