

Texas Department of Criminal Justice Annual Review

2013



Table of Contents

Mission, Philosophy and Goals	5
Letter from the Chairman	6
Letter from the Executive Director	7

Overview

Texas Department of Criminal Justice.....	10
Texas Board of Criminal Justice	11
Financial Summary.....	12
Organizational Chart	13

Board Oversight

Internal Audit Division	16
Office of the Inspector General	16
Prison Rape Elimination Act Ombudsman	18
State Counsel for Offenders.....	18

Offender Management

Community Justice Assistance Division	22
Correctional Institutions Division	24
Parole Division	29
Private Facility Contract Monitoring Oversight Division.....	32

Programs

Reentry and Integration Division.....	36
Rehabilitation Programs Division	37
Victim Services Division	43

Support Services

Administrative Review and Risk Management Division.....	47
Business and Finance Division	48
Facilities Division.....	51
Health Services Division.....	52
Human Resources Division.....	53
Information Technology Division.....	55
Manufacturing and Logistics Division.....	56
Office of the Chief of Staff	57
Office of the General Counsel	58
Office of Incident Management	59
Public Information Office.....	59

Mission

The mission of the Texas Department of Criminal Justice is to provide public safety, promote positive change in offender behavior, reintegrate offenders into society and assist victims of crime.

Philosophy

The Department will be open, ethical and accountable to our fellow citizens and work cooperatively with other public and private entities. We will foster a quality working environment free of bias and respectful of each individual. Our programs will provide a continuum of services consistent with contemporary standards to confine, supervise and treat criminal offenders in an innovative, cost-effective and efficient manner.

Goals

- To provide diversions to traditional incarceration through the use of community supervision and other community-based programs.
- To provide a comprehensive continuity of care system for special needs offenders through statewide collaboration and coordination.
- To provide for confinement, supervision, rehabilitation and reintegration of adult felons.
- To ensure that there are adequate housing and support facilities for convicted felons during confinement.
- To provide supervision and administer the range of options and sanctions available for felons' reintegration back into society following release from confinement.
- To establish and carry out policies governing purchase and public work contracting that foster meaningful and substantive inclusion of historically underutilized businesses.



To the Honorable Governor of Texas and members of the Texas Legislature

Austin, Texas



It is my honor to present the *Fiscal Year 2013 Annual Review* for the Texas Department of Criminal Justice (TDCJ).

This report highlights the dedication and devotion of the more than 37,000 employees that make up TDCJ, individuals who are committed to the core public safety mission of the agency, which includes incarceration, offender supervision, rehabilitation, re-entry, assistance to victims and support functions.

During this past year, TDCJ Executive Director Brad Livingston and the agency's staff effectively addressed the challenges they encountered, while maintaining sound day-to-day fiscal operations. The challenges were multidivisional and complex, ranging from correctional officer vacancies and the closing of two prisons, to increased delivery of treatment and diversion programs.

Whether it was adopting a standardized risk and needs assessment instrument for community supervision and corrections departments (CSCDs), expanding the existing reentry task force, or transferring certain Correctional Managed Health Care Committee (CMHCC) responsibilities to TDCJ, the agency took decisive and timely steps to help sustain its mission.

From the front line staff to the agency's leadership, you will find TDCJ employees are hard working and innovative. They work as a team, not only internally but collaboratively with private and public entities at the local, state and federal levels.

I feel fortunate to be connected with TDCJ and its employees, and it is with great pride that I serve the state of Texas alongside them.

Sincerely,

Oliver J. Bell
Chairman



Dear Chairman Bell and members of the Board:

During fiscal year 2013 there were many achievements resulting from both the efforts of our hard working employees and the policy decisions of our state's elected officials. Some events of particular note include:



- Contracts for the operation of two correctional facilities were not renewed because a declining inmate population permitted a further reduction in prison capacity. Among the factors contributing to the decreasing offender population was the success of treatment and diversion programs funded by the Texas Legislature. The substantial logistical challenges of closing two prisons while reconfiguring the missions of others were successfully met through the efforts of numerous employees from multiple divisions and departments. Three Texas Department of Criminal Justice (TDCJ) facilities have now been closed during the last three years.
- Correctional officers and other uniformed security staff received a five percent pay raise effective September 1, 2013. Policymakers also approved a pay increase for all other agency staff which took effect that same day.
- The Legislature approved the TDCJ Sunset legislation, thereby extending the life of the agency another eight years. Enactment of Senate Bill 213 was the culmination of an extensive review process that determined the Texas criminal justice system was working well, but also offered a number of useful recommendations intended to further enhance the effectiveness of agency operations.
- Recidivism among released offenders continued to decline, as did revocation rates for parolees and probationers. Texas' recidivism rate remained among the lowest in the nation.

The number of correctional officer vacancies, although more stable than in the previous year, remained the most significant challenge facing the department, particularly for units in south and west Texas that are competing for employees with the booming oil and gas industry. The operational impact was mitigated by our dedicated staff working overtime and the flexibility afforded by a declining offender population.

Looking ahead, our operational focus will remain on ensuring public, staff and offender safety by addressing the operational challenges of administering security, supervision, treatment and the essential functions which support them. Staff recruitment and retention will continue to be a top priority.

As always, this report is a tribute to the TDCJ workforce. These men and women seldom receive the recognition they deserve, but their dedication and professionalism make our agency's success possible. They have earned our utmost respect and deepest gratitude.

Sincerely,

Brad Livingston
Executive Director

Overview

Texas Department of Criminal Justice.....	10
Texas Board of Criminal Justice.....	11
Financial Summary.....	12
Organizational Chart.....	13

Texas Department of Criminal Justice

The executive director of the Texas Department of Criminal Justice (TDCJ) is responsible for the day-to-day administration and operation of the agency, which comprises the following divisions: Administrative Review and Risk Management, Business and Finance, Community Justice Assistance, Correctional Institutions, Facilities, General Counsel, Health Services, Human Resources, Information Technology, Manufacturing and Logistics, Private Facility Contract Monitoring Oversight, Parole, Reentry and Integration, Rehabilitation Programs and Victim Services.

The State Counsel for Offenders, Internal Audit, the Office of the Inspector General, the Windham School District and the Prison Rape Elimination Act (PREA) Ombudsman report directly to the Texas Board of Criminal Justice.

The Correctional Institutions Division, Community Justice Assistance Division, Parole Division and the Private Facility Contract Monitoring Oversight Division are involved in the everyday confinement and supervision of convicted felons; the actual supervision of probationers is the responsibility of local community supervision and corrections departments.



Texas Board of Criminal Justice

The Texas Board of Criminal Justice (TBCJ) is composed of nine non-salaried members appointed by the governor, with the advice and consent of the Senate, to serve staggered six-year terms. One member of the board is designated by the governor to serve as chairman.

Statutory Role

Charged with governing TDCJ, the board employs the agency's executive director, and develops and implements policies that guide agency operations. Members also serve as trustees for the Windham School District.

The offices and divisions within TDCJ that report directly to the board include the Office of the Inspector

General, Internal Audit, State Counsel for Offenders, and the Prison Rape Elimination Act Ombudsman. The board meets, at a minimum, once each calendar quarter and more frequently as issues and circumstances dictate.

Board Membership

Serving on the board during the fiscal year were Oliver J. Bell of Houston, chairman; Tom Mechler of Amarillo, vice-chairman; Leopoldo R. Vasquez III of Houston, secretary; and members John "Eric" Gambrell of Highland Park, Judge Larry Gist of Beaumont, Janice Harris Lord of Arlington, R. Terrell McCombs of San Antonio, Carmen Villanueva-Hiles of Palmhurst, and Thomas P. Wingate of Mission, Texas.



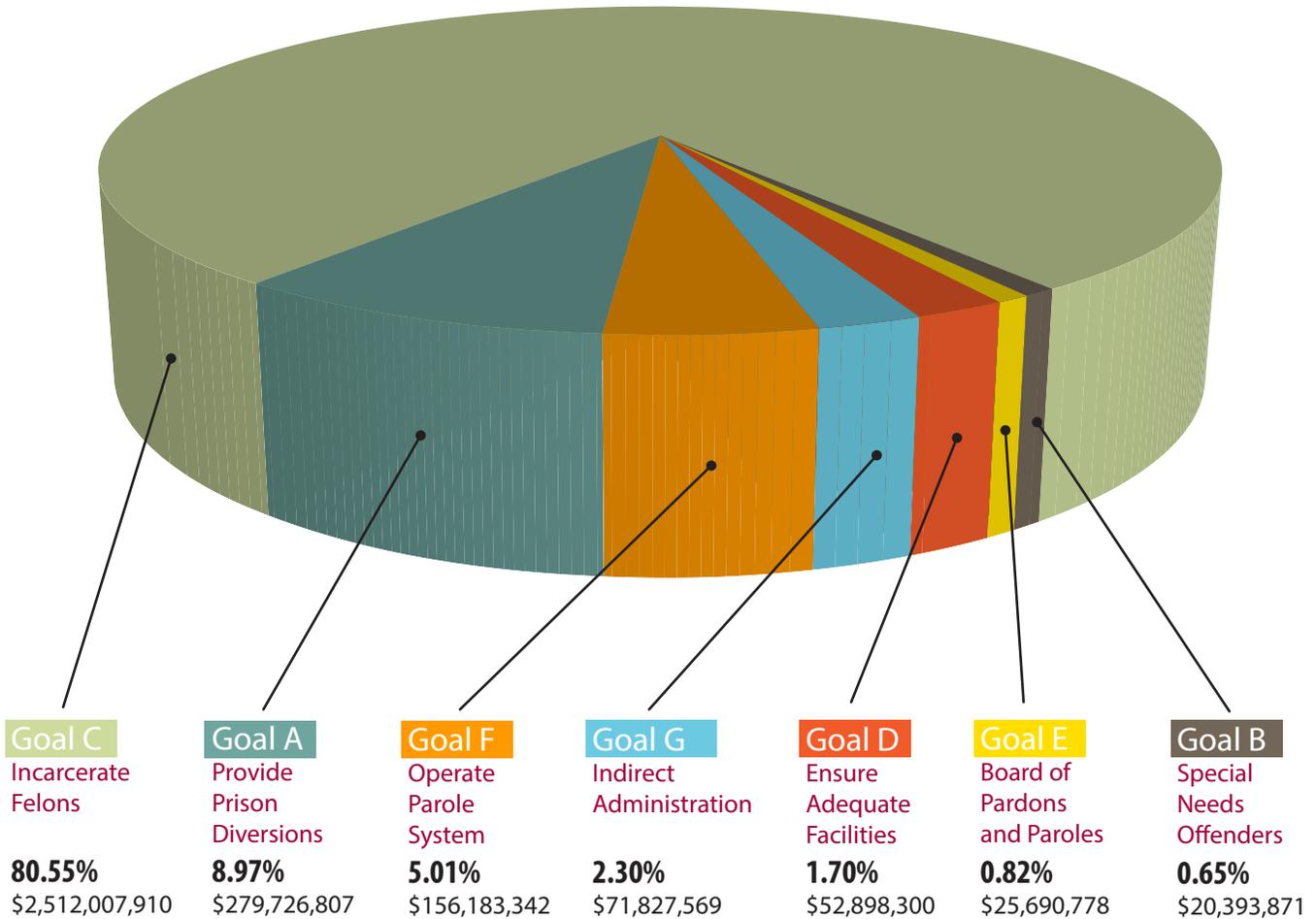
Front row from left: Vice-Chair Tom Mechler, Chairman Oliver J. Bell, Secretary Leopoldo Vasquez III. Back row from left: members Janice Harris Lord, Thomas P. Wingate, John "Eric" Gambrell, R. Terrell McCombs, Judge Larry Gist and Carmen Villanueva-Hiles.

Financial Summary

Operating Budget for Fiscal Year 2013

Goal A: Provide Prison Diversions
 Goal B: Special Needs Offenders
 Goal C: Incarcerate Felons
 Goal D: Ensure Adequate Facilities

Goal E: Board of Pardons and Paroles
 Goal F: Operate Parole System
 Goal G: Indirect Administration



Total Operating Budget

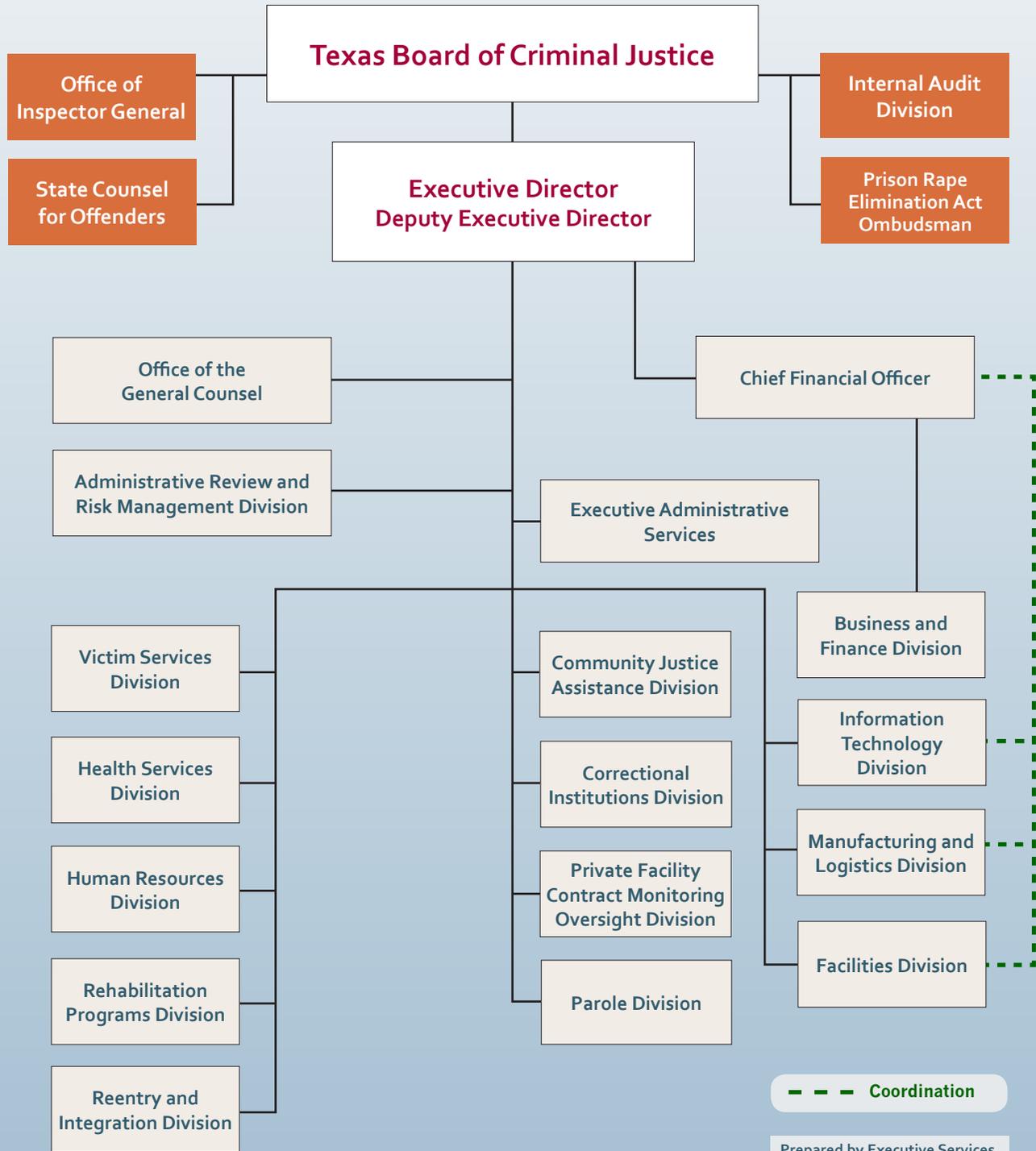
\$3,118,728,577

Source: Operating Budget for FY 2014 (8/23/2013)

Figures are rounded and may not total 100%



Texas Department of Criminal Justice Organizational Chart



Prepared by Executive Services
Current as of August 2013

Board Oversight

Internal Audit Division.....	16
Office of the Inspector General.....	16
Prison Rape Elimination Act Ombudsman.....	18
State Counsel for Offenders.....	18

Internal Audit Division

The Internal Audit Division conducts comprehensive audits of the Texas Department of Criminal Justice's (TDCJ) major systems and controls.

