

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

**Administrative Definitions**

**Access Card:** A plastic card, key fob, or device with a chip or magnetic strip containing encoded data that is read by passing the card through or over an electronic card reader and is used to provide access to restricted or secure areas or systems.

**Acquisition:** A process to obtain goods/services, through purchase or lease, for the benefit of the State. The process begins with identification of a need and consists of three phases: Acquisition Planning, Acquisition Phase, and Post Award Administration, also referred to as contracting, purchase or procurement.

**Active Duty or Call to Active Duty:** Military Duty under a federal call or order to active duty in support of a contingency operation pursuant to laws specified by [Family and Medical Leave Act regulations](#).

**Administrative Remedy:** The non-judicial process provided to address patient grievances in which a grievant may allege an issue and seek a remedy, and the Health Care Grievance Office and the Health Care Correspondence and Appeals Branch have an opportunity to intervene and respond. A headquarters' level grievance appeal disposition exhausts administrative remedies.

**Administrative Time Off:** A form of paid administrative leave, which may be initiated by the Hiring Authority pursuant to Government Code, Section 18524 and/or Bargaining Unit Memorandum of Understanding provisions.

**Allegation:** Any information identified or reported involving staff non-compliance with the Disability Placement Program, *Armstrong* Remedial Plan, Developmental Disability Program, *Clark* Remedial Plan, or any subsequent court orders associated with *Armstrong* or *Clark* litigation.

**Allegation Log Tracking System:** An electronic application created to capture all of the necessary information pertaining to the tracking and reporting of allegations of staff non-compliance with *Armstrong* and *Clark* court mandates.

**Appeal:** A grievant's submission of a grievance to the headquarters' level for review of the institutional level disposition.

**Automated External Defibrillator Program Coordinator:** The California Correctional Health Care Services Business Continuity Manager responsible for the overall coordination, implementation, and continued operation of the Automated External Defibrillator program.

**Automated External Defibrillator Program Medical Director:** The California Correctional Health Care Services provider who ensures that all Automated External Defibrillator regulatory requirements are implemented.

**Bargaining Unit:** A group of employees with a clear and identifiable community of interests who are (under U.S. law) represented by a single labor union in collective bargaining and other dealings with management.

**Black Belt:** Individuals who are certified by the Statewide Quality Management Lean Office in the expert application of Lean Six Sigma (L6S) tools and techniques and who have the ability to lead complex cross-organizational projects, coach and support Green Belts, coordinate multiple Green Belt projects to address large-scale processes, and identify L6S improvement opportunities.

**Building Coordinator:** The staff designated by the Business Continuity Unit that coordinates the Emergency Response Team and meets with first responders during an emergency if needed.

**Business Day:** Monday through Friday excluding state holidays.

**Business Operations Section:** The section within the Business Services Branch responsible for providing the fundamental business needs to California Correctional Health Care Services, Division of Health Care Services, and Division of Juvenile Justice staff in the Elk Grove, Sacramento, and regional offices.

**Business Operations Space Management Unit:** The unit within the Business Operations Section responsible for California Correctional Health Care Services leased space.

**California Family Rights Act:** A state law enacted in 1993 and administered by the Department of Fair Employment and Housing that protects an employee's family and medical leave rights.

**Callback Time:** Refers to the term "ordered back to work," and is defined as physically returning to the worksite pursuant to a request from health care staff, after having physically left the work site at the end of a work shift, or returns on a regular day off.

**Card Reader:** An access control device activated through the use of an access card to unlock a door to a secure area.

**Career-Related Training:** Designed to assist in the development of career potential and intended to provide an opportunity for self-development, which may be unrelated to a current job assignment but which aligns with the achievement of the department's or state's mission.

**CCHCS Service Portal:** The web-based ticketing system used by the Business Operations Section to track and manage customer service requests.

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**CCHCS Direct Care Contracts Section:** The area within the Business Services Branch at California Health Care Services headquarters (HQ) that is responsible for developing, processing, executing, and managing efficient and cost effective health care service contracts to provide access to and continuity of health care for patients within California Department of Corrections and Rehabilitation institutions (CDCR). Direct Care Contracts Section provides contract oversight and guidance for staff within CDCR institutions, HQ, and regional offices.

**Certified Bilingual Employee:** An employee who uses their bilingual skills on a continuing basis (averaging ten percent of the time) and who is certified as bilingual by having passed a non-English language bilingual proficiency examination administered by CCHCS. Use of bilingual skills include any conversational, interpretational, or translation work.

**Chemicals:** Cleaning and disinfecting products approved by the Environmental Protection Agency to be effective in killing viruses associated with pathogens.

