

## **Appendix A: Community Supervision Services (CSS) Manual System**

### **A. Management of CSS Policies, Procedures and Directives**

As a federal Agency formed from previously separate components, the Court Services and Offender Supervision Services Agency (“CSOSA” or “Agency”) recognized early on the importance of establishing uniform standards for developing, issuing and maintaining Agency policies and procedures. Uniform standards ensure that all employees readily know where to find information on key policies, procedures and other directives to guide their daily professional practices.

The office of the Associate Director is responsible for the efficient preparation and distribution of all approved additions, deletions and revisions to the CSS Operations Manual as well as other Division manuals. Text revisions and deletions will follow the development of new and revised policies, Associate and Deputy Associate Director directives and the necessary changes to daily operational procedures.

Manual custodians may be designated at various levels of management and within teams throughout CSS. These persons will maintain both electronic and hard copies of the CSS Operations Manual. Key CSOSA and CSS policies will also continue to be listed by title and number on the Agency website as a reference for the most current Agency directives.

### **B. CSS Manual System Description**

The Community Supervision Services (CSS) Manual System is comprised of five separate manuals. The CSS Manual System provides the directives, references, and policies and procedures that have been established to guide the professional practices of staff assigned to various Agency components. The CSS Manual System consists of:

#### **1. The CSS Operations Manual**

This resource provides guidance and direction to CSS staff on policy and procedures that constitute the performance standards of the Division. The Manual itself provides a brief history of the Agency, references key policies essential to daily practice (including the professional standards of conduct required of all CSS employees), caseload management standards, various other documentation and reporting formats utilized in general probation and parole practices. The Manual also addresses unique activities conducted by specialized units and an overview of the various offender programs that CSS conducts and/or supports.

#### **2. The CSS Supervisor’s Manual**

This reference provides guidance and direction to CSS supervisors with respect to CSS performance standards. The manual provides references that support human resources and related personnel matters.

The Supervisor's Manual contains information related to techniques for the effective management of staff and facilities. This Manual also offers guidance for developing community outreach, enhancing public relations and developing networks with various Agency stakeholders. The Supervisor's Manual provides directives on the following:

- a. Organizational structure
- b. Performance based measures
- c. Incentive awards
- d. Team building pursuits
- e. Chain of command/authority definitions
- f. Audits and evaluations
- g. Staff work plans

Lastly, the Supervisor's Manual aids and supports Supervisory Community Supervision Officers (SCSO) and other managers in defining critical success factors and actualizing the Agency's mission.

### **3. The Administrative Operating Procedures Manual**

This Manual is the primary source of guidance for CSS staff in requesting various types of administrative support services such as mail delivery, purchasing activities, travel requests, training, personnel actions and issues, office moves, printing requests and other administrative functions.

### **4. The Forms Template Manual**

This Manual contains the collected forms approved for official use by CSS personnel in daily operations as well as other administrative and executive level functions. It also corresponds with those functional activities reflected in the CSS Operations Manual.

### **5. The Administrative Support Manual**

This Manual is a reference resource that provides guidance and instruction to Community Supervision Assistants (CSA), secretarial and other technical support personnel concerning essential CSS functions. Furthermore, the manual outlines the requirements for day-to-day office operations and the role of support staff in facilities management. The Administrative Support Manual emphasizes the role of key support personnel in assisting the Agency to meet its performance goals as defined by the critical success factors.

## **C. Definition of Terms**

Numerous terms, acronyms and abbreviations reflecting the specialized nature of the work performed by CSS are used throughout the Operations Manual. These designations are defined in Appendix B to this Manual under the headings: Administrative Terminology, CSS Table of Organization - Employee Titles, Court Terminology, Community Supervision Terminology, and General Abbreviations and Acronyms.

## **D. Manual Revision Process for Certain Hard-Copy CSS Manuals**

Certain CSS manuals are primarily hard-copy documents that require updating procedures utilizing email and carrier-conveyed information. These documents include the: CSS Supervisor's Manual, Administrative Operating Procedures Manual, Forms Template Manual and the Administrative Support Manual. The CSS Operations Manual is primarily an electronic document that utilizes computerized procedures to accomplish its updating and revisions requirements.

