

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

PAROLE DIVISION



**POLICY AND
OPERATING PROCEDURE**

NUMBER: PD/POP-3.2.34

DATE: 03/23/16

PAGE: 1 of 11

SUPERSEDES: 01/12/15

SUBJECT: CONTACT STANDARDS

AUTHORITY: TEXAS GOVERNMENT CODE CH. 501.092 and 501.0921

PURPOSE: To define and establish contact standards for clients under the supervision of the Texas Department of Criminal Justice-Parole Division.

DEFINITIONS:

Collateral Contact: A contact, either in person or by telephone, with family members, significant others, associates, employers, treatment providers, law enforcement, federal or community supervision officers, or with any other person or entity who has personal knowledge or information regarding the client or the client's activities.

Face-to-Face Contact: An office, home, or field contact between a parole officer and client. Telephone contacts may not be substituted for a required face-to-face contact with the client.

Field Contact: A contact, in person, which occurs between a parole officer and a client in the community, including, but not limited to, the client's place of employment or treatment. The purpose of the contact is to determine the client's compliance with special conditions, program referrals, and to address client needs.

Home Contact: A contact, in person, which occurs between a parole officer and a client at the client's residence. The purpose of the contact is to determine the client's compliance with special conditions, program referrals, and to address client needs.

Office Contact: A contact, in person, which occurs between a parole officer and a client at the district parole office (DPO) or satellite parole office. The purpose of the contact is to determine the client's compliance with special conditions, program referrals, and to address client needs.

Surveillance Contact: A contact that requires the parole officer to observe the client at home, work, or treatment, etc. (without the client's knowledge), to investigate compliance.

Home Verification Contact: A contact that requires the parole officer to validate the client resides at the address provided.

I. OFFENDER INFORMATION MANAGEMENT SYSTEM

- A. Parole officers shall schedule all contacts in the Offender Information Management System (OIMS) Schedule screen at a time convenient for the client and the parole officer. Parole officers shall not instruct a client to take time off from work to report to the DPO or to be present for a scheduled home or field contact.
- B. Parole officers shall document all face-to-face, telephone, or verification contacts in the OIMS within three (3) business days after the contact or within three (3) business days after return to the designated headquarters from contacts made in the field. Delay of entry due to unanticipated leave may occur; however, the goal is to maintain current information in the OIMS.

II. OFFICE CONTACTS

- A. Office contacts are required for clients on normal reporting status.
- B. Parole officers may conduct office contacts at a treatment facility for clients who are on the Therapeutic Community (TC) Phase I-B and II caseload.
- C. At the discretion of the parole supervisor (PS) or designee, parole officers may conduct individual office contacts on their assigned duty day.

III. HOME CONTACTS

- A. Home contacts are required for clients based on their assigned supervision level.
- B. In accordance with PD/POP-3.1.1, *Initial Interview and Final Summary*, a second home contact is not required if the client is present during the home verification, which is required within the first 15 business days after the initial contact for a new arrival. Two entries in the OIMS are required to take care of these requirements: home verification and home contact.
- C. A home contact is required within 30 calendar days of the initial office contact on all newly released or transferred clients, unless otherwise specified in Section VII.

Note: Clients who have not changed residences, but transfer between parole officers within the same DPO, do not require the above home contact if contact standards are current.

- D. A home contact is required within 30 calendar days of the client's change of address.
- E. Parole officers shall conduct a home contact within five (5) business days after the client is returned to supervision from any correctional facility (e.g., Texas Department of Criminal Justice-Correctional Institutions Division (TDCJ-CID), Texas Department of Criminal Justice-State Jail (TDCJ-SJ), Intermediate Sanction Facility (ISF), Substance Abuse Felony Punishment Facility (SAFPF), county jail, etc.).
- F. Parole officers shall attempt a home contact within five (5) business days following a missed office, home, or field contact.
 - 1. If the parole officer does not make contact with the client, written instructions shall be left at the client's residence to report to the DPO within five (5) business days.
 - 2. If the client fails to report for the scheduled contact, the parole officer shall use discretion when scheduling the next office contact at the convenience of the parole officer.
- G. The Region Director or designee shall approve, in writing, any deviation from the monthly contact standards. The Region Director or designee shall document the approval in the OIMS. For example, the Region Director may defer office contact and require an unscheduled home visit to substitute for the office contact if the client is confined to a nursing home. The client's TRAS identified risk level and the level of mobility shall be taken into consideration when deviating from the contact standards.
- H. Home contacts may be deferred based on valid safety issues. The parole officer shall not enter environments or circumstances that require law enforcement intervention. Office contacts shall be applied in such circumstances. Instances of home contact deferral shall be staffed with the parole supervisor, who shall consult with the Assistant Region Director. The parole supervisor shall enter the approval in the OIMS.