Internal Audit prepares independent analyses, assessments and recommendations concerning the adequacy and effectiveness of the agency's internal policies and procedures, as well as the quality of performance in carrying out assigned responsibilities. To accomplish its mission, Internal Audit performs financial and performance audits according to an annual audit plan approved by the Board of Criminal Justice. Recommendations for improvements to the agency's system of internal controls are then provided and tracked.

The audit plan submitted annually to the board is developed using risk assessment techniques and may include audits of internal operations, contract providers, and community supervision and corrections departments. In addition to routine auditing, the division may participate in investigations of specific acts.



Food services manager Captain John Rolling escorts auditor Eric Porter during an inspection of the kitchen at the Holliday Transfer Facility.

Office of the Inspector General

The Office of the Inspector General (OIG) is the primary investigative and law enforcement entity for TDCJ. OIG consists of the Investigations Department, Administrative Support and Programs, and the Information Systems Division, which oversees the Offender Telephone System. OIG investigators are commissioned peace officers assigned throughout the state. During fiscal year (FY) 2013, OIG opened 6,845 investigations; of those, 5,401 involved criminal investigations, 72 were administrative investigations and 1,372 were information investigations.

Investigations Department

The Investigations Department is dedicated to conducting prompt and thorough investigations of alleged or suspected employee administrative misconduct or any criminal violations committed on property owned or leased by TDCJ. Through administrative and criminal investigations, OIG investigators identify criminal violations and serious staff misconduct. The depart-

ment responds to requests for law enforcement services from numerous sources within and outside the agency. During FY 2013, Investigations Department cases returned 419 indictments and 352 convictions.



Office of the Inspector General Crime Analyst Suzanne Huber and Lead Investigator Jose Lozano discuss an investigation into suspected criminal activity.

Administrative Support and Programs Department

The Administrative Support and Programs Department is responsible for the OIG budget, human resources activities, records management, information technology support, and training. This section is also responsible for the coordination and management of the Task Force Investigative Operations, as well as Fuginet, the Automobile Burglary and Theft Prevention Authority, and the Crime Stoppers program.

Task Force Investigative Operations

Task Force Investigation Operations investigators and support personnel work closely with local, state and federal law enforcement. They focus on identification, location and apprehension of violent parole violators and escapees. They also target prison gangs and their counterparts for prosecution of organized criminal activities. During FY 2013, Task Force Investigation Operations initiated 2,254 fugitive investigations.

The Inspector General continued a program for criminal analysts to receive daily reports on absconded sex offenders. From September 1, 2012 to August 31, 2013, OIG criminal analysts conducted research on 1,726 absconded sex offenders and provided information to OIG investigators, as well as law enforcement personnel from the Office of the Attorney General and the Texas Department of Public Safety, to assist in apprehension.

Fuginet

Fuginet provides law enforcement agencies throughout the country with direct access to an extensive database of information concerning Texas parolees on active supervision, as well as persons wanted by TDCJ for violation of their parole. More than 5,199 users from municipal, county, state and federal law enforcement agencies have accessed Fuginet since its inception.

Automobile Burglary and Theft Prevention Authority Grant

Established by the 72nd Legislature in 1991, the Texas Automobile Theft Prevention Authority (ATPA)

was the initial statewide effort to reduce auto theft. The 80th Legislature amended the ATPA mission to include the reduction of vehicle burglaries. The resulting agency, the Texas Automobile Burglary and Theft Prevention Authority (ABTPA), is charged with assessing and analyzing data regarding automobile burglary, theft and economic theft (burglary or theft committed for financial gain), and providing financial support to address the problems.

ABTPA has awarded OIG grant funds to combat the automobile burglary and theft problem in Texas. Parole violators with automobile burglary and/or automobile theft-related crimes are located, and arrests facilitated through this grant initiative.

Crime Stoppers

OIG coordinates the TDCJ Crime Stoppers program by providing direct access and interaction with law enforcement investigators both inside and outside the agency. The program solicits tips by publishing Crime Stoppers articles submitted by law enforcement agencies in the monthly state prison newspaper, *The Echo*. During FY 2013, Crime Stoppers received 292 reports that resulted in 60 tips, resulting in seven arrests and payment of \$1,000 in reward money.

Information Systems Department

The Information Systems Department (ISD) serves as a vital security resource by identifying threats to individuals and facilities, and detecting other kinds of potential criminal activity. This is accomplished through proactive monitoring of the Offender Telephone System (OTS), the offender electronic messaging service (JPay), and examining information developed through the course of criminal investigations. ISD provides analytical case support to ongoing OIG investigations, forensic examination of contraband cellular telephones, and acts as a resource for federal, state and local law enforcement agencies. Through participation with the Texas Department of Public Safety Fusion Center and its own direct efforts, ISD facilitates criminal investigations involving transnational gangs, drug cartels and other criminal organizations or individuals suspected of committing crimes.

In FY 2013, ISD generated informational bulletins including three on contraband, three on general security issues, one on gang-related issues and one fraud alert, all of which were disseminated within TDCJ.

Additionally, ISD monitored 47,603 offender telephone calls and conducted 1,190 forensic examinations of contraband cellular phones.

Prison Rape Elimination Act Ombudsman

The Prison Rape Elimination Act (PREA) Ombudsman oversees TDCJ efforts to eliminate sexual assault in the agency's correctional facilities. The primary responsibilities of the PREA Ombudsman are to monitor TDCJ policies for prevention of sexual assault, to monitor administrative investigations to ensure the impartial resolution of offender complaints of sexual assault, and to collect data regarding all allegations of sexual assault.

The PREA Ombudsman uses a variety of techniques to achieve its mission, to include reviewing agency policy to determine potential effects on prevention, reporting and investigation of allegations of sexual assault, directing initial reports of allegations of offend-

er-on-offender sexual assaults to the PREA ombudsman, responding directly to public inquiries related to allegations of sexual assault in TDCJ correctional facilities, and collecting data from TDCJ and the Office of Inspector General regarding allegations of sexual assault in correctional facilities.

In FY 2013, the PREA Ombudsman conducted workshops or training for the Texas Association Against Sexual Assault (TAASA) Diversity Task Force and facilitated a seminar at the 2013 Annual TAASA Conference. The PREA Ombudsman helped prepare the agency's *Fiscal Year 2012 Safe Prisons Annual Report* and response to the *Bureau of Justice Statistics Survey on Sexual Violence*.

State Counsel for Offenders

State Counsel for Offenders (SCFO) provides quality legal advice and representation to indigent offenders incarcerated in TDCJ. This enables the agency to comply with constitutional requirements regarding access to courts and right to counsel. There are five legal sections within SCFO that cover general legal assistance, criminal defense, immigration, civil commitment, and appeals. In addition to the legal sections, SCFO is supported in its efforts by investigators, legal assistants, legal secretaries and a Spanish interpreter.

General Legal Section

The General Legal Section assists indigent offenders with pending charges and detainers, extradition and probation revocation matters, family law issues and other legal issues not covered by other sections. This section handles the bulk of SCFO's mail, which totaled 22,742 pieces during FY 2013. Thirty-nine offenders who were already civilly committed under the sexually violent predator statute underwent their biennial review.

Trial Section

The Trial Section provides representation to indigent offenders indicted for felonies allegedly committed while the offenders are incarcerated in TDCJ. Trial attorneys and professional defense investigators obtain discovery and meet with offenders to investigate their cases. Trial attorneys represent them at all court appearances, file all necessary motions and pre-trial writs, and fully litigate all relevant issues on their behalf. In FY 2013, SCFO opened 268 new felony trial cases. Attorneys tried six cases to juries and obtained plea agreements for 172 offenders. In support of these efforts, investigators conducted 806 interviews and served 476 subpoenas.

Immigration Section

The Immigration Section assists indigent offenders in removal proceedings and international prisoner transfer requests. Removal proceedings are conducted at the federal building on the Goree Unit in Huntsville. Attorneys conducted 397 offender interviews and 120 removal hearings during FY 2013.

Civil Commitment Section

The Civil Commitment Section represents indigent sex offenders targeted under Chapter 841 of the Health and Safety Code for civil commitment as sexually violent predators. In preparation for trial, attorneys investigate cases, depose expert witnesses, respond to and file discovery motions, and meet with offenders. In FY 2013, 53 files were opened, 44 trials were tried to verdict before a jury.

Appellate Section

The Appellate Section assists indigent offenders with appellate and writ issues, parole and mandatory supervision eligibility requirements, and time-calculation questions. In FY 2013, the section filed 136 criminal and civil commitment appeals and/or petitions for review, discretionary review, writ of mandamus or writ of habeas corpus. The legal assistants helped to obtain 294,286 days of credit for offenders.



Offender Management

Community Justice Assistance Division.....	22
Correctional Institutions Division.....	24
Parole Division.....	29
Private Facility Contract Monitoring Oversight Division.....	32

Community Justice Assistance Division

The Community Justice Assistance Division (CJAD) oversees community supervision (adult probation) in Texas. Community supervision refers to the placement of an offender under supervision for a length of time, as ordered by a court, with court-imposed rules and conditions. Community supervision applies to misdemeanor and felony offenses, and is an alternative to a jail or prison sentence. The 122 community supervision and corrections departments (CSCDs) in Texas are established by the local judicial districts they serve. CSCDs receive approximately two-thirds of their funding through CJAD. Other funds, such as court-ordered supervision and program fees, help finance a department's remaining budgetary needs. County governments provide CSCDs with office space, equipment and utilities.

CJAD is responsible for developing standards and procedures for CSCDs, including best practices treatment standards, distributing formula and grant funding appropriated by the state Legislature, reviewing and evaluating each CSCD's community justice plan and budget, and conducting program and fiscal audits of CSCD operations and programs. CJAD oversees an automated tracking system that receives data from departmental caseload management systems, and provides community supervision officer (CSO) and residential officer certification, in-service and educational training. CJAD also provides technical assistance to CSCDs, and administers state insurance benefits for CSCD employees. The judicial district's community justice plans outline the programs and services offered by each CSCD. Basic CSCD duties include ensuring public safety, supervising and rehabilitating offenders sentenced to community supervision, and monitoring compliance with court-ordered conditions. CSCDs also provide a system of graduated sanctions, regular and specialized caseloads, residential confinement programs, and both residential and nonresidential treatment and correctional programs.

CJAD comprises the following sections: Field Services, Financial Management, Information Systems, Research, and Training and Staff Development.

Field Services

The Field Services section consists of three regional units that provide a range of services to CSCDs, including compliance monitoring, program reviews, technical assistance, planning and approval of Community Justice Plans (CJPs).

Financial Management

Financial Management is composed of two sections: Fiscal Management and Budget. The Fiscal Management section is responsible for maintaining CJAD's operating budget, reviewing quarterly financial reports from funding recipients, releasing money to CSCDs, tracking the status of each funded line item, administering the health insurance program for CSCD employees and analyzing and evaluating independent fiscal audits conducted on the CSCDs.

The Budget section reviews and evaluates CSCDs' program budgets; processes grant award statements; reviews certification requests for facilities, utilities, and equipment; and processes waivers to CJAD financial standards. In addition, the section coordinates revisions to the *Financial and Contract Management Manuals*, provides financial technical assistance to CSCD directors and fiscal officers, and reviews recommendations for deobligation and redistribution of diversion program and Treatment Alternatives to Incarceration Program (TAIP) funds.

Information Systems

The Information Systems section develops and analyzes computer systems and applications for the division. The section has developed and maintains a statutory offender tracking system.

Research

The Research section enters and analyzes data reported by the CSCDs. In addition, section staff conducts research on the effectiveness of community corrections programs.

Training and Staff Development

The Training and Staff Development section provides ongoing training for community supervision officers and managers. Staff develops new training strategies and workshops, including workshops for Community Supervision Officer Certification.

Projects and Goals

In response to requests from the Texas trial judiciary for a comprehensive reference bench guide providing information on a broad array of Texas community supervision sentencing options, including alternatives to conventional incarceration, CJAD prepares the *Texas Progressive Interventions and Sanctions Bench Manual*.

CJAD also hosts the SKILLS for Effective Intervention Conference, which provides additional instruction to community supervision officers in the use of evidence-based practices, and the biennial Sentencing Conference, which brings together judges, district attorneys, defense attorneys and CSCD directors to explore evidence-based sentencing practices.

CJAD continues working to advance the implementation of evidence-based practices (EBP) in Texas probation, as CSCDs continue to work toward full implementation of EBP in their local jurisdictions. CJAD also continues its collaboration with adult and juvenile probation stakeholders across the state as part of the Texas Motivational Interviewing Cooperative, combining resources and skill sets to build and sustain the effective use of motivational interviewing within Texas correctional communities.

