

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
PAROLE DIVISION**



**POLICY AND
OPERATING PROCEDURE**

NUMBER: PD/POP-1.3.16

DATE: 09/13/2011

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SUPERSEDES: 06/05/2000

SUBJECT: PAROLE DIVISION INTERNAL REVIEW PROCESS

AUTHORITY: Not Applicable

PURPOSE: To establish procedures for internal review of division operations, including but not limited to directorates, sections, regions, district offices, units, or employees, with regard to implementation and compliance with Parole Division policy.

PROCEDURE:

- I. Persons Authorized to Request a Parole Division Internal Review (PDIR)
 - A. The following Parole Division personnel may request an internal review: division director, deputy directors, section directors, and regional directors.
 - B. Persons authorized to request an internal review shall limit requests to reviews of Parole Division personnel under their supervisory authority.
 - C. The division director may, at any time and for any reason, order, grant, deny, or suspend an internal review.

- II. Internal Review Assignment Procedure
 - A. Review requests may be in writing or verbally and shall specify the directorate, section, region, district office, unit, employee or offender record(s) to be examined.
 - B. Review requests shall specify the Parole Division policy area(s) to be examined.
 - C. Deputy directors shall submit requests to the Internal Review supervisor.
 - D. Section directors shall submit requests to the Internal Review supervisor through the deputy director for Support Operations.
 - E. Regional directors shall submit requests for an internal review to the Internal Review

supervisor through the deputy director of Field Operations.

- F. The Internal Review supervisor shall:
1. Review all PDIR requests.
 2. Determine the extent and scope of any review to be conducted.
 3. Assign Internal Review staff accordingly.
 4. Issue tracking numbers to approved reviews, establish timeframes in each review, conduct audits on timeframes, adjust timeframes accordingly, and ensure completion of each review within timeframes.

III. Responsibilities of Internal Review Staff

- A. Before beginning a PDIR, Internal Review staff shall:
1. Create a file that includes the originating internal review request.
 2. Identify all applicable policies and directives relevant to the Parole Division policy area(s) to be examined.
 3. Establish the areas to be reviewed and create a worksheet that addresses all the area(s) to be examined.
 4. Identify all types of reports (caseload report, monthly restitution payment schedule, etc.) that will be required to conduct the internal review.
 5. If an internal review requires sampling, random or otherwise, determine the methodology to be applied.
 6. Upon completing the preparation required of the above, reviewers shall conduct a final pre-internal review conference with the Internal Review supervisor for the following purposes:
 - a. Final approval of the extent and scope of the internal review.
 - b. Identify randomly selected cases for the Office Review using the DPO Performance Measure report via INFOPAC report.
 - c. Approval of preparation required.
 - d. Establishment of timelines.
- B. Prior to initiating a review, notice of the impending review shall be sent, via e-mail, by the Internal Review section to the deputy director of Field Operations, the deputy director of

Support Operations, the region director, the assistant region director, the parole supervisor, and the assigned program specialist I (PS I).

IV. Internal Review Reports – Review and Approval Process

A. Review

1. The review period shall include a minimum of three months and a maximum of six months of active supervision (if a warrant was in effect, the time period between warrant issuance and warrant confirmation shall not be reviewed) unless specified by the requestor.
2. All review materials (i.e. worksheets) shall be provided to the parole supervisor upon completion of the review and a debriefing shall be conducted with the region director (or designated assistant region director).

B. Approval Process

1. Internal Review shall audit the completed report and provide a final summary report to the region director.
2. The region director shall review and request clarification of findings, return the summary report with comments and an action plan, if applicable, to Internal Review.
 - a. Action plans shall be required for each performance measure scored at 69% and below for Office Reviews.
 - b. Action plans shall be required for each finding on the Individual Reviews.
3. The region director may request follow up training through the Internal Review supervisor. The training shall cover those performance measures scored at 69% and below only.
4. The Internal Review supervisor shall review the final summary report. The final report, to include the region director's comments and action plan, if applicable, shall be submitted to the Parole Division Director, through the deputy directors of Support Operations and Field Operations.
5. The Internal Review supervisor shall schedule a follow up review of all Office Review action plan items and report all findings to the Parole Division director, through the deputy directors of Support Operations and Field Operations. The follow up review is to ensure all action plan items have been completed or implemented. The review shall consist of a check of the supporting documentation, which will be provided by the region director, verifying the steps have been completed.

V. Office Review Schedule

- A. Internal Review shall establish an annual review plan each fiscal year and provide a schedule

of reviews to executive management.

- B. Office reviews shall be assigned on a monthly basis in accordance with the approved schedule, unless authorized by a deputy director.

VI. Preparation and Distribution of Internal Review Reports

- A. Release and distribution of all final PDIR reports shall be the responsibility of the Internal Review supervisor.
- B. Distribution of final PDIR reports shall include the director of the Parole Division, the deputy directors of Support Operations and Field Operations, and the appropriate region or section director.

VII. Training

- A. Training that has been requested by the region director as a result of findings shall be scheduled by the Internal Review supervisor and shall be completed within 45 calendar days of the completion of the action plans.
- B. Training shall be developed to address those areas of deficiencies identified by an Office Review with a score of 69% or below.
- C. Region directors may conduct local training to address those areas of deficiencies with a score of 70% - 89% at their discretion.
- D. No further action is necessary for those areas of 90% - 100%.
- E. Management may incorporate any areas of deficiencies in the training.

VIII. Subsequent Internal Reviews

Any subsequent internal review shall constitute a new request and shall be governed by this policy.

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