VISITOR CENTER PROGRAM

I. INTRODUCTION

The California Department of Corrections and Rehabilitation (CDCR) is legally mandated to contract with a private non-profit agency or agencies with prior experience in establishing and operating Prison Visitor Service Centers outside each California State adult prison in California which has a population of more than 300 inmates.

II. BACKGROUND INFORMATION

A. California Penal Code § 6352 mandates that each visitor center shall provide, at a minimum, each of the following services to prison visitors:

1. Assistance to visitors with transportation between public transit terminals and prisons.
3. Emergency clothing.
4. Information on visiting regulations and processes.
5. Referral to other agencies and services.
6. A sheltered area, which is outside of the security perimeter, for visitors who are waiting before or after visits. In addition, each center shall maintain working relations with the local community and institution.

B. Each nonprofit agency which CDCR contracts with pursuant to PC § 6353 shall submit to CDCR and to the Legislature an annual report which includes, but is not limited to, the following information:

1. A description of the barriers to visiting.
2. A quantitative and narrative description of the services which it rendered.
3. A description of the Visitor Centers' impact on visiting.
4. A description of services that need to be improved and proposed solutions.
5. A description of current or recently past issues and a proposed solution. Describe how coordination (or attempted coordination) with other public or private entities could be improved.
6. A description of the community resources which it utilized. Provide a listing of any and all community resources, programs and/or services used to accommodate identified visitor needs.

The annual report period will be from July 1 through June 30 of each contract year. The final draft of the annual report is due to Female Offender Programs and Services/Special Housing Mission August 15th of each contract year.

III. CONTRACTOR RESPONSIBILITIES

A. The Contractor shall develop and implement a program which provides services (refer to Exhibit G Penal Code Section §6350 - 6356) either directly or through subcontracts, for inmates at California adult correctional institutions (refer to Exhibit E, Participating
Institutions). Any subcontracting being considered by the Contractor shall be disclosed, itemized, and submitted to CDCR with the original bid package. Subcontracting after selection of the Contractor shall first be submitted for review and consideration for approval by CDCR and may be permitted as long as there are no increased costs (including increased overhead costs) to CDCR nor reduction in visitor center services.

B. The Contractor shall meet guidelines for general licensing as described in California Community Care Licensing Division “Child Care Center” or “Day Care Center” school age, less than 24-hour per day non-medical.

C. The Contractor shall provide all administrative and program services. The program services shall include, but are not limited, to the following:

1. General Housekeeping: The Contractor shall provide a clean and safe environment that will enhance the visit by a family member or friend. The Contractor shall have a housekeeping and maintenance plan, to ensure that the visitor center facilities are clean and in good repair at all. A smoke-free environment shall be maintained at all visitor center facilities, institutional grounds, designated visiting areas and main office occupied by staff.

Visiting area furniture shall be commercial grade and be kept in good condition during the Agreement term. Furniture and equipment shall be free of splinters, rusty nails, lead paint, broken springs, etc. The Contractor shall seek CDCR approval prior to the purchase of furniture, appliances and information technology equipment. All furniture purchased with State funds is property of the State of California. The Contractor shall keep floors clean of debris and tables clear of any hazardous items such as dangling electrical cords, hanging table cloths, coffee pots, knives, scissors, etc. The Contractor shall keep clean kitchen countertops, cupboards, refrigerator and microwave and maintain a supply of dish soap, paper plates, paper napkins, and paper towels. The Contractor shall keep bathrooms clean and sanitary with liquid soap dispensers, paper towels, toilet paper and toilet seat covers. The Contractor shall have on stock diapers and paper female sanitary products to use when necessary. The Contractor shall provide diaper changing tables which are in good condition with no cracks in the pad. The Contractor shall keep clean and sanitize the changing table and pad daily. The Contractor shall keep all cleaning products or other toxic substances in a safety-latched/locked area not accessible to visitors. The Contractor shall not provide visitors with any over-the-counter medication to include, but not limited to; aspirin, cold medicine, etc.

