

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

**5.1.6 Non-Paragraph 7 Process**

**(a) Policy**

(1) California Correctional Health Care Services (CCHCS) shall provide Non-Paragraph 7 (Non-P7) responses that address Prison Law Office (PLO) questions and concerns regarding issues not covered under the patient-specific Paragraph 7 (P7) process, pursuant to the *Plata Stipulation for Injunctive Relief*, dated June 13, 2002. CCHCS shall ensure timely response to the PLO's inquiry within 30 calendar days of receipt. Responses shall be provided by the responsible program, region, or institution and vetted through CCHCS Office of Legal Affairs (COLA) and Office of Legal Affairs (OLA), California Department of Corrections and Rehabilitation, prior to release to the PLO. Issues addressed via the Non-P7 process shall include the following:

- (A) Systemic health care issues identified by the PLO through P7 cases, tours, or other sources of information.
- (B) Significant institution compliance issues requiring headquarters attention and intervention.

**(b) Responsibility**

- (1) The Health Care Compliance Support Section (CSS) is responsible for facilitating the Non-P7 process and providing formal responses to PLO inquiries. CSS is responsible for soliciting and maintaining a current listing of point of contact designees for each program area.
- (2) Headquarters program managers, institution leadership, or regional executives are responsible for providing comprehensive responses to CSS within the timeframes specified, and appointing a designee and back-up from their program area to be the point of contact for any follow-up questions. It is the responsibility of headquarters program managers, institution leadership, or regional executives to ensure any corrective actions included within a formal response to the PLO are implemented, monitored, and sustained.
- (3) The Associate Director (AD), Risk Management Branch (RMB), Deputy Director (DD), Policy and Risk Management Services (PRMS), Director, Health Care Policy and Administration, Director, Health Care Services, COLA, and OLA, as well as appropriate program leadership or designees (when applicable), are responsible for reviewing responses to ensure accuracy, completion, and appropriate corrective actions (if applicable) prior to releasing to the PLO.
- (4) The DD, PRMS, or designee, upon approval from COLA and OLA, has authority to release responses and shall ensure departmental compliance with this policy.

**(c) Non-P7 Database Tracking**

(1) CSS shall utilize a designated database for tracking each Non-P7 inquiry and response. Appropriate documentation of timeframes and status updates shall be input timely by designated CSS staff.

**(d) Reporting Requirements**

(1) The AD, RMB, or designee, shall email a weekly status report of open Non-P7 inquiries to COLA and OLA, and applicable headquarters Directors, program managers and designees, institutional leadership, and regional executives.

**References**

- *Plata v. Newsom*, Stipulation for Injunctive Relief, June 13, 2002
- Non-Paragraph 7 Operating Standards:  
[http://cdcr.sharepoint.com/:b:/r/sites/cchcs\\_lifeline\\_rmb/CSS/Resources/Non-Paragraph7OperatingStandards.pdf](http://cdcr.sharepoint.com/:b:/r/sites/cchcs_lifeline_rmb/CSS/Resources/Non-Paragraph7OperatingStandards.pdf)

**Revision History**

Effective: 08/2019

Revision: 02/24/2023