Another top priority is to increase assessment-driven supervision and treatment consistent with EBP. Working in cooperation with CSCD staff, university researchers and Texas Department of Criminal Justice (TDCJ) representatives, CJAD continues the process of assisting with the validation of a statewide public domain risk and needs assessment tool for offenders in the Texas criminal justice system. This tool will replace the existing assessment process, which has been used for more than 30 years. The proposed assessment instrument will be applied from initial arrest through community sentencing options, with expansion to incarceration, community reentry and parole. Data collection and analysis are expected to be complete by January 2014, with statewide implementation of the new risk assessment instrument by January 1, 2015.



Community Justice Assistance Division staff member Nina Loehr describes CSCD audit procedures to attendees of the 23rd Skills for Effective Intervention Conference.

Correctional Institutions Division

The Correctional Institutions Division (CID) is responsible for the confinement of adult felony and state jail felony offenders. At the end of fiscal year (FY) 2013, 150,791 offenders were incarcerated in TDCJ facilities, consisting of 136,344 prison offenders, 10,955 state jail offenders and 3,492 substance abuse felony punishment facility (SAFPF) offenders.

CID employed 26,337 correctional officers and ranking officers (sergeant through major), along with 4,450 staff members who worked as wardens, managerial, operational, technical, and unit support staff, for a total of 30,787 employees at the end of the fiscal year.

This division has three components, each led by a deputy director: Prison and Jail Operations, Management Operations, and Support Operations.

Prison and Jail Operations

The CID deputy director for Prison and Jail Operations oversees six regional directors responsible for the management of secure prisons and state jails throughout the state. This position is also responsible for the oversight of the Canine Coordinator and the Security Operations Department.

Regional Directors

Each of the six regional directors, in their respective geographical region, is responsible for a hierarchy of staff members who provide security at each state-operated secure correctional facility.

Canine Coordinator

The Canine Coordinator provides training and technical advice to kennel staff, and gathers and tracks data about the program. To assist canine staff and administration in training and tracking canine performance, the agency has obtained upgrades to the department's global positioning systems (GPS) devices. GPS devices attached to the collars of tracking canines allow real-time monitoring of their location. During training exercises, the animal's tracking ability is analyzed

by comparing a GPS-plotted course with the actual pursuit routes taken by the canines.



Patriot Paws Program Director Lori Stevens, right, works with Lucky, a service dog in training at the Murray Unit in Gatesville. In 2013, Patriot Paws placed 20 service dogs with disabled US armed forces veterans.

Security Systems Department

The mission of the Security Operations Department is to provide technical assistance and operational support to CID administration and correctional facilities in the areas of staffing, video production and surveillance, armory, research and technology, budget, security review and serious incident review, and field operations.

The Staffing Section is responsible for analyzing, developing, and maintaining staffing documents for all units and conducting unit-specific staffing evaluations. The Video Surveillance and Video Equipment/Production Section assists in maintaining and repairing existing surveillance systems, as well as providing technical evaluation for augmentation and improvements. The Armory Section manages all use of force equipment for the agency. The Research and Technology Section is responsible for testing and evaluating security equipment and providing technical assistance. The Budget Section monitors expenditures for budgeted programs, audits and prepares financial documents, budget requests and reports. The Security Review and Serious Incident Review Section performs reviews that monitor unit adherence to policy,



Correctional Officer III Patricia Robinson uses closed-circuit video surveillance to monitor offenders at the Hughes Unit.

and provides agency leadership with trend analysis and information to enhance security operations systemwide. The Field Operations Section provides monitoring, training and technical support to the field force staff.

Notable Security Operations achievements during FY 2013 include the installation of comprehensive video surveillance systems at the Coffield and Connally units. These new installations augment existing contraband interdiction equipment, which includes 48 parcel scanners on 23 units, 94 walkthrough metal detectors on 34 units, and 43 Body Orifice Security Scanner (BOSS) chairs on 34 units, each designed and operated to enhance unit security.

In FY 2013, Security Operations finalized significant revisions to the Security Review Manual, to include updating Security Review Checklists to reflect current unit security procedures.

Management Operations

The CID deputy director for Management Operations provides oversight of Correctional Training and Staff Development, the Fusion Center, the Plans and Operations Department, the Safe Prisons/Prison Rape Elimination Act (PREA) Compliance Management

Office and the Security Threat Group Management Office.

Correctional Training and Staff Development

The agency's hiring standards require all uniformed employees to successfully pass a Physical Agility Test (PAT) prior to entering the Pre-Service Training Academy. During FY 2013, Correctional Training and Staff Development (CTSD) provided pre-service training to 6,334 participants, of which 5,598 graduated. Additionally, 28,443 employees completed annual in-service training. A total of 2,528 received specialized training, 1,415 supervisors attended leadership development training and 3,354 participated in ancillary training.

CTSD remains committed to providing quality training to ensure correctional employees receive the necessary information and develop the required skills to perform their duties safely and effectively.

Fusion Center

The Fusion Center serves as the hub for the collection, assessment, analysis and dissemination of gang-related and intelligence information to all appropriate stakeholders. Operational duties of the Fusion Center include managing the Texas Anti-Gang Information Tracking (TAGIT) system; maintaining an informa-



Correctional officers learn both standard operating and emergency response procedures while attending the Sergeant, Food Service and Laundry Manager Academy. TDCJ officers receive 40 hours of in-service training annually

tion clearinghouse to collect and appropriately process relevant TDCJ gang information and intelligence received from Security Threat Group (STG) staff and law enforcement agencies; providing informative, timely reports and assessments through comprehensive gang information and intelligence analysis; and increasing networking interactions and improving relationships between STG staff and law enforcement agencies in order to encourage collaboration and sharing of gang information and intelligence.

Plans and Operations Department

The Plans and Operations Department provides support to divisional leadership by coordinating all security-related policies and operational plans, and assisting with the tracking and implementation of legislation. Additionally, this department serves as the liaison to other state agencies and government officials, conducts research and evaluation, manages the CID Web page, and distributes information concerning emergency preparedness. Plans and Operations audits, coordinates and trains staff in the offender property process, community work project processes, offender suicide reconstruction documentation and the lifesaving response kit. This department also manages the offender drug testing program, to include provision of training and technical support and compilation of statistical reports.

Safe Prisons Program Management Office

The Safe Prisons/PREA Compliance Management Office provides administrative oversight for the Safe Prisons/PREA Program. This office gives technical support regarding in-prison sexual abuse policy to unit and regional Safe Prisons/PREA compliance managers and executive administrative staff.

The agency has a zero tolerance policy toward all forms of sexual abuse and sexual harassment. In FY 2013 the Safe Prisons/PREA Compliance Management Office oversaw initial implementation of agency policy revisions to comply with 44 applicable PREA standards. These standards, enacted in 2012, serve to prevent, detect and respond to instances of in-prison sexual abuse.

The Safe Prisons/PREA Program's mission is to maintain a zero tolerance standard by acting as an information clearinghouse and providing data analysis for result-based decisions that lead to positive change and a safer prison environment. Safe Prisons/PREA Program training provides staff with an overview of the Safe Prisons/PREA Compliance Plan, as well as information regarding how to detect, prevent and respond to sexual abuse, extortion and other acts of offender aggression. The Safe Prisons/PREA Compliance Management Office maintains a database of reported allegations of offender-on-offender sexual abuse to analyze and evaluate trends in times, locations and patterns.

Security Threat Group Management Office

The Security Threat Group Management Office (STG-MO) monitors the activities of security threat groups (STGs or gangs) and their members who threaten the safety and security of TDCJ units, staff and offenders. STGMO provides oversight, training and technical support for the unit-level staff who gather information on the activities of security threat group members. STGMO works closely with the Fusion Center by sharing information on security threat groups and their members.

Support Operations

The CID deputy director for Support Operations oversees the support functions on all CID facilities. This department includes Classification and Records; Counsel Substitute; Laundry, Food and Supply; Mail System Coordinators Panel; Offender Transportation; and Office for Disciplinary Coordination.

Classification and Records

Classification and Records oversees diverse matters pertaining to offender management and provides technical support for various administrative and unit-based departments. It includes the Classification and Records Office, Unit Classification and Count Room, Intake, and the State Classification Committee.

The Classification and Records Office schedules, receives, processes and coordinates transport of of-

fenders for intake, release and transfer. It creates and maintains records on these offenders and serves as the principal repository for the agency's offender records.

The Unit Classification and Count Room Department conducts routine division-level operational review audits on each unit every three years, and provides oversight, training and technical support for all unit-based classification and count room personnel and operations. During FY 2013, Unit Classification began work in support of the Individualized Treatment Plan (ITP) Case Management Committee, based on recommendations from the Sunset Advisory Commission.



Operational Review Sergeant Antrese Knighten performs a count room audit.

The Intake Department conducts routine division-level operational review audits on each intake facility every three years and provides training, supervision and support for unit-based intake staff at 24 facilities statewide. During FY 2013, this department implemented the Texas Risk Assessment Screening (TRAS) tool for all prison-sentenced offenders. This tool is designed to identify risk levels for recidivism based on criminogenic factors.

The State Classification Committee (SCC) is responsible for making initial custody recommendations and determining appropriate units of assignment for all offenders. The SCC reviews recommendations made by unit classification committees regarding promotions in custody status, placement in various rehabilitative programs, transfers and special housing assignments due to security or safety needs. The committee works closely with the Safe Prisons/PREA Compliance Man-

agement Office to identify aggressive and vulnerable offenders. During FY 2013, the SCC oversaw depopulation of the Mineral Wells Pre-Release Facility and Dawson State Jail, which required conversion of the San Saba and Marlin units from male to female offender populations and reassignment of approximately 10,000 offenders.

Counsel Substitute Program

The Counsel Substitute Program secures and protects the due process rights of offenders charged with disciplinary infractions by providing trained staff to assist offenders during the disciplinary process. Counsel Substitute Program employees conduct certification training, provide technical assistance and continuous support to the disciplinary hearing officers and counsel substitute staff. Counsel substitute and disciplinary hearing officer training is provided quarterly. During FY 2013, 118 staff members attended the training.

Laundry, Food and Supply

Laundry, Food and Supply manages the food, laundry, necessities and unit supply operations. These unit-based programs are vital to the units' mission and offenders' well-being. The department is responsible for ensuring all offenders are provided access to clean and serviceable clothing, footwear and bedding. Offenders are allowed access to appropriate personal hygiene items, and units are provided basic supplies needed to operate. Offenders are also provided access to wholesome and nutritious meals, to include therapeutic diets.

This department employs approximately 1,800 laundry managers, inventory supply specialists and food service managers. Unit-based staff worked in nearly 300 unit laundry, food service and unit supply programs, and approximately 29,000 offenders worked in unit food service and laundry departments. In addition to on-the-job training, offenders are afforded the opportunity to participate in educational programs in food preparation through the joint efforts of Windham School District, Alvin Community College and Lee College. After completing these programs, qualified offenders have the opportunity to work at the San Antonio Food Bank to further enhance their cooking skills and employment opportunities.



Executive Sous Chef Ronaldo Pautin teaches offenders how to read and follow recipes as part of the San Antonio Food Bank culinary arts program.

Mail System Coordinators Panel

The Mail System Coordinators Panel (MSCP) assists offenders in maintaining contact with family and friends and arranges offenders' access to courts and public officials. The MSCP provides procedural training and technical assistance to unit mailroom staff and conducts mailroom division-level operational review audits. This department also generates investigations regarding threats and unidentifiable substances received in uninspected mail sent by offenders.

During FY 2013, the MSCP conducted 41 division-level operational review audits of mail operations, and held three video conference training sessions attended by unit mailroom supervisors from throughout TDCJ, including private facilities.

Offender Transportation

Offender Transportation is headquartered in Huntsville with five regional offices located in Abilene, Amarillo, Beeville, Rosharon and Tennessee Colony. This department is responsible for unit-to-unit transfers, state and federal court appearances, medical transfers, off-site medical offender tracking, county jail transfers, out-of-state extradition, and emergency re-

sponse or evacuations during floods, hurricanes, and any other catastrophic event.

Offender Transportation operates a fleet of vehicles consisting of 124 buses, 61 vans, six vans for the physically-disabled, three vans used to transport regional release offenders, and two sedans. More than 4.5 million miles were traveled and 553,516 offenders were transported during FY 2013. This department works closely with Classification and Records to ensure the timely, efficient and safe transport of offenders.

Office for Disciplinary Coordination

The Office for Disciplinary Coordination oversees and monitors facility compliance with disciplinary rules and procedures by conducting division-level unit operational reviews. During FY 2013, this office completed 41 such audits. This office also produces management statistical reports each month, coordinates revisions to disciplinary rules and procedures, and updates and coordinates the printing of the GR-106, *Disciplinary Rules and Procedures for Offenders*, and the GR-107, *Standard Offense Pleadings Handbook*.

In addition, the Office for Disciplinary Coordination oversees the Office of Spanish Language Coordination, which manages the Spanish language assistance service and is responsible for coordinating and processing the testing of employees to determine their proficiency in speaking Spanish. Based on test results, qualified Spanish language interpreters are designated. This office is also responsible for conducting division-level operational review audits of the Spanish language assistance service. During FY 2013, 238 pages were translated and testing coordinated for 215 employees.

Parole Division

The Parole Division supervises offenders released from prison on parole or mandatory supervision to complete their sentences in Texas communities. The mission of the division is to provide public safety and promote positive offender change through effective supervision, programs and services.

Field Operations

In FY 2013, more than 87,000 parole and mandatory supervision offenders were under active supervision by approximately 1,470 district parole officers. Offenders must report to parole officers and comply with release conditions established by the Board of Pardons and Paroles. Violations can result in increased supervision, arrest or reincarceration. Officers also supervise offenders transferred to Texas from other states and from the Texas Juvenile Justice Department.

Region Directors in Dallas, Houston, Midland, San Antonio and Tyler manage 66 district parole offices across the state. Officers monitor an offender's compliance with conditions of release and society's laws, applying supervision strategies based on an assessment of each offender's risks and needs.

