

DAVIDSON COUNTY SHERIFF'S OFFICE

Mission Statement

With a commitment to excellence, we strive to be the leader in the field of corrections, service of civil process, and innovative community based programs, emphasizing: Accountability, Diversity, Integrity, and Professionalism.

Agency Purpose

The purpose of the Davidson County Sheriff's Office is to provide operation and oversight of county correctional facilities, service of civil process, and innovative community outreach products to the residents of Davidson County so they can experience safer and stronger neighborhoods.

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Strategic Goals

1. **By the year 2014, the public will experience a decrease in the number of people who return to jail by 10%:**
 - 60% of total jail population who return to jail (within six months);
 - 40% of structured correctional service participants who return to jail (within six months)

2. **By the year 2014, the community and policy makers will better understand the financial impact of the DCSO, as evidenced by:**
 - 20% of revenue generated as measured against budgeted funds;
 - Offender per diem cost per facility
 - Cost per service of civil process

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Correctional Development Center-Female (CDC-F) Line of Business

The purpose of the Correctional Development Center-Female (CDC-F) Line of Business is to provide security and program products to female inmates so they can safely and productively experience their confinement.

CDC-F Program Management and Support Services Program

The purpose of the Correctional Development Center-Female (CDC-F) Program Management program is to provide behavior modification products to CDC-F inmates so they can contribute to strong families and safer communities.

Result Measure

- Percentage of CDC-F inmates who complete behavior modification programs who do not return to jail within twelve months

Output Measure

- Number of CDC-F behavior modification sessions provided

Demand Measure

- Number of CDC-F behavior modification sessions demanded

CDC-F Inmate Management Program

The purpose of the Correctional Development Center-Female (CDC-F) Inmate Management Program is to provide institutional service products to CDC-F inmates so they can experience minimal conflict while under DCSO supervision.

Result Measure

- Percentage of CDC-F inmates not generating incident reports

Output Measure

- Number of CDC-F incident reports generated

Demand Measure

- Number of CDC-F incident reports demanded

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Correctional Development Center-Male (CDC-M) Line of Business

The purpose of the Correctional Development Center-Male (CDC-M) Line of Business is to provide security and program products to CDC-M inmates so they can safely and productively experience their confinement.

CDC-M Program Management and Support Services Program

The purpose of the Correctional Development Center-Male (CDC-M) is to provide behavior modification products to CDC-M inmates so they can contribute to strong families and safer communities.

Result Measure

- Percentage of CDC-M inmates who complete behavior modifications sessions who do not return to jail in twelve months

Output Measure

- Number of CDC-M behavior modification session provided

Demand Measure

- Number of CDC-M behavior modification sessions demanded

CDC-M Inmate Management Program

The purpose of the Correctional Development Center-Male (CDC-M) Inmate Management Program is to provide institutional service products to CDC-M inmates so they can experience minimal conflict while under DCSO supervision.

Result Measure

- Percentage of CDC-M inmates not generating incident reports

Output Measure

- Number of CDC-M incident reports generated

Demand Measure

- Number of CDC-M incident reports demanded

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Criminal Justice Center (CJC) Line of Business

The purpose of the Criminal Justice Center (CJC) Line of Business is to provide processing, security and program products to:

- Criminal defendants so they can experience due process, and
- CJC inmates so they can safely and productively experience their confinement

Booking and Releasing Program

The purpose of the Booking and Releasing Program is to provide criminal defendant processing products to criminal defendants so they can access their rights to due process.

Result Measure

- Percentage of inmates who are booked and released accurately

Output Measure

- Number of inmate booking sessions provided

Demand Measure

- Number of inmate booking sessions required

CJC Inmate Management Program

The purpose of the Criminal Justice Center (CJC) Inmate Management Program is to provide institutional service products to CJC inmates so they can experience minimal conflict while under DCSO supervision.

Result Measure

- Percentage of CJC inmates not generating incident reports

Output Measure

- Number of CJC incident reports generated

Demand Measure

- Number of CJC incident reports demanded

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- Criminal defendants so they can experience due process, and
- CJC inmates so they can safely and productively experience their confinement

CJC Program Management and Support Services Program

The purpose of the Criminal Justice Center (CJC) Support Services Program is to provide required products to CJC inmates so they can experience fair and just living conditions while incarcerated.

