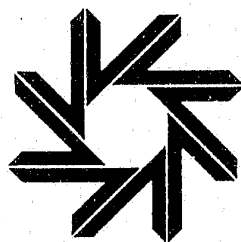


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**DIVISION  
OF  
PROGRAM  
DEVELOPMENT  
AND  
EVALUATION**



**VIRGINIA DEPARTMENT  
OF CORRECTIONS**

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ACQUISITIONS

VIRGINIA DEPARTMENT OF CORRECTIONS

The Virginia General Assembly, in 1974, in the separation of the former Department of Welfare and Institutions into two State agencies, created the Department of Welfare, and the Department of Corrections. On July 1, 1974, by the Code of Virginia, § 53-19.5, the Department of Corrections was established.

The mission of the Virginia Department of Corrections is:

*To provide appropriate supervision of persons entrusted to the Department's care, to meet their basic human needs, and to make available programs that will promote positive attitudinal and behavioral change.*

DIVISION OF PROGRAM DEVELOPMENT AND EVALUATION

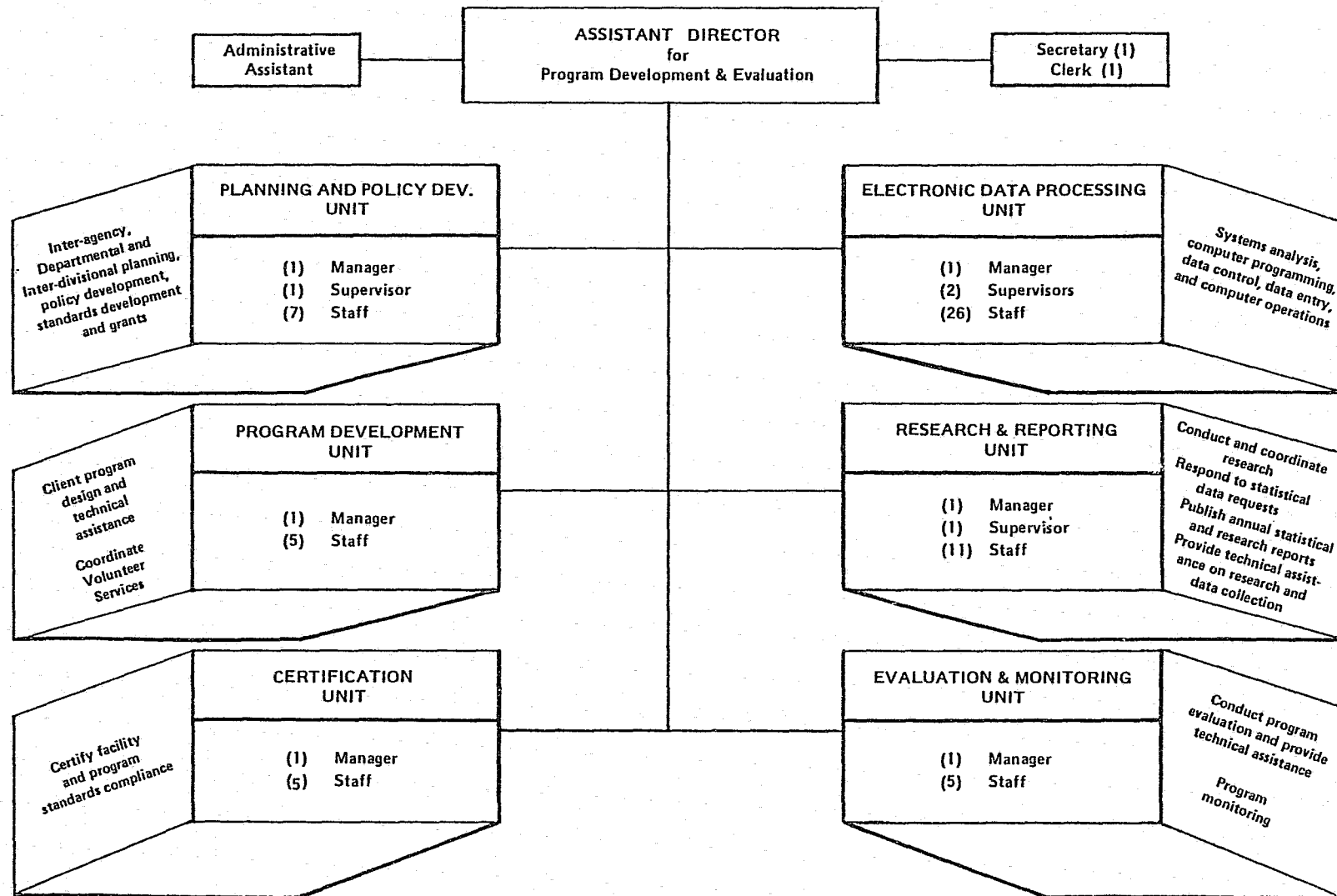
This report addresses the Division of Program Development and Evaluation. In this Division there are 72 staff who are divided among six units and the Assistant Director's Office. The number of staff positions and a brief description of each of the units are presented in the illustration on the next page.