Interstate Compact Office

The Interstate Compact Office arranges for the transfer of supervision to a state outside an offender's state of conviction. The Interstate Compact for Adult Offender Supervision is the statutory authority for the transfer of offenders among the 53 member states and territories of the Compact. The Texas Interstate Compact Office establishes practices, policies and procedures that ensure compliance with Compact rules. In FY 2013, 7,379 Texas probationers and 3,443 parolees were supervised outside the state. Another 4,329 out-of-state probationers and 2,066 out-of-state parolees were supervised in Texas.

Ombudsman

This year, the Parole Division Ombudsman responded to 6,250 inquiries from offenders' family members,

parole and mandatory supervision offenders, legislative offices and the public.

Management Operations

Management Operations oversees post-release programs designed to help offenders reintegrate into society and parole staff training program compliance.

Management Operations includes Specialized Programs, Internal Review/In-Service Training and Parole Officer Training Academy (POTA).

Specialized Programs

Specialized Programs administers and evaluates a variety of programs and services to enhance the division's ability to supervise and reintegrate offenders back into society following release.

District Reentry Centers (DRCs) target newly released, high-risk and high-need offenders using a comprehensive approach to promote personal responsibility and victim empathy. Volunteers and community agencies assist staff in addressing anger management, cognitive restructuring, substance abuse, victim impact and pre-employment preparation. In FY 2013, a monthly average of 1,274 offenders was served.



Parole Officer Shayna Webb teaches an Anger Management class at the District Resource Center (DRC) in Austin. Depending on the terms of parole, offenders may be required to attend DRC classes.

The Serious and Violent Offender Reentry Initiative (SVORI) provides administrative segregation offenders with reentry services that begin during incarceration and continue through community supervision. Programming provided through the DRCs addresses the needs of client and family, while maintaining the goal of public safety. In FY 2013, 52 SVORI program offenders were released from the Correctional Institutions Division to the Parole Division.

The Special Needs Offender Program, in conjunction with the Health and Human Services Commission, supervises mentally retarded (MR), mentally impaired (MI), and terminally ill or physically handicapped (TI/PH) offenders. In FY 2013, 40 medically-recommended intensive supervision (MRIS) offenders were released to supervision, with a monthly average of 136 MRIS offenders supervised under the program. Averages of 156 MR, 6,295 MI and 820 TI/ PH offenders were supervised monthly.

The Sex Offender Program supervised a monthly average of 4,360 offenders in FY 2013. Sex offender treatment services are provided statewide through contracted vendors, with the division subsidizing treatment for indigent offenders. Polygraph testing is a significant component of evaluating and treating sex offenders.

The Therapeutic Community Program offers continuity of care to offenders with substance abuse problems. This three-phase aftercare program targets offenders who have participated in an in-prison therapeutic community or substance abuse felony punishment facility. A monthly average of 6,341 offenders received services from contracted vendors and specially trained parole officers during FY 2013.

The Substance Abuse Counseling Program (SACP) provides relapse prevention services to offenders with substance abuse problems. Level I prevention services were provided to 25,023 offenders in FY 2013. Vendors and parole counselors provided Level II outpatient treatment services to 9,521 offenders. The SACP intermediate sanction facilities provided residential treatment to 1,339 offenders.

The Drug Testing Program's instant-read testing device increases accountability and reduces chain of custody issues. On average, 156,411 drug tests were conducted each month in FY 2013.

Internal Review/In-Service Training

The Parole Division's In-Service Training section within Specialized Programs consists of Parole Officer III/Internal Reviewers, who are strategically located statewide, to provide In-Service Training to parole office staff and other training courses such as Principles of Supervision, Unit Supervisors Course and Parole Supervisor Course, as well as assisting with Specialized Officer Supervision Schools. In-Service Training is based on training needs assessments and includes, but is not limited to, topics such as best practices for motivational interviewing, violation reports, the pre-hearing process and parole officer work hours. In FY 2013, a total of 1,732 parole employees participated in In-Service Training classes. In addition to training, performance reviews of the 66 district parole offices were completed during the fiscal year and individual file cases were identified and reviewed.

Parole Officer Training Academy

The Parole Officer Training Academy (POTA) in Beeville provides 216 hours of pre-service foundation training for new officers. Training was provided to 333 new officers in 16 classes during FY 2013.



Senior Parole Officer Wayne Boehm, right, plays a distracted parolee in a mock office visit. Training exercises such as this prepare parole officer candidates for real-world experience.

The academy conducts specialized officer supervision schools on a quarterly basis, offering classes on the Super-Intensive Supervision Program (SISP), electronic monitoring, and sex offender, therapeutic community and the Special Needs Offender programs. A 40-hour Firearms Certification Course provided training to 38 officers. During FY 2013, 460 officers attended specialized training classes.

Support Operations

Support Operations consists of the Central Coordination Unit, Review and Release Processing, and Warrants. All provide direct support to Field Operations.

Central Coordination Unit

The Central Coordination Unit provides support services to Field Operations. The unit monitors detainer/deportation caseloads, verifies death notices, monitors Early Release from Supervision and Annual Report cases, reviews and monitors SISP cases, receives and monitors interstate transfers and arranges for placement of offenders into and out of intermediate sanction facilities (ISFs) and substance abuse felony punishment facilities. In FY 2013, 9,488 offenders were placed in ISFs. The South Texas ISF provided services to 1,339 offenders in the Substance Abuse Counseling Program, and the East Texas Treatment Facility counseled 1,715 offenders during the fiscal year. Programs and services offered in these facilities encourage offender compliance through appropriate supervision and interventions.

Review and Release Processing

Review and Release Processing (RRP) is responsible for reviewing and processing offenders for release on parole supervision.

RRP staff prepares file material for supervision purposes, reviewing and analyzing each file through the release plan approval process. Prior to issuing a release certificate, RRP staff processes requests for the imposition and withdrawal of special conditions. In FY 2013, RRP issued 38,200 parole/mandatory certificates for release.

The Huntsville Placement and Release Unit (HPRU) is responsible for the placement of offenders into contracted residential reentry centers (halfway houses) or the Temporary Housing Assistance Program (THAP) when all other residential resources have been exhausted. HPRU is also responsible for placement of Substance Abuse Treatment offenders into transitional treatment centers following participation in the In-Patient Therapeutic Community Program and the Substance Abuse Felony Punishment Program. HPRU placed 8,571 offenders into residential reentry centers and 4,590 offenders into transitional treatment centers. HPRU also processed 36,372 parole and mandatory releases to supervision.

The Central File Coordination Unit (CFCU) coordinates the movement and maintenance of approximately 220,000 case files of offenders under the Parole Division's jurisdiction. CFCU tracks and verifies restitution owed by offenders, processes fee affidavits and client discharge certificates, responds to requests for file material, open records requests, business records affidavits, expunctions, subpoenas and correspondence. CFCU also facilitates the delivery of notifications to trial officials.

Warrants Section

The Warrants Section is primarily responsible for the issuance, confirmation and withdrawal of prerevocation warrants. In FY 2013, 34,486 warrants were issued. This section also oversees the SISP, which uses Global Positioning System (GPS) tracking, and the Electronic Monitoring (EM) Program, which uses radio equipment to monitor offenders.

The Warrants Section has two units in operation 24 hours a day. The Command Center processes violation reports submitted by parole officers and alerts from GPS/EM vendors and halfway houses. The Texas Law Enforcement Telecommunications System Unit responds to requests for warrant information/confirmation from law enforcement and maintains wanted persons information. Additionally, these units operate an absconder tip line, which allows the public to inform officials about offenders who fail to report.

The Extradition Unit tracks Texas offenders arrested in other states and offenders returned to a TDCJ correc-

tional institution who have not been through the revocation process. This year, 674 offenders were extradited to Texas, and 249 warrants were issued for Texas offenders under Interstate Compact supervision in other states.

The Tracking Unit tracks offenders held in Texas county jails on prerevocation warrants and ensures that the client's case is disposed of within the time limits prescribed by law. This unit calculates the amount of time credited to offenders while in custody on a prerevocation warrant.

The SISF imposes the highest level of supervision and offender accountability, including active and passive

GPS monitoring. An average of 475 offenders was on active GPS during each month of the year, with real-time tracking in place for those at highest risk. A monthly average of 1,430 offenders was monitored on passive GPS, which downloads tracking data when offenders return to their residence.

EM allows an officer to detect curfew and home confinement violations. Offenders at higher risk of reoffending, or who have violated release conditions, may be placed on EM. An average of 1,445 offenders was on electronic monitoring each month this year.

Private Facility Contract Monitoring Oversight Division

The Private Facility Contract Monitoring Oversight Division (PFCMOD) is responsible for oversight and monitoring of contracts for privately-operated secure facilities and community-based facilities, to include substance abuse treatment service providers. The PFCMOD protects the public by ensuring constitutionally safe and sound facilities through effective management, efficient monitoring and clear communication between the agency and its contracted representatives.

The PFCMOD primarily supports the Correctional Institutions Division, the Parole Division, the Community Justice Assistance Division and the Rehabilitation Program Division (RPD) by providing contract monitoring and oversight, performing contract reviews and working with the private vendors to address any compliance issues.

Contract monitoring staff conducts facility risk assessments, coordinates compliance reviews and makes unannounced site visits. Compliance issues are investigated and follow-up reviews are conducted. The division responds to ombudsman and other inquiries and provides after-hours emergency contact coverage for secure and community-based facilities. The division is organized into three sections: Operations Monitoring, Program Monitoring and Business Operations.

Operations Monitoring

Operations Monitoring is responsible for contract monitoring and oversight of privately-operated secure correctional facilities. Three regional supervisors oversee contract monitors who, during FY 2013, performed daily, on-site operational and contractual monitoring of seven private prisons, five private state jails, one work program co-located on a private facility, two pre-parole transfer facilities, two privately-operated intermediate sanction facilities and one multi-use facility. There were 17,224 contracted beds at privately-operated secure correctional facilities monitored by the PFCMOD during FY 2013.

Program Monitoring

The Program Monitoring section is responsible for oversight and monitoring of contracts for community-based facilities and substance abuse treatment services. Two regional supervisors oversee contract monitors who monitor privately-operated halfway houses for the Parole Division, and work with RPD to monitor substance abuse treatment program contracts, which include in-prison treatment programs co-located on state-run or privately-operated facilities, residential aftercare treatment programs and outpatient treatment programs. RPD and PFCMOD perform contract monitoring on a rotating schedule,

with RPD making quality assessments and PFCMOD performing contract delivery reviews.

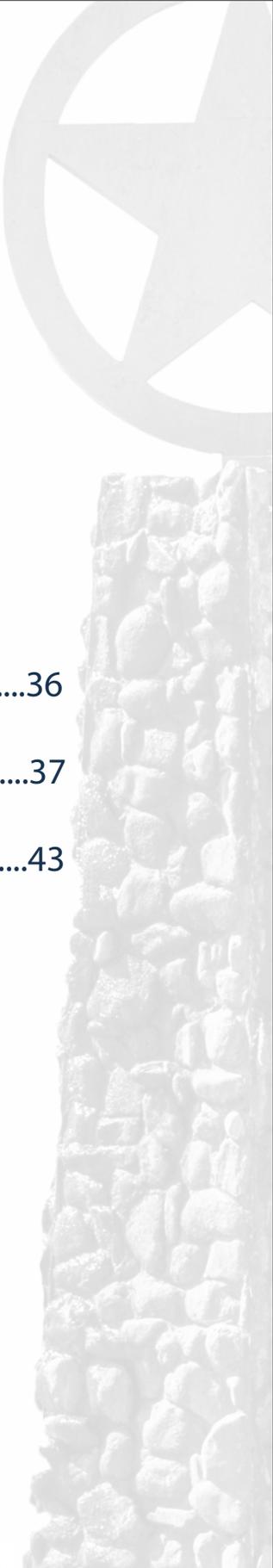
In FY 2013, this section monitored contracts for seven privately-operated halfway houses, 23 substance abuse aftercare treatment facilities (community-based transitional treatment centers), 11 privately-operated substance abuse felony punishment facilities/in-prison therapeutic community programs, two facilities providing the Driving While Intoxicated (DWI) Program, two substance abuse programs located on two intermediate sanction facilities, and six state jail substance abuse programs co-located on state-run or privately-operated facilities.

Business Operations

The Business Operations Section is supervised by the business operations manager who helps resolve financial or budget issues for all PFCMOD contracts. Functions of the Business Operations Section include, but are not limited to, monitoring spending and projecting future needs, preparing contract modification and renewal documents, monitoring and verifying contractors' monthly invoices, and calculating deductions for noncompliance.



Private Facilities Contract Monitor Sylvia Gonzalez, left, meets with Assistant Director Janice Robinson to complete a compliance review of the substance abuse treatment program at the Kyle Correctional Facility. Contract monitor reviews help ensure offenders receive the correct treatment and services.



Programs

Reentry and Integration Division.....	36
Rehabilitation Programs Division.....	37
Victim Services Division.....	43

Reentry and Integration Division

The Reentry and Integration Division (RID) works toward developing a seamless resource support system for offenders as they transition back into society under the Texas Department of Criminal Justice (TDCJ) supervision. The division works with groups within and outside the agency to identify gaps in service delivery and promote best practices on reentry issues while sharing information to help maximize efficiency.

A reentry task force composed of criminal justice, health and human services, education, regulatory, judicial and advocacy groups provide technical assistance and advice on strategies for improving local and state reentry activities. In addition, the task force establishes topic-specific working groups to address priority reentry issues, such as housing, identification documents, employment, family reunification, access to treatment services and other critical supports.

The division's program services include Reentry Planning and the Texas Correctional Office on Offenders with Medical and Mental Impairments (TCOOMMI).

Reentry Planning

The Legislature provided funding for the creation of reentry specialist positions that assist offenders with the development of a comprehensive reentry plan



Reentry and Integration Case Manager David Romero meets with offenders who are within six months of release to finalize their reentry plan.

based on the completion of an empirically-validated needs assessment tool. This assessment identifies reentry barriers related to clothing, food, amenities, employment, education, financial resources, health care, housing, substance abuse, support systems and transportation. Identification documents are secured for eligible offenders; and reentry specialists, in cooperation with the offender, community providers and the family support system, secure post-release services.

In fiscal year (FY) 2013, RID provided individualized reentry planning services to 10,239 eligible offenders who were scheduled for release within six months. During the same fiscal year, RID processed and submitted applications for 21,795 Social Security cards and 11,564 certified birth certificates for eligible offenders. Support services for released offenders include a toll-free hotline so offenders can access a reentry case manager for help after they leave state jail or prison. In FY 2013, 1,418 post-release offenders contacted case managers through the RID hotline.