Each institution shall provide building repairs and Visitor Center maintenance. The Contractor shall immediately submit a written report/request of repairs needed to the institution’s Plant Operations department for any repair or maintenance work needed on the Visitor Center. Maintenance and repair shall include, but not be limited to cleaning of air ducts, replacement of air and heater filters, lights, fire detectors, batteries, electrical outlets, plastic electrical outlet covers, repair of broken doors and windows, painting, flooring repairs, and repairs of stairs/ramps necessary to egress and evacuation.
2. **Visiting Information and Referrals**: The Contractor shall provide information on visiting regulations and processes to facilitate visiting. Additionally, the Contractor shall make available to visitors a brochure detailing the services provided by the Visitor Center.

The Contractor shall provide referrals to other agencies and services to help reduce and/or eliminate personal crisis situations during visiting that include, but are not limited to, car trouble, illness, and emergency overnight housing. The Contractor may network and coordinate with local community organizations to support this referral function. The Contractor shall not provide these services directly.

3. **Children Activities**: The Contractor shall provide coordinated activities for children of visitors and all necessary materials. The children's program consists of coordinated activities in the Visitor Center playroom. Activities shall include, but not be limited to; games, children's reading books and toys. The Contractor shall ensure all toys, both inside and outside of the visitor center, are clean, sanitized weekly and free of broken/loose parts. Minors shall be accompanied by an adult who has been approved to visit the inmate. If the accompanying adult is not the parent, legal guardian or spouse of the minor, a notarized written consent shall be required from the person with legal custody of the minor, or a certified copy of a court order authorizing the minor to visit while accompanied by a designated adult. The notarized written consent or court order shall state the duration of approval and must be presented each time the minor visits. The notarized written consent must be renewed annually. It shall be the responsibility of the parent/legal guardian to watch their children while at the Visitor Center. Visitor Center staff may supervise children over the age of six (6 years) at the Visitor Center while the parent or guardian is visiting an inmate; however, day care services shall not exceed 3 hours, including process time. Under no circumstances, shall the Contractor provide day care services to children six (6) years and under. The Children’s Program Coordinator’s principal responsibility is for children inside the Visitor Center and if conditions permit, the adjacent playground. If the Coordinator has no children to oversee at the Visitor Center, the Contractor may provide services inside the actual institution’s visiting room, but it requires permission from CDCR to ensure that there is no lapse of primary services inside the Visitor Center.

4. **Emergency Clothing**: The Contractor shall provide emergency clothing for visitors whose attire does not meet visiting room policy standards. Institutional procedures prohibit the wearing of certain types of clothing (e.g. blue jeans and chambray shirts and specific colors of clothing). The Visitor Center shall provide temporary clothing exchange to visitors who are not wearing institution-approved clothing. The Contractor shall assist in the clothing exchange in order to ensure that any clothing provided to visitors is laundered no matter the length of time the exchange clothing was worn. The Contractor shall neatly organize exchange clothing on racks/shelves with sizes clearly labeled to ease clothing exchange. The Contractor shall coordinate with each institution relative to the type and color of emergency clothing prior to purchase or acceptance of donated clothing. The
Contractor shall provide non-gender specific emergency clothing such as plain-colored sweat pants and tee shirts.

5. **Visitor Center Provisions**: Exhibit H List of Institutions Paid Provisions reflects that individual institutions pay the utilities for the Visitor Center, i.e. electricity, water, sewer, trash collections, telephone services and gasoline as well as housekeeping supplies.

6. **Visitor Center Transportation**: The institution shall provide a 15-passenger State vehicle for the Contractor to transport visitors from local bus stations, train stations and airports to and from the institution’s Visitor Center. The institutions shall determine the appropriate round-trip mileage for each institution’s Visitor Center to the bus/train stations and airports. The Contractor shall provide the Family Liaison Services Coordinator (FLSC) a copy of the routine schedule for bus, train and airport (if applicable) routes to and from the institution’s Visitor Center. The Contractor shall make the approved schedule available on the Contractor’s voice system and posted in the Visitor Center. The institution shall provide vehicle maintenance and fuel, for all vehicles utilized as part of this contract. Transportation services for family overnight visits are limited to the Visitor Center’s regularly scheduled days/hours of operation only.