**Child of a Covered Service Member:** A biological child, adopted or foster child, stepchild, legal ward, or child for whom the service member stood in loco parentis, and who is of any age.

**Child on Active Duty or Call to Active Duty Status:** The employee's biological, adopted, step or foster child, legal ward, or child for whom the employee stood in loco parentis.

**Clean/Cleaning:** The process of using soap and water to reduce the number of germs, dirt and impurities on surfaces. This step should be undertaken prior to disinfecting a surface.

**Common Areas:** Areas within leased facilities accessible and available for use by all staff or visitors.

**Compensating Time Off:** Time off with pay in lieu of overtime pay for irregular or occasional overtime work.

**Competition:**

- Full and open competition: All suppliers are permitted to compete for a contract. Bidders are evaluated on the same fixed criteria.
- Competitive approach: An acquisition approach where the dollar-value of the transaction guides use of procedures for full and open competition, competition based on fair and reasonable evaluation, or use of the Small Business or Disabled Veterans Business Enterprise Option. This approach is contrasted with the use of existing sources or a non-competitive approach.
- Effective competition: Requirements for a particular transaction type that determine whether adequate competition has been achieved and a contract can be awarded.

**Compliance and Support Team Metrics Report:** A monthly internal report that consolidates the previous month's Compliance and Support Team activities and performance information across key areas of the grievance process and provides data at both statewide and institution levels and shows trends in performance over time.

**Compliance and Support Team Regional Report:** An annual report that consolidates Compliance and Support Team activities and performance trends identified in the previous fiscal year's Metrics Reports.

**Compliance and Support Team Support:** Training provided to Health Care Grievance Office (HCGO) staff to address non-compliance issues or process improvement opportunities identified during a compliance review and/or ongoing monitoring activities; assistance and/or training provided to HCGO and Health Care Correspondence and Appeals Branch staff related to grievance backlog, long-term staff absence, and staff onboarding.

**Compliance Review:** A comprehensive evaluation of Health Care Grievance Office operations that includes a preliminary assessment and an institution site visit to determine the level of compliance with the grievance process and identify areas for improvement. Compliance and Support Team conducts compliance reviews annually for each institution or more frequently as determined necessary by Health Care Correspondence and Appeals Branch management.

**Compliance Review Exit Memorandum:** A summary of compliance review observations and findings issued to the institution's Chief Executive Officer upon completion of a compliance review, which may include action items and a Corrective Action Plan to resolve identified non-compliance issues.

**Compliance Review Tool:** The instrument used to conduct annual compliance reviews and ad-hoc spot checks that includes questions, quantifiable indicators, and data measures.

**Computer-Based Training/eLearning:** Method for employees to receive site-specific, departmental, or career development courses that can be delivered or accessed via computer utilizing the department's training portal.

**Conference Room:** A room provided for singular events such as conferences, business meetings, and trainings.

**Confidential Bins:** Temporary locked storage for confidential documents that the document-shredding vendor collects for final destruction.

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**Confidential Inquiry:** Review of information available including, but not limited to, interviews and records review to determine whether policy was violated.

**Contract:** “Contract” is used synonymously with “Agreement.” A mutual understanding between the state and another entity, public or private, about their rights and duties regarding the provision of goods and/or services.

**Contractor:** An individual or group of individuals representing an outside entity or enterprise contracted through the State of California to provide goods or services to the state.

**Contractor and/or Provider Reportable Performance Issue:** Performance issues that institution or headquarters staff shall report to the California Correctional Health Care Services Direct Care Contracts Section Help Desk (e.g., unsatisfactory performance, noncompliance with contract terms and conditions, noncompliance with departmental policies and procedures, security/safety issues, workplace violence, sexual harassment, theft, and/or fraudulent activities).

**Covered Military Member:** The employee’s spouse, child, or parent who is on active duty or call to active duty status. A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is in outpatient status, or is on the temporary disability retired list, for a serious injury or illness.

**Covered Service Member:** A current member of the Regular Armed Forces (including a member of the National Guard or Reserves) who is undergoing treatment, recuperation, therapy, is in outpatient status or on the temporary disability retired list, or for a serious injury or illness incurred in the line of duty while on active duty. A serious injury or illness also includes injuries or illnesses that existed before the service member’s active duty and that were aggravated by service in the line of duty on active duty.

**Criminal Offender Record Information:** Records and data compiled by criminal justice agencies for purposes of identifying criminal offenders and maintaining as to each such offender a summary of arrests, pretrial proceedings, and the nature and disposition of criminal charges, sentencing, incarceration, rehabilitation, and release.

**Custodian of Records:** The individual designated by an agency/department as responsible for the security, storage, dissemination, and destruction of criminal records furnished to the agency/department and who serves as the primary contact for Department of Justice for any related issues.

