



# NEW MEXICO CORRECTIONS DEPARTMENT

Secretary  
Alisha Tafoya Lucero

CD-024600 Operations Monitoring	Issued: 11/15/89 Effective: 11/15/89	Reviewed: 12/31/20 Revised: 6/9/16
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

## AUTHORITY:

Policy *CD-010100*

## REFERENCE:

None

## PURPOSE:

Establish a uniform method for the Department to monitor all contracting instruments. The Department will ensure compliance with the terms of these documents, all applicable federal and state laws, and all internal policies/guidelines.

## APPLICABILITY:

All Department employees designated as contract monitors or quality assurance managers.

## FORMS:

**Synopsis Report** form (*CD-024601.1*) (4 pages)

## ATTACHMENTS:

**Contract Monitor Schedule** Attachment (*CD-024601.A*)

## DEFINITIONS:

- A. Contract: Any contract whether for services or equipment for which a monitor is designated.
- B. Joint Powers Agreement: A written contractual agreement exercising powers common to state and federal government agencies, Indian tribes or pueblos, counties, municipalities, public corporations, public districts of this or adjoining states, state educational institutions, or any school district.

- C. Memorandum of Understanding/Letter of Agreement: Documentation of an agreement that may include general guidelines reached by two or more parties expressing their intent as to how a specific matter will be handled.
- D. Monitor: Any NMCD employee designated by job description to monitor a contractor agreement.
- E. Quality Assurance Manager: Any NMCD employee who monitors operations at publicly operated adult prisons.

**POLICY:**

The Corrections Department shall appoint a monitor to provide oversight of contracts and other agreements, when it is deemed to be in the best interest of the Department or the State.

The Corrections Department shall appoint a quality assurance manager at each publicly operated facility to monitor public prison operations.



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## AUTHORITY:

Policy *CD-024600*

## PROCEDURES:

- A. Employees appointed as contract monitors or quality assurance managers shall have an appropriate Job Description and Performance Plan that clearly define the criteria for their position.
- B. Employees appointed as contract monitors or quality assurance managers shall, at a minimum, be required to report on the following (not all inclusive) to the Inspector General or a designee, at the frequency and method required:
  1. The contract or agreement is in accordance with departmental policies/procedures.
  2. The contractor or the parties is/are performing in accordance with the term(s) of the contract or agreement.
  3. The contractor or the parties are in compliance with ACA standards.
  4. The contractor or the parties are in compliance with legislative mandate(s).
  5. The audit results for correctional programs and operations including, but not limited to, the audits listed on the **Operations Monitoring Schedule** Attachment (*CD-024601.A*).
- C. Employees appointed as monitors or quality assurance managers shall ensure compliance with the preceding paragraphs and any additional requirements imposed by Department staff or supervisors, or as noted in the contract or agreement.
- D. Private Facility Contract Monitors will (in addition to the preceding paragraphs):
  1. Conduct internal audits of all facility operations at quarterly intervals according to the **Operations Monitoring Schedule** Attachment (*CD-024601.A*).
  2. Identify any other areas to be audited in accordance with the written contract.

3. Generate a narrative report to the warden with copies to the Inspector General and the Director of Adult Prisons that outlines general findings and specific areas of non-compliance for corrective action.
4. Submit results of scheduled quarterly audits, corrective actions and a completed **Synopsis Report** form (*CD-024601.1*).
  - a. Conduct any additional follow-up audits for areas whose results were less than 90% the previous quarter. Continue audits each quarter thereafter until the area is compliant (90% or above) and submit results.
5. Contract Monitors and Quality Assurance Managers shall be aware of what constitutes a Type I and a Type II incident and be made aware of all Type I and Type II incidents occurring at the facility by the Warden or designee and shall then notify their supervisor.

**NEW MEXICO CORRECTIONS DEPARTMENT**  
**Operations Annual Monitoring Schedule**

- Facilities with multiple units must send a report for each unit as applicable. (i.e. PNM, CNMCF, SNMCF)
- Conduct the indicated monitoring for each quarter.
- Along with Self Monitoring Audits turned in by facility staff, complete the “%” and “#” columns and a Synopsis Report.
- Ensure a corrective action plan (CAP) is submitted for each non-compliance (less than 90%) area. Include results of CAP from the previous quarter.
- Generate a narrative report for warden’s signature that outlines general findings, specific issues of non-compliance, action taken to correct deficiencies and any other issues or deficiencies discovered during monitoring that is not specifically addressed by the monitoring forms.
- Submit completed reports by the 5th day of the month following the end of the month or quarter. Please submit in numerical order, as listed below.