This report is intended for departmental staff, but it is available for use by other State agencies and other interested persons as well. It is a comprehensive publication of the Division of Program Development and Evaluation's mission, philosophy, general policy, and functional description of the six separate units.

All questions, remarks or requests relating to this publication should be directed to:

Virginia Department of Corrections  
Division of Program Development  
and Evaluation  
P. O. Box 26963  
Richmond, Virginia 23261  
Telephone: (804) 257-6176  
(SCATS) 327-6176

# DIVISION OF PROGRAM DEVELOPMENT AND EVALUATION



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## Division of Program Development and Evaluation

### MISSION

It is the mission of the Division of Program Development and Evaluation to plan for and support client services and management needs. In addition, it is the Division's mission to facilitate department-wide policy and program implementation; to incorporate effective techniques in operations and assessment; and to anticipate the short-range/long-range requirements of the correctional systems and encourage initiative in all areas of concern.

### PHILOSOPHY

The enlightened management of a correctional system includes a continual delineation and assessment of its purposes, goals and outcomes. The Division of Program Development and Evaluation recognizes that effective and efficient decisions regarding the meeting of client services and management needs requires diverse sources of information. Accordingly, the Division provides direction and coordination in services to support these needs. The Division serves the entire correctional system, including coordination with outside agencies in the areas of program planning, program development, and certification, to ensure that operating systems remain responsive to changing needs. To provide both assessment of individual programs and measurement of their impact on the overall correctional system, ongoing research and evaluation is conducted and information systems are being developed to provide necessary monitoring and reporting to Department administrators.

### GENERAL POLICY

In its support role to the Department of Corrections and to other agencies and individuals, the Division of Program Development and Evaluation shall provide services in a manner that is:

- a. accessible to clients, staff and management;
- b. clear to recipients and users;
- c. consistent with departmental policies, State and local laws and standards approved by the State Board of Corrections.

### PROCEDURES FOR REQUESTING SERVICES

It is preferred that all requests for information or services to the Division be made in writing. Verbal requests which can be handled immediately, without additional clarification and where there is little question of misinterpretation, may be handled without a follow-up written request. In such instances the divisional respondent will clarify his/her understanding of the request as part of the response.

Requests to the Division may be received from any requestor; there shall be no restrictions. However, in accordance with the preference of the Regional Administrators to be kept informed of requests, it is recommended that requests for services be channeled through the regional offices. It is the responsibility of the recipient of any request to apprise his/her supervisor and/or other persons who may have or need information regarding such requests and to coordinate the response to the field with the regional office.

