

	DEPARTMENT OF CORRECTIONS AND REHABILITATION DEPARTMENT ADMINISTRATION POLICY AND PROCEDURES	EFFECTIVE DATE: January 01, 2024	POLICY NO.: ADM.01.02
		SUPERSEDES (Policy No. & Date): ADM.01.02 of Dec 29, 2020	
SUBJECT: DEPARTMENT DIRECTIVE SYSTEM		Page 1 of 13	

1.0 PURPOSE

- .1 To establish standards for the organization, content, format, codification, and maintenance of Department Policy and Procedures Manuals to achieve the Department of Corrections and Rehabilitation's Missions Statement; which is:

"To uphold justice and public safety by providing correctional and law enforcement services to Hawaii's communities with professionalism, integrity and fairness."

- .2 To establish the Department's written directive system to ensure personnel employees are informed about policies and revisions based on current Department policies and procedures. Any relevant training shall comply with Department policies and procedures.

2.0 SCOPE

This policy applies to all Divisions, Sections, Branches, Programs, Units, and Staff Offices within the Department

3.0 REFERENCES, DEFINITIONS & FORMS

References

- a. Hawaii Administrative Rules (HAR), §23-1-4, Department's Programs
- b. HAR, §23-1-5, Director's Authority
- c. Hawaii Revised Statutes (HRS), §353-A, Director of Corrections and Rehabilitation, Powers and Duties.
- d. HRS, §353C-4, Appointment of employees with police powers and other employees
- e. Administration Policy ADM.01.01, Policy Coordination and Control.
- f. Administration Policy ADM.01.03, Effecting Changes in Organization.
- g. Administration Policy ADM.08.01, Emergency Response Manual.

- .2 Definitions

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- a. Type A Policies – Policies providing procedural guidelines for one or more divisions.

These are policies which establish standards for one or more divisions. Normally, only procedural guidelines are provided and it is the responsibility of each affected division or branch to develop the detailed procedures to implement the policy within the framework of the guidelines provided.

This type of policy is always signed by the Director and the Deputy Director responsible for the functional area.

- b. Type B Policies – Policies which implement a Department Policy.

These policies are developed by a division or branch to implement a Type A Policy. The policy may be tailored to the resources and capabilities of the particular division or branch but within the framework of the guidelines or parameters provided by the Department policy. The policy only provides procedures for the staff within a particular branch or division and does not apply to any other branch or division.

Policies of this type that apply to a division are signed by the division administrator, the respective deputy director, and the Director. Policies that apply only to a branch are signed by the branch administrator.

- c. Type C Policies – Policies applicable only to a division or branch.

These policies are developed by a division or branch which are unique to that division or branch and apply to no other division or branch. They may be developed under the following circumstances:

1. When no department policy exists to provide guidance in addressing a particular situation, a policy and procedure may be developed to guide their operations.
2. When the functions performed by the division or branch are unique to that organization; no other division or branch functions in that capacity. These functions may be governed by statutes.

Policies of this type that apply to a division are signed by the division administrator, the respective deputy director, and the Director.

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Policies that only apply to a branch are signed by the branch administrator.

4.0 POLICY

A well-prepared and organized policy and procedures manual is an important operational and management tool that enables administration to reach its objectives. A policy and procedures manual represents a verbal information system which contains all statements of policy, instructions, and information that will enable each employee to effectively perform their job within the context of an overall work system.

In accordance with ADM.01.03, Effecting Changes in Organization, the Director shall issue all directives, policies and inter-office memorandums and materials through the Administrative Services Office (ASO) for further development and processing.

Any policies impacting provisions of a Collective Bargaining Unit Agreement (CBA) shall be submitted to Personnel Labor Relations Unit to process for consultation with relevant Union(s). If a timely response is not provided by the Union(s) the Director has the final authority for implementation.

Uniform policy and procedures manuals shall be established and maintained for use by all divisions throughout the Department. The basic objectives of these manuals are:

- To instruct
Provide a training tool for new personnel and a reminder on operational procedures for experienced employees.
- To provide solutions to problems
Provide a reference source about a job or work system and authoritative answers to operational questions.
- To establish controls and accountability
Establish who is responsible for performing specific functions.
- To establish standards
Ensure consistency in job performance.

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- To organize

Provide a plan for organizing a work force to carry out a function.

These manuals shall be made readily available to all employees. They shall be monitored periodically and revised as necessary to ensure compliance with Department goals.

5.0 PROCEDURES

.1 Directive System

a. System Overview

The Department directive system shall consist of two elements.

1. Policy and Procedure

A collection of Department policy and procedures in a series of manuals which govern the administrative and operational functions of each division in the Department. All policies relating to a division shall be signed by the Director and the respective Deputy Director. Policies pertaining to a branch shall be signed by the branch administrator.

2. Inter-Office Memorandum (IOM)

IOMs may be issued by the Director or a Deputy Director if the IOM applies to more than one division, a division administrator if the IOM only applies to that division, or branch administrator if the IOM only applies to that command.