**Dental and Mental Health Registry Network:** A network of dental and mental health providers overseen by California Department of Corrections and Rehabilitation/California Correctional Health Care Services, contracted on a temporary and/or emergent basis when civil service vacancies exist.

**Digital Reproduction Work Order:** The form located on Lifeline that the customer completes to request digital reprographics services.

**Digital Reprographics Unit:** The area within the Business Operations Section responsible for all digital reprographics services.

**Digital Signature:** An electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature.

**Digitally-signed Communication:** A message that has been processed by a computer in such a manner that ties the message to the individual that signed the message

**Direct Health Care Service Contract:** An agreement for health care services provided to patients in the custody of California Department of Corrections and Rehabilitation.

**Direct Health Care Service Contractor:** An entity that is contracted with California Correctional Health Care Services to provide health care services to patients in the custody of California Department of Corrections and Rehabilitation.

**Direct Health Care Service Provider:** A provider that is contracted through the Direct Health Care Service Contractor to provide health care services to patients in the custody of California Department of Corrections and Rehabilitation.

**Disabled Persons Monitor:** The Emergency Response Team member that assists staff who require assistance when evacuating.

**Disinfect/Disinfecting:** The process of using chemicals to destroy germs on surfaces, such that the harmful microorganisms no longer present a threat to human health. This process does not necessarily clean dirty surfaces.

**Disposition:** The outcome of the grievance review at the level submitted.

**Electronic Mail:** Any electronic message composed, sent or received through the California Correctional Health Care Services E-mail System. E-mail includes but is not limited to electronic communication, calendar schedule of events and attachments

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**Elevator Monitor:** The Emergency Response Team member that ensures staff do not use their assigned elevators during an emergency.

**Emergency Notification System:** A web-based intelligent notification system where customized incidents or emergency notifications can be sent to staff members via phone, email, and text message quickly and simultaneously.

**Emergency Response Team:** The team of volunteer California Correctional Health Care Services (CCHCS) employees that assist CCHCS headquarters staff in evacuating the buildings in the event of an emergency. Each Emergency Response Team member is assigned to a specific area within the building which they are responsible for in the event of an emergency evacuation.

**Employee:** A person who works directly for California Department of Corrections and Rehabilitation or California Correctional Health Care Services.

**Environmental Protection Agency:** An agency of the United States federal government whose mission is to protect human and environmental health by enforcing environmental laws.

**Excluded Employee Bill of Rights:** The laws governing excluded state employees defined in Government Code Section 3525 and which includes supervisory, managerial, and confidential employees.

**External Audit Agency:** A federal or state entity outside of California Correctional Health Care Services (CCHCS) and the California Department of Corrections and Rehabilitation that is authorized to perform independent and objective appraisals of CCHCS operations and processes including, but not limited to audits, investigations of improper governmental activities and compliance reviews.

**External Auditor:** An auditor representing an external audit agency.

**Expedited Health Care Grievance:** A grievance determined by clinical staff to require expeditious handling.

**Family Medical Leave Act:** A federal law, administered by the United States Department of Labor, Employment Standards, Wage and Hour Division and protects employee's job when leave is needed.

**Fleet asset:** A motor vehicle or other mobile equipment that is self-propelled and/or registered by the Department of Motor Vehicles. Examples of motor vehicles include, but are not limited to, buses, sedans, and vans. Examples of mobile equipment include, but are not limited to, golf carts, forklifts, tractors, trailers, and off-road utility vehicles.

**Formal Leave of Absence:** Government Code, Section 19991.1; (a) states: "*Subject to department rule an appointing power may grant a leave of absence without pay, to any employee under his or her jurisdiction for a period not exceeding one year. An extension to an unpaid leave of absence may be granted by the appointing power upon the prior approval of the department. A leave so granted assures to the employee the right to return under the provisions of Section 19143.*"

**Green Belt:** Individuals who are certified by the Quality Management Lean Office in the effective application of Lean Six Sigma tools and techniques and may be tasked with leading, supporting, or consulting on improvement projects at the institution and program level.

**Grievant:** A patient who submits a CDCR 602 HC, Health Care Grievance for review.

**Headquarters:** California Correctional Health Care Services headquarters (HQ) is in Elk Grove. Regional HQ offices are located in Sacramento, Fresno, Bakersfield, and Rancho Cucamonga.

**Health Care Appeals and Risk Tracking System:** The database used for tracking all grievance activity.

**Health Care Correspondence and Appeals Branch:** The headquarters office responsible for statewide oversight of the grievance program and the headquarters' level grievance appeal review.

