



POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject: Correctional Industries		Policy Number: 9.1.1
Date of Issue: July 17, 2008	Authority: Signature on File Jeffrey A. Beard, Ph.D.	Effective Date: July 25, 2008

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections.

III. POLICY

It is the policy of the Department to provide vocational training and work experience for the inmate through a Correctional Industries (CI) program designed to maximize the inmate's future employment capabilities.¹

IV. PROCEDURES

All applicable procedures are contained in the procedures manual that accompanies this policy document.

¹ 4-4451

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary/designee may suspend any provision or section of this policy for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released upon request.

2. Confidential Procedures (if applicable)

Confidential procedures for this document, if any, are not public information and may not be released in its entirety or in part, without the approval of the Secretary of Corrections/designee. Confidential procedures may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

The Department of Corrections' policy and procedures shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution of confidential procedures to other individuals and/or agencies is subject to the approval of the Secretary of Corrections/designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures either in hard copy or via email, whichever is most appropriate.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

9.1.1, Correctional Industries, issued February 17, 2006, by Secretary Jeffrey A. Beard, Ph.D.

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

- a. DC-ADM 006, Reasonable Accommodations for Inmates with Disabilities;
- b. DC-ADM 008, Sexual Harassment of or Sexual Contact with inmates;
- c. DC-ADM 203, Searches;
- d. DC-ADM 801, Inmate Discipline;
- e. DC-ADM 804, Inmate Grievance System;
- f. DC-ADM 816, Inmate Compensation;
- g. 1.6.2, Sexual Harassment;
- h. 2.3.1, Information Technology;
- i. 4.1.1, Human Resources & Labor Relations;
- j. 5.1.1, Staff Development & Training;
- k. 6.3.1, Facility Security;
- l. 10.2.1, Operations; and
- m. 15.1.1, General Safety.

2. ACA Standards

- a. Administration of Correctional Agencies: None
- b. Adult Correctional Institutions: None

- c. Adult Community Residential Services: None
- d. Correctional Training Academies: None
- e. Performance Based Standards for Correctional Industries: 2-CI-1A-1, 2-CI-1A-2, 2-CI-1A-3, 2-CI-1A-4, 2-CI-1A-5, 2-CI-1A-6, 2-CI-1A-7, 2-CI-1A-8, 2-CI-1B-1, 2-CI-1B-2, 2-CI-1B-3, 2-CI-2A-1, 2-CI-2A-2, 2-CI-2A-3, 2-CI-2B-1, 2-CI-2B-2, 2-CI-2C-1, 2-CI-2C-2, 2-CI-3A-1, 2-CI-4A-1, 2-CI-4A-2, 2-CI-4A-3, 2-CI-4A-4, 2-CI-4A-5, 2-CI-4A-6, 2-CI-4A-7, 2-CI-4A-8, 2-CI-4A-9, 2-CI-4A-10, 2-CI-5A-1, 2-CI-5A-2, 2-CI-5A-3, 2-CI-5A-4, 2-CI-5A-5, 2-CI-5A-6, 2-CI-5A-7, 2-CI-6A-1, 2-CI-6A-2, 2-CI-6A-3, 2-CI-6A-4, 2-CI-6A-5, 2-CI-6A-6, 2-CI-6A-7, 2-CI-6A-8, 2-CI-6A-9, 2-CI-6A-10, 2-CI-6A-11, 2-CI-6A-12, 2-CI-6B-1, 2-CI-6B-2, 2-CI-6B-3, 2-CI-6B-4, 2-CI-6C-1, 2-CI-6C-2, 2-CI-6C-3, 2-CI-6C-4, 2-CI-6C-5, 2-CI-6C-6, 2-CI-6C-7, 2-CI-6D-1, 2-CI-6D-2, 2-CI-6D-3, 2-CI-6D-4, 2-CI-6D-5, 2-CI-6E-1, 2-CI-6E-2, 2-CI-6E-3, 2-CI-6E-4, 2-CI-6E-5, 2-CI-6E-6, 2-CI-6E-7, 2-CI-6E-8, 2-CI-6F-1, 2-CI-6F-2, 2-CI-6F-3



PROCEDURES MANUAL
Commonwealth of Pennsylvania • Department of Corrections

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**Signature on File
Jeffrey A. Beard, Ph.D.**

Effective Date:

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Release of Information:

Policy Document: This policy document is public information and may be released upon request.

Procedures Manual: The procedures manual for this policy may be released in its entirety or in part, with the prior approval of the Secretary/designee. Unless prior approval of the Secretary/designee has been obtained, this manual or parts thereof may be released to any Department employee on an as needed basis only.

