

## Current Positions:

### **1. Correction Ombuds (7804AR)**

- This is the statewide class for the agency head role responsible for directing daily operations of the Correction Ombuds Office and supervising staff. Also responsible for being primary point of contact for media requests, legal record requests to DOC, issuance of subpoenas, legislative liaison, and being primary point of contact for 4 correctional facilities housing approximately 3,800 individuals.

### **2. Associate Ombuds (5934MP) <sup>1</sup>**

- Assists the Correction Ombuds in carrying out the Agency's mission, may serve as Acting Ombuds during vacancy. Charged with being primary point of contact for 4 correctional facilities housing approximately 3,000 individuals.

### **3. Assistant Ombuds – Special Investigator (7804AR)**

- This statewide investigative class is used for Assistant Ombuds responsible for independent investigations into complaints, record review, interviews, and report drafting. Office key contact for use of force, sexual assault, PREA, and staff misconduct issues. Primary point of contact for 3 correctional facilities housing approximately 2,100 individuals.

### **4. Assistant Ombuds – Nurse Consultant (5927FP)**

- This statewide nursing classification is used for clinical oversight positions involving record review, evaluation of medical care and access, consultation, and expert review. Office contact for medical chart review, ADA issues, medical and mental health access. Primary point of contact for 3 specialty facilities: York CI, Manson Youth Institution, and Garner CI housing approximately 1,700 individuals.

### **5. Office Administrator (7086CL)**

- Admin support role responsible for intake management, scheduling, records maintenance, office supply billing, and administrative coordination.

### **6. Clerk Typist (2008CL)**

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<sup>1</sup> Currently in final interviews with 3 finalists



- Standard clerical support class for front-end complaint intake, data entry, and office tasks.

### **Requested Positions:**

#### **1. Associate Ombuds (5934MP)**

- Ensures compliance with newly codified state PREA requirements and strengthens independent review of sexual abuse allegations. Would serve as primary point of contact for some correctional facilities to lessen oversight load of Correction Ombuds.

#### **2. Associate Ombuds (5934MP)**

- Establishes dedicated oversight of: Transitional housing, Contract providers, Parole/community release issues, Reentry-related medical and safety concerns. This is currently an uncovered jurisdictional area.

#### **3. Data Scientist (1947AR)**

- The scale of the Department of Correction underscores the need for dedicated data capacity. DOC operates with a budget approaching \$700 million and employs more than 6,000 staff — roughly one out of every five state employees. In fiscal year 2025 alone, that system generated approximately 17,000 disciplinary reports, nearly 600 informal reports, and about 1,800 documented uses of force. This represents a tremendous volume of operational data. To translate that information into meaningful oversight and evidence-based recommendations, we are requesting a data scientist to systematically track trends, identify systemic issues, and support data-driven reporting to the legislature

#### **4. Communications & Legislative Program Manager (3242EX)**

- This role would manage public communications, including maintaining a social media presence to provide timely information about matters such as facility lockdowns, new Department directives, public meetings, town halls, Correction Advisory Committee sessions, and legislative hearings. It would also support communication efforts directed toward the approximately 11,000 incarcerated individuals in state custody, ensuring consistent and accessible outreach.

#### **5. Office Administrator (7086CL)**

- Between 2024 and December 2025, our office received over 1,000 complaints through regular mail, email, and phone — before we have implemented secure drop boxes in facilities or dedicated phone lines in every housing unit. At present, we have only two administrative staff. One is solely responsible for complaint intake



and triage. The other divides their time between intake, file management, coordinating calls with incarcerated individuals, and maintaining basic office operations. As we implement these additional access points, complaint volume is expected to increase significantly. To manage that growth and ensure timely, professional responses, we are requesting an additional office administrator.