<b>Correctional Programs &amp; Operations</b>			
	<b>Monitoring Topic</b>	<b>Comments</b>	<b>Quarter Due</b>
<b>1</b>	<b>Mandatory ACA File Review</b>	Public Only	Once each Quarter
<b>2</b>	Staffing of Private Facilities	<b>Private Only</b>	Once each Week
<b>3</b>	Inmate Religious Programs		1 <sup>st</sup>
<b>4</b>	STIU Field Operations		1 <sup>st</sup>
<b>5</b>	Legal/Privileged Phone Calls		1 <sup>st</sup>
<b>6</b>	<b>Classification (All Levels)</b>		Once each Quarter
<b>7</b>	Inmate Correspondence		2 <sup>nd</sup>
<b>8</b>	Clothing, Linen, and Hygiene		2 <sup>nd</sup> and 4 <sup>th</sup> Quarter
<b>9</b>	<b>Complete ACA File Review</b>	Public Only	3 <sup>rd</sup>
<b>10</b>	Inmate Records		Once Each Month
<b>11</b>	Inmate Activity		3 <sup>rd</sup>
<b>12</b>	Inmate Visits		3 <sup>rd</sup>
<b>13</b>	Legal Access		3 <sup>rd</sup>
<b>14</b>	Inmate Grievances		4 <sup>th</sup>
<b>15</b>	Inmate Discipline		4 <sup>th</sup>
<b>16</b>	Facility Training		4 <sup>th</sup>
<b>17</b>	Food Service Inspection		Once each Quarter
<b>18</b>	Fire Safety		1 <sup>st</sup> and 3 <sup>rd</sup> Quarter
<b>19</b>	Enviromental Conditions		2 <sup>nd</sup>
<b>20</b>	Sanitation, Water Supply & Housekeeping		
<b>21</b>	Hazardous Materials		4 <sup>th</sup>
<b>22</b>	Business Office Meal Ticket Accountability	Public only	Once each Month
<b>23</b>	Special Management Placement		Once each Quarter
<b>24</b>	Control of Drugs, Syringes, Needles and Medical Sharps		Once each Quarter
<b>25</b>	Communications		1 <sup>st</sup>
<b>26</b>	Instituional Control Centers		1 <sup>st</sup>
<b>27</b>	Security Documentation Review		1 <sup>st</sup>
<b>28</b>	K-9 Field Operations		1 <sup>st</sup>
<b>29</b>	Security Perimeter		1 <sup>st</sup> and 3 <sup>rd</sup> Quarter
<b>30</b>	Contraband and Evidence Management		2 <sup>nd</sup>
<b>31</b>	Search Procedures		2 <sup>nd</sup>
<b>32</b>	Tool Control (Inventory) (Checkout)		2 <sup>nd</sup> and 4 <sup>th</sup> Quarter
<b>33</b>	Key Control (Inventory) (Issue)		2 <sup>nd</sup> and 4 <sup>th</sup> Quarter
<b>34</b>	Inmate Counts		3 <sup>rd</sup>
<b>35</b>	Control of Firearms, Chemical Agents and Security Equipment		4 <sup>th</sup>
<b>36</b>	Security Manuals & Post Orders		4 <sup>th</sup>
<b>37</b>	Special Management Units		Once each Quarter

**NEW MEXICO CORRECTIONS DEPARTMENT**  
**SYNOPSIS REPORT FOR FACILITY: \_\_\_\_\_**  
**January, February, March - 1<sup>st</sup> Qtr of \_\_\_\_\_**

**CORRECTIONAL PROGRAMS & OPERATIONS**

Synopsis #	Monitoring Area	# of Requirements	NON COMPLIANCE		COMPLIANCE	
			#	%	#	%
1	Mandatory ACA File Review					
2	Staffing of Private Facilities					
3	Inmate Religious Programs					
4	STIU Field Operations					
5	Legal/Privileged Phone Calls					
6	Classification (All Levels)					
10	Inmate Records					
17	Food Service					
18	Fire Safety					
21	Business Office Meal Ticket Accountability - Public only					
22	Special Management Placement					
23	Control of Drugs, Syringes, Needles and Medical Sharps					
24	Communications					
25	Institutional Control Centers					
26	Patrols, Inspections and Logs					
27	K-9 Field Operations					
28	Security Perimeter					
	a. Barrier Fence Systems					
	b. Electronic Detection Systems					
	c. Emergency Power					
	d. Front Entrance Operations					
	e. Lighting					
	f. Sally Port Operations					
	g. Towers					
	h. Vehicle Patrol					
37	Special Management Units					
	<b>Totals</b>			<b>%</b>		<b>%</b>