IOMs may be issued for one or more of the following purposes:

- a) To immediately establish policy and procedure with regard to a specific circumstance. IOMs of this nature will eventually be developed into a formal policy and procedure which will be placed in the appropriate manual. In this respect, IOMs of this type are of a self-canceling nature.
- b) To explain or emphasize previously issued policies and procedures.

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c) To disseminate information that is of interest or concern to employees.

3. The concept of the directive system is to establish a single reference source for Department policy and procedures. If an employee wants to know what the latest Department policy and procedure is on a particular issue, they need only go to a single source – the policy and procedures manual governing their division or branch.

b. Policy and Procedures Manuals

There shall be three main categories of policy and procedure manuals within the Department: manuals that govern the administrative functions of two or more Divisions; manuals that govern the administrative and operational functions of a single division and manuals that govern the administrative and operational functions of a single branch.

There are four categories of administrative manuals which provide guidelines for implementing Department Policy:

1. Administrative Policy and Procedures Manuals

a) Department Administration Policy and Procedures Manual

This manual shall be identified by the title, "Department Administration" and a policy number prefixed by the letters "ADM" in the title block of all policies in the manual (reference Appendix A).

The policies in this manual apply to all divisions within the Department. The manual provides all divisions with administrative guidelines and procedures governing such functions as establishing a new position, employee grievances, employee disciplinary procedures, management of petty cash funds, job performance reviews, maintaining inventory records, purchasing, and so forth, which are common to all divisions.

b) Corrections Administration Policy and Procedures Manual

This manual shall be identified by the title, "Corrections Administration" and a policy number prefixed by the letters

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“COR” in the title block of all policies in the manual (reference Appendix C).

The policies in this manual apply to one or more divisions under the Deputy Director for Corrections. The policies provide procedural guidelines for all correctional operations to follow in implementing Department policy pertaining to correctional programs. Every correctional facility is responsible for developing procedures for governing their operations based upon the guidelines in this manual.

c) Department Emergency Response Manual

This manual provides procedural guidelines for all divisions in the Department to follow in the event of specific emergencies. Every division and branch in the Department must develop emergency procedures tailored to their resources and capabilities based upon the guidelines provided in this manual. The provisions of this manual are outlined in Department policy, ADM.08.01.

2. Division Manuals

a) Divisions Under the Deputy Director for Corrections

Divisions may establish their own policy and procedures manual as deemed necessary after consultation with the Department Policy Coordinator. An example of the standard format that shall be used is shown in Appendix E.

b) Divisions Under the Deputy Director for Administration

Divisions may establish their own policy and procedures manual deemed necessary after consultation with the Department Policy Coordinator. An example of the standard format that shall be used is shown in Appendix A.

3. Branch Manuals

a) Correctional Facility Branch Policy and Procedures Manual

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Every correctional facility shall establish and maintain a policy and procedures manual which will govern their operations. The manual shall contain the procedures developed by the facility to implement corrections policy based upon guidelines provided in the Corrections Administration Policy and Procedures Manual.

Each branch manual shall be identified by the name of the facility and a policy number prefixed by a unique number for that facility in the title block of all procedures (reference Appendix F).

When a facility policy applies to staff at the same facility who function under different divisions, the branch administrators of the respective divisions shall both sign the policy as the approving authorities.

Example: For a policy that applies to both security staff and health care staff at a facility, the signature blocks would be as follows:

APPROVED

Warden
Date

APPROVED

Clinical Services Branch Administrator
Date

If the policy only applied to security personnel or security functions, the warden would be the sole approving authority.

- b) Branch Policy and Procedure Manuals Under Other Correctional Divisions.

Branches within a division may establish their own policy and procedures manual after consultation with the Department Policy Coordinator. These manuals would provide the procedures that implement division policy. Appendix G for the intake service centers division.

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.2 Policy Format

A standard policy and procedure format shall be used in all administrative, division, and branch manuals (reference Appendix H).

a. Title Block

The title block on the first page contains the State Seal of the Department. The title block on the preceding pages are uniformed and do not contain the State Seal.

b. Sections

1. There are five (5) major sections for Type A, B, and C policies. Each major section is numbered 1.0 through 5.0, are capitalized, bold, and underlined. These sections are:

1.0 **PURPOSE**

2.0 **SCOPE**

3.0 **REFERENCES, DEFINITIONS, AND FORMS**

4.0 **POLICY**

5.0 **PROCEDURE**

2. Secondary section headings are numbered using Arabic numerals preceded by a period, are in both upper and lower case letters, and are underlined.

.1 References

.2 Definitions

.3 Forms

3. Only the 5 major section headings and the secondary section headings are underlined.

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4. There must be two or more subsections under a section to justify the use of subsection designators (e.g., If there is a 1, there must be a two, etc.).
5. There are nine designated subsections that are numbered using Arabic numerals, Roman numerals, and lowercase letters (reference Appendix H).

c. Margins and Indents

1. Margins

Margins in Word are indicated by the ruler. The horizontal margins for all policies shall be set at one-inch (reference Appendix I).