Result Measures

- Percentage of ACA and TCI standards met for CJC inmates
- Secondary: Percentage of CJC inmates who do not file grievance

Output Measure

- Number of CJC basic needs sessions provided

Demand Measure

- Number of CJC basic needs sessions demanded

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Correctional Services Center (CSC) Line of Business

The purpose of the Correctional Services Center (CSC) Line of Business is to provide maintenance, laundry, supply, and community assistance products to:

- DCSO employees and inmates so they can receive needed products in a timely manner
- Metro residents and community groups so they can achieve desired project results

Correctional Services Program

The purpose of the Correctional Services Program is to provide neighborhood cleanup, special event support and general assistance products to Davidson County residents, non-profit and Metro agencies so they can achieve their desired project result.

Result Measure

- Percentage of customers who report correctional service sessions delivered the desired project result

Output Measure

- Number of correctional service sessions delivered

Demand Measure

- Number of correctional service sessions demanded

Laundry Program

The purpose of the Laundry Program is to provide clothing and linen cleaning products to DCSO inmates so they can have clean clothes and linens.

Result Measure

- Percentage of requests for clean clothes and linens provided in a timely manner

Output Measure

- Number of laundry cleanings provided

Demand Measure

- Number of laundry cleanings demanded

Maintenance Program

The purpose of the Maintenance Program is to provide preventative, corrective, inspection and repair products to the DCSO so it can experience a safe and secure operational environment.

Result Measure

- Percentage of time critical facility systems are operational (HVAC, plumbing, electricity and security doors)

Output Measure

- Number of work orders completed

Demand Measure

- Number of work orders demanded

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- DCSO employees and inmates so they can receive needed products in a timely manner
- Metro residents and community groups so they can achieve desired project results

Warehouse Program

The purpose of the Warehouse Program is to provide facility supply products to the DCSO so it can receive needed materials when requested.

Result Measure

- Percentage of DCSO supply requests provided in a timely manner

Output Measure

- Number of supply fulfillments provided

Demand Measure

- Number of supply fulfillments demanded

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Hill Detention Center (HDC) Line of Business

The purpose of the Hill Detention Center (HDC) Line of Business is to provide security and program products to HDC inmates so they can safely and productively experience their confinement.

HDC Inmate Management Program

The purpose of the Hill Detention Center (HDC) Inmate Management Program is to provide institutional service products to HDC inmates so they can experience minimal conflict while under DCSO supervision.

Result Measure

- Percentage of HDC inmates not generating incident reports

Output Measure

- Number of HDC incident reports generated

Demand Measure

- Number of HDC incident reports demanded

HDC Program Management and Support Services Program

The purpose of the Hill Detention Center (HDC) Program Management and Support Services Program is to provide required products to HDC inmates so they can experience fair and just living conditions while incarcerated.

Result Measures

- Percentage of ACA and TCI standards met for HDC inmates
- Secondary: Percentage of HDC inmates who do not file grievances

Output Measure

- Number of HDC basic needs sessions delivered

Demand Measure

- Number of HDC basic needs sessions demanded

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Offender Reentry Center (ORC) Line of Business

The purpose of the Offender Reentry Center (ORC) Line of Business is to provide security and program products to offenders so they can safely experience their confinement and reenter the community gainfully employed.

ORC Program Management and Support Services Program

The purpose of the Offender Reentry Center Program Management and Support Services Program is to provide access to ORC offenders so they can reenter the community gainfully employed.

Result Measure

- Percentage of eligible ORC offenders who participate in work release

Output Measure

- N/A

Demand Measure

- N/A

ORC Inmate Management Program

The purpose of the Offender Reentry Center (ORC) Inmate Management Program is to provide institutional service products to ORC offenders so they can experience minimal conflict while under DCSO supervision.

Result Measure

- Percentage of ORC offenders not generating incident reports

Output Measure

- Number of ORC incident reports generated

Demand Measure

- Number of ORC incident reports demanded

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DUI Safety School Line of Business

The purpose of the DUI Safety School Line of Business is to provide alcohol and drug education or referral to a licensed treatment center for offenders.