Texas Correctional Office on Offenders with Medical or Mental Impairments

TCOOMMI provides continuity of care, case management and intensive treatment services to juvenile and adult offenders with special needs. It also provides continuity of care for non-offender populations, such as defendants initially found incompetent to stand trial, mental health discharges from the Texas Juvenile Justice Department and wrongly imprisoned persons. In addition, a 29-member committee composed of representatives from juvenile and adult criminal justice systems, health and human services, education providers, regulatory and law enforcement entities, the courts and advocacy groups serves in an advisory capacity to the Board of Criminal Justice and TCOOMMI staff.

In FY 2013, TCOOMMI and TCOOMMI-funded staff provided 11,566 community-based behavioral health and 6,009 medical Continuity of Care services to eligible offenders, along with 1,496 juvenile and 4,995 adult case management services.

Rehabilitation Programs Division

The rehabilitative and treatment programs provided to offenders by TDCJ are cooperative efforts between divisions within the state correctional system and other entities involved in the rehabilitative process. The Rehabilitation Programs Division (RPD) is the central administrator and manager for offender treatment program activities. The RPD is responsible for ensuring consistent quality of all treatment programs during planning and implementation, including integration of delivery of treatment programs across divisional lines.

The RPD facilitates offender programs, coordinating with the Parole Division (PD), the Community Justice Assistance Division, the Health Services Division, the Correctional Institutions Division (CID), the Reentry and Integration Division (RID), the Private Facility Contract Monitoring and Oversight Division (PFC-MOD), the Windham School District, the Board of Pardons and Paroles (BPP), faith-based and community-based organizations and volunteers to provide effective, evidence-based treatment services for offenders throughout the incarceration and supervision period.

Offenders in prisons and state jails are placed in appropriate programs based on an Individualized Treatment Plan (ITP) which identifies program needs, or through a parole vote which indicates an offender may be released to parole upon successful completion of a particular program. Offenders can also volunteer to participate in programs if they meet eligibility criteria and where space and time permit.

Administrative Segregation Pre-Release Program

The Administrative Segregation Pre-Release Program is designed to reduce recidivism by helping offenders confined to Administrative Segregation prepare for successful reentry into their communities. The program provides 160 hours of lessons on a range of topics, including anger management, thinking errors, cultural diversity, substance abuse education and other self-help worksheets.



Case Manager Brittany Burleyson delivers program material to offenders via live video feed as part of the Administrative Segregation Pre-release Program.

Baby and Mother Bonding Initiative (BAMBI) Program

This program partners the RPD with the Health Services Division, CID, the University of Texas Medical Branch, Santa Maria Hostel, Inc. and local foundations to provide a bonding program in a residential setting for up to 15 new mothers. The program allows participants the opportunity to form a healthy attachment with their newborns in a secure setting. The offender receives child development education, life skills, infant first aid and CPR, nutrition, peer recovery, cognitive skills, anger management and family reunification training sessions. Additional programming may include substance abuse education and GED classes. Each participant works with a case manager to prepare a transition plan for herself and her infant.

Chaplaincy Services

Chaplaincy uses a holistic approach to enhance an offender's spirituality. Programs focus on the development of life-changing goals and are delivered through spiritual growth groups, mentoring and volunteer programs. Unit chaplains facilitate opportunities for offenders to pursue their religious beliefs and practices, and provide pastoral care and counseling services to those incarcerated in TDCJ-operated units or contracted facilities.

Civil Commitment of Sexually Violent Predators

The Texas Health and Safety Code provides for the civil commitment of sexually violent predators, with murder and capital murder based on sexually-motivated conduct included as qualifying offenses. In accordance with the law, the agency identifies and refers offenders with two or more qualifying sexual offense convictions.

TDCJ staff members present the offender information to a multidisciplinary team which determines whether the offender has been convicted of at least two qualifying offenses and whether the offender is likely to commit a sexually violent offense after release. If these criteria are met, the multidisciplinary team recommends the offender be evaluated by an expert to determine if they possess a behavioral abnormality. All offenders found to have a behavioral abnormality making them likely to reoffend in a sexually violent manner are referred to the Special Prosecution Unit for possible civil commitment.

COURAGE Program for Youthful Offenders

The Correctional Institutions Division may supervise both male and female youthful offenders as young as 14 years old, and assigns them to the COURAGE program until they turn 18. The length of time in the program is determined by age rather than completion of prescribed goals, and the issues presented by the population are complex and varied.

The COURAGE program is structured according to a two-track programming system. This system focuses on basic skills and values building, and incorporates an individual strategy for each offender. Track assignment and treatment planning is determined by the transition needs of the participant; that is, whether they will be released to join the general population of offenders or released from TDCJ custody. Offenders in the COURAGE program are given an individualized treatment plan designed to follow them throughout incarceration to release, parole or probation. Weekly comprehensive interdisciplinary treatment programs include education, social skills training, anger management, values development, goal setting, cognitive restructuring, substance abuse education, conflict resolution, aggression replacement and life skills.

Additional programs facilitated by COURAGE staff include the Transitional Program, for offenders who are 18 years old and have “aged out” of the COURAGE program, and the Young Adult Transition Offenders, or YATO, for offenders transferring from the Texas Juvenile Justice Department (formerly the Texas Youth Commission or TYC), and who may be up to 21 years of age.

Faith-Based Pre-Release

Prison Fellowship Ministries operates the faith-based InnerChange Pre-Release Program at the Vance Unit. This program spans 18 months of the offender’s incarceration and has a six-month transitional aftercare component.

Located at the Torres Unit in Hondo and the Vance Unit in Richmond, the Transformational Ministry Dormitory (TMD) is a collaborative effort with Prison Fellowship Ministries, providing a faith-based pre-release program for offenders within 12 to 20 months of release who are returning to the Dallas/Fort Worth, El Paso, Houston or San Antonio areas.

Faith-based dorms are located on the majority of correctional facilities and offer support and accountability, along with an intensive faith-based curriculum and mentoring program. The programming is conducted by local faith-based community volunteers whose activities are directed by the unit chaplain and unit administration.

Female Offenders

In recognition of a critical need, the executive director of TDCJ has directed the division to ensure that programs meet the needs of female offenders by providing rehabilitation opportunities by means of evidence-based, gender-responsive programs for incarcerated females. In addition to the many treatment and rehabilitation programs facilitated by TDCJ, there are a variety of meaningful programs and activities offered to female offenders by volunteers and community groups.

The Plane State Jail Wraparound Program allows community resource providers to meet female of-

fenders prior to their release. These services increase community support for the offender and help fulfill their identified needs.

Girl Scouts Beyond Bars helps re-forged and maintain the bond between girls and their incarcerated mothers. Through prison visits arranged by the Girl Scout Council, mothers and daughters join for troop meetings and traditional Girl Scout activities. Girls Scouts Beyond Bars is active at the Woodman State Jail in Gatesville and Plane State Jail in Dayton.

Truth-be-Told (TBT) offers female offenders the opportunity to honestly recount, to an attentive and respectful audience of invited guests, the events which led them prison. Before they can share their story with an audience, however, they must first be part of an eight-week series of classes where they share their story with their peers. TBT is a unique program staffed by volunteers, and fulfills the need for gender-specific programming.

The Sisterhood of RUTH (Restoration, Unity and Transformation through the Holy Spirit) program is managed through collaboration between Prison Fellowship Ministries, RPD and the Carole Young Medical Facility. As the first long-term, Bible-based women's reentry initiative, RUTH offers academic, emotional, cultural, social and spiritual enrichment to the female offenders, as well as their families. The volunteer-provided course is based on the life and teachings of Jesus Christ. The curriculum teaches women to teach and love others and to experience the love of Christ. It prepares the women mentally, emotionally and spiritually for a successful reintegration into society and helps open their hearts to God's enduring grace.

The Women's Storybook Project is a long-term effort to connect children with their incarcerated mothers through literature. Approved volunteers visit women's prisons to record offenders as they read stories to their children. The mothers also give short messages, and the tapes and new books are then mailed to their children, allowing the child a chance to hear their mothers' voices while the mothers are away.

Giving Offenders' Kids Incentive and Direction to Succeed (GO KIDS) Initiative

GO KIDS brings to the forefront the importance of preserving family ties and providing positive prevention and intervention services to high-risk children. Maintained by RPD, a page on the agency's website (www.tdcj.state.tx.us/gokids/index.html) provides a reliable connection to valuable resources and services across Texas.

Several organizations work in collaboration with GO KIDS. These organizations - Big Brothers Big Sisters of North Texas, Amachi Texas, No More Victims, Inc., Texas Boys Ranch and KICKSTART - work directly with the children and offer mentoring, counseling and empowerment opportunities.

Offender DNA Collection

Blood specimens for DNA analysis are collected from all offenders incarcerated in TDCJ facilities and facilities under contract with the agency. The samples are sent to the Texas Department of Public Safety's Combined DNA Index System lab for analysis and entry into the national DNA database.

Rehabilitation Tier Tracking and Placement

The BPP has a number of rehabilitation tier voting options. These votes specify that an offender must successfully complete a rehabilitation program and comply with all elements of the individualized treatment plan prior to release on parole. RPD Tier Tracking and Placement staff track offenders from the time of the board vote to ensure they are eligible for and transferred to the designated program at the appropriate time.

Risk Assessment Review Committee

TDCJ is required by law to establish a Risk Assessment Review Committee composed of at least seven members. These members are selected by their respective agencies and departments. The committee, to the extent feasible, must include at least one member with experience in law enforcement; one member

with experience working with juvenile sex offenders; one member with experience as a sex offender treatment provider; one member with experience working with victims of sex offenses; the executive director of the Council on Sex Offender Treatment (CSOT); and one licensed sex offender treatment provider selected by the executive director of CSOT. The committee functions in an oversight capacity to ensure that persons using the risk assessment tools are properly trained. It also monitors the use of the risk assessments and revises or replaces them as needed.

Serious and Violent Offender Reentry Initiative Program

The Serious and Violent Offender Reentry Initiative (SVORI) Program is a 63-bed program housed at the Estelle Unit's expansion cellblock in Huntsville. The program provides pre-release and in-cell programming for male offenders releasing directly from administrative segregation. SVORI is a coordinated partnership between RPD, CID, PD and the BPP. The program spans from six to 18 months and consists of one or two phases. Phase I is a six-month in-cell cognitive-based program provided through computer-based equipment and self-help materials, using a curriculum which addresses the leading causes of recidivism. Phase II is required for offenders whose parole stipulation includes SVORI aftercare.

Sex Offender Risk Assessment

State law requires that all registered sex offenders be assigned a risk level indicating likelihood of reoffense. The risk level is reported as part of the sex offender registration information recorded by the Texas Department of Public Safety (DPS) and governs community notification. It may be used when determining the appropriate sex offending treatment regimen. Offenders may be required to register with DPS based on a current or a prior sex offense. TDCJ utilizes the Static-99R and the Dynamic Risk Assessment which consists of multiple tools (Hare Psychopathy Checklist-Revised, the Level of Service Inventory-Revised and the Static-99R), as appropriate, to designate the reoffense risk level as low, moderate or high.

Sex Offender Rehabilitation Programs

All three of the following sex offender rehabilitation programs are designed to reduce the rate of reoffense and move the participant toward a more pro-social lifestyle by addressing offenders' risks and needs.

Sex Offender Education Program

The Sex Offender Education Program (SOEP) is a four-month, low-intensity program designed to assist sex offenders who have been assessed to pose a low risk of sexual re-offense. The SOEP employs a cognitive intervention model utilizing psycho-educational classes. The format of SOEP is didactic, and provides offenders the information and knowledge necessary to change their thought patterns. The structured lesson plans for the classes include Cognitive Restructuring, Who Am I and Why Am I in Treatment?, Identifying Feelings, Life Story, Introduction to the Deviant Offense Cycle and Relapse Prevention, Needs and Issues, Healthy Sexuality, Interpersonal Relationships, Empathy, Stress Management and Assertiveness Training, Advanced Relapse Prevention, and Moral Reasoning. Priority placement is given to offenders with an FI-4R vote from the BPP.

SOTP-9

The nine-month Sex Offender Treatment Program (SOTP-9) consists of a moderate intensity treatment program designed to assist sex offenders who have been assessed to pose a moderate risk of sexual re-offense. SOTP-9 employs a cognitive-behavioral model and includes four months of psycho-educational classes, as well as five months of group therapy, and individual therapy throughout. The group and individual therapy of SOTP-9 is designed to facilitate acceptance of responsibility, acknowledgement of deviant patterns, and development of needed interventions to correct patterns and resolve underlying issues. Priority placement is given to offenders with an FI-9R vote from the BPP.

SOTP-18

The 18-month Sex Offender Treatment Program (SOTP-18) consists of a high intensity treatment program designed to assist sex offenders assessed to pose a high

risk of sexual re-offense. SOTP-18 employs a cognitive-behavioral model and includes four months of psycho-educational classes, 14 months of group therapy, and individual therapy throughout. Additionally, the SOTP-18 involves living in a Therapeutic Community (TC) with daily community activities. The enhanced intensity of the TC and additional group assignments are focused on enhancing victim empathy among offenders assessed to be of higher risk and greater need. Priority placement is given to offenders with an FI-18R vote from the BPP.

Southwestern Baptist Theological Seminary

This educational opportunity is the result of collaboration between TDCJ and Southwestern Baptist Theological Seminary. Offenders who graduate will receive a four-year, fully accredited Bachelor of Science in Biblical Studies degree. The curriculum focuses on equipping men for ministry in such a way that they will be able to assist in the teaching, preaching and ministering to the TDCJ offender population. Admission requirements are such that upon graduation the offender will spend the remaining years of his sentence in ministry service within TDCJ, to encourage the moral rehabilitation of other offenders. The first semester began in August 2011 and the first graduation will be held in 2015.



Brandon Warren of the Southwestern Baptist Theological Seminary guides a student through a lesson at the Darrington Unit. Graduates of the program receive a Bachelor of Arts in Biblical Studies and must minister to other offenders for six years.

Substance Abuse Treatment

The substance abuse felony punishment facility (SAF-PF) and in-prison therapeutic community (IPTC) provide services to qualified offenders identified as needing substance abuse treatment. Offenders are sentenced to a SAFPF by a judge as a condition of community supervision in lieu of prison or state jail, or voted in by the BPP as a modification of parole.