**Health Care Department Operations Manual:** The clinical policies and procedures that govern the delivery of health care provided to patients within California Department of Corrections and Rehabilitation's jurisdiction.

**Health Care Forms:** Approved health care forms used to provide and document patient health care within California Department of Corrections and Rehabilitation's jurisdiction.

**Health Care Grievance:** A written complaint submitted by a patient using a CDCR 602 HC, Health Care Grievance.

**Health Care Grievance Office:** The office responsible for coordinating the institutional level grievance review.

**Health Care Grievance Process:** All steps involving preparation and submittal of a grievance and health care staff receipt, review, disposition, and exhaustion of administrative remedies.

**Health Care Regulations:** The administrative and clinical rules published in the California Code of Regulations, Title 15, Division 3, Chapter 2, that direct the health care provided to patients within California Department of Corrections and Rehabilitation's jurisdiction.

**Health Care Staff:** Any administrative and/or clinical staff involved in the grievance process under health care's reviewing authority.

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**Hiring Authority:** The respective California Correctional Health Care Services (CCHCS) Director, Program Deputy Director, (DD)/Regional Health Care Executive or designee; institution Chief Executive Officer; DD, Mental Health, or DD, Dental; or any other person authorized by the Receiver, CCHCS, or Undersecretary, Health Care Services, California Department of Corrections and Rehabilitations, to hire, discipline, and/or dismiss employees under their authority.

**Illegal Order:** A directive to violate or assist in violating a federal, state, or local law, rule, or regulation, or an order to work or cause others to work in conditions outside of their line of duty that would unreasonably threaten the health or safety of employees or the public.

**Improper Governmental Activity:** An activity by a state agency or by an employee that is undertaken in the performance of the employee's duties, undertaken inside of a state office, or if undertaken outside of a state office by the employee, directly relates to state government, whether or not that activity is within the scope of his or her employment, and that (1) is in violation of any federal or state law or regulation including, but not limited to, corruption, malfeasance, bribery, theft of government property, fraudulent claims, fraud, coercion, conversion, malicious prosecution, misuse of government property, or willful omission to perform duty; (2) is in violation of an Executive Order of the Governor, California Rule of Court, or any policy or procedure mandated by the State Administrative Manual or State Contracting Manual; or (3) is economically wasteful, involves gross misconduct, incompetency, or inefficiency.

**Individual:** Employee, volunteer, California Department of Corrections and Rehabilitation retiree, consultant, contractor, or advisory group member.

**Informal Leave of Absence:** California Code of Regulations, Title 2, Section 599.785, states: *"The appointing power may grant an informal leave of absence without pay for a period not to exceed 11 working days in a 22-day pay period or 10 working days in a 21-day pay period or 11 consecutive working days between pay periods. A holiday is counted as a working day. The appointing power shall not grant paid absences to break the continuity of a leave of absence without pay."*

**NOTE:** Managers/supervisors shall not approve a paid absence which breaks the continuity of a leave of absence without pay unless it is in conjunction with approved leave under the Family Medical Leave Act/California Family Rights Act.

**Information Technology Assets:** All California Correctional Health Care Services (CCHCS) owned, operated, and/or supported Information Technology services, data, and physical assets. Examples include laptops, portable media, CCHCS internal websites, email services, and network/internet access.

**Information Warehouse:** Two modules consisting of a Reports Repository and a Performance Management Dashboard that contain information for overseeing, understanding, and reporting on health care utilization and the Provider Network's performance.

**Initial Statement of Reasons:** The primary document in a rulemaking record that demonstrates that an adoption, amendment, or repeal satisfies the necessity standard of the Administrative Procedure Act. The initial statement of reasons describes the problem the agency intends to address, the specific purpose of each proposed regulatory provision, and the necessity for the proposed regulatory provision.

**In loco parentis:** Refers to the type of relationship in which a person has put themselves in the situation of a parent by assuming and discharging the obligations of a parent to a child. It exists when an individual intends to take on the role of a parent.

**Inmate Job Description:** A document detailing the inmate duties and responsibilities which substantially replace the duties and responsibilities of a civil service employee.

**Inmate Work Hours per Pay Period:** The combined inmate work hours with the allowed flexibility for temporary absences (e.g., regular day off, authorized "S" time reasons such as lockdown due to inclement weather) of an assigned inmate-worker and/or temporary inmate pay position vacancies.

**In-Service Training:** Any formalized classroom instruction sponsored and conducted by a state agency for the development of state employees, sometimes referred to as Instructor-Led Training or Instructor-Led Course.

**Job-Related Training:** Designed to increase job proficiency or performance above the acceptable level of competency established for a specific job assignment and prepares the employee to assume increased responsibilities in their current assignment.

