



Delegation of Authority
103 DOC 103

Effective Date: June 10, 2026

Review Date: June 15, 2026

Table of Contents

103.01	Purpose.....	1
103.02	Cancellation	1
103.03	Severability Clause.....	1
103.04	Chain of Command	1
103.05	Central Office Chain of Command	2
103.06	Channels of Communication	5
103.07	Procedures for Emergency or Extraordinary Situations.....	5
103.08	Responsible Staff	5
103.09	Access to Policy.....	5
103.10	Information Sources.....	5

103.01 Purpose

To establish guidelines for the delegation of authority through Department and Institution chains of Command and Channels of Communication.

103.02 Cancellation

This policy cancels all previous Department policies, procedures, Commissioner's bulletins, and rule and regulations regarding delegation of authority.

103.03 Severability Clause

If any part of this policy is for any reason held to be in excess of the authority of the Commissioner, such decision shall not affect any other part of this policy.

103.04 Chain of Command

- A. The Department of Correction (Department) shall have clear and precise policy regarding the delegation of authority within the Department which shall be reflected through the:
 - 1. Departmental organization chart, which illustrates the chain of command.
 - 2. Position title with written responsibilities as determined by the Commissioner or their designee.
 - 3. Person in charge of the Department in the absence of the Commissioner, Chief of Staff or Deputy Commissioners.

- B. Each institution superintendent shall have clear and precise written policy and procedure, which establishes and describes the institutions' chain of command. Such written policy and procedure should:
1. Establish by position title, the authority and responsibility for all administrative sub-units and functional components within the institution.
 2. Establish and describe in descending order overall authority and responsibility for the entire correctional institution, its operation, programs and services (i.e., the person in charge in the absence of the superintendent).

103.05 Central Office Chain of Command

The chain of command is reflected in the Department's organizational chart located in the Commissioner's office. In the absence of the Commissioner, the Chief of Staff shall be in charge of the Department. In the absence of the Chief of Staff, the Deputy Commissioners shall be in charge of the Department. In the absence of the Commissioner, Chief of Staff, and Deputy Commissioners, the Commissioner shall designate a member of the Command Staff to be in charge of the Department in an acting capacity.

- A. Commissioner: Staff reporting directly to the Commissioner shall include but not be limited to:
1. Chief of Staff
 2. Deputy Commissioner of Administration
 3. Deputy Commissioner of Clinical Services and Reentry
 4. Deputy Commissioner of Field Services
 5. Deputy Commissioner of Human Resources
 6. Deputy Commissioner of the Prison Division
 7. General Counsel
 8. Administrative Director
- B. Chief of Staff: Staff reporting directly to the Chief of Staff shall include but not be limited to:
1. Deputy Chief of Staff
 2. Executive Director of Research and Planning
- C. Deputy Chief of Staff: Staff reporting directly to the Deputy Chief of Staff shall include but not be limited to:
1. Director of Policy Development and Compliance Unit
 2. Director of Communications and Administrative Resolution
 3. Director of Legislative Affairs
 4. Director of Strategic Initiatives
 5. Director of Media Relations
- D. Deputy Commissioner of Administration: Staff reporting directly to the Deputy Commissioner shall include but not be limited to:
1. Executive Director of Administrative Services
 2. Director of Resource Management

