



**TEXAS BOARD
OF
PARDONS AND PAROLES**

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Date: September 25, 2023
Page: 1 of 3
Supersedes: August 1, 2022

BOARD DIRECTIVE

SUBJECT: OPERATIONAL REVIEW

PURPOSE: To evaluate the efficiency and accuracy of the administration of the Texas Board of Pardons and Paroles' business.

AUTHORITY: Texas Government Code Section 508.035(d)(3)

POLICY: It is the policy of the Texas Board of Pardons and Paroles (Board) to ensure the Board Members and all staff administer the Board's business in a consistent, efficient, and accurate manner in all operations and all offices across the state.

The Board's Staff Development department will conduct operational reviews to determine the efficiency and accuracy of the staff's administration of Board policies and procedures as well as the quality of performance in carrying out their assigned responsibilities.

The Staff Development department will prepare a report following each operational review. If the report identifies deficiencies in the administration of Board policies or procedures, the designated department head will provide a response within 10 business days outlining the corrective action to be taken and the target date for the corrective action. The Staff Development department will schedule a follow-up review to evaluate the effectiveness of the corrective action.

DEFINITION: Operational Reviewer – an employee designated by the Director of Staff Development to conduct the operational review.

PROCEDURE:

- I. The operational reviewer is authorized to conduct Board operational reviews so that the Board is assured it is:
 - A. Maintaining accurate, reliable, timely, complete, and useful information;
 - B. Complying with applicable laws, rules and regulations, policies, directives, manual procedures, and contracts;
 - C. Adequately safeguarding assets;
 - D. Effectively and efficiently employing resources; and

- E. Achieving established goals and objectives as planned.
- II. The Director of Staff Development, or their designee, shall:
- A. Prepare and present to the Presiding Officer for approval an annual operational review plan, which identifies departments, sections, or areas to be reviewed in a fiscal year;
 - B. Prepare and submit operational review notification letters to the designated department heads, Chief of Staff, and Presiding Officer one month prior to the scheduled reviews;
 - C. Oversee pre-review meetings between operational reviewers and designated department heads in which the operational reviewers outline the scope and logistics of pending reviews;
 - D. Oversee the conduct of approved operational reviews as specified in the annual operational review plan, with any deviations from the plan as approved by the Presiding Officer;
 - E. Oversee the preparation of operational review reports and submit these reports to the designated department head, Chief of Staff, and Presiding Officer;
 - F. Oversee post-review meetings between operational reviewers and designated department heads in which the operational reviewers present the findings of the operational review reports;
 - G. Prepare and submit follow-up operational review notification letters to the designated department heads, Chief of Staff, and Presiding Officer one month prior to the scheduled reviews;
 - H. Oversee the conduct of approved follow-up operational reviews as determined by the operational review report and the department head response;
 - I. Oversee the preparation of follow-up operational review reports and submit these reports to the designated department head, Chief of Staff, and Presiding Officer;
 - J. Prepare an annual operational review report on the activities of the operational reviewers and the responses of the departments to the reports;
 - K. Report to the Presiding Officer on other matters as required;
 - L. Refer to the Presiding Officer those issues which, in the Chief of Staff's opinion, warrant consideration of an investigation for acts or allegations of impropriety, malfeasance, or nonfeasance in the obligation, expenditure, receipt, or use of state funds, or into specified financial transactions or practices that may involve such impropriety, malfeasance, or nonfeasance.

III. Free of Impairments

The Director and the employees of the Staff Development department shall be free of all operational and management responsibilities that would impair their ability to conduct an independent review of all aspects of the Board's operations. The work of the Staff Development department in no way relieves Board personnel of their assigned responsibilities.

SIGNED THIS, THE 25TH DAY OF SEPTEMBER, 2023.

DAVID GUTIÉRREZ, PRESIDING OFFICER (CHAIR)

**Signature on file.*