



INTERNAL MANAGEMENT POLICY & PROCEDURE

Applicability: Adult Operation Only JUVENILE Operations Only DEPARTMENT-WIDE

IMPP #: 08-101D

PAGE #: 1 of 5

COMMUNICATION: Public Information Program

Original Date Issued: 04-27-16 Replaces IMPP Issued: 04-27-16 **CURRENT EFFECTIVE DATE: 05-13-22**

Approved By:  , Secretary Next Scheduled Review: 03/2025

POLICY

The Department is to establish a Public Information Program to work actively and constructively with other components of the criminal justice system, the Governor's Office communications team, the public, and the news media, to inform and educate the public of special events, issues, policies, and procedures within the Department. Approved news releases and other information regarding special events and incidents of special interest are to be disseminated to the media in a timely and controlled manner with such limitations as necessary to preserve the security and operations of departmental facilities and privacy considerations of staff and offenders. The public information program is to be reviewed annually to determine its effectiveness in implementing this policy, and the program is to be updated as necessary.

The Executive Director of Public Affairs is to serve as the primary spokesperson for the Department and is to be responsible for developing and maintaining the Departmental information program. At each facility, a public information officer is to be designated by the warden or superintendent to respond to routine requests for information and serve as spokesperson for the facility. Within each parole region, routine requests for information are to be directed to the Central Office Public Information Officer who is to serve as the public information officer and spokesperson for the parole region.

DEFINITIONS

Official Custodian: As defined in K.S.A. 45-217, the officer of a public agency who is responsible for the maintenance of public records which is to be the Secretary of Corrections for agency 521 (Central Office) and the Warden or Superintendent at each correctional facility.

Custodian: An employee appointed by the Secretary of Corrections, Warden or Superintendent, who is responsible for: preparing educational materials, brochures, and information concerning the Kansas Open Records Act, responding to inquiries relating to the Kansas Open Records Act, and assisting with resolving disputes relating to Kansas Open Records Act requests.

Kansas Open Records Act (KORA): The public policy of the State of Kansas which states that public records shall be open for inspection by any person unless otherwise provided in law. KORA is the law that aids a person wishing to obtain access to public records and defines the processes for each public agency to make records available.

Public Information Officer: An individual assigned the responsibility to coordinate a public information program of Central Office or a facility.

Executive Director of Public Affairs: The Central Office designee responsible for the overall administration of the Department's public information program.

Social Media: Websites and applications that enable users to create and share content or to participate in social networking to share information, ideas, personal messages, and other content.

PROCEDURES

I. Responsibilities of the Executive Director of Public Affairs

- A. The Department's Executive Director of Public Affairs is responsible for:
1. Establishment and maintenance of guidelines identifying which types of information requests are to be responded to by the public information officer and which are not to be responded to by the Executive Director of Public Affairs or designee;
 2. Providing for the coordination of all Department media and social media activities and responses with the Governor's Office communication team.
 3. Establishment and maintenance of guidelines for use of the Department Social Media accounts within the requirements for all state agencies provided by the Governor's Office communication team;
 4. Support and consultation for public information officers;
 5. Preparation and distribution of news releases approved by the Secretary or designee; and
 6. Response to all media inquiries received in the Central Office or a parole region.

II. Designation of Public Information Officers

- A. Each Warden/Superintendent is to designate a public information officer for their respective facility or parole region, and provide the Executive Director of Public Affairs the name of the person so designated.
- B. Any changes in personnel designated as public information officer are to be reported to the Executive Director of Public Affairs within ten (10) working days of the change.

III. Duties of the Public Information Officer

- A. The public information officer is responsible for:
1. Initial review and screening of all written or verbal requests for information from the media received within the facility;
 2. Coordinating the preparation of news releases and social media content with the Executive Director of Public Affairs or designee prior to approval by the Warden, Superintendent, or designee for distribution;
 3. Response to all routine requests for information from the media received within the facility or parole region; and
 4. Overall coordination of the facility's public information system.

IV. Responses to Requests for Routine Information

- A. Inquiries from other agencies, officials, or the general public regarding operations or specific offenders are to receive an accurate and timely response by the appropriate staff member in accordance with IMPP 05-101D with due regard for applicable confidentiality statutes and regulations.

1. Requests from Federal, State, and local legislators for information about operations or specific offenders are to normally be responded to within three (3) working days of receipt of the request.
 2. Media access to facilities and/or offices is to be in accordance with provisions of IMPP 08-104D.
- B. Requests from family, friends, and concerned citizens are to be responded to within ten (10) working days.
1. General concerns from the public are to be the responsibility of all state employees and may be addressed verbally or in writing.
 2. Information provided is to be in accordance with IMPP 05-101D.
 3. Significant responses are to be documented appropriately and placed in the corresponding file.

V. Designation of Custodian for the Kansas Open Records Act (KORA)

- A. Each Warden/Superintendent is to designate a custodian for their respective facility and provide the Executive Director of Public Affairs the name of the person so designated.
- B. Any changes in personnel designated as custodian are to be reported to the Executive Director of Public Affairs within ten (10) working days of the change.

