

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Inmate Services Audit Process		
<b>Policy Number:</b> 107.14	<b>Effective Date:</b> 10/30/2017	<b>Page Number:</b> 1 of 4
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division	<b>Access Listing:</b> Level I: All Access

**I. Introduction and Summary:** The Inmate Services Division is responsible for conducting Audits, quality assurance evaluations, fidelity checks, GPAI and site visits for the operations of educational, vocational, and rehabilitative programs at Georgia Department of Corrections (GDC) facilities. The agency reviews the service and program needs of its population at least annually. GDC contractors for programs and services will meet with the designated administrator at least annually to review the programs.

**II. Authority:**

A. O.C.G.A. §§42-1-1, 42-2-11, and 42-3-2; and

B. ACA Standards: 2-CO-1A-20, 2-CO-1A-21, 2-CO-1A-22, 2-CO-1A-23, and 2CO-1B-10.

**III. Definitions:**

A. **Inmate Services Division** - A Division within GDC mandated to reduce recidivism by providing researched based rehabilitative programs, educational and vocational services.

B. **Social Service Program Consultant (SSPC)** - SSPCs are employed by GDC in the Risk Reduction, Chaplaincy, Transitional Services Units and specialize in one or more of the evidence based programs and counseling services. The SSPCs duties include, but are not limited to, monitoring, evaluating, and training staff regarding programs at a designated facility. SSPC's are also responsible for implementing programs, developing lesson plans, and establishing community awareness regarding programs/services offered by GDC. These responsibilities are not all inclusive.

C. **Education Specialist (ES)** - ES are employed by GDC in the Academic and Vocational Units that specializes in one or more of the educational and vocational programs. The ES duties include, but are not limited to, monitoring, evaluating, and training staff and instructors regarding education and vocational programs at designated facilities. ES's are also responsible for monitoring education and vocation programs, developing lesson plans, and establishing community awareness regarding educational and vocational services offered by GDC. These responsibilities are not all inclusive.

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- D. **Quality Assurance Evaluations (QA)** - A process whereby, at set intervals or by special request, the facilitation practices of a given RRS program are reviewed by a Social Service Program Consultant (SSPC) of the Risk Reduction Services Unit. Quality Assurance Evaluations concentrate on program integrity, to ensure the program is delivered in the manner in which it was designed. Quality Assurance Evaluations also address classroom control, organization, and sensitivity to group dynamics, completeness of documentation, group participation, and response to participants' use of the skills.
- E. **Corrective Action Plan (CAP)** - A process implemented to correct areas of non-compliance. It's designed to ensure accountability for implementation of an approved process/change.
- F. **Georgia Program Assessment Inventory (GPAI)** - An annual evaluation of sites within the GDC, measuring the effectiveness of the department's and the site's efforts at reducing recidivism.
- G. **Site Visit** - The objective of a Site Visit is to observe the operations of Care and Treatment, counseling sessions, programs, education, vocation services and duties of a counselor and/or instructor in facilities during a typical day.
- H. **Fidelity Checks** - An assessment tool used to ensure that the program is implemented as intended by the program developer, which includes the quality of implementation.
- I. **Audit** - An official inspection of the operation of programs, education and vocational services at each facility.

**IV. Statement of Policy and Applicable Procedures:**

This procedure is applicable to all State Prisons, Private Prisons, County Prisons, Probation Detention Centers, Transitional Centers and Boot Camps.

- A. Inmate Services will establish a schedule to ensure the periodic inspection or evaluation of counseling, education and vocational services in all correctional facilities.

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- B. Inmate Services will review services and programs, education and vocational services annually.
- C. Findings and recommendations will be furnished in writing both to facility Warden/Superintendent, Deputy Warden of Care and Treatment, Chief Counselor and other Divisional Managers as appropriate along with Inmate Services Management.
- D. Audits, Quality Assurance Evaluations and/or site visits of Counseling Services, Vocational Services, Educational Services, Library Services & Recreation Services will encompass:
  - 1. Compliance with: GDC Counseling Services SOP; Operations of Care and Treatment Procedures; Staff Development; Program Management; Education; Vocational; Library; Recreation; Classification; Access to Services.
  - 2. Monitoring service delivery requirements and performance standards as stated in GDC SOP to ensure the delivery of comprehensive counseling, educational and vocational services.
  - 3. Audit tools, which are developed by Inmate Services, will be used to document findings from the Audits. The completed tools will be maintained in Inmate Services.
  - 4. A written Audit report (findings and recommendations) will be provided at the on-site out-brief and then sent to the Warden/Superintendent within five (5) business days from the Audit date by the Director of Professional Standards Division.
- E. Corrective Action Plans (CAPs):
  - 1. The Deputy Warden of Care and Treatment at the facility will be responsible for writing a detailed CAP that addresses all findings in the report that are listed as CRITICAL items on the Audit guide.
  - 2. The CAP will be submitted using the format recommended by Inmate Services Division. The format and updates are distributed at annual trainings

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and are available from the Inmate Services Division section directors/managers.

3. All corrective actions requiring training may have this documentation listed as "Training Section", which details the date, participants and topic of training.
4. All corrective actions plans should be placed in the facilities' Care and Treatment Operational Manual as a guide to ensure that all staff are aware of the procedure for compliance of the SOPs.
5. The CAP is considered to be an evolving, working document and plan for improvement of counseling, educational and vocational services. Most corrective action plans have dates of completion at the time the plan is submitted to the Director of the Office of Professional Standards and Inmate Services Unit Manager.
6. The CAP will be submitted electronically to Office of Professional Standards Director and Inmate Services section director/manager thirty (30) calendar days after receipt of the Audit report. If there are extenuating circumstances and a time extension is needed by the Deputy Warden Care and Treatment to complete the CAP, contact the manager/director of the section in question and Office of Professional Standards Director.
7. The CAP will be reviewed by Inmate Services Audit Team. If needed, Inmate Services may contact the facility for more information.

**V. Attachments:**

All forms associated with this SOP Audit process may be found on the GDC Intranet at Captiva/Executive Operations/Office of Professional Standards/Compliance/Audit Guides/Programs Section. <http://captiva.dcor.state.ga.us/PS.html>

**VI. Record Retention of Forms Relevant to this Policy:** All documentation from Audits of Correctional Facilities shall be retained for five (5) years.