

Enterprise Information Services Duty Statement

Section:	Enterprise Application and Maintenance Support
Unit:	Strategic Offender Management System (SOMS) - Case Record Unit
Position Number:	065-065-1149-001
Classification:	Correctional Case Records Supervisor (Non-Supervisory)
Date:	11/01/16

Work Setting: Under the direct supervision of Correctional Case Records Manager (CCRM), the Correctional Case Records Supervisor (CCRS) provides case records expertise to ensure the Strategic Offender Management System (SOMS) Case Records Unit meets uniform case records requirements. Additionally, the CCRS will provide expertise to ensure the positive sustainment of the SOMS Electronic Records Management System (ERMS), Exception Processing Team (EPT), and Electronic Offender Management Information System (eOMIS), as the Correctional Case Records Unit (CCRU), plays a key role in the processing, maintenance, and control of electronic offender records which serves as the central repository and system to maintain offenders' records. The CCRS is responsible for offender documents and records to ensure integrity of the electronic records in accordance with state and federal laws and departmental policies.

The CCRS assist in developing and maintaining system requirements, stabilizing business rules, performing business process change analysis and training of field staff, identifies clean-up efforts in data conversion, and developing/executing test cases that capture the business needs and requirements related to case records daily activities. The CCRS will work with the SOMS training team and policy team in preparing training materials, and other implementation support activities. The CCRS may travel to California Department of Corrections and Rehabilitation (CDCR) institutions and offices to assist in site fact finding missions. In addition the CCRS will respond to remedy tickets that are assigned to Sentence Calculation and assist with training field staff on the use of SOMS. The CCRS will also attend planning meetings for upcoming releases and test the application for any issues that may arise for the releases and report/triage/resolve findings at various meetings.

Knowledge: The CCRS is a subject matter expert in procedures and policies regarding Case Records Operations, training, and employee supervision. The CCRS exercises their knowledge in the preparation, maintenance, interpretation, and management of comprehensive offender criminal case records including:

- Determinate and indeterminate sentence and parole laws;
- The Classification process and purposes;
- Activities, regulations, and functions of the Department and the Board of Parole Hearings;
- Correctional administration;
- Documents, forms, and processes used in the establishment, maintenance, control, and disposition of individual offender criminal case records;
- Training methods and planning and conducting in-service training programs;
- Information disclosure statutes; and
- Department automated record-keeping systems.
- Principles of effective supervision
- Knowledge of SOMS day-to-day operations
- Knowledge of SharePoint
- Knowledge of Remedy/QC

The CCRS is knowledgeable in complex calculation of inmates' and parolees' release and discharge dates. Additionally, they must have working knowledge of computer applications including, but not limited to, SOMS, Microsoft Word, Excel, Remedy, and Outlook and Quality Center.

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Complexity: The day-to-day working knowledge of the case records system is a critical and integral part of the SOMS program and the CCRS provides support for all components of the SOMS application. The CCRS will ensure that the SOMS incorporates departmental policies, rules and regulations for managing all offender case records. The CCRS will also ensure integration of those rules and regulations as they apply between case records policies, processes and other functions within SOMS (such as Classification, Disciplinary, and Programs) for upcoming and future releases.

The CCRS is proficient in procedures related to specialized records functions requiring interpretation, research, analysis, and application of State laws, court decisions, and administrative policies connected with commitments to correctional institutions and parole, and how they are applied in the EOMIS/ERMS/SOMS system. The CCRS is knowledgeable in complex calculation of inmates' and parolees' release and discharge dates. The CCRS monitors new business procedures, communicates with field staff to troubleshoot problems and recommend solutions for issues that arise within SOMS/eOMIS. The CCRS provides training and assistance to CDCR staff statewide in ERMS functionality and exception processing procedures.

Scope and Effect: The CCRS will provide leadership, guidance, and direction in support of the CCRU team in the development and design of future case records related enhancements and the ongoing application maintenance. The CCRS will validate that system requirements and business rules are consistent with the CDCR case records policy and regulations. The CCRS will research and resolve case records data conversion and electronic offender case records exceptional processing issues, elevating issues through the chain of command as appropriate. The CCRS may be required to travel to various CDCR institutions, Parole and field offices as needed.

Personal Contact: The CCRS consults with or advises management, administrative and executive staff on the planning, development, implementation and coordination of SOMS case records issues. The CCRS interacts routinely with other case records units, as well as, institution and parole staff. The CCRS is expected to be well organized and communicate effectively, both orally and in written form.

Purpose of Contacts: In the normal course of work, the CCRS is expected to identify and communicate the business requirements to ensure the ERMS meets the requirements for effective management of offender case records. The CCRS acts as liaison between the SOMS program and CDCR staff to articulate existing and new policies and procedures related to automating uniform case records system and provide support in all areas related to SOMS case records implementation and transition. The CCRS acts as the primary system expert for electronic case records to resolve design issues and to provide in-depth training and support.

Specific duties include but are not limited to the following:

40%	Program Training & Testing
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- Assist in training Contract and HP staff and how policy and procedures are applied in the EOMIS/ERMS/SOMS system.
- Provide training to field staff in resolving remedy tickets on a daily basis.
- Communicate with analysts, supervisors and managers to resolve issues in an effort to train/correct errors found during research.
- Prepare/Provide training to field staff for sustain releases.
- Provide input to the testing team to develop test case scenarios. Develop test cases and execute testing scripts to ensure updated SOMS functionality is acceptable for statewide offender case

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records management. Develop training material for each updated release phase of SOMS/eOMIS that is consistent with case record policies, system requirements and design specifications. Assist with system test execution and training as needed. Provide input to the testing team and training team to develop testing scenarios.

- Work with the training team to develop and maintain training material for ERMS that is consistent with case record policies, system requirements and design specifications.

30%	Business Process Requirements
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- Apply knowledge of CDCR Case Records policies and applicable state laws to ensure the reliability of offender case records information is maintained.
- Support field staff in the use of SOMS functionality. Analyze current business processes and how they relate to electronic offender case record processes and provide input for updating policies and procedures.
- Participate in working sessions and conduct research to verify program requirements, business processes, business rules, and data requirements related to an electronic case records processes.
- Review business process change management plans, program requirements, and design specifications for consistency with policy and procedures affecting electronic case records.
- Develop business processes for correctional case records procedures as required.

20%	Organizational Program and System Support
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- Analysis of inmate and parole offender case files to determine accurate issue resolution and ensure all other documents, policies and procedures have been complied with. Documents must be maintained in ERMS in order to comply with State laws, meet time constraints and initiate processes
- Communicate with all levels of CDCR staff and provide relevant documentation and/or training related to current record filing procedures.
- Communicate with field staff via email and phone. Respond to Remedy tickets, analyze problem to identify system defect. Ensure that defects are recorded and tracked in the project's Quality Center tracking system. Through analysis determine if the issues are actual system problem or training concerns.
- Monitor ERMS to identify risks and deficiencies and report issues to program staff for resolution.
- Participate in developing reports as needed.

10%	Other Duties as Required
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- Attend project meetings, departmental training, and travel to CDCR institutions and office as needed to support the SOMS program.
- Other duties as required.
- Travel as required.

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

Employee's Signature

Date

Supervisor's Signature

Date