VI. Responses to Requests for Information Under the Kansas Open Records Act

- A. All requests for records under the Kansas Open Records Act are to be forwarded immediately by email, in person, or facsimile transmission to the designated custodian for the facility in which received or to Central Office if received by a parole region or in Central Office.

VII. Responses to Requests for Emergency Information

- A. All Departmental staff receiving inquiries or media requests for information regarding an emergency situation are to refer the inquiry/request to the appropriate public information officer or the KDOC Executive Director of Public Affairs.
- B. Media contacts, pre-scheduled news conferences and news releases concerning emergency situations are to be in accordance with provisions of Emergency Plans, per IMPP 19-101D.
 1. Media access to facilities and/or offices during an emergency situation is to be in accordance with IMPP 08-104D.
- C. All news releases regarding emergencies are to be reviewed and approved by the Secretary or designee and the Chief Legal Counsel if the emergency has system-wide impact, or as determined appropriate by the Secretary:
 1. The deputy secretary responsible for a specific area of departmental operations and the Chief Legal Counsel; or,
 2. The director, warden/superintendent, and assigned legal counsel when the emergency situation is local.
- D. The Executive Director of Public Affairs and/or the public information officer is to verify the accuracy of information and coordinate all releases of information consistent with concerns for privacy of staff and offenders, and the interest of safety and secure operations of the office or facility involved in the emergency.

VIII. Use of Social Media Websites

- A. The Department is permitted to utilize social media for distribution of public messages pertaining to the Department of Corrections.
 - 1. The Executive Director of Public Affairs is to approve, monitor and oversee all social media use.
 - 2. The Department of Corrections, including office or facility location, is to be clearly identified on the social media website.
- B. All content is to be consistent with the State of Kansas Social Media Policy as defined by the Department of Administration and general guidelines by the Governor's Office communications team.
- C. Requests to use social media websites and applications are to be submitted in Accordance with Attachment A.
 - 1. The attachment is to be filled out to create the social media account, to create additional, or change users.
 - 2. The list of social media accounts is to be maintained by the Central Office Public Information Officer which includes the names of each staff member using the account, the username, and password for the account.
 - a. Any changes to the username or password done to comply with the security requirements for the account or for any other reason is to be provided in writing via email to the Central Office Public Information Officer within one business day of the change.
 - b. Separation from service to the Department of any individual with access to a social media account is to be immediately reported to the Central Office Public Information Office by the Warden, Superintendent, or Appointing Authority.
 - c. The list of accounts, usernames and passwords is to be provided to the Governor's Office communications team by the Central Office Public Information Officer within one (1) business day of receiving notification of any change or separation.
- D. All content is to be posted in a neutral fashion, not promoting a business, personal opinion, or political point of view.
- E. All content posted is to be for business purposes only.
- F. All material posted on social media websites is to be considered public in nature.

IX. Special Events Coverage

- A. The Executive Director of Public Affairs and public information officers are to provide advance information and invitations to the news media, local and State legislators and the public of events sponsored by the Department of Corrections, its facilities or offices.

X. Review of the Public Information Program

- A. The Secretary of Corrections or designee is to evaluate the effectiveness of the Public Information Program through a review of:
 - 1. News releases;
 - 2. News clippings from newspapers throughout the state as provided by news services, and/or departmental staff;

4. Correspondence and/or verbal comments received by the Secretary or other KDOC staff;
and
 5. Involvement in social media sites, including posting and communication.
- B. The Executive Director of Public Affairs is responsible to update the Public Information Program as determined necessary following the review, or at any time adjustments to the program are deemed necessary.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff, residents, and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees, residents, or offenders, or an independent duty owed by the Department of Corrections to employees, residents, offenders, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS

None.

REFERENCES

K.A.R. 44-1-103
IMPP 05-101D, 08-104D, 19-101D

HISTORY

04-27-16 Original
05-13-22 Revision 1

ATTACHMENTS

Attachment	Title of Attachment	Page Total
A	Social Media Authorization	1 page(s)

KANSAS DEPARTMENT OF CORRECTIONS

Request for Office Social Media Page

Date: _____

Name of requestor: _____

Division and office: _____

1. What social media account(s) are you requesting for your office/facility?

2. Clearly state the business need that the requested social media account(s) will address for your specific office/facility:

3. Who will be tasked with publishing information to the requested account(s)?

If granted, the Executive Director of Public Affairs will create the requested account, having access to the user name and password. Any modifications to authorized users are to come from the Executive Director of Public Affairs.

I understand that the Executive Director of Public Affairs may revoke this consent at any time except to the extent that action has been taken in reliance on it, and that in any event the consent expires automatically without my express revocation upon the occurrence of the following time, date, circumstances, event or condition:

Name (Printed)

Name (Signature)

(Date)

Warden, Superintendent, or Appointing Authority

Executive Director of Public Affairs

Approved Denied