DUI Safety School Program

The purpose of the DUI Safety School Program is to provide alcohol and drug education or referral to a licensed treatment center for offenders.

Result Measure

- Percentage of participants who successfully complete the required program

Output Measure

- Number of sessions generated

Demand Measure

- Number of sessions demanded

Civil Warrant Line of Business

The purpose of the Civil Warrant Line of Business is to provide civil process products to users of the court system so they can access their rights to due process.

Civil Warrant Program

The purpose of the Civil Warrant Program is to provide civil process products to users of the court system so they can access their rights to due process.

Result Measure

- Percentage of returns of services by DCSO within five working days

Output Measure

- Number of returns of service provided by DCSO

Demand Measure

- Number of returns of service demanded

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Offender Information Services Line of Business

The purpose of the Offender Information Services Line of Business is to provide custody information to the public and service agencies, and mail, money, and visit products to the offender population.

Offender Information Services Program

The purpose of the Offender Information Services Program is to provide custody information to the public and service agencies, and mail, money, and visit products to the offender population.

Result Measure

- Percentage of offenders who complete grievances on mail, money, visitation, or phone products

Output Measure

- Number of inmate visit sessions provided

Demand Measure

- Number of inmate visit sessions demanded

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Training and Staff Development Line of Business

The purpose of the Training and Staff Development Line of Business is to provide educational and coaching products to DCSO employees so they can deliver improved individual and organizational performance.

Training and Staff Development Program

The purpose of the Training and Staff Development Program is to provide educational and coaching products to DCSO employees so they can deliver improved individual and organizational performance.

Result Measure

- Percentage of employees who complete required training

Output Measure

- Number of training sessions provided

Demand Measure

- Number of training sessions demanded

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Armed Service Line of Business

The purpose of the Armed Services Line of Business is to provide inmate transportation and facility security products to county hospitals and courts so they can access these facilities in a safe manner.

Transportation Program

The purpose of the Transportation Program is to provide inmate transportation products to DCSO inmates so they can arrive at their destination safely.

Result Measure

- Percentage of inmates who arrive at their destination safely

Output Measure

- Number of inmate transportation sessions provided

Demand Measure

- Number of inmate transportation sessions demanded

Security Services Program

The purpose of the Security Services program is to provide security products to county hospitals and courthouses so those using these facilities can be in a safe environment.

Result Measure

- Percentage of people using AA Birch Courthouse who generate an incident report

Output Measure

- Number of people using AA Birch Courthouse sessions provided

Demand Measure

- Number of people using AA Birch Courthouse sessions demanded

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Metro Detention Facility (MDF) Contract Management Line of Business

The purpose of the Metro Detention Facility (MDF) Contract Management Line of Business is to provide compliance products to the DCSO so it can ensure compliance with the MDF contract to house locally sentenced felons on behalf of the State of Tennessee.

Metro Detention Facility (MDF) Contract Management Program

The purpose of the Metro Detention Facility (MDF) Contract Management Program is to provide compliance products to the DCSO so it can ensure compliance with the MDF contract to house locally sentenced felons on behalf of the State of Tennessee.

Result Measure

- Percentage of time critical contract items are found to be in compliance

Output Measure

- Number of contract compliance reports provided

Demand Measure

- Number of contract compliance reports demanded

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Administration Line of Business

The purpose of the Administration Line of Business is to provide policy, reporting and decision products to the DCSO so it can be the leader in the field of corrections, service of civil process, and innovative community-based programs.

Administrative Support Services Program

The purpose of the Administrative Support Services Program is to provide data, reporting and reimbursement products to the DCSO so it can be fiscally responsible.

Result Measure

- Percentage of time quarterly expense forecast is projected at or below annual budget

Output Measure

- Number of quarterly reports generated

Demand Measure

- Number of quarterly reports

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide business policy and decision products to the DCSO so it can deliver results for customers

Result Measures

- Percentage of agency key results achieved
- Percentage of employees saying they use performance data as a regular part of their decision-making process

Output Measure

- N/A

Demand Measure

- N/A