IV. **JOB DESCRIPTIONS AND DUTY STATEMENTS**

A. The Contractor shall establish and maintain the experienced staff necessary to fill core mandatory positions identified. At a minimum, the Contractor shall provide the following positions, required to implement this agreement:

1) Executive Director  
2) Program Director  
3) Children’s Program Coordinator  
4) Van Driver.

To effectively administer the Program, the Contractor may establish additional positions or disclose additional resources that will be utilized to supervise and train staff, handle personnel administration, Agreement administration, budgeting and invoicing, program integrity, etc. Additional positions or contracted services shall be identified in the proposed Exhibit B-2 through B-4, Rate Sheets. At a minimum, contract staff shall work within the days of operation identified for the institutions as noted in Exhibit H, Visiting Center Operating Information. Staffing operations shall also remain in compliance with the Standardized Program Plan (Exhibit A Scope of Work, Section V Visiting Center Program Requirements, Subsection G Program Services and Standard Program Plan). The Contractor shall establish and budget for a “Temporary Help” line item in Exhibit B-2 through B-4, Rate Sheet to cover staffing needs for employee vacation, sick coverage, and vacancies. The Contractor shall identify standard accounting and office management functions that it will perform. The Contractor shall display costs associated in the Exhibit B-2 through B-4, Rate Sheet.
B. The Contractor shall be responsible for recruiting, training, and supervising contract staff. The minimum age requirement for any staff shall be 18 years of age. Section IV Job Descriptions and Duty Statements, Subsection G, Required Positions, specifies the minimum required staffing levels including specific minimum qualifications for each position. A full time equivalent (FTE) position of 1.0 is equal to 40 hours per week. All staff shall meet minimum qualifications regardless of time base. The CDCR shall disqualify bidders proposing less than minimum required time base.

C. The maximum hours for field staff shall not exceed the actual visiting hours for each program site, unless there are extenuating circumstances. The Agreement authorizes the Program Directors an additional 4 hours of administrative time per week.

D. The Contractor shall provide and maintain résumés, duty statements and/or job descriptions for all staff paid through this Agreement. In addition, all contracted staff personnel files shall indicate the date of employment, rate of pay and benefits, funding source, pay increases, promotions and status changes, and, if applicable, the date and reason(s) for employment termination. The Contractor shall provide to the institution personnel office a list of all employees including their date of birth, social security number, home phone number and address, emergency contact name and phone numbers. The Contractor shall update the list each month or as change warrants.

E. The Contractor shall pay comparable wages for all classifications depending on site location. The Contractor shall consult with the California Employment Development Department and other similar agencies to determine local employment salary range for the direct service provider (e.g. Van Driver, Children’s Program Coordinator).

F. The Contractor shall not exceed the maximum rate given in Exhibit B-2 through B-4, Rate Sheet. However, the Agreement authorizes the Contractor to reimburse salaries below the stated amount at rates relative to the employee’s work experience and education. Invoices submitted for payment shall include a detailed report, listing position and salary for each employee.

G. Required Positions

1. **Executive Director** (one position, at a minimum of 1.0 FTE, job sharing is not authorized for this position.)

   The Executive Director shall have overall administrative responsibility for the delivery of services at all institutions. Under the direction of the CDCR the planning, direction and implementation of the program will rest with this position. The Executive Director ensures program oversight, program monitoring, staff selection, staff retention, staff training, audit compliance, and submission of all required fiscal invoices and all required program reports to CDCR.

   The Executive Director shall have either a four-year college degree in the social sciences or related behavioral science field, or four cumulative years of administrative and/or management responsibility in service delivery for incarcerated adults or the criminal justice/prison population or social service
related fields. The Executive Director core job responsibilities include:

- Oversee program budget to ensure that operational costs do not exceed the funding generated by the program cost reimbursement.
- Hire, train, and supervise directly or indirectly all Visitor Center staff.
- Ensure overall program effectiveness.
- Ensure compliance with all contractual requirements.