Both SAFPF and IPTC are six-month in-prison treatment programs followed by up to three months of residential aftercare in a transitional treatment center (TTC), six to nine months of outpatient aftercare, and up to 12 months of support groups and follow-up supervision. As an alternative to residential aftercare in a TTC, offenders who meet strict eligibility criteria may be released to an approved home plan, reporting to a contracted facility for the same number of treatment hours as received by offenders in a TTC. A nine-month in-prison program is provided for special needs offenders who have a mental health and/or medical diagnoses.

The Pre-Release Substance Abuse Program (PRSAP) and Pre-Release Therapeutic Community Program (PRTC) are intensive six-month programs based on the principles of a therapeutic community. They are intended for incarcerated offenders with serious substance abuse, chemical dependency or criminality ideology. Offenders are placed in the program based on a vote by the BPP. The PRTC is a coordinated effort between RPD, Windham School District and the PD.

The In-Prison Driving While Intoxicated Program uses a six-month multimodal curriculum with an aftercare component which uses a variety of educational modules and treatment activities, to include group and individual therapy. In the summer of 2012, a gender-responsive program was implemented to meet the needs of females incarcerated for DWI offenses. This DWI Intervention Program uses a specialized curriculum and is a partnership between TDCJ, the Texas Department of State Health Services and a contracted vendor.

The State Jail Substance Abuse Program (SJSAP) uses multimodal instruction designed to meet the needs of the diverse characteristics of the state jail popula-

tion. Eligible offenders are placed in a 30, 60 or 90-day track, based on an Addiction Severity Index assessment and their criminal history.

Volunteer Coordination Committee

The Volunteer Coordination Committee (VCC) was established in 1994 to enhance the utilization of volunteers within the agency. The VCC consists of representatives from RPD (Substance Abuse Treatment, Chaplaincy, and Sex Offender Treatment), CID, PD, Victim Services, PFCMOD, RID and the Windham School District. At the close of FY 2013, there were 21,305 approved volunteers serving TDCJ.

Volunteer Services

The Volunteer Services Department manages the recruitment, training and oversight of volunteers for TDCJ. This department's mission is to recognize, encourage and support the valuable contributions of religious, business, community service, treatment-related and other volunteer groups working to help TDCJ offenders. Through the efforts of volunteers, offenders are given the opportunity to learn healthy life skills, gain an education, acquire vocational training, and develop good work habits while abstaining from drug abuse and criminal activity, in order to secure gainful employment and successfully and responsibly reintegrate into the community.

Victim Services Division

The mission of Victim Services Division (VSD) is to provide a central mechanism for crime victims to participate in the criminal justice system.

Victim Notification Section

Victim Notification System

The Victim Notification System (VNS) uses a confidential database to provide registrants – crime victims, surviving family members, witnesses who testified at trial, and concerned citizens – notifications regarding offender(s). VNS registrants are able to elect to receive notifications via letter, e-mail or both. The VNS system provides more than 80 points of notification regarding several phases of an offender’s incarceration and supervision, including the parole review process. Since each case is unique and the points of notification are typically driven by the status of the offender, VNS registrants may not receive each point of notification. Most notification letters are automatically generated, while others are created by Victim Services staff. Individuals are added to the VNS upon their request, either from their completed Victim Impact Statement or by contacting the division directly. At the end of FY 2013, there were 170,175 individuals registered on the VNS. During FY 2013, VSD processed 138,600 pieces of correspondence, which included notifications sent, parole protest materials received, and other victim-related letters or e-mails sent or received.

Toll-free Information Hotline (800-848-4284)

From 8 a.m. to 5 p.m. Monday through Friday, Victim Services Division representatives answer calls and provide information about offender status, the criminal justice system, personal meetings with the Board of Pardons and Paroles (BPP), and other services available to victims through the division. During FY 2013, the VSD hotline number was enhanced, allowing callers to select and be directed to the correct agency or division regarding their inquiry. There were 25,621 telephone calls processed in FY 2013.



Victim Services Division staff members Chris Burns, left, and Liz Fikac prepare offender status updates for mail out. Registrants of the Victim Notification System can choose to receive information via mail, email, text or telephone.

Automated Telephone Services

In addition to the VNS notification services, VSD offers automated telephone services through the Victim Information and Notification Everyday (VINE) system. VNS registrants can call 877-894-8463 and enter their personal identification number (PIN) to obtain limited offender information 24 hours a day, in English or Spanish. If requested through VSD, VNS registrants can receive an automated telephone call when an offender is being processed for release. In FY 2013, there were 8,020 calls received by the automated telephone system and 1,492 automated calls made to VNS registrants when their offender was being processed for release.

Case File Management

Victim Services Division analysts serve as liaisons for victims, surviving family members and witnesses who testified at trial. Assistance is provided to victims who request explanations of sentencing, the Correctional Institutions Division, the parole process, imposition of special conditions on an offender’s parole supervision, or clarification of victims’ rights. There were 372 transmittals processed to the Board of Pardons

and Paroles in FY 2013 requesting that an offender be denied release or have special conditions of release imposed.

Texas Crime Victim Clearinghouse

The Texas Crime Victim Clearinghouse (TxCVC) provides technical assistance, information and referrals to victims, victim service providers, law enforcement and criminal justice professionals. Every odd-numbered year, the TxCVC updates the Victim Impact Statement (VIS) upon adjournment of the Texas Legislature. The VIS is available online in English and Spanish. The TxCVC provides training, including webinars, to victim assistance and criminal justice professionals on topics such as Victimology and Crime Victims' Rights, Victim Sensitivity, and Victim Impact Statements. During FY 2013, 1,519 law enforcement, criminal justice and victim services professionals attended training. Informational brochures and a web-based quarterly newsletter, *The Victim's Informer*, are produced by TxCVC and are available online or by contacting TxCVC.

Regional Victim Services Coordinators

Three regional victim services coordinator (RVSCs) positions are strategically placed in regional offices in Texas to provide an array of services to victims in their regions, including assistance with crime victims' compensation, court accompaniment, assistance with registering on the VNS and VINE systems, crisis intervention, assistance with victim impact statements, and victim advocacy. The RVSCs provided 18 training and community education presentations to increase awareness of VSD services and crime victims' rights within their regions. The total number of new victims served was 2,049 in FY 2013.

Texas Victim Assistance Training (TVAT) Online

Through a grant from the Office of the Governor and collaboration with key stakeholders, Texas Victim Assistance Training (TVAT) Online was created and made available in FY 2012. TVAT Online is a web-based statewide foundational victim assistance training program focused on victim-centered service delivery and professional development, designed to complement other victim services initiatives and

help new victim services professionals acquire baseline professional skills and competence. To address the needs of victim services and criminal justice professionals, the TVAT Calendar was developed in FY 2013. This online calendar allows individuals to view, search and submit training opportunities for foundational to advanced victim services and criminal justice topics. During FY 2013, 349 students completed TVAT Online.

Viewing Executions

The Victim Services Division arranges for victims' families to view executions if they choose. Upon request, as many as five relatives plus a spiritual advisor can witness the execution. Witnesses may also include law enforcement personnel and trial officials. Victim witnesses are prepared for and accompanied to the execution by Victim Services Division staff. Victims may bring support persons who will not view the execution, but will provide support to those victim witnesses. Staff also provides follow-up support and referrals as needed. During FY 2013, at least one Victim Services Division staff member attended 19 executions, providing support to 67 victim witnesses and 28 victim supporters.

Victim Offender Mediation/Dialogue Program

Victim Offender Mediation/Dialogue (VOMD) provides victims and survivors of violent crime the opportunity to initiate a structured, person-to-person meeting in a safe environment with the offender responsible for their victimization. VOMD is chosen by some victims who wish to meet directly with their offender to describe the impact of their victimization and receive answers to questions regarding the offense. Under certain circumstances, alternatives are used in lieu of person-to-person mediation, such as written statements by the victim and delivered to the offender by VOMD staff. The VOMD program was enhanced in FY 2013 with the addition of two grant-funded mediators, significantly reducing the waiting period between case initiation and case assignment. During FY 2013, 108 VOMD cases were initiated, 122 cases were assigned to a mediator, and 43 mediations were completed.

Support Services

Administrative Review and Risk Management Division.....	47
Business and Finance Division.....	48
Facilities Division.....	51
Health Services Division.....	52
Human Resources Division.....	53
Information Technology Division.....	55
Manufacturing and Logistics Division.....	56
Office of the Chief of Staff.....	57
Office of the General Counsel.....	58
Office of Incident Management.....	59
Public Information Office.....	59

Administrative Review and Risk Management Division

The Administrative Review and Risk Management Division (ARRM) serves as an oversight division focusing on the mitigation of risk and liability to the Texas Department of Criminal Justice (TDCJ). ARRM monitors correctional practices through policy development, identifying areas of potential risk, analyzing and responding to risk factors and facilitating action to maintain safety and accountability.

Access to Courts

Access to Courts ensures offenders are afforded their constitutional right of access to courts, counsel and public officials, and that such access is adequate, effective and meaningful as required by law. It provides critical functions at all units, including legal research resources, attorney visits and phone calls, public information requests, telephonic court hearings, correspondence supplies for indigent offenders, notary public services, offender legal, educational, and religious in-cell storage management, parole revocation hearing reviews and court transcript administration. Law library attendance in fiscal year (FY) 2013 totaled 460,102. The number of legal research material items delivered to offenders with indirect law library access totaled 248,200.

Administrative Monitor for Use of Force

The Administrative Monitor for Use of Force (UOF) helps update and monitor adherence to the agency's UOF Plan, reviews and serves as the office of record for UOF documentation, and provides technical guidance to regional and unit staff. During FY 2013, 7,145 Use of Force incidents occurred in TDCJ.

Monitoring and Standards

The mission of the Monitoring and Standards Department is to monitor TDCJ facilities to ensure that operations are in compliance with agency policies and procedures, and nationally accepted standards established by the American Correctional Association (ACA). Oversight by the Monitoring and Standards Department is accomplished, both internally and

externally, through two complementary monitoring programs: Operational Review and ACA Accreditation.

The primary focus of the Operational Review program is to monitor adherence to agency policy at each correctional facility. This is accomplished through ongoing monthly reviews at the unit level and reviews every three years at the division level. The department also serves as the coordinating authority with the ACA and provides technical assistance and support to TDCJ correctional facilities, divisions and departments in their effort to obtain initial ACA accreditation and reaccreditation every three years. Audits conducted by ACA, an organization independent of TDCJ, help ensure agency policy and procedures are in compliance with national correctional standards.

Monitoring and Standards Department staff, located in the ARRM Division Headquarters, provides technical support to all Correctional Institutions Division regional offices and units.

Offender Grievance Program

The purpose of the Offender Grievance Program is to promote awareness and positive intervention between staff and offenders, to identify and resolve issues at the lowest possible administrative level, and to facilitate the flow of information between the units and agency leaders. By providing an outlet for offender grievances, the program enhances staff safety while providing agency administrators with valuable insight into issues and problem resolution on the units. During FY 2013, unit grievance investigators processed more than 162,561 grievances at the unit level, while central office staff processed more than 40,769 appeals.

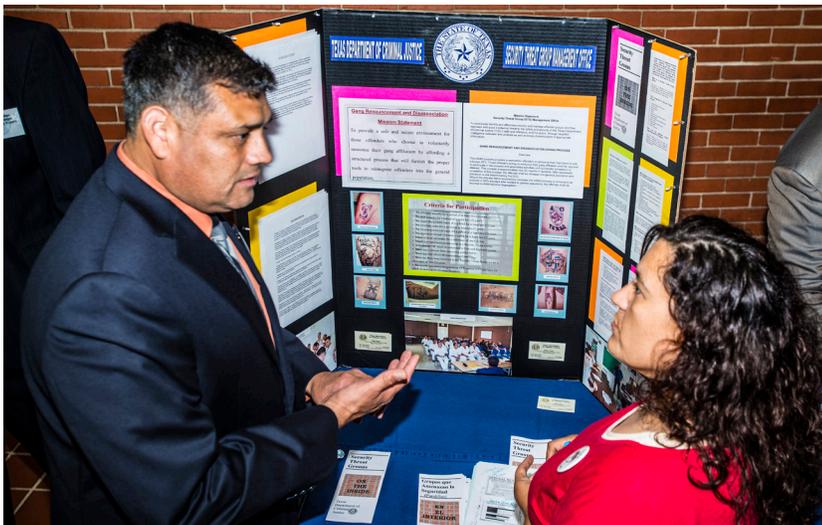
Ombudsman Program

The ombudsman's office works with other agency staff to answer questions and address concerns from the public. In FY 2013, staff responded to approximately 17,135 inquiries received through the U.S. mail,

telephone and the Internet. The office arranged for agency representatives to speak at three engagements sponsored by offender family support organizations. The office also hosted the Public Awareness - Corrections Today (PACT) Conference and the legislative workshop.

Risk Management

The Risk Management Department has oversight of unit and departmental occupational safety and health standards, accident and injury investigations, compliance with the Americans with Disabilities Act, and liability loss control. It coordinates with all agency departments to implement risk reduction strategies regarding personnel, property and fiscal resources.



Program Supervisor Emil Garza, left, explains how the Security Threat Group Management Office works to reduce gang violence in prison.

Business and Finance Division

The mission of Business and Finance is to support the agency through sound fiscal management; provision of financial services and statistical information; purchasing and leasing services; agribusiness, land and mineral operations; maintaining a fiduciary responsibility over offender education and recreation funds; and ensuring fiscal responsibility through compliance with laws and court-mandated requirements. Business and Finance includes the departments of Accounting and Business Services; Agribusiness, Land and Minerals; Budget; Commissary and Trust Fund; Contracts and Procurement; Historically Underutilized Business (HUB); Office of Space Management; and Payroll Processing.

Accounting and Business Services Department

Accounting and Business Services consists of Financial Systems and Reporting; Accounting Services; Accounts Payable; and Cashier, Travel, Restitution and Fee Services.

Accounting and Business Services carries out the financial operations of the agency by providing meaningful financial information, supporting financial processes and maintaining effective financial control. In FY 2013, Accounts Payable received and processed approximately 128,000 invoices from vendors.

The department is responsible for general accounting of state funds and produces the agency's annual financial report. This is achieved through the use of the agency's financial system, LONESTARS, which is managed by the department, and the Uniform State-wide Accounting System.

Agribusiness, Land and Minerals

Agribusiness, Land and Minerals is responsible for the oversight and management of the agency's land and mineral resources to include administration of oil and gas leases, easements and other land issues. Land considered suitable for agricultural use is employed in the production of fresh vegetables, cotton, grain, hay and livestock. In addition to these primary activities, Agribusiness manages and operates several food processing plants and livestock production facilities that provide the canned vegetables, eggs and various finished meat products required to feed the offender population.