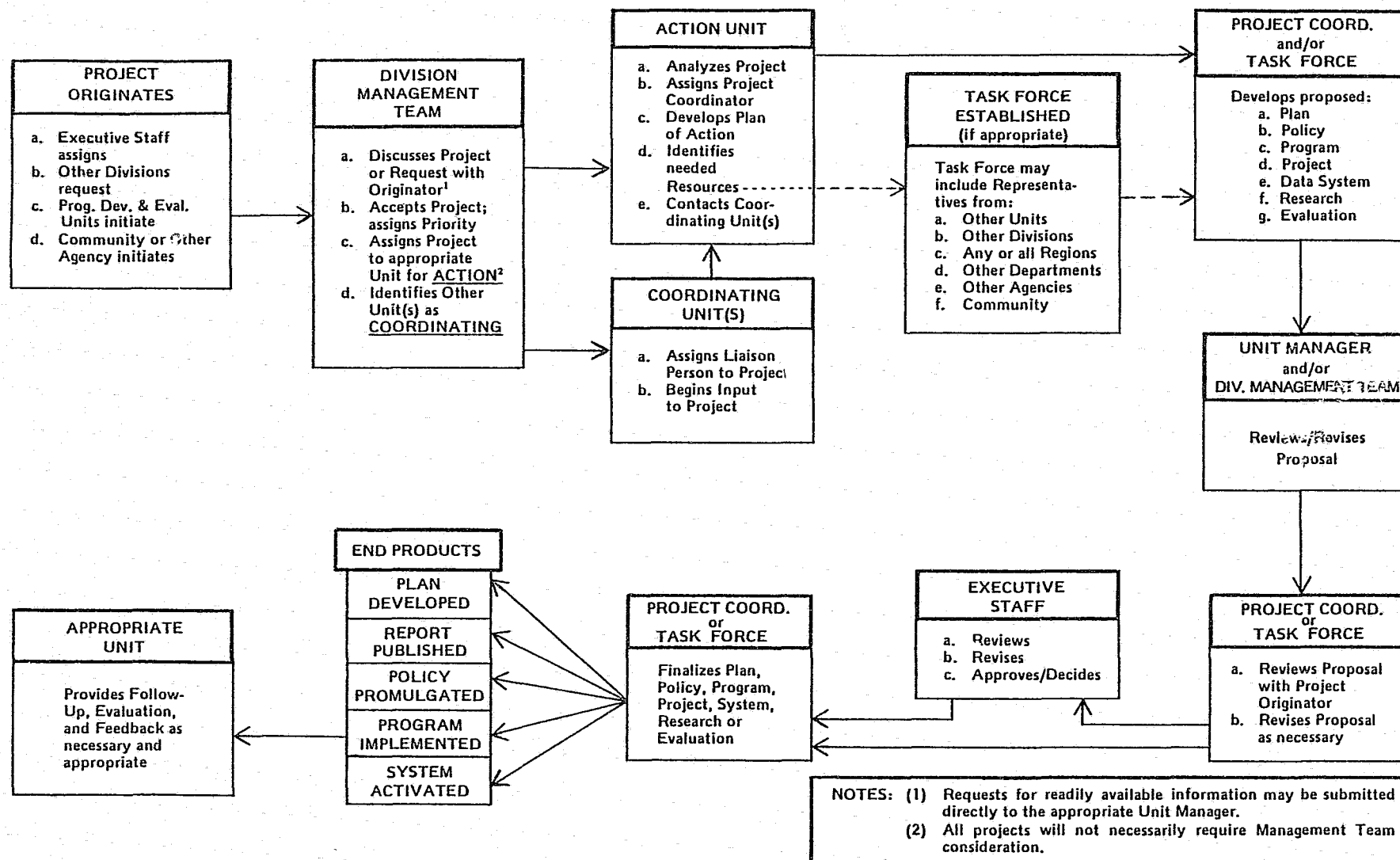
A response shall be made within five days after the request is received. The reply shall consist of either a complete response or a statement indicating the respondent's understanding of the request. The statement shall include: (1) project start-up date, (2) project completion date, (3) check points or progress reports, and (4) name of contact person.