### **1. Updating Hard-Copy CSS Manuals**

- a. On a quarterly basis, all manuals, including the Index and Table of Contents, will be reviewed and updated by the identified Custodian Manager for a particular Manual and/or standing CSS committees. All manual changes will be made in accordance with a standardized revision and deletion process. All manual changes must be approved in final form by the Office of the CSS Associate Director.
- b. Upon receipt of a General Order Log Form and revised pages (see Form below) by email or carrier mail, the Manual Custodian for each particular document is to insert the revised page(s) in the appropriate place, remove and/or delete the replaced page(s) and file the General Order Log chronologically. The most recent log is to be filed on top in the appropriate manual in the section titled "General Order Log".
- c. It is the responsibility of each Manual Custodian to ensure that the Manual(s) is accurate, complete and up-to-date and that an electronic copy and hard copy is received.

### **2. General Order Log**

- a. A General Order Log (GOL) that designates the dates of all changes and revisions to the manual will accompany all revisions to the manual. This log will be numbered and dated.
- b. All revised pages to the Manual will be marked "Revised" in the lower left hand corner, followed by an effective date.

- **Purpose**

The General Order Log is the tool utilized to track all approved additions, deletions and revisions to the CSS Operations Manual, Forms/Template Manual, SCSO Manual and Administrative Support Manual.

- **Process**

The General Order Log (in addition to being numbered and dated) will contain the following:

- Name of manual;
- Effective date of revision;
- Exact Chapter, Section, Subsection, and number of page(s) being revised; subject matter of the revision.

The Office of the CSS Associate Director will maintain an electronic copy and hard copy of the General Order Log for the particular Manual and provide such information to the Associate Director's Office prior to reproduction and distribution.

Log # \_\_\_\_\_  
Date Issued: \_\_\_\_\_

## CSS Operations Manual

### General Order Log

Effective Date	Placement (Chapter, Section and Page Numbers)	Subject

CSS Associate Director's  
OfficeCSS Manual  
Custodian/Manager

## **E. CSS Operations Manual Revision Procedures**

The CSS Operations Manual is primarily an electronic document that enables staff at all levels to participate in the updating and revision process of Agency practices. CSS operations are dynamic and constantly subject to review and change as a result of the extensive networking and partnership activities in which CSOSA engages. The need to stay abreast of changing requirements in the community corrections field (with its broad involvement in other highly specialized professions) also contributes to the necessity for constant review of Agency policies and practices. The CSS Operations Manual is intended to be a vital, relevant and convenient resource for Agency staff. The dynamic nature of the CSOSA mission establishes that Agency personnel who perform the daily work have important insights and expertise to help develop and revise the most effective casework procedures and Agency practices in general. It is the responsibility of CSS managers and staff, therefore, to fully participate in the development and updating of these practices.

### **1. Updating the Electronic CSS Operations Manual**

- a. The CSS Operations Manual will be updated on a continual basis but the status of all suggested revisions will be formally reviewed and confirmed on a quarterly basis.
- b. Every Branch Chief will ensure that “Operations Procedural Reviews” are a standing item in each meeting of Branch management and in all individual team meetings as well.
- c. CSS managers and staff may suggest changes to the Operations Manual at anytime. Highlighted Manual text excerpts may be forwarded electronically through the chain-of-authority to the Branch Chief. A narrative statement explaining the need for or benefit to be realized from making such a change should accompany the submission.
- d. Drafted Manual changes will be shared with the other branches to ensure that no negative impacts will accrue to other CSS components as a result of the proposed procedural changes.
- e. The Branch Chief will review suggested changes with the Branch management team, and if approved, shall forward the suggested changes to the Office of the Associate Director for final review and approval.
- f. Once approved, the revised procedure(s) will be noted, highlighted and dated in the official CSS Operations Manual version that appears on the CSOSA Intranet Web Page.