2. **Program Director** (31 positions, part-time, hours shall coincide with individual institution’s actual visiting hours. The Agreement authorizes job sharing for these positions.) NOTE: The Agreement authorizes Visitor Center Program Directors an additional four (4) hours administrative time per week beyond the established hours of operation.

The Visitor Center Program Directors shall have either a two-year college degree, or two or more cumulative years of documented experience demonstrating a work history in the area of social service work or related fields. The Visitor Center Program Director core job responsibilities and duties include:

- Use of sound program management skills to operate the Visitor Center utilizing proper office, fiscal, record-keeping, personnel techniques and procedures.
- Effectively communicate verbally and in writing.
- Supervise, evaluate and train van drivers and children’s program coordinators.
- Possess good interpersonal skills and judgment.
- Recruit and train volunteers.
- Maintain working relationship with institutional custodial staff, Visiting Lieutenant/SGT, and Watch Commander.

3. **Children’s Program Coordinator** (31 positions, part time, hours shall coincide with individual institution’s actual visiting hours. The Agreement authorizes job sharing for these positions.)

The Children’s Program Coordinators shall have either a high school diploma or GED certificate, and shall complete a minimum of three units in Early Childhood Education (ECE) courses through a community college, state college or university or certified training. Staff may enroll in these courses during the first year of employment but shall complete at least three units by the end of the first year of employment. The Agreement authorizes one year of formal related work experience with children as a substitute for the educational requirements. The Children’s Program Coordinator core job responsibilities and duties include:

- Develop, coordinate and plan age-appropriate children’s activities.
- Attend to children’s personal needs, and maintain Visitor Center playroom and outdoor playground area.
- Prepare program reports and supervise children’s activities volunteers.
- Possess good interpersonal skills and demonstrate a courteous and professional demeanor.
4. **Van Driver** (31 positions, part time, hours shall coincide with individual institution’s actual visiting hours. The Agreement authorizes job sharing for these positions.)

The Van Driver shall have a high school diploma or GED certificate, possess a California Class C and a California Commercial Class B driver’s license and have a Department of Motor Vehicle’s driver’s record that contains no Driving-Under-the-Influence convictions within the past five years and no moving violations convictions within the last three years. However, the Class B driver’s license may not be necessary if an institution has a small passenger van (approximately 9 passengers or less) that does not require the driver to carry a Class B driver’s license. To verify the requirements for carrying a Commercial Class B driver’s license, the agency must check with the Department of Motor Vehicles via the website of [www.dmv.ca.gov](http://www.dmv.ca.gov). Van Driver core job responsibilities and duties include:

- Coordinate and plan transportation schedules.
- Perform vehicle safety inspections and maintain transportation logs.
- Possess good interpersonal skills and demonstrate a courteous and professional demeanor.
- Coordinate routine maintenance of vehicle with the institution or an authorized service provider.

V. VISITING CENTER PROGRAM REQUIREMENTS

A. The Contractor shall monitor and evaluate all aspects of the operation and delivery of services at each institution.

B. The Contractor shall maintain routine oral and written communication with each institution Community Partnership Manager (CPM) or designee and ensure that all communication that impacts more than one institution is cleared and approved through the CDCR prior to release. The Contractor shall notify the Visiting Lieutenant and Watch Commander of the institution of any problems and/or incidents that occur during the weekend visiting session. The contract staff shall fax the information to the Visiting Lieutenant and Watch Commander’s office at the end of their shift on Sunday. The Contractor shall submit to CDCR copies of all correspondence related to policy directives for the Visitor Center Program, from the Contractor to contract staff or to CDCR staff. The Contractor shall seek CDCR approval in advance for correspondence that includes information on anything other than the Visitor Center Program.