2. Indent Markers

Indents in Word are indicated by triangle and box-shaped markers on the left side of the ruler. Indents separating section headings for all policies shall be set 0.38" apart. These indents are preset in the policy template and do not need to be selected by the User (reference Appendix I).

d. Policy Template

The Department policy template contains the standardized title bloc, layout, margins and indents, formatting, and text requirements described above (reference Appendix H).

.3 Policy Number Codification System

a. Administration Policy and Procedures Manuals

An alpha-numeric system shall be employed for policy numbers in administration manuals. An alpha prefix shall designate the administrative area, the next two digits represent the chapter number within the manual, and the last two digits represent the policy number within the chapter.

Examples:

ADM.02.04 = The fourth policy under Chapter 2 within the Department Administration Policy and Procedures

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COR.08.08 = The eighth policy under Chapter 8 of the Corrections Administration Policy and Procedures

All administrative policies shall be numbered from 1 through 50 of each chapter.

b. Branch Manuals

1. Correctional Facility Branch Policy and Procedures Manuals.

All procedures in the correctional facility branch manuals shall have a five-digit numeric designation in the title block for policy number. The first digit shall indicate the particular branch:

- 2 = Halawa Correctional Facility
- 3 = Kulani Correctional Facility
- 4 = Waiawa Correctional Facility
- 5 = Hawaii Community Correctional Facility
- 6 = Maui Community Correctional Facility
- 7 = Oahu Community Correctional Facility
- 8 = Kauai Community Correctional Facility
- 9 = Women's Community Correctional Center

The second two digits shall coincide with the chapter in the Corrections Administration Policy and Procedures Manual and the last two digits represent the policy number within that chapter.

Branch procedures which are developed to implement an administration policy shall have the same chapter number and policy number within the chapter as that in the Corrections Administration Policy and Procedures Manual. Policies within a chapter which are developed by a branch that apply only to that branch shall be numbered 51 to 100.

Examples:

Policy No. 6.08.02 indicates a procedure in the Maui Community Correctional Center Policy and Procedures Manual which implements the second policy under chapter 8 in the Corrections Administration Policy and Procedures Manual.

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Policy No. 6.08.52 indicates a policy developed by MCCC under chapter 8 in their Policy and Procedures Manual but which applies only to their branch and is not based upon a Corrections Administration policy.

2. Intake Service Centers Branch Policy and Procedures Manual

All procedures in Intake Service Center branch manuals shall have a five-digit numeric designation in the title block for policy number. The first digit shall indicate the particular branch:

- 1 = Oahu Intake Service Center
- 2 = Maui Intake Service Center
- 3 = Hawaii Intake Service Center
- 4 = Kauai Intake Service Center

The second two digits shall coincide with the chapter in the Intake Service Centers Division Administration Policy and Procedures Manual and the last two digits; the policy number within that chapter.

Branch procedures which are developed to implement an administration policy shall have the same chapter number and policy number within the chapter as that in the Intake Service Centers Division Administration Policy and Procedures Manual.

Policies within a chapter which are developed by a branch that apply only to that branch shall be numbered 51 to 100.

Examples:

Policy No. 1.05.06 indicates a procedure in the Oahu Intake Service Center Policy and Procedures Manual which implements the sixth policy under chapter 5 in the Intake Service Centers Division Administration Policy and Procedures Manual.

Policy No. 2.05.54 indicates a policy in the Maui Intake Service Center Policy and Procedures Manual under chapter 5 which applies only to that branch and is not based upon an Intake Service Centers Division Administration Policy.

3. Manual Organization and Content

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a) Department Administration

The chapter organization and general subject matter that shall be contained in each chapter of the Department Administration Policy and Procedures Manual will be found in Appendix I.

b) Corrections Administration

The chapter organization and general subject matter that shall be contained in each chapter of the Corrections Administration Policy and Procedures will be found in Appendix K. Every correctional facility shall organize their policy and procedures manual along identical lines.

c) Intake Service Center Division Administration and Other Division Under the Deputy Director for Corrections

The chapter organization and general subject matter that shall be contained in each chapter of the Intake Service Centers Division Administration Policy and Procedures Manual will be found in Appendix L. Every intake service center branch shall organize their policy and procedures manual along identical lines.

Other divisions wishing to establish their own manual shall consult with the Department Policy Coordinator, who will assist them in chapter organization and content in order to ensure Department standards are followed.

d) Table of Contents

The table of contents for all division and branch manuals may be organized to act as a reference source for administration policy and procedures as well as division or branch procedures. Not all administration policy and procedures need further development and implementation at the division or branch level. The table of contents of branch and division manuals may be designed to function as a single reference source for all Department policy.

An example follows of one way this may be done for a branch manual:

Example:

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