**Job-Required Training:** Designed to assure adequate performance in a current assignment. This training includes orientation made necessary by new assignments or technology, refresher courses, and instruction mandated by law or other state authority.

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**Labor Organization:** A union recognized by the state as having exclusive representation of state employees in appropriate classifications, formed for the express purpose of advancing its members' interests (via the collective bargaining process) with respect to wages, benefits, and working conditions and as defined in Government Code (GC) Section 3513(b) or supervisory organizations that represent excluded state employees defined in GC Section 3525.

**Large Work Orders:** Any request that requires 24 hours of setup time (e.g., training binders, booklets, requests with multiple paper sizes and different stocks, and requests that need binding) and require a minimum of 7-14 business days to complete including printing, binding, and shipping time.

**Lean Six Sigma:** A nationally-recognized, structured methodology to improve efficiency (the Lean aspect) and reduce unnecessary variation and resulting defects (the Six Sigma aspect). Through specific program development and implementation techniques and data-driven improvement strategies, Lean Six Sigma has been proven to increase customer satisfaction, improve quality and productivity, reduce inefficiencies, and eliminate waste.

**Learning Management System:** An electronic system maintained by the Staff Development Unit and used to document, deliver, record, track, and report training to all California Correctional Health Care Services staff.

**Least Privilege Principle:** Granting users or systems the least amount of access or rights necessary to perform their work function.

**Leave of Absence:** Approved time off that is unpaid, unless the employee elects to use appropriate accrued leave credits to cover the absence, or is entitled to wage replacement programs such as Non-Industrial Disability Insurance (NDI) or State Disability Insurance (SDI).

**Legitimate Business Need:** A business necessity that a program or unit requires to function.

**Limited-English Proficient:** People who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

**Live Scan:** A system for the electronic submission of applicant fingerprints to the Department of Justice's (DOJ), Federal Bureau of Investigation (FBI), and the subsequent automated background check and applicant responses. This includes the equipment utilized for the electronic transmission of fingerprint images from a department to DOJ/FBI for the purpose of requesting Criminal Offender Record Information.

**Lost:** An item is considered lost when all efforts to find the missing asset were performed unsuccessfully, and no criminal activity was identified or witnessed.

**Mail Center:** The unit within Business Operations Section that is responsible for providing daily mail services to California Correctional Health Care Services, Division of Health Care Services, and Division of Juvenile Justice staff in the Elk Grove, Sacramento, and Regional offices.

**Master Black Belt:** Individuals who are Black Belt certified by the Quality Management Lean Office in the expert application of Lean Six Sigma (L6S) tools and techniques and have also completed additional training to become certified instructors for the L6S Green Belt and Black Belt Certification Programs.

**Medical Registry Network:** A network of medical providers overseen by California Department of Corrections and Rehabilitation, California Correctional Health Care Services, contracted on a temporary and/or emergent basis when civil service vacancies exist.

**Meet and Confer:** The formal process for management representatives and labor organizations to meet and negotiate in good faith in accordance with Government Code Sections 3517 or 3525.

**Memorandum of Understanding:** A formal written agreement signed by both the state and the recognized labor organization or union. This is sometimes referred to as a Collective Bargaining Agreement.

**Message:** A digital representation of information intended to serve as a written communication with a public entity.

**Network Contractor:** A vendor contracted with California Correctional Health Care Services to develop and maintain a statewide Medical Registry Network and/or a Dental and Mental Health Registry Network to provide temporary/relief medical, dental, and mental health care services. The network contractor is responsible for all personnel management for temporary/relief registry providers including rates, time off (vacation and sick leave) and scheduling of assignments to meet institution/facility staffing needs.

**Network Vendor:** A network agency subcontracted with the network contractor to provide temporary/relief medical, dental, and mental health care registry providers to work at California Department of Corrections and Rehabilitation institutions and facilities.

**Next of Kin:** The nearest blood relative other than a parent or child of the injured or recovering covered service member.

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**Non-English-Speaking:** People who cannot speak, read, write, or understand the English language at a level that enables them to communicate and interact effectively.

**Office of Information Security:** Responsible for addressing all information security related matters. Under the leadership of the Information Security Officer, the Office of Information Security (OIS) is responsible for ensuring the integrity and security of automated and paper files, databases, and computer systems. The OIS is required to oversee program compliance with agency and departmental policies and procedures regarding the security of information assets.

**Official Notice:** The formal written notification to affected labor organizations regarding a proposed policy, procedure or past practice change which may affect hours, wages, or other terms and conditions of employment. The Official Notice shall include what changes are being made, how many employees are affected, and proposed implementation dates.