**9.1.1, Correctional Industries Procedures Manual
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Section 1 – Correctional Industries Organization

A. Correctional Industries (CI) Director

The Director is directly responsible to the Deputy Secretary for Administration for the general administration and supervision of manufacturing operations, control of manufacturing fund expenditures, and supervision of Central Office and field staff.¹ The Director supervises **existing** industries and establishes new industry operations. The Director is also responsible for developing pricing schedules, procurement, contracts, sales programs, and inventory programs at the plant level.

B. Operations Division

The Operations Division reports **to the Assistant Director** and is responsible for the planning, production, quality control, and the control of inventory at all CI operations.² Written operational plans are developed and updated as necessary. These plans will address the efficient and effective operational management of industries programs and will ensure that all required safety and environmental standards are met.³

C. Sales and Marketing Division

The Sales and Marketing Manager reports to the Director. The Sales and Marketing Division is responsible for the direction of Customer Service and Marketing **staff who contact current and** potential customers who meet the guidelines established under **Pennsylvania law.**⁴ Marketing representatives **determine** customer product needs⁵ and **CI staff will periodically consult with private and public sector labor, business, and industrial organization peers to develop products, services and related job skills that are relevant to current employment markets.**⁶ **New product development is generated through a variety of research methods including field data collected from CI customers, market research and analysis of consumer trends. Products that no longer support the mission of CI will be eliminated.**

D. Financial Division

The Financial Division is responsible for overseeing accountants, centralized purchasing operations, and cost efficiency of the Bureau of CI.⁷ **The Fiscal Business Administrator reports directly to the Director.**

¹ 2-CI-6A-3

² 2-CI-6F-3, 2-CI-6F-1, 2-CI-6A-4, 2-CI-6A-5, 2-CI-6A-6, 2-CI-6A-7, 2-CI-6A-11, 2-CI-6A-12

³ 4-4455

⁴ 4-4455

⁵ 2-CI-6A-1, 2-CI-6A-8

⁶ 4-4453

⁷ 2-CI-6A-5, 2-CI-6E-1, 2-CI-6E-2, 2-CI-6E-3, 2-CI-6E-4, 2-CI-6E-5, 2-CI-6E-6, 2-CI-6E-7, 2-CI-6E-8

E. Programs Located at Each Facility

1. ***The CI Manager/designee at each location reports directly to the CI Assistant Director with joint oversight by the Deputy Superintendent for Centralized Services (DSCS).*** The CI Manager is responsible ***for ensuring*** that items manufactured are of the best quality, that inmates are trained, that orders are completed and shipped in a timely manner, and that all safety and security procedures are followed in accordance with Department policies **15.1.1, “Safety,”** and **6.3.1, “Facility Security.”**
2. Products are manufactured or produced at the following CI locations: Albion, Cambridge Springs, Dallas, Fayette, Frackville, Graterford, Greene, Houtzdale, Huntingdon, Mahanoy, Muncy, Retreat, Rockview, Smithfield, Somerset and Waymart.

F. Freight

The CI Freight Unit is responsible for the coordination of shipments of CI-products and services and compliance with all applicable laws governing the transportation of prison-made products.⁸ Its purpose is to move freight shipments for CI, interdepartmental agencies, and other customers to support the total CI operation. CI Freight provides training for inmates in loading and unloading of freight ***to include the operation of fork lifts.*** CI Freight updates freight rates for the shipment of all freight, ***quotes freight pricing to CI Sales and Marketing Staff, prepares invoices and schedules freight movements. CI Freight staff reports to the CI Manager 1 at SCI Rockview.***

G. Customer Guidelines

1. CI may sell to state-owned facilities, non-profit organizations that receive aid from the Commonwealth of Pennsylvania, political subdivision authorities, educational, and charitable facilities receiving aid from the Commonwealth of Pennsylvania, education and charitable facilities receiving aid from the United States Government or any agency thereof, and any other facilities receiving aid from the United States Government.
2. ***Pennsylvania restricts the sale of prison manufactured goods from other states in accordance with Pennsylvania statute 18 PA C.S.A. 7307.*** Also, federal law prohibits the sale of convict made goods or services into interstate commerce under certain circumstances as set forth in **18 U.S.C. 1761.**

⁸ 2-CI-6A-5, 2-CI-6E-1, 2-CI-6E-2, 2-CI-6E-3, 2-CI-6E-4, 2-CI-6E-5, 2-CI-6E-6, 2-CI-6E-7, 2-CI-6E-8, 2-CI-6A-9

Section 2 – Security and Workplace Rules

A. Security

1. Correctional Industries (CI) will comply with all facility security regulations with regard to the use of tools, equipment, keys, supplies, and materials in accordance with Department policy **6.3.1, “Facility Security.”**¹
2. The Corrections Employment Vocational Coordinator (CEVC) will ensure that every inmate receives a security screening before assignment to a CI shop.²
3. Staff and inmates are made aware of contraband policy and searches will be conducted in accordance with Department policy **DC-ADM 203, “Searches.”**³
4. To ensure the integrity of computer information/data systems, all computers used in a CI setting are subject to security protocols and practices in accordance with Department policy **2.3.1, “Information Technology.”**⁴
5. Toxics and caustics shall be inventoried in accordance with Department policy **15.1.1, “Safety.”**