Terrell Unit Cannery Manager William Nix inspects yams as they are prepared for canning.

During the 2012 calendar year, Agribusiness raised 30 varieties of fruits and vegetables in gardens comprising 4,138 acres, with production exceeding 18.4 million pounds. Community-style, unit-managed gardens contributed an additional four million pounds of fresh vegetables. Approximately 31,000 acres were dedicated to the production of cotton, grains and grasses, resulting in the harvest of 131.3 million pounds of product. At the close of calendar year 2012,

on-hand livestock included 16,143 head of cattle, 24,594 swine, 299,242 laying hens and 1505 horses. The poultry program produced approximately 5.7 million dozen eggs and the swine operation shipped 26,356 hogs to the packing plant. During this period, agency food processing plants canned 341,106 cases of vegetables and delivered more than 22.5 million pounds of finished meat items.

Agribusiness makes use of approximately 2,500 offenders in its numerous enterprises. Many of these offenders are offered the opportunity to learn marketable job skills that may assist them in securing employment upon release.

Budget Department

In providing financial oversight for all other agency departments, the Budget Department plans, formulates, analyzes and monitors agency revenues and expenditures by activity, function and department. The planning process is initiated through preparation of the Agency Strategic Plan and monitored quarterly by a system of performance measures. The department then compiles the biennial Legislative Appropriations Request, which serves as the fiscal representation of the Agency Strategic Plan.

During FY 2013 the Legislature appropriated approximately \$6.1 billion to TDCJ for the 2012-13 biennium, which provides funding for the projected probation and parole populations in an effort to sustain current caseload ratios, and continued funding for the recently expanded treatment and diversion initiatives (substance treatment programs, halfway house beds and intermediate sanction facility beds) to meet current operational levels. Additionally, the Legislature provided funding to maintain salary levels for correctional and parole officers, unit staff, community supervision officers and staff providing direct care to probationers. The FY 2013 Operating Budget, developed and continuously monitored by the Budget Department, totals \$3.119 billion.

The department routinely interacts with the state's executive, legislative and regulatory agencies, to include the Legislative Budget Board; Governor's Office of Budget, Planning and Policy; Public Finance Authority and the Bond Review Board.

Commissary and Trust Fund Department

The Commissary and Trust Fund Department is responsible for the administration and operation of the agency's commissaries and inmate trust fund.

The inmate trust fund provides offenders access to personal funds for the purchase of commissary items, periodicals and subscriptions, some over-the-counter medications and other approved expenditures such as craft shop supplies. In FY 2013, more than 1.9 million deposits totaling \$117.9 million were received and processed. The majority of deposits were received electronically through third-party vendors. An automated remittance processing system is used to encode, image, endorse and prepare money orders received for deposit.

The department operates two warehouse and distribution centers that provide merchandise for resale at 173 commissary locations throughout the state. Items sold include snacks, packaged meat and fish products, coffee, soft drinks, greeting cards, shoes and electronics. Using an offender's bar-coded identification card, the commissary's point-of-sale system records detailed sales transaction information and debits the offender's trust fund account. Sales from commissary operations exceeded \$100 million in FY 2013.

In addition to supporting the commissary and trust fund operations, income from commissary sales is used to fund or supplement other offender programs. These include recreational activities, sports and fitness equipment, television equipment located in common viewing areas, library books and supplies, and *The Echo* newspaper for offenders.

Contracts and Procurement Department

The Contracts and Procurement Department is responsible for procuring the goods and services necessary to support the mission of the agency. Certified purchasers and contract specialists approve, record, and process purchases requisitioned by agency staff. The department's mission is to acquire the right goods and services at the right time and at the right price in accordance with laws, rules, policies and sound business judgment. Agency requirements range from ba-

sic needs, such as food for offenders, to complex professional services and construction projects.

During FY 2013, the department processed approximately 60,300 Advanced Purchasing and Inventory Control Systems (ADPICS) requisitions, with approximately 54,500 purchase order procurement actions processed. In addition, the department completed approximately 600 contract procurement actions.

The Contracts and Procurement Department continues to promote the Historically Underutilized Business Program and strives to improve HUB participation in the procurement of goods and services.

Historically Underutilized Business (HUB) Program

The mission of the HUB Program is to promote and increase equal contracting opportunities with historically underutilized businesses. The program provides those businesses and agency staff with the assistance necessary to ensure the success of this mission.

HUBs, as defined by the Texas Comptroller of Public Accounts, are businesses that have at least 51 percent ownership by Asian-Pacific Americans, African-Americans, Hispanic-Americans, Native Americans or women.

The HUB Program sponsors an annual vendor fair and participates in numerous forums and events across the state. The program also assists the State Comptroller's Office with identification and certification of HUB vendors.

Office of Space Management

The responsibility of the Office of Space Management (OSM) is to acquire, allocate, approve and manage administrative lease space based on TDCJ's needs and in compliance with various state statutes and departmental rules and regulations.

OSM activities include site visits to ensure efficient use of both lease and state-owned administrative properties. Other routine OSM functions include liaison activities involving the Texas Facilities Com-

mission (TFC), resolving payment issues between Accounts Payable and lessors, and assistance in resolution of maintenance issues between tenants and lessors. When an emergency occurs in a leased administrative space, OSM staff provides immediate, on-site assistance with relocation, communications support, assistance related to public safety issues and proper notification of the emergency to the TFC.

Payroll Processing Department

The responsibility of the Payroll Processing Department is to process accurate monthly salary payments with authorized deductions for approximately 38,000 employees while ensuring compliance with state and federal laws. Core functions include payroll processing, payroll deductions, direct deposit program, employee time program, distribution of payroll warrants and federal tax reporting.

Facilities Division

The Facilities Division provides a full range of facility management services to TDCJ, including facility planning, design, construction, maintenance, and environmental quality assurance and compliance. The division's headquarters are located in Huntsville, but it has maintenance employees working at state-owned and operated facilities throughout the state. Those employees provide long range and day-to-day maintenance as required to keep the facilities in proper working condition and to support each facility year-round.

Engineering

The Engineering Department provides professional architectural and engineering services to support TDCJ. The department provides overall project design and construction management for all delivery methods, including contract design and construction, and internal design and construction activities. The engineers and architects also act as consultants to the Maintenance Department and to any other office requiring technical assistance. Oversight is provided for all activities affecting engineering and environmental interests to ensure compliance with all state and federal rules and regulations.

Maintenance

The Maintenance Department is responsible for maintaining all TDCJ-owned and operated facilities. A unit maintenance office is located on each correctional facility. Each office has a technical staff, the makeup of which varies according to the unit's mission and offender population. There are six regional maintenance

offices supporting the unit maintenance offices. These regional offices have specialty crews performing construction projects, repairs and renovations. This department is also a first responder to evaluate, assess and repair damage caused by hurricanes and other disasters.

Program Administration

The Program Administration Department is responsible for facility project planning and programming functions. It engages in energy conservation initiatives, energy audits and utility billing analysis. Environmental compliance is also administered within this department, which includes the preparation of numerous technical and complex reports for all TDCJ facilities and oversight of special investigations, audits and research. Program Administration supports the facilities division in all financial phases of design, construction, maintenance and job closings, and coordinates divisional purchases and replacement of unit equipment. By developing and analyzing project budgets, monitoring construction and administrative budgets, and tracking expenditures, Program Administration provides critical information for making accurate budget projections.

Project Administration

The Project Administration Department provides support during both the design and construction phases of project management, and assists project engineers during design reviews. It also administers project schedules and monitors construction performance as

related to established schedules. Additional responsibilities include management of construction projects, to include quality assurance performed by internal or contracted parties.

Health Services Division

The Health Services Division monitors access to timely and quality health care for offenders incarcerated within TDCJ. The agency contracts with two universities, University of Texas Medical Branch (UTMB) and Texas Tech University Health Sciences Center (TTUHSC), and private vendors for all healthcare services at TDCJ facilities.

In FY 2013, TDCJ and the Correctional Managed Health Care Committee (CMHCC) monitored the provision of health care for TDCJ offenders as contracted with the UTMB at Galveston, the TTUHSC at Lubbock and private vendors. The universities may also contract with private vendors to provide health care services. Each university and private vendor has its own internal organizational structure to ensure the integrity and quality of the managed health care program. Within each program there is a medical director, administrator, nursing director, dental director, mental health director, clinical pharmacist and clinical laboratory personnel, as well as health records staff.

TDCJ, UTMB, TTUHSC and the private vendors are in partnership to implement and enforce the health care delivery system. Each entity functions as an independent organization with separate and distinct lines of supervision and responsibilities.

The Health Services Division monitors offenders' access to the various health care disciplines, to include medical, nursing, dental and mental health, while cooperating with the university medical schools and private contractors to monitor quality of care. The clinical and professional resources of the health care providers are used to the greatest extent feasible for clinical oversight of quality-of-care issues as mandated by state law. Health Services also conducts compliance audits; investigates and responds to offender Step Two medical grievances, inquiries and complaints; works to control the transmission of in-

fectious diseases among offenders; and recommends unit assignment requirements to meet the medical needs of offenders, screening offenders for programs and acting as liaison for the university providers, counties and private vendors.

The TDCJ Health Services Division is organized into five departments: Clinical Administration, Health Services Monitoring, Mental Health Monitoring and Liaison, Professional Standards and Public Health.

Clinical Administration

There are three departments within Clinical Administration: Resource Management, Health Services Liaison (HSL) and Office of Special Monitoring (OSM). The chief nursing officer/director of clinical administration is also responsible for the supervision of all TDCJ nurses.

Resource Management is responsible for all administrative functions that support the division, which includes purchasing, travel, business management and human resource services.

The HSL office coordinates the intake of offenders with special medical and mental health needs from the county jails. The HSL also coordinates intra-system medical transfers, performs medical screenings of offenders entering rehabilitation tier programs, conducts audits of health records to ensure offenders are discharged appropriately from hospitals and infirmaries and monitors the placement of offenders in private (community) hospitals and specialty clinics.

The OSM is responsible for ensuring that offenders are receiving quality of care, access to care and continuity of care. The OSM communicates with other departments in the Health Services Division to identify areas for auditing.

Health Services Monitoring

The Office of Health Services Monitoring (OHSM) conducts operational review audits, facilitating a statewide Quality Improvement and Quality Management Program and ensuring access to care. Operational review audits are conducted at each TDCJ facility.

The statewide health services Quality Improvement and Quality Management Program reviews every facility's self-monitoring of access to care. The TDCJ Quality Monitoring Program includes quality assurance audits that monitor chronic disease management, acute medical illnesses and communicable diseases based on nationally accepted standards.

The director of Dental Services performs audits to monitor both access and quality of dental care.

Mental Health Monitoring and Liaison

The Office of Mental Health Monitoring and Liaison monitors mental health continuity of care information for offenders being received by the TDCJ from the county jails. Operational review audits are conducted by the office and technical assistance is provided to other TDCJ Health Services departments.

Professional Standards

The Office of Professional Standards investigates and responds to Step Two Offender Health Care Grievances and health care complaints. The Office of Professional Standards also performs sick call requests verification audits and respond to third party correspondence regarding offender care issues.

Public Health

The Office of Public Health monitors and reports on the incidence of offender infectious diseases, provides training and consultation services to facility health services staff, and provides technical assistance to both the TDCJ Risk Management Office and Human Resources. In addition, the Office of Public Health also coordinates the Offender Peer Education Program.

Human Resources Division

The Human Resources (HR) Division provides consistent application of TDCJ's human resource programs, policies and services to ensure compliance with federal and state laws, and to fulfill the needs of TDCJ employees.

The HR division comprises Employment and Support Services, Staff Development and Employee Relations departments.

Employment and Support Services

Employment and Support Services is made up of Employment, Employee Services and Administrative Support.

Employment

Employment works to ensure and promote fairness and consistency in the recruitment, selection and re-

tion of qualified applicants and provides agency staff with HR policy guidance. Employment consists of three functions: Correctional Officer Recruiting and Staffing, Selections and Clearances, and Employee Classification and Postings.

Correctional Officer (CO) Recruiting and Staffing actions taken during FY 2013 to positively impact CO staffing include a recruitment bonus for newly hired full-time COs assigned to 10 understaffed units; awarding administrative leave for 50 employees who recruited correctional officers; participation in 167 job fairs, 32 hiring seminars and 26 Saturday CO screenings; and three prospector training sessions in regions II, V and VI of the Correctional Institutions Division. Career information was mailed to 936 high schools, applicants and former employees received a

mass mail out informing them of the bonus increase, and 8,960 letters were mailed to former TDCJ security staff informing them of the new salary effective September 1, 2013. Radio and newspaper ads were run in areas with understaffed units, and HR coordinated with workforce development boards to better target recruiting efforts in areas suffering layoffs and business closures. During FY 2013, 11,561 applicants were screened, of which 9,545 passed the CO pre-employment test. Corrections Corporation of America employees working at the recently depopulated Dawson State Jail and Mineral Wells facilities were screened for CO positions within TDCJ.



Human Resources Correctional Staffing Administrator Andrea Schrock, right, screens a correctional officer candidate before granting an interview for employment.

In addition to more than 3,100 agency application clearance requests for non-correctional officer positions and more than 3,300 contract medical requests, Selections and Clearances processed 3,411 Private Facilities, 1,592 Facilities, and approximately 6,290 volunteer clearance requests.

The Employee Classification Department completed the 83rd Texas Legislature State Classification Plan salary conversion changes.

During FY 2013, TDCJ hired a total of 8,203 employees, which includes 6,744 hired as correctional officers. As of August 31, 2013, the agency's annual overall attrition rate was 20.5 percent, and the Correctional Officer attrition rate was 24.4 percent. The CO vacancy level was 3,008 in August 2013, an increase from 2,877 at the end of FY 2012.

Employee Services

Employee Services provides customer service to agency employees, business entities and the public sector. The department's goal is to meet the needs of our customers while ensuring compliance with agency policies and procedures, and federal and state laws. Employee Services is divided into Insurance, Retirement and Other Benefits, and Leaves/Records/Workers' Compensation/Performance Evaluations sections.