**On-Call/Standby:** A requirement that an employee be available during specified off-duty hours to receive communication regarding a requirement to return to work and be fit and able to return to work, if required. The requirement to carry an electronic device or respond when contacted does not necessarily entitle the employee to On-Call/Standby compensation.

**On-the-Job Training** Formal instruction conducted by a supervisor/manager (or designated employee with the required expertise under the direction of a supervisor/manager) at the job site or in a classroom setting during the employee's regular work hours.

**Operations Support Unit:** The unit within the Business Operations Section responsible for providing standard office supplies to California Correctional Health Care Services, Division of Health Care Services and Division of Juvenile Justice staff.

**Order-Over:** Employee is mandated to work a non-voluntary shift

**Outcome:** A determination, supported by facts, of the allegation as confirmed or not confirmed.

**Out-Service Training** Formal instruction which is sponsored by a non-state agency that is open to the private sector as well as state civil service employees. Sponsoring agencies maintain control of the course content for Out-Service Training.

**Overtime:** Overtime for Work Week Group 2 employees is defined as all hours worked in excess of 40 hours in a week. Overtime shall be paid in compliance with Government Code Section 19844.1. For more information on overtime management, refer to the California Department Operations Manual, Chapter 3, Article 8.

**Paid Family Leave:** Provides partial wage replacement benefits to bond with a new child or to care for a family member with a serious health condition.

**Panic Button:** A device which, when pressed, activates a duress signal sending armed emergency response personnel to the location of the device.

**Parent:** A biological, adoptive, step or foster parent, parents-in-law, or any other individual who stood in loco parentis to the employee when the employee is the child.

**Performance Management Dashboard:** An electronic display of graphics, high-level metrics, and key pieces of information related to claims, Provider Network management, and quality management.

**Person:** A human being or any organization capable of signing a document, either legally or as a matter of fact.

**Personally Identifiable Information:** Any information that is maintained by California Correctional Health Care Services (CCHCS) that identifies or describes an individual, including, but not limited to, his or her name, social security number, physical description, home address, home telephone number, education, financial matters, and/or medical or employment history. It includes statements made by, or attributed to, the individual. Personally Identifiable Information may include information that is not necessarily Protected Health Information and may pertain to CCHCS, Division of Health Care Services, Division of Juvenile Justice employees, and members of the public, or other individuals who may or may not be patients.

**Pool Vehicle:** Vehicles leased by California Correctional Health Care Services (CCHCS) from the Department of General Services for use by CCHCS and Division of Health Care Services employees.

**Pregnancy Disability Leave:** Protected leave to eligible employees who are disabled by pregnancy, childbirth, or related medical conditions.

**Prison Health Care Provider Network:** A contracted network of specialty physicians, hospitals, ambulances, and other community medical providers that are accessed through a Provider Directory.

**Privately Owned Vehicle:** Any vehicle (such as an automobile or motorcycle) operated by an employee that is not a California Correctional Health Care Services vehicle and is not commercially leased or rented by an employee for use in connection with state business.

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**Program:** The applicable area or discipline within California Department of Corrections and Rehabilitation and/or California Correctional Health Care Services (e.g., Medical, Nursing, Dental, and Mental Health Services; Human Resources; Information Technology) responsible for developing and maintaining current and relevant content for their respective regulations, Health Care Department Operations Manual, and health care forms.

**Program Information Sheet:** A supplemental form to be used for movement of ten or more staff to be submitted with the move request.

**Promotional Items:** Items used to promote the organization's activity including, but not limited to, pens, cups, key chains, caps, squeeze toys, magnets, t-shirts, scissors, trinkets, etc. These items are commonly referred to as SWAG (stuff we all get).

**Protected Health Information:** Information created or received by California Correctional Health Care Services which identifies or can be used to identify an individual as it relates to past, present, or future health conditions; health care services provided to the individual; or health care related payments. This applies to information that is transmitted or maintained in verbal, paper, or electronic form.

**Provider Directory:** Module consisting of the Provider Network utilized to canvass for current and active participating health care service providers within the Prison Health Care Provider Network to meet patient health care service needs.

**Public Contact:** Refers to contact with non-resident individuals such as families and friends of inmates, etc. It does not include contact with inmates served by California Correctional Health Care Services.

**Public Contact Employee:** An employee in a position that emphasizes the ability to meet, contact and deal directly with the public in the performance of California Correctional Health Care Services functions.

**Public Entity:** Public entities include the state, the Regents of the University of California, a county, city, district, public authority, public agency, and any other political subdivision or public corporation in the state.