B. Workplace Rules

1. An inmate assigned to CI receives orientation to employment conditions, including safety and operating instructions for equipment, hours of work, compensation, and incentives, if any. The supervisor and the inmate shall sign the **Proof of Inmate Orientation Form (Attachment 2-A)**.⁵
2. Each inmate position in CI is defined by a published job description.⁶
3. Each supervisor shall complete an **Inmate Progress Report** in accordance with Department policy **DC-ADM 816, “Inmate Compensation”** for each inmate working in CI. The **Inmate Progress Report** is reviewed with the inmate and a copy of the report is provided to the inmate and a copy is placed in the inmate’s file.⁷
4. The number of inmates assigned to a CI operation and their duties are consistent with the actual workload needs of the operating unit of each industry.⁸

¹ 2-CI-2A-1, 2-CI-2A-2

² 2-CI-2A-3

³ 2-CI-2B-1, 2-CI-2B-2

⁴ 2-CI-2C-1, 2-CI-2C-2

⁵ 2-CI-3A-1, 2-CI-4A-9, 2-CI-4A-8

⁶ 2-CI-4A-1

⁷ 2-CI-4A-2

⁸ 2-CI-4A-3

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5. The length of the workday, the number of days worked in any period, and the compensation and/or incentives for an inmate working in CI are in accordance with Department policy **DC-ADM 816**.⁹
6. CI programs that lead to documented recognition of an inmate’s acquired skills shall be noted in the inmate’s file.¹⁰
7. Interruptions during the workday shall be kept to a minimum.¹¹
8. Pass-through products do not comprise a majority of sales in any product category. Whenever possible, inmates add value to all products.¹²
9. CI operations shall make reasonable accommodations for an inmate with a disability in accordance with Department policy **DC-ADM 006, “Reasonable Accommodations for Inmates with Disabilities**.¹³
10. Inmates working in CI are not subjected to harassment, corporal or unusual punishment, humiliation, mental abuse, or punitive interference in accordance with Department policy **DC-ADM 008, “Sexual Harassment of or Sexual Contact with Inmates**.”¹⁴
11. Inmate participation in CI is voluntary. Equal job opportunities exist for inmates in CI. Discrimination on the basis of gender, disability, race, religion, political views, or national origin is prohibited in accordance with **DC-ADM 816**.¹⁵
12. Disciplinary actions shall be in accordance with Department policy **DC-ADM 801, “Inmate Discipline**.”¹⁶
13. The grievance procedure and appeal process shall be in accordance with Department policy **DC-ADM 804, “Inmate Grievance System**.”¹⁷

⁹ 2-CI-4A-7, 2-CI-4A-8

¹⁰ 2-CI-4A-4

¹¹ 2-CI-4A-6

¹² 2-CI-4A-10

¹³ 2-CI-5A-1

¹⁴ 2-CI-5A-2

¹⁵ 2-CI-5A-3, 2-CI-5A-4

¹⁶ 2-CI-5A-5, 2-CI-5A-6

¹⁷ 2-CI-5A-7

Section 3 – Operating Procedures

A. Operations

1. Areas of authority, responsibility, and accountability for Correctional Industries (CI) are clearly delineated and the respective roles of the Facility Manager/designee and CI staff are defined. The CI Manager/designee participates in staff meetings with the Facility Manager/designee and other program staff.¹
2. The creation of new CI operations shall be documented through a written business plan.² Each new cost accounting center shall be analyzed at the end of the first year of operation and annually thereafter.³
3. CI shall have written product specifications, drawings, and bills of materials for each item regularly produced.⁴
4. A preventive maintenance program shall be implemented in accordance with Department policy **10.2.1, “Operations.”**⁵
5. Disruption to CI operations as the result of facility security practices is minimized without compromising security. Security practices shall be in accordance with Department policy **6.3.1, “Facility Security.”**⁶

B. Monthly Reports

Each industry shop shall submit the following reports monthly:

1. **Lost Hours Report (Attachment 3-A);**
2. **DC-250B, Open Order Report (Attachment 3-B);**
3. **DC-271B, Factory Production Order (Attachment 3-C);**
4. **DC-260B, Raw Material Inventory (Attachment 3-D);**
5. **DC-254D, Finished Goods Inventory (Attachment 3-E);**
6. **DC-203A, Shippers Memo (Attachment 3-F);**
7. **DC-284A, Billing to Stores (Attachment 3-G);**
8. **DC-277C, Bill of Lading (Attachment 3-H);** and

