

NAME OF YOUR PRISON/CENTER

OPERATIONAL MANUAL TEMPLATE

The Operational Manual is the authoritative guidebook that describes the detailed processes and systems utilized by Care & Treatment Staff, identifying the services provided to the offender population. The operational manual should have the following sections, but may have others added if applicable:

1. Mission/Vision of Prison/Center
2. Department Heads and phone numbers
3. Classification Committee Members
4. Master Schedule
5. Facility Movement Plan
6. Chief Counselor and Responsibilities
7. Counselors and Counselor Responsibilities
8. Teachers and Teacher Responsibilities
9. Chaplain and Chaplain Responsibilities
10. Multi-Function Officers (MFO's) and Responsibilities
11. Mental Health (MH) and Responsibilities
12. Recreation
13. Medical Staff and Responsibilities
14. Oversight Minutes
15. Counselor and Care & Treatment Minutes
16. Problem Residence Minutes
17. Initial Classification and Reclassification Process
18. Orientation Process
19. TOPPSTEP process
20. Visitation Update Process
21. Group Placement and Removal
22. Training Responsibilities (how to sign up)
23. Caseload Assignment and Responsibility
24. Reentry Checklist
25. DAP Documentation
26. PIC Discussion
27. Housing Plan
28. New Counselor Checklist
29. Policy Review
30. Initial Counselor Contact
31. 5% Counselor Case Load Review
32. Grievance Process
33. Administrative Segregation Responsibilities
34. 7-day MH Review
35. Program Back Up
36. PREA Compliance process
37. Sex Offender Point of Contact
38. FY Master Calendar/Scheduler Program Forecast

Retention Schedule: This attachment shall be utilized per the SOP, until such time it is revised or becomes obsolete.