C. The Contractor shall ensure that all appropriate Contractor and temporary help/subcontractor staff participate in CDCR in-service training and orientation sessions conducted at the institution or at selected regional site(s). The Contractor and subcontractor staff shall participate in meetings with CDCR staff for evaluating performance under the Agreement, including development of recommendations for solutions of any identified problems. All contract staff and subcontracted staff shall participate in all training funded or authorized for this Agreement.
D. The Contractor shall submit, in advance to CDCR, a monthly schedule for administrative staff.

E. The Contractor will include/service the newest CDCR facility, California Health Care Facility (CHCF) in Stockton, upon activation scheduled on July 15, 2012 or soon thereafter. The CHCF will house approximately 1,700 inmates.

F. **Operational Schedule and Holidays**

The Visitor Center shall maintain operational days/hours in accordance with each respective institution’s visiting schedule, including official as stated in California Code of Regulation, Title 15, and Section 3172.2. The official visiting holidays are:

- New Year’s Day
- Thanksgiving Day
- Independence Day
- Christmas Day

If a holiday falls on a regular visiting day, the Visitor Center shall be open and fully staffed. If a holiday does not fall on a regular visiting day, and the Warden has authorized visiting, the Visitor Center shall be open and fully staffed.

G. **Program Services and Standard Program Plan**

The Visitor Centers shall provide all services during scheduled days/hours of operation unless CDCR has approved in writing a modified pattern, or unless the institutions require their closure due to safety and security reasons. The Contractor shall provide coverage for employee absences in order to fully staff the Visitor Centers during visiting hours at each institution.

To ensure appropriate operational coverage of field staff performing under this Agreement, the Contractor shall file a Standard Program Plan (SPP) document within 30 days after award of the contract and submit the completed document to FOPS. The SPP document shall list all Visitor Center operational days, work hour equivalents for each required position staffed at each Visitor Center. The Contractor shall staff all Visitor Centers with a minimum of one Program Director, one Children’s Program Coordinator and one Van Driver position. The Van Driver and Children’s Program Coordinator positions may work less than a full day, if volume of services justifies the decrease. The Contractor may add additional staff with prior written approval by CDCR. The Contractor is responsible for requesting from CDCR, in advance, permission to modify any areas within the SPP. NOTE: the accumulation of staffing hours worked for each position shall not exceed the annual spending budget totals under the Agreement.

H. **Service Facility Groupings**

The following selected institution groupings consist of one Visitor Center that provides services to two institutions. The remaining institutions consist of one Visitor Center per institution:
The Agreement authorizes these shared facilities one additional Children’s Program Coordinator.

I. **Service Unit**

A service unit is defined as the delivery of one unit of assistance to a visitor in one of the following areas:

- Transportation between local public transit terminals and prisons during regular days/hours of operation;
- Activities for visitor’s children at Visitor Center sites during regular days/hours of operation;
- Emergency clothing for visitors;
- Information on visiting regulations and processes;
- Referral to other agencies and services; and
- Shelter for visitors who are waiting before or after visits.

The Contractor shall submit a written request to CDCR for authorization to provide program services that enhance or improve any or all of the above requirements. Approval of any request does not authorize the Contractor to reduce the contracted services or Agreement period or to expend funds beyond the contracted amount. Any change of services requires a formal amendment to the contract pursuant to Exhibit C General Terms and Conditions, Section 2 Amendment.

J. **Subcontractor/Operating Costs**

If the Contractor subcontracts for personnel to staff the Visitor Centers, the Contractor shall provide position detail in the same format as the primary personnel positions located in Exhibit B-2 through B-4, Rate Sheet, Section A.

The Contractor shall provide detailed invoices for all expenses outlined in Exhibit B-2 through B-4, Rate Sheet, for Sections B and C to the CDCR for verification and approval.