¹ 2-CI-6B-1

² 2-CI-6A-4

³ 2-CI-6A-5

⁴ 2-CI-6A-6

⁵ 2-CI-6A-7

⁶ 2-CI-6B-2

9. **DC-204C, Comptroller Form (Attachment 3-I).**

C. Marketing

1. CI Managers and staff are aware of all applicable laws governing the sale and transportation of prison-made products.⁷
2. A written marketing plan is implemented, consistent with the organization's business plan. Market research is conducted. Products and services are developed and produced to meet the needs of the market place/community. The marketing plan is reviewed annually to ensure it is consistent with changing markets.⁸
3. Customer service staff uses the **DC-206, Customer Feedback Report** to elicit customer feedback pertaining to the satisfaction of products and services and provide that feedback to the Director, Bureau of CI, on a quarterly basis.⁹ Product support, return policies, and warranties are comparable to the marketplace.¹⁰

D. Administration

1. Personnel job descriptions shall accurately describe the duties, responsibilities, and requirements of the various positions in accordance with Department policy **4.1.1, "Human Resources and Labor Relations."**¹¹
2. Equal employment opportunities exist for all CI staff positions in accordance with Department policy **1.6.1, "Equal Employment Opportunity."** Staff is provided with information that describes the conditions of employment and staff acknowledgement that they received this information in writing. A copy of the acknowledgement is placed in their personnel file.¹²
3. Staff shall acknowledge in writing that they have reviewed facility rules, ethics, regulations, and conditions of employment in accordance with Department policy **4.1.1.**¹³
4. Staff shall comply with workplace regulations, encourage a safe and diverse workplace, and abide by the drug-free workplace policy in accordance with Department policy **4.1.1.**¹⁴
5. Harassment is specifically prohibited in accordance with Department policy **1.6.2, "Sexual Harassment."**¹⁵

⁷ 2-CI-6A-9

⁸ 2-CI-6A-10, 2-CI-6B-3, 2-CI-6B-4

⁹ 2-CI-6A-11

¹⁰ 2-CI-6A-12

¹¹ 2-CI-6C-1

¹² 2-CI-6D-3, 2-CI-6D-4

¹³ 2-CI-6C-3

¹⁴ 2-CI-6C-4, 2-CI-6C-2

¹⁵ 2-CI-6D-2

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6. Grievance procedures and staff disciplinary procedures are contained in Department policy 4.1.1.¹⁶

E. Training

1. Staff development and training is planned, coordinated, and implemented based on a needs assessment.¹⁷
2. Staff receives formal orientation appropriate to his/her assignment, and additional training is provided as needed. An orientation form will be signed and kept in the personnel file. All staff receives 40 hours of training annually. All training shall be done in accordance with Department policy 5.1.1, “**Staff Development and Training.**”¹⁸

F. Fiscal Management

1. CI Operations shall comply with generally accepted accounting practices. An accounting system for each operation unit is designed, implemented, and maintained in accordance with generally accepted accounting practices.¹⁹
2. The Director shall establish the fiscal plan for the operation of the industry. Annual revenue and expense projections are developed, including individual operating units.
3. The Bureau of CI shall be responsible for an Asset Management Program.²⁰
4. An independent financial audit shall be conducted annually, or at a time stipulated by applicable statute, not to exceed three years.²¹
5. The Bureau of CI shall produce monthly financial reports. These reports include, at a minimum, the income statement for each operating unit and a balance sheet for all the operations of the facility industries. Monthly financial reports on industries operations are available within 30 days after the close of the month they cover, and are distributed to those persons with responsibilities for industries.²²
6. The Bureau of CI is responsible for developing prices of products and services. Pricing decisions are based on the costs of goods and market information. Periodic market analyses ensure current market pricing.²³

¹⁶ 2-CI-6D-1

¹⁷ 2-CI-6C-5

¹⁸ 2-CI-6C-6, 2-CI-6C-7, 2-CI-6C-3

¹⁹ 2-CI-6E-1

²⁰ 2-CI-6E-2

²¹ 2-CI-6E-4

²² 2-CI-6E-5

²³ 2-CI-6E-6

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7. The Bureau of CI shall establish a Materials and Inventory Management System to support the order and control of materials and provide for an annual physical inventory of raw materials, work in progress, and finished goods.²⁴

G. Quality Improvement

The CI Director shall establish long-term objectives for the operation. Benchmarks similar to operation in other CIs and the private sector shall be established, with a rationale for the determination of the benchmarks.²⁵ A Quality Improvement Program is implemented and is assessed annually.

²⁴ 2-CI-6E-7, 2-CI-6E-8

²⁵ 2-CI-6F-2