**Public Records:** Any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics including, but not limited to: any handwriting; typewriting; printing; photostating; photographing; photocopying; transmitting by electronic mail or facsimile; and every other means of recording upon any tangible thing any form of communication or representation including letters; words; pictures; sounds; or symbols; or combinations thereof, and any record thereby created, regardless of the manner in which the record has been stored.

**Quiet Room:** A room provided for small to mid-sized staff meetings or confidential business discussions.

**Record:** All papers, maps, exhibits, magnetic or paper tapes, photographic films and prints, punched cards, and other documents produced, received, owned or used by an agency, regardless of physical form or characteristics. A record includes, but is not limited to, official correspondence, litigation files, emails, text messages, meeting minutes, social media, databases, maps, invoices, personnel files, exhibits, magnetic or paper tapes, and photographs.

**Record Series:** A group of related records arranged under a single major category. These records are created and maintained as a unit because of their relationship and the purpose they serve.

**Records Management Assistant Coordinator:** The liaison between the Records Management Assistant and the staff of various California Correctional Health Care Services program areas. The Records Management Assistant Coordinators works closely with the units receiving or generating the records.

**Records Management Coordinator:** The liaison between California Correctional Health Care Services (CCHCS), California Records and Information Management, Division of Health Care Services (DHCS), and the State Records Center. The Records Management Coordinator for CCHCS and DHCS is the Business Service Officer within Business Operations Section.

**Registry Workforce Management System:** A web portal provided to California Department of Corrections and Rehabilitation, California Correctional Health Care Services by the registry network contractor(s). The system is used to submit orders for temporary/relief registry providers, track vendor progress in filling orders, provide order updates, document any scheduling changes and timekeeping/disciplinary issues and for any ongoing communication regarding temporary/relief registry providers.

**Reports Repository:** An electronic location within the Information Warehouse that is utilized for storing and distributing reports for California Correctional Health Care Services and where authorized users may download report files and have the need to review claims utilization data from the web.

**Request for Emergency Evacuation Assistance:** The form completed by staff that need assistance when evacuating the building.



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**Restroom Monitor:** The Emergency Response Team member that clears the restrooms.

**Retaliation:** Intimidation, denial of appointment or promotion, threat of adverse action, poor performance evaluation, involuntary transfer, or any form of informal or formal disciplinary action. Retaliation can also be an adverse employment action taken against an individual due to his/her protected activity including one's opposition to a discriminatory practice or participation in the discrimination complaint process.

**Reviewing Authority:** The health care staff authorized to approve and sign health care grievance responses to ensure procedural due process.

**Right of Return:** An approved leave of absence assures the employee the right of return to their former position. According to Government Code, Section 18522, "Former position" means either of the following:

*(a) A position in the classification to which an employee was last appointed as a probationer, permanent employee, or career executive, under the same appointing power where that position was held, and within a designated geographical, organizational, or functional subdivision of that state agency.*

*(b) With the concurrence of both the appointing power and the employee, a position in a different classification to which the same appointing power could have assigned such an employee in accordance with this part. However, the former position shall not include positions from which the employee has been separated through disciplinary action, rejected during a probationary period, terminated under Section 19889.3, or terminated, demoted, or transferred in accordance with Section 19253.5; or terminated on a non-punitive basis under Section 19585."*

**"S" Time:** An authorized absence from an inmate's work/training assignment that is required by the prison administration and/or beyond the inmate's control for which inmates shall receive sentence-reducing credit.

**Seniority:** The length of time an employee has served in the classification within the Department. Employees receive one point for each qualifying month of full-time departmental service with ties broken by one point for each qualifying month of full-time state service. If a further tie exists, it will be broken by lottery. Departmental seniority shall include time spent while serving in a higher classification with the Department.

**Serious Injury or Illness:** Can be life-threatening, an injury, impairment, physical or mental condition, can result in permanent impairment of a body function or permanent damage to a body structure, and necessitates medical or surgical intervention to preclude permanent impairment of a body function or permanent damage to a body structure.

**Service Catalog:** The web-based portal utilized by Business Operations to track and manage all Business Operations related customer service requests.

**Service Request Form:** The form utilized by staff to request services from the Business Operations Section.

**Signer:** A person who digitally signs a communication with the use of an acceptable technology to uniquely link the message with the person sending it.

**Shared Space:** Areas within leased or owned office spaces that are shared by multiple people, but used on an individual basis.

**Small Work Orders:** Requests that can be printed, bound, and delivered within 3-5 business days. These requests require minimum setup (e.g., business cards, name tents, staple sets, inquiry letters, exact reprint of a previous request with 50-75 pages).

**Space Management Unit:** The unit within the Business Operations Section responsible for California Correctional Health Care Services leased buildings, cubicle and office allocation, final move approvals, and moving services.