K. **Staff Training**

The Contractor shall be responsible for the training of all employed staff, including subcontractor’s staff, throughout the duration of the Agreement. The Contractor shall maintain training records/logs to document employee participation in training as well as training content, dates of training and background summaries for each trainer. The Contractor shall provide mandatory training in child abuse identification and reporting to the appropriate staff. Each institution shall provide orientation to all
Contractor/subcontractor’s field staff by means of In-Service Training. The Contractor’s field staff shall also receive training in areas such as, but not limited to, visiting rules and regulations, over-familiarity, and safety and security issues.

L. **Program Reports**

The Contractor shall:

1. Maintain a *Monthly Visitor Register of Participation Log* to document visitor traffic in each center. This log will document the following categories: name of visitor (optional), zip code of visitor’s residence, date of visit, type of service provided, and each child’s age.

2. Maintain a *Monthly Program Report on Visitor Services* to reflect the number of visitors served and the number of program activities/service units provided during the month. This report shall document the following categories:
   - Adult Visitors
   - Child Visitors (ages 0-5)
   - Child Visitors ages (6-17)
   - Total Visitors Assisted
   - Shelter
   - Emergency Clothing
   - Transportation
   - Children’s Activities
   - Children’s Snacks
   - Information
   - Referrals
   - Denial of Services with explanation
   - Total Services Provided

The Contractor shall submit copies of these monthly reports to each respective Community Partnerships Manager (CPM) within five (5) working days following the end of each reporting month.

3. Maintain and submit Monthly Fiscal Expense Reports that provides monthly and cumulative information by category and line item and percent of budget used to date (invoice), and financial information on outside funding sources providing support to this program including fundraising activities by program site. The Fiscal Expense Reports (invoices) must be submitted to CDCR headquarters within 10 calendar days after the end of each month to ensure timely reimbursement for services rendered. The Contractor shall make certain that the Line Item Budget Guide (LIBG) Exhibit B-1, allows all costs claimed. The Contractor shall be legally responsible for any costs disallowed in the CDCR audit process. Invoice approval by CDCR does not constitute an audit of costs claimed therein.

4. The Contractor shall consult with CDCR in the development of any program data or material for release to the public, news media or other professional groups.
The Contractor shall submit all program information, reports, brochures, summary documents or press releases and media articles for review and approval by CDCR prior to dissemination. The Contractor shall list CDCR in the credits of all published documents developed, in whole or in part, with contract funds. The Contractor shall follow departmental procedures for contact with news media.

M. **Data Management System**

The Contractor shall collect all program data, visitor participation data, service data, and financial data by maintaining detailed records, with conversion capability, on a data base system in Microsoft Office software. CDCR recommends personal computer (PC) compatible software such as Microsoft Word, Excel and Access.

N. **Fundraising Limitations**

The Contractor shall not use program funding for non-program functions and activities. As used in this paragraph, “contract program funding” includes, but is not limited to, any and all donations raised through fundraising events using CDCR Visitor Center Program contract staff time and/or funds. The Contractor shall seek advance approval from the CDCR for institution fundraising events and/or fundraising conducted by administrative staff. The Agreement does not prohibit fundraising but emphasizes that it is a function considered secondary to staff provision of required services. The Contractor shall maintain financial records (receipts and expenditures) and submit them with the Contractor’s monthly invoice. *Funds are not allowable if they supplant program costs.* The Agreement prohibits fundraising activities that reduce the hours of operation or divert staff resources during approved hours of operation. The Contractor shall seek the approval of CDCR staff and institutional Warden to use the Visitor Center for fundraising events.

O. **Program Requirements**

1. The Contractor shall be required to coordinate program services and requirements at Agreement execution.

2. The Contractor shall submit the following to CDCR for approval sixty (60) days after Agreement execution:
   
   a. Procedures for program monitoring and evaluation.
   
   b. Orientation/training procedures for staff, which include mandatory training in child abuse identification and reporting.
   
   c. Procedures for vehicle management and record keeping. The CDCR staff shall provide training on minimum requirements.
   
   d. Establish a computerized system to record, summarize, and report program data and program revenue and costs. (System shall be operational 60 days after Agreement execution.)
   