### PROCEDURES FOR INTERNAL MANAGEMENT OF SERVICE DELIVERY

Generally, the above procedures will be followed in all requests although an overall principle of flexibility to meet specific demands will be recognized.

It shall be the general practice of the Division to use regular manager meetings for staffing new projects as indicated in the "*Project Origination and Work Flow Chart*" on the following page. This will allow greater intra-divisional resource sharing, and maximize utilization of staff capabilities. Following the Division's "*Project Origination and Work Flow Chart*" is a presentation of the major functions of the Division, listed by units.

DIVISION OF PROGRAM DEVELOPMENT AND EVALUATION — Project Origination and Work Flow Chart



## UNIT FUNCTIONS

### I. CERTIFICATION UNIT

1. Coordinate and implement certification reviews that measure compliance with approved Board of Corrections' standards for all institutions, agencies, and facilities under the purview of the Department.
2. Coordinate and supervise the development of the instruments and processes based on each set of standards to accomplish certification.
3. Make assessments of current services and facilities, and provide informational reports to all levels of administration and to the Board of Corrections.
4. Serve as liaison and consultant to other departmental divisions and local units regarding certification and standards compliance.

### II. ELECTRONIC DATA PROCESSING UNIT

1. Operate, refine, and expand current automated systems to assure system, file, and data integrity.
2. Provide routine production and special reports as requested by users, from currently available data.
3. Meet with users concerning the use of data and production reports available from current automated systems.
4. Act in a consulting capacity to assist users in determining and defining areas of possible automation.
5. Design and implement new information systems and analyze existing systems to determine their feasibility and cost benefits to the Department.
6. Coordinate data processing needs of Department units and affiliated agencies, and interface with other State agencies concerning data processing.
7. Provide initial contact for all automated data requests.

### III. EVALUATION AND MONITORING UNIT

1. Provide program evaluation services to the operating divisions for all programs that compare anticipated results with actual results.
2. Respond to requests for technical assistance in program evaluation and identification of gaps in program services.
3. Assist administrators and their staff in utilizing monitoring and evaluation techniques, information, and results.
4. Define, develop and utilize monitoring systems for operating divisions of the Department and affiliated agencies.



#### IV. PLANNING AND POLICY DEVELOPMENT UNIT

1. Facilitate the identification, development, revision, maintenance, and publication of broad departmental policies.
2. Facilitate departmental planning processes which have an impact across divisional lines to assure input, review and approval by all concerned.
3. Direct the development, revision, maintenance and publication of standards.
4. Coordinate and monitor the departmental grant program.
5. Coordinate the development and compilation of the Department's budget narrative.

#### V. PROGRAM DEVELOPMENT UNIT

1. Assist individual divisions and affiliated agencies in the design and implementation of new client service programs, strategies, and procedures, or in the re-design of existing ones.
2. Increase the utilization and coordination of volunteer programs.
3. Review, assess, and disseminate information on current trends in the area of client service programs.
4. Initiate and coordinate the use of improved program development procedures and make recommendations for department-wide consideration.

#### VI. RESEARCH AND REPORTING UNIT

1. Develop annual and short-term statistical and research reports with analysis and commentary, using departmental data.
2. Define, conduct, and coordinate all research activity within the Department of Corrections.
3. Serve as initial contact for, and respond to research and statistical requests from operating divisions and affiliated agencies.
4. Coordinate, review, and provide technical assistance in research activities conducted by Department staff and outside sources.
5. Coordinate, review, and provide technical and artistic assistance for various departmental reports.
6. Maintain an index of departmental research and statistical reports.
7. Coordinate the development, publication, and maintenance of research and reporting policies.
8. Maintain an awareness of research and reporting trends and keep appropriate departmental personnel informed.