Employee Services, in conjunction with the Employees Retirement System (ERS), hosted a Ready, Set, Retire training session in Region I for employees within one year of retirement. Employee Services also provided support for the FY 2013 Chairman's Fitness Challenge, which included four different physical training challenges designed to encourage employees of all fitness levels. The competition is an initiative of the TDCJ wellness program, Wellness Initiative Now.

Administrative Support

Administrative Support provides HR with technical support and is divided into four operations: Policy Development and Legislative Review, Program Compliance and Support Operations, Regional Human Resources Coordination, and Special Projects.

The Policy Development and Legislative Review Department develops, publishes and manages HR policies and procedures to promote understanding of statutory and agency requirements, and to ease their implementation. The Policy Development and Legislative Review Department reviewed 190 bills during the 83rd Texas Legislature, resulting in revisions to four personnel directives.

Program Compliance and Support Operations monitors agency operations to ensure compliance with HR policies and procedures, performs Operational Reviews, and acquires supplies for HR headquarters and regional offices.

Regional Human Resources Coordination provides technical oversight, supervision and coordination of all HR functions in seven HR regions across the state.

Special Projects designs, develops and maintains the HR division's web pages. This department responds to Open Records requests and helps prepare reports, publications and presentations. Special Projects up-

dated the website and recruiting material to reflect salary increases effective September 1, 2013.

Staff Development

HR Staff Development representatives delivered more than 77,569 training hours to 41,963 employees, which included employees attending multiple training sessions. Courses related to leadership, supervision, selections, payroll and other HR topics were presented. Annual mandatory EEO training was completed statewide through the use of DVD presentations. A 40-hour HR representative training curriculum was created specifically for HR supervisors to target job responsibilities and resources available to assist in their regular work duties.

Employee Relations

Employee Relations works to provide a positive work environment for agency staff and consists of Intake and Labor Relations/Equal Employment Opportunity (EEO) departments.

All work-related complaints are received, processed and directed for appropriate resolution by the Intake Department. During FY 2013, 51 external Equal Employment Opportunity cases were closed with no cause findings. Employee Relations reviewed and processed 6,288 complaints, accommodations, dispute resolutions and unemployment claims.

The Random Drug Testing Program conducted 7,673 tests, with 7,632 negative and 41 positive results.

Information Technology Division

Automated information services and technology support are provided to all TDCJ divisions and other external entities by the Information Technology Division (ITD).

Communications Department

Approximately 15,000 radios, 183 telephone systems, 78 video conferencing sites and other telecommunication devices are operated and supported on behalf of the agency. The Communications Department also operates and maintains numerous telephone circuits, voice networks and long distance calling services across the state in support of parole offices, correctional facilities and administrative offices.

During FY 2013, the Communications Department's Computer and Telcom Help Desks groups processed more than 82,000 customer service tickets in support of agency computer and telecommunication operations. The department also provided operator services for incoming telephone enquiries and processed more than 130,000 calls during FY 2013. The Telecommunication Group installed five new replacement phone systems and installed more than 100,000 feet of cabling in support of agency voice and data services. The Radio Group replaced more than 2,350 radios and installed 10 new radio towers in support of the agency's statewide radio operations.

Customer Service Support

The Customer Service Support (CSS) Department supports more than 27,300 devices, to include personal computers (PCs), laptops, printers, plotters, fax machines and various special devices, along with mainframe monitors, terminals, controllers, multiplexers and line printers. During FY 2013, CSS closed more than 50,000 service requests and procured 1,000 new printers for deployment throughout the agency.

Applications Support

In FY 2013, Applications Support added a Correctional Managed Health Care Program information section to the TDCJ website, added the Correctional Training Curriculum to the TDCJ intranet, and created an interface for the TDCJ mainframe and the texas.gov web page which allows for electronic deposits and purchases. During the same fiscal year, the Electronic Notification of Security Threat Group Release was implemented and programming for the new Texas Anti-Gang Information Tracking (TAGIT) application was completed.

Project Management Office

During FY 2013, the ITD Project Management Office (PMO) provided oversight, coordination and support for the agency-wide Passport Implementation Project (PC Emulation Software to access the mainframe). The PMO also managed three related projects for

the Rehabilitation Programs Division: Administrative Segregation Pre-Release Program Phase I and Phase II, and the SVORI Refresh Project.

The PMO Training Department conducted 133 classes to include training for 1,012 users on mainframe, personal computers, the Use of Force DVD production system, and Microsoft Office.

Enterprise System Support

Enterprise System Support (ESS) maintains the agency's servers, network infrastructure and monitoring, and internet access and monitoring. ESS is responsible for servers which support several agency applications, including Lotus Notes, Blackberry/Neverfail, Symantec Enterprise Vault Lotus Notes archiving, CommShop Help Desk software, and Passport for

mainframe emulation. ESS has upgraded numerous applications, to include CommShop, ZEN suite, Symantec Enterprise Antivirus and Windows Systems Update patching servers. During FY 2013, ESS continued the state-legislated consolidation of agency servers and has reduced their number from 190 to 166.

Information Security Office

Multiple information security compliance inspections were conducted at various TDCJ facilities resulting in greater security awareness and adherence to information security policies. To help identify potential information security vulnerabilities, quarterly Controlled Penetration Tests and a Gartner information security assessment were conducted and their recommendations reviewed for future implementation.

Manufacturing and Logistics Division

The Manufacturing and Logistics Division provides quality service in warehousing operations, freight transportation and fleet management of TDCJ vehicles, and quality manufactured products and services to TDCJ, other state agencies and political subdivisions. Manufacturing and Logistics benefits the state by maintaining security of incarcerated offenders while providing them with opportunities to acquire job skills which may improve their reentry opportunities.

The division collaborates with the Windham School District to establish work and training programs directed toward the effective rehabilitation of offenders. These programs are specifically targeted to reduce recidivism by giving offenders the opportunity to develop a work ethic while learning marketable job skills in preparation for release.

The division has four designated training facilities located on the Daniel, Ferguson, Mountain View and Wynne units. The Daniel Computer Recovery and Wynne Computer Recovery facilities provide refurbished computers to Texas public schools. The Mountain View Braille facility provides Braille transcription services to education agencies while offering eligible

offenders Braille transcription certifications from the Library of Congress. The Ferguson Geographic Information Systems (GIS) facility provides GIS data conversion services to city, county and state agencies, while offering eligible offenders a GeoMedia Professional certification.

During FY 2013, the division had oversight of two adult Prison Industry Enhancement (PIE) Certification Programs located on the Lockhart Unit. These PIE programs manufactured air conditioning and heating valves, computer components and wiring harnesses. PIE participants earned more than \$1.7 million and contributed \$213,180 in federal taxes, \$177,760 to crime victims' compensation, \$6,770 to restitution, \$293,293 for family support, and \$724,659 to room and board.

Texas Correctional Industries

Texas Correctional Industries (TCI) manufactures goods and provides services for state and local government agencies, political subdivisions, public education systems and public and private institutions of higher education. TCI's statutory objectives are to provide work program participants with market-

able job skills, help reduce recidivism and reduce department cost by providing products and services to TDCJ while selling products and services to other eligible entities on a for-profit basis.

During FY 2013, TCI operated 37 facilities that produced items such as mattresses, shoes, garments, brooms, license plates, printed materials, janitorial supplies, soaps, detergents, furniture, textile and steel products. Services such as furniture refinishing, tire retreading, and auditorium and school bus refurbish-



Industrial Supervisor Delores Billman assists an offender as she prepares a template for a Braille textbook. The Mountain View Braille facility employs female offenders and transcribes more than 100 textbooks a year.

ing are also available. Sales for the fiscal year were \$80.3 million.

Fleet

Fleet has oversight of more than 2,200 licensed vehicles as well as several thousand trailers and other equipment. The state's online vehicle management system is used to measure how effectively TDCJ operates its fleet of licensed vehicles.

Freight Transportation

Freight Transportation manages a fleet of 200 trucks and 437 trailers. During the fiscal year, four dispatch offices coordinated more than 28,000 freight hauls and logged approximately six million miles.

Warehousing and Supply

Warehousing and Supply manages eight warehouse facilities with an average inventory of \$24 million and maintains 3,164 items in stock. Approximately \$168 million in supplies were distributed from food warehouses, Prison Store warehouses and other facilities during the fiscal year.

Office of the Chief of Staff

In FY 2013, the Office of the Chief of Staff had oversight of Governmental Affairs, Executive Support and Media Services.

Governmental Affairs

Governmental Affairs ensures that all relevant legislation passed by the Texas Legislature is implemented in a timely fashion, and coordinates with legislative committees to assist in supplying departmental statistics and resource information for committee members. This section also assists in the coordination of special projects and in responding to enquiries about TDCJ from legislative and executive offices.

Executive Support

Executive Support consists of two departments: Executive Services and the Emergency Action Center.

Executive Services

Executive Services provides technical support to TDCJ's executive staff. Staff responds to inquiries regarding offender demographics, coordinates survey responses, maintains the Death Row Web page, and provides a variety of statistical information. Staff also prepares agenda and meeting materials for the Texas Board of Criminal Justice (TBCJ) and produces the

TBCJ minutes. Additionally, staff coordinates revisions of TBCJ rules, the *Department Policy and Operations Manual*, the *Human Resources Policy Manual*, the *Public Information Act Manual*, and agency departmental manuals upon request.

Executive Services also coordinates the State Employee Charitable Campaign and serves as TDCJ's Records Management Office. The department conducts internal research and evaluations and coordinates research conducted by external entities. Executive Services produces unit profiles, agency organizational charts, the *Fiscal Year Statistical Report*, the *General Information Guide for Families of Offenders* and the *TDCJ Records Retention Schedule*.

Emergency Action Center

The Emergency Action Center (EAC) staffs a 24-hour communications desk to provide a link between TDCJ, TBCJ, TDCJ managers, staff members, and other state officials regarding serious or unusual incidents occurring within the agency. The EAC is responsible for receiving all reports of serious or unusual incidents, notifying appropriate entities and administrative staff of incidents, maintaining custody of all incident records, preparing monthly audit reports, and providing Executive Services with the information required

to publish statistical reports. The EAC provides valid, accurate and timely information, which plays a critical role in managing risks associated with incidents inherent in the correctional environment.

Media Services

Media Services supports TDCJ by providing media development and production services.

Routine duties include production of criminal justice and prison management training videos; photography and photo archive management; providing stock video and photos to other criminal justice agencies, news media and educators; and providing audiovisual support for bimonthly Texas Board of Criminal Justice meetings and special events.

Media Services produces the *Criminal Justice Connections* online newsletter for TDCJ employees, local and state government officials, advocacy groups and interested individuals. The newsletter can be accessed by clicking on the *Connections* link on the agency website's home page. Media Services also produced the *Fiscal Year 2012 TDCJ Annual Review* and regularly updates the *TDCJ Phone and Address Directory*.

Office of the General Counsel

The Office of the General Counsel (OGC) has three sections: Legal Affairs, Litigation Support, and Program Administration. Attorneys oversee the Legal Affairs and Litigation Support sections, while a program supervisor manages the Program Administration section.

Legal Affairs

The Legal Affairs section provides advice and counsel to TDCJ regarding corrections law, victims' rights, employment law, business transactions, offender health care, sentence time calculation, parole and community supervision matters. This section drafts formal and informal legal opinions for the agency as requested. Attorneys in Legal Affairs provide advice about the Public Information Act, seek opinions

and rulings from the Office of the Attorney General (OAG) when necessary, and provide legal support regarding subpoena requests, expunctions and renditions. This section also helps the OAG defend federal habeas corpus writs, and assists state district courts in processing state writs of habeas corpus.

Litigation Support

The Litigation Support section provides litigation support to the OAG for significant lawsuits in which TDCJ or its employees are named defendants, including torts, employment and offender civil rights litigation. Attorneys in this section are involved with all phases of major litigation, including discovery, records production, trial support, mediations and settlements.

Program Administration

The Program Administration section is responsible for the overall administrative support of the OGC, including fiscal management, divisional human resource support, the preparation of OGC policies and procedures, performance measures, case management, and records retention and storage. The Pro-

gram Administration section monitors the processing of claims for damages involving TDCJ property and schedules video teleconferences for offenders' legal proceedings.

Office of Incident Management

The Office of Incident Management (OIM) is the central oversight authority for TDCJ's emergency management preparedness and response. The office coordinates with groups throughout TDCJ to develop and update emergency response plans, continuity of operations plans and the Homeland Security Strategic Plan.

The office represents TDCJ on the Texas Division of Emergency Management State Emergency Management Council and oversees the Transportation Annex activities for the State Emergency Management Plan. This involves developing and maintaining an inventory list of transportation assets in preparation for future emergencies, and directing the use and coordination of transportation assets, including those of other state agencies, during actual emergencies. The office

also trains agency staff on roles and expectations during emergencies. The Office of Incident Management works with all the TDCJ operational divisions to provide a representative to disaster district committees throughout the state.

Further, the office oversees all mitigation reports and activities for the agency, works to identify potential hazards and threats to the agency, and develops mapping, modeling and forecasting tools to lessen their effects. Working in conjunction with the Correctional Institutions Division, OIM provides all necessary training for security staff and unit personnel on the Incident Command System. The office also coordinates National Incident Management System training and hostage negotiation training.

Public Information Office

The Public Information Office (PIO) acts as the liaison between TDCJ and the media. TDCJ is often the focus of in-depth reports and documentaries, as well as many timely or breaking news stories. The PIO works with reporters in covering the agency and its events, as well as the activities of the Texas Board of Criminal Justice.

Every year, the Public Information Office responds to thousands of media inquiries covering a wide range of topics; from policies, procedures, and budget details, to information about individual offenders and prison programs. Annually, the PIO processes approximately 500 media requests for interviews with offenders, distributes news releases on various events and activities of significance and public interest, and provides assistance to motion picture producers, researchers and authors. In addition, the PIO informs agency staff of important media activities. A PIO staff member is

always on call to answer media inquiries that come in after regular business hours and on weekends.

The PIO answers many questions, from both domestic and foreign sources, concerning the agency's operations and role in the execution process. By providing reliable information, the PIO works to dispel the many myths about the prison system. Public information officers also coordinate death row interviews for media producers and serve as media escort for each execution carried out in Texas.

The TDCJ Public Information Office responds to news media inquiries in a timely and accurate manner. By taking a proactive stance, the office is able to disseminate information about TDCJ's many positive programs to the media as a way of educating the public on how the agency works to fulfill its mission.

Published by

**TEXAS DEPARTMENT
OF CRIMINAL JUSTICE**

www.tdcj.state.tx.us

July 2014