   e. Routine transportation route, time of service to include pickup and return times to and from transportation locations. (The Contractor shall be able to provide transportation to assist visitors with physical disabilities as
P. **Administrative and Security Requirements**

1. **Program Procedures Manual**

   The Contractor shall develop and maintain a program procedure manual addressing every aspect of the program’s daily operation. The Contractor shall submit the manual for approval by CDCR within sixty (60) days after Agreement execution. The manual shall include, but is not limited to:

   a. California State Highway Patrol bus operation procedures;
   b. Visitor Center van transportation schedules and procedures on how visitors can request service;
   c. Visitor Center days/hours of operation at each site;
   d. Visitor access to facilities;
   e. Cleanliness of Visitor Center and clothing used in the program;
   f. Appropriate children’s activities (e.g., drawing, coloring, storytelling, playtime, etc.);
   g. Community resources for referrals to other services; and
   h. General program information available in other prevalent visitor languages.

2. **Personnel Policies and Procedures**

   The Contractor shall have written personnel policies and procedures that include, but are not necessarily limited to, the following:

   a. Staff selection and training which adheres to Penal Code and CDCR mandates and requirements regarding the initial screening, testing and background investigation of all successful candidates considered for employment. The Contractor shall invite the CPM to participate on the interview panels for positions in the institution. If the CPM is not available to attend the initial interview, the CPM may schedule a second interview with the proposed candidate on another date. Field employees may not report to duty until they receive written clearance from the CPM.

   b. Job descriptions, job qualifications, salary schedules, and pay periods or subcontractor reimbursement claim periods for every position used in this program.

   c. Probationary period for employees followed by annual work performance evaluations. The Contractor shall make available to all employees its grievance and appeal procedures.

   d. Documented Annual In-Service Training. The CDCR requires four (4) hours minimal orientation training and an additional sixteen (16) hours of visiting rules and regulations, over-familiarity, and safety/security training. The Contractor shall provide sixteen (16) hours of program related training semiannually. Staff training shall not interfere with the provision of the
scheduled visitor services.

e. Prohibition of all forms of discrimination including sexual harassment of employees, job applicants, visitors, the general public and the inmates.

f. Written policy on nepotism in compliance with the CDCR policy, which prohibits employees and volunteers from over-familiarization and fraternization with inmates and their families and friends (refer to Title 15, Article 2, Section 3400).

g. Written job action contingency plan for implementation in the event of employee job actions which may disrupt the program’s daily operation, and vacation, sick leave and leaves of absence coverage for uninterrupted scheduled visitor services.

h. The application, fingerprinting, screening, assignment, supervision, and performance evaluation of all private citizens volunteering in the program. CDCR requires that volunteers meet the same clearance and training standards as paid employees/subcontractors.

i. The Contractor personnel staff assigned to work at an institution shall submit a work schedule to the CPM and sign in and out upon entering and exiting the institution’s grounds or assigned worksite.

j. Written policy and procedures that precludes staff families, and/or friends utilizing the Visitor Centers for personal reasons.

k. The Contractor shall provide a personnel application form for each employee and maintain ongoing time records for all staff covered by this Agreement. The Contractor shall seek CDCR approval prior to tendering an offer of employment to applicants for key administrative positions. The Contractor shall maintain up to date files relative to new hires, status changes, and periods of vacancy for each position by title, pay rate, time base, and institutional location(s) of responsibility. Visitor Center staff members shall sign their time records and submit them for signature by their Regional Director. The Contractor shall provide copies to CDCR.

l. The Contractor shall submit a copy of the Contractor’s updated personnel roster (including all newly hired employees and vacant positions) with each monthly invoice to CDCR. The Contractor shall provide written justification to CDCR for vacancies that extend beyond two months as an attachment to the invoice with names of the temporary employee providing coverage during the hiring process.

m. The Contractor shall complete written annual evaluations for all contract staff. Evaluations of field staff shall include written input from the CPM and CDCR staff.
VI.  DEFINITIONS

A. Community Partnerships Manager (CPM) – This CDCR staff member is responsible for monitoring on-site institutional security and performance activities of the Contractor; and for monitoring contract staff hours and evaluations for on-site Contractor staff.