3. Director of Industries
 4. Director of Systems Projects
 5. Director of Food Services
 6. Manager of Special Projects
 7. Executive Assistant
- E. Deputy Commissioner of Clinical Services and Reentry: Staff reporting directly to the Deputy Commissioner shall include but not be limited to:
1. Assistant Deputy Commissioner of Reentry
 2. Assistant Deputy Commissioner of Clinical Services
 3. Director of Victim Services
 4. Director of Employee Assistance Unit
 5. Executive Assistant
- F. Deputy Commissioner of Field Services: Staff reporting directly to the Deputy Commissioner should include but not be limited to:
1. Chief of Investigative Services
 2. Chief of Professional Standards Unit
 3. Chief of PREA Audits, Operations, and Investigations
 4. Executive Assistant
- G. Deputy Commissioner of Human Resources: Staff reporting directly to the Deputy Commissioner shall include but not be limited to:
1. Executive Director of Human Resources
 2. Director of Workforce Development and Equal Opportunity
 3. Director of Employee Relations Unit
 4. Executive Assistant
- H. Deputy Commissioner of the Prison Division: Staff reporting directly to the Deputy Commissioner shall include but not be limited to:
1. Assistant Deputy Commissioner, North
 2. Assistant Deputy Commissioner, South
 3. Director of Operational Services
 4. Director of Central Disciplinary Unit
 5. Executive Assistant
- I. General Counsel: Duties include but are not limited to, the management of:
1. Litigation
 2. House counsel
 3. CMR's/policies
 4. Bridgewater legal services
 5. Treatment Center legal services
 6. Immediate support staff

- J. Executive Director of Strategic Planning and Research: Staff reporting directly to the Executive Director shall include but not be limited to:
1. Grants Manager
 2. Deputy Director of Research and Planning
 3. Director of Data Analytics Unit
 4. Immediate support staff
- K. Administrative Director: Staff reporting directly to the Administrative Director shall include but not be limited to:
1. Commissioner's support staff
 2. Deputy Commissioner's and Chief of Staff immediate support staff
- L. Assistant Deputy Commissioner of Northern Sector Institutions: Institutions reporting directly to the Assistant Deputy Commissioner:
1. North Central Correctional Institution
 2. Northeastern Correctional Center
 3. MCI Framingham
 4. MCI Shirley
 5. Souza-Baranowski Correctional Center
- M. Assistant Deputy Commissioner of Southern Sector Institutions: Institutions reporting directly to the Assistant Deputy Commissioner:
1. MCI Norfolk
 2. Pondville Correctional Center
 3. Old Colony Correctional Center
 4. Massachusetts Treatment Center
 5. Bridgewater State Hospital
 6. Massachusetts Alcohol and Substance Abuse Center at Plymouth
 7. Boston Pre-Release Center
 8. Lemuel Shattuck Hospital
- N. Assistant Deputy Commissioner of Clinical Services: Staff reporting directly to the Assistant Deputy Commissioner should include but not be limited to:
1. Director of Clinical Services
 2. Director of Behavioral Health
 3. Director of Contract Compliance
 4. Executive Assistant
- O. Assistant Deputy Commissioner of Reentry: Staff reporting directly to the Assistant Deputy Commissioner should include but not be limited to:
1. Director of Classification
 2. Director of Central Date Computation Unit
 3. Director of Program and Reentry Services Division
 4. Director of Recovery Pathfinder
 5. Director of Education
 6. Operations Analyst Manager

7. Executive Assistant

103.06 Channels of Communication

All units/divisions and correctional institutions shall have organizational charts, which reflect the channels of communication. All communications are to be complete and timely and generally follow the chain of command as set forth.

103.07 Procedures for Emergency or Extraordinary Situations

Each institution Superintendent shall have written procedures describing the chain of command and channels of communication for emergencies or extraordinary situations. At a minimum, such procedures should generally describe exceptions to the normal chain of command and channels of communication when "Institution Reaction Plans" pursuant to [103 DOC 560, Disorder Management](#) are in effect. In addition, such procedures should describe any additions or exceptions to the institution's chain of command or channels of communication as a result of institution and/or Department Duty Officer Systems.

103.08 Responsible Staff

Reviewing Authority: Commissioner

Responsible Staff:

- Superintendents

103.09 Access to Policy

Department's Central Policy File
Each Institution's Policy File
Institution Library

103.10 Information Sources

Legal Authority:
[M.G.L. Ch. 124 Section 1\(e\), \(q\).](#)

Other Related Policies:
[103 DOC 560, Disorder Management](#)

Applicability: All Staff

Attachments: None