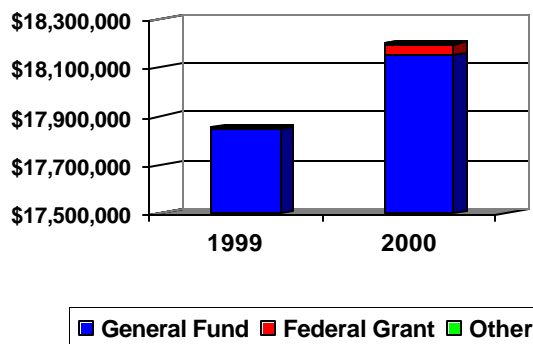


Program Fact Sheet

Department of Corrections Human Resources Management

Services: Human Resources Management is one of four subprograms under the Administration program in the Department of Corrections. Its mission is to ensure that the Department can attract, develop, and maintain qualified and informed professional staff. Human Resources performs several services for the Department including: **1) Personnel services and employee recruitment; 2) Policy development and research; 3) Staff development and training** and **4) Management of the Correctional Officer Training Academy.**

Revenue: Approximately \$18.2 million
(fiscal year 2000)

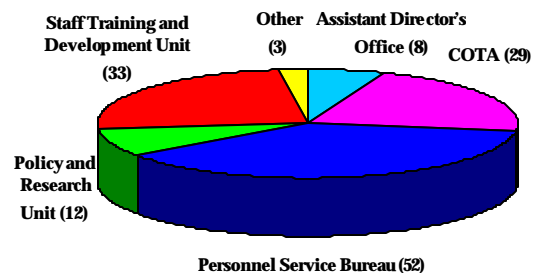


Facilities:

The Correctional Officer Training Academy (COTA), located on approximately 40 acres of land in the western foothills of Tucson, is leased from the Department of Public Safety. It includes administrative offices, classrooms, and dormitories.

The Recruitment Unit for Selection and Hiring in the Personnel Services Bureau operates out of the Department's building at 1645 W. Jefferson, Phoenix, AZ.

Personnel: 137 (fiscal year 2000)



Program Goals and Performance Measures:

The Human Resources Management subprogram has two goals and nine performance measures:

- To increase the recruitment of Correctional Officers; and
- To provide quality mandatory training programs and professional development programs to meet the Department's increasing requirements.

Adequacy of Goals and Performance Measures:

The goals and performance measures for the Human Resources Management program appear appropriate for its mission. However, they should be expanded to include additional input, output, and outcome measures, and new efficiency and quality measures. For example, the current performance measures regarding correctional officer recruitment should be expanded to include:

- **Input Measures:** The number of people who enroll at COTA.
- **Output Measures:** The number of people who graduate from COTA.
- **Outcome Measures:** The percentage of applicants who pass all tests compared to number tested.
- **Efficiency Measures:** 1) the percentage of applications processed compared to contacts made; 2) the percentage of job offers made compared to applications processed; 3) the percentage of applicants who fail to show up at COTA compared to the number of job offers accepted; 4) the percentage of cadets who graduate from COTA compared to the number of people who accepted job offers; and 5) the percentage of cadets who graduate from COTA compared to number of cadets who enrolled at COTA.

The performance measures associated with providing quality mandatory training programs should be expanded to include more detail on the types of programs staff have attended, and include a quality measure that assesses staff satisfaction with programs offered. The two output measures currently reported are not very meaningful as they only report the number of employees in professional development programs and the number of new programs.

Equipment:

The Human Resources and Development Division has over \$2.4 million in fixed assets. In addition to basic office equipment such as computers and printers, the Division uses the following equipment to carry out recruitment activities and employee training.

Arms and Weapons:

- 33 Remington Shotguns
- 5 12-Gauge Shotguns
- 2 Target Rangers
- 1 Colt AR-15 Rifle
- 8 Gas Guns
- 105 Glock Handguns



Audiovisual Equipment:

- 7 Camcorders
- 8 Digital Cameras
- 2 Editing Recorders
- 1 Editing System
- 30 Media Projectors
- 1 Teleprompter
- 15 Televisions
- 7 VCRs
- 11 TV/VCR Combinations
- 1 Video Production System



Communication Devices:

- 71 Portable Radios
- 6 HT1000 Radios
- 6 Cellular Phones



Gym Equipment:

- 2 Treadmills
- 2 Step Exercise Machines



Vehicles:

- 18 Sedans
- 22 Minivans/Vans
- 2 Trucks
- 1 Trailer
- 1 Rider-Lawnmower