B. Department Operations Manual (DOM) – A manual prepared and updated by CDCR, which identifies California Penal Code authority, as well as other State and Federal regulations, that impinge on the custody and management of inmates and describes all facets of Departmental guidelines and operations.

C. Direct Services – Face-to-face services provided by the contract staff to an inmate.

D. Felon – A person convicted of a felony.

E. Inmate – A person in custody of the Director of CDCR at an adult institution (inmate and prisoner are synonymous terms).

F. Job Sharing – One job position shared by two or more employees.

G. Nepotism Policy – Nepotism is the practice of an employee using his/her personal power or influence to aid or hinder another in the employment setting because of a close personal relationship. Close personal relationship is an association with an individual by blood, adoption, marriage or cohabitation. The specifics of CDCR policy on nepotism are contained in DOM, Section 33010.25.

H. Non-Compliance – The failure to meet operational and contractual obligations as defined in the Agreement.

I. Office of Community Partnerships (OCP) – Office within CDCR responsible for providing oversight and monitoring of the Visitor Center Program Agreement.

J. Title 15 – In the California Code of Regulations, it represents Division 3, Department of Corrections and Rehabilitation, Chapter 1, and CDCR staff alternately may refer to it as the Director’s Rules.

K. Visitor – A person who has prior arrangements and clearance to meet with an incarcerated inmate during regular institution visiting hours.

L. Visitor Center Program – A legislatively mandated program that provides services to persons visiting inmates in CDCR institutions. The services include, but are not limited to, transportation, activities for children, clothing and referrals to other organizations. By law, the CDCR shall contract with a non-profit agency to provide these services to every California State Prison with a population of 300 or more adult inmates.

M. Volunteer – A person who performs or gives his/her service of his/her own free will without monetary compensation. Volunteers at the CDCR institution facilities shall
have prior approval from CDCR and complete required orientation prior to beginning work.

VII. CDCR RESPONSIBILITIES

CDCR shall provide overall program coordination and administration for the Visitor Center Program. CDCR shall work in conjunction with the various institutions to ensure coordinated project management. The CPM at the institution serves as the on-site monitor. CDCR shall provide orientation sessions or in-service training at the institutional level. CDCR will review any communication that impacts more than one institution and will retain administrative responsibility for all program operations.

1. CDCR shall be responsible for:
   - Administering and monitoring the Visitor Center Agreement;
   - Serving as the primary liaison with the Contractor;
   - Facilitating Contractor access to the institution when appropriate;
   - Coordinating technical assistance for the Contractor regarding program operations and correctional policy, as needed; and
   - Defining elements for required data compilation, studies and reports submitted by Contractor.

2. The institutions shall provide the following for Visitor Center operations:
   - Institutional clearance to Contractor staff as required for operating the visitor facility;
   - Visitor facility program space located outside of prison security perimeter;
   - Maintenance of the Visitor Center facility and grounds;
   - An institutional van (maintenance and oil/gasoline will be provided by the local institution) for providing visitor transportation;
   - In-service training concerning safety/security issues and institution orientation.
   - Emergency phone (institutional).

VIII. CDCR CONTACT INFORMATION

Should questions or problems arise during the term of this Agreement, the Contractor shall contact the following offices:

- **Billing/Payment Issues:**
  California Department of Corrections and Rehabilitation
  Female Offender Programs and Services/Special Housing
  Sonia Mercado, Staff Service Analyst
  Phone Number: (916) 323-2875
  FAX Number: (916) 322-2888

- **Scope of Work/Performance Issues**
  Sonia Mercado, Staff Service Analyst
  Female Offender Programs and Services/Special Housing
Phone Number:  (916) 323-2875  
FAX Number:  (916) 322-2888

- **General Contract Issues:**  
  Sonia Mercado, Staff Service Analyst  
  Female Offender Programs and Services/Special Housing  
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