Completed By: \_\_\_\_\_ / \_\_\_\_\_  
 Print / Sign

Date: \_\_\_\_\_

**NEW MEXICO CORRECTIONS DEPARTMENT**  
**SYNOPSIS REPORT FOR FACILITY: \_\_\_\_\_**  
**APRIL, MAY, JUNE - 2<sup>ND</sup> Qtr. \_\_\_\_\_**

**CORRECTIONAL PROGRAMS & OPERATIONS**

Synopsis #	Monitoring Area	# of Requirements	NON COMPLIANCE		COMPLIANCE	
			#	%	#	%
1	Mandatory File Review					
2	Staffing of Private Facilities					
6	Classification (All Levels)					
7	Inmate Correspondence					
8	Clothing, Linen, and Hygiene					
10	Inmate Records					
17	Food Service					
19	Enviromental Conditions					
20	Sanitation, Water Supply & Housekeeping					
21	Business Office Meal Ticket Accountability - Public only					
22	Special Management Placement					
23	Control of Drugs, Syringes, Needles and Medical Sharps					
29	Contraband and Evidence Management					
30	Search Procedures					
31	Tool Control (Inventory) (Checkout)					
32	Key Control (Inventory) (Issue)					
37	Special Management Units					
	<b>Totals</b>			<b>%</b>		<b>%</b>

Completed By: \_\_\_\_\_ / \_\_\_\_\_  
 Print / Sign

Date: \_\_\_\_\_

**NEW MEXICO CORRECTIONS DEPARTMENT**  
**SYNOPSIS REPORT FOR FACILITY: \_\_\_\_\_**  
**JULY, AUGUST, SEPTEMBER - 3<sup>RD</sup> Qtr. \_\_\_\_\_**

**CORRECTIONAL PROGRAMS & OPERATIONS**

Synopsis #	Monitoring Area	# of Requirements	NON COMPLIANCE		COMPLIANCE	
			#	%	#	%
1	Mandatory ACA File Review					
2	Staffing of Private Facilities					
6	Classification (All Levels)					
9	Complete ACA File Review					
10	Inmate Records					
11	Inmate Activity					
12	Inmate Visits					
13	Legal Access					
17	Food Service					
18	Fire Safety					
21	Business Office Meal Ticket Accountability - Public only					
22	Special Management Placement					
23	Control of Drugs, Syringes, Needles and Medical Sharps					
28	Security Perimeter					
	a. Barrier Fence Systems					
	b. Electronic Detection Systems					
	c. Emergency Power					
	d. Front Entrance Operations					
	e. Lighting					
	f. Sally Port Operations					
	g. Towers					
	h. Vehicle Patrol					
33	Inmate Counts					
37	Special Management Units					
	<b>Totals</b>			<b>%</b>		<b>%</b>

Completed By: \_\_\_\_\_ / \_\_\_\_\_  
 Print / Sign

Date: \_\_\_\_\_



**NEW MEXICO CORRECTIONS DEPARTMENT**  
**SYNOPSIS REPORT FOR FACILITY: \_\_\_\_\_**  
**OCTOBER, NOVEMBER, DECEMBER - 4<sup>TH</sup> Qtr. \_\_\_\_\_**

**CORRECTIONAL PROGRAMS & OPERATIONS**

Synopsis #	Monitoring Area	# of Requirements	NON COMPLIANCE		COMPLIANCE	
			#	%	#	%
1	Mandatory ACA File Review					
2	Staffing of Private Facilities					
6	Classification (All Levels)					
8	Clothing, Linen, and Hygiene					
10	Inmate Records					
14	Inmate Grievances					
15	Inmate Discipline					
16	Facility Training					
17	Food Service					
20	Hazardous Materials					
21	Business Office Meal Ticket Accountability - Public only					
22	Special Management Placement					
23	Control of Drugs, Syringes, Needles and Medical Sharps					
31	Tool Control (Inventory) (Checkout)					
32	Key Control (Inventory) (Issue)					
34	Control of Firearms, Chemical agents and Security Equipment					
35	Security Manuals & Post Orders					
37	Special Management Units					
	<b>Totals</b>			<b>%</b>		<b>%</b>

Completed By: \_\_\_\_\_ / \_\_\_\_\_  
 Print / Sign

Date: \_\_\_\_\_