**Specialty Network Administration Program:** A team within the Direct Care Contract Section that is responsible for managing the Prison Health Care Provider Network contract and ensuring access to specialty care services through telemedicine, on-site and off-site clinics.

**Staff Complaint:** Any health care grievance which contains allegations against health care staff of specific acts which would constitute staff misconduct if true (violation of law, regulation, policy, procedure, or actions which are contrary to ethical or professional standards) must be handled in accordance with health care staff complaint procedures.

**Staff Misconduct:** Health care staff behavior or activity that violates a law, regulation, policy, or procedure, or is contrary to an ethical or professional standard.

**Stairway Monitor:** The Emergency Response Team member that ensures the stairway in their assigned area is safe to use, and that all staff exit the stairway safely.

**Statewide contract:** A contract based on a competitive process providing various goods for a specified period of time at a fixed price that are established and managed by Department of General Services, Procurement Division. Statewide contracts

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are established by leveraging the state's buying power to achieve lower prices, better terms/conditions, and/or improved service through volume purchasing.

**STD 73, Records Retention Schedule:** Written procedures outlining the treatment of state records regardless of format. The Records Retention Schedule lists all official records for each California Correctional Health Care Services and Division of Health Care Section division, branch, and/or section and prescribes the periods of authorized retention. The schedules may be revised periodically to include a newly created record series, to change retention periods, or to delete a record no longer useful. Records Retention Schedules must be revised and updated at least once every five years after the required inventory and appraisal process.

**Stolen:** An item is considered stolen when there is an event of criminal activity, such as theft of an IT asset from a vehicle.

**Supervisor's Evacuation Roster:** A roster maintained by supervisors/managers of the staff who report to them. The roster is to be completed and posted outside the supervisor's/manager's office or cubicle in the plastic see-through folder provided by Business Continuity Unit.

**Supplier:** An individual, sole proprietorship, firm, partnership, corporation, or any other business venture, sometimes used interchangeably with bidder, vendor, merchant or contractor.

**Supply Requisition Form:** The form used for ordering standard office supplies.

**Temporary/Relief Registry Provider:** Provider of medical, dental, or mental health care services to patients housed at California Department of Corrections and Rehabilitation institutions and facilities who are not civil service employees and are provided by the network under contract.

**Training:** Formalized, structured instruction, either individually or in groups, with the goal of teaching knowledge, skills, and abilities for current or future job performance. Instruction activities shall contain measurable learning objectives that can be evaluated in a classroom setting or verified by completing On-the-Job Training at headquarters or institutions.

**Training for Trainers:** Mandatory course for staff who provide In-Service Training.

**Upward Mobility Training:** Designed to provide career movement opportunities for employees within classifications or job categories designated by the department as upward mobility classifications. Includes training to facilitate movement of employees from designated classifications into other classifications with increased career opportunities.

**Utilization Management:** A program within California Correctional Health Care Services that ensures the appropriate use of limited health care resources including, but not limited to, medical procedures, consultations with specialists, diagnostic studies, inpatient beds, and outpatient beds allocated for health program use to promote the best possible patient outcomes, eliminate unnecessary cost, and maintain consistency in the delivery of health care services.

**Vendor Web Portal Administrator:** A point of contact established by the registry network contractor(s) who is responsible for overseeing the Registry Workforce Management System and assisting California Department of Corrections and Rehabilitation, California Correctional Health Care Services with access and other technical issues.

**Visitor:** Any person not having a valid California Department of Corrections and Rehabilitation identification badge and building access card in their possession.

**Volunteer:** A person who provides a service to California Department of Corrections and Rehabilitation or California Correctional Health Care Services without expectation of remuneration.

**Watch:** An authorized set of hours worked. California Correctional Health Care Services, CDCR recognizes three watches. Operational hours may vary:

- First Watch: Majority of shift between 2200 – 0600
- Second Watch: Majority of shift between 0600 – 1400
- Third Watch: Majority of shift between 1400 – 2200

**Watch Preference:** An indication by the employee of a preference for a particular watch, e.g., Second Watch. A watch preference does not equate to a specific position or hours, but rather a watch.

**Whistleblowers:** For the purposes of Health Care Department Operations Manual, Section 5.1.9, Protecting Employees from Retaliation, a whistleblower is an employee, applicant for employment, or contractor that reports improper governmental activity as defined within this policy.

**Workspace Reconfiguration:** Any modification made to modular systems furniture or conventional, free standing, furniture exceeding \$500 in totality.

**Zone Warden:** The Emergency Response Team (ERT) member that helps staff safely evacuate and clears the zone assigned to them. They serve as lead coordinator of the ERT in their zone and as a liaison to the Business Continuity Unit.