IV. FIELD CONTACTS

- A. Parole officers shall use field contacts to enhance supervision and to verify employment, compliance with program referrals, etc.
- B. Field contacts shall be required for clients based on their assigned supervision level.

V. COLLATERAL CONTACTS

- A. Parole officers shall use collateral contacts to enhance supervision and to verify employment, compliance with program referrals, etc.

- B. In accordance with PD/POP-3.2.31, *Verification of Offender Activities and Compliance with the Conditions of Supervision*, each month, parole officers shall monitor the offender’s activities and verify compliance with the conditions of supervision and record verification in the OIMS.
- C. Reference Section VII for specific caseload collateral information.
- D. Completing a National Crime Information Center/Texas Crime Information Center (NCIC/TCIC) is an investigative contact; not a valid law enforcement collateral contact, unless the parole officer speaks with the agency regarding a “confirmation” on the rap sheet.

VI. MONTHLY VERIFICATION

- A. The parole officer shall obtain written verification of treatment and/or employment each month. Clients seeking employment shall provide concrete evidence (e.g., appointment slips, rejection letters, etc.) of active job searches.
- B. In accordance with PD/POP-3.1.6, *Restitution/Post-Secondary Education Reimbursement/Fees Collection Process*, parole officers shall, on a monthly basis, address fee collection and restitution with the client. If needed, parole officers shall conduct additional contacts to meet monthly verification requirements, to include verification of payments of any fines, restitution, fees, and court costs imposed by the court.

VII. MONTHLY CONTACT STANDARDS

- A. Parole officers shall complete the minimum contact standards monthly; however, additional contacts shall be scheduled based on the client’s case plan.
- B. If a client resides in a state contracted Residential Reentry Center, the parole officer shall conduct weekly face-to-face contacts in accordance with PD/POP-3.9.5, *Residential Reentry Center (RRC) Outplacement Procedures*.
- C. Regular Supervision Cases

Supervision Level	Minimum Contact Standard
High	1 Office Contact Monthly; 1 Home or Field Contact Monthly; and 1 Unscheduled Home or Field Contact Quarterly.
Moderate	1 Office Contact Monthly; and 1 Home or Field Contact Quarterly.
Low Moderate	1 Office Contact Every Other Month; and 1 Home Contact Quarterly.
Low	1 Office Contact Quarterly

1. An annual home verification is required on all clients who are on the low supervision level.
2. The parole officer may conduct additional home or field contacts to address clients' needs.

D. Super-Intensive Supervision Program (SISP)

Supervision Level	Minimum Contact Standard
Sex Offender and Special Bulletin Cases Only	
High	2 Office Contacts Monthly; 2 Unscheduled Home Contacts Monthly; 1 Office/Unscheduled Home/Unscheduled Field Contact Monthly; 1 Surveillance Contact Monthly; and 2 Collateral Contacts Monthly.

Supervision Level	Minimum Contact Standard
Phase I	
High	2 Office Contacts Monthly; 2 Unscheduled Home Contacts Monthly; 1 Office/Unscheduled Home/Unscheduled Field Contact Monthly; 1 Surveillance Contact Monthly; and 2 Collateral Contacts Monthly.

Supervision Level	Minimum Contact Standard
Phase II	
High	1 Office Contact Monthly; 1 Unscheduled Home Contact Monthly; 1 Unscheduled Home or Field; 1 Surveillance Contact Monthly; and 2 Collateral Contacts Monthly.

1. At each office contact, the parole officer shall inspect, visually and physically, the transmitter to verify the integrity of the transmitter and strap.
2. At each home contact, the parole officer shall inspect, visually and physically, the electronic monitoring equipment to verify the integrity of the equipment.
3. If the client is identified as a sex offender, the parole officer shall conduct unscheduled home contacts with one (1) occurring on a weekend.
4. For additional information on the SISP, reference PD/POP-3.15.1, *Super-Intensive Supervision Program Administrative Guidelines*.

E. Electronic Monitoring Program

Supervision Level	Minimum Contact Standard
High	1 Office Contact Monthly; 1 Home Contact Monthly; 1 Office, Home or Field Contact Monthly; and 2 Collateral Contacts Monthly.

1. At each office contact, the parole officer shall inspect, visually and physically, the transmitter to verify the integrity of the transmitter and strap.
2. At each home contact, the parole officer shall inspect, visually and physically, the electronic monitoring equipment to verify the integrity of the equipment.
3. If a client is released from custody from any correctional facility (TDCJ-CID, TDCJ-SJ, ISF, SAFPF, county jail, etc.) on or after the 15th of the month, no collateral contacts will be required during the first month, provided custody did not result from a violation during the client’s current term of supervision.
4. SISF parole officers shall supervise clients identified as sex offenders and who have Special Condition “T” (reference VII.F.7 of this policy).
5. For additional information on the Electronic Monitoring Program, reference PD/POP-3.5.1, Electronic Monitoring Program.

F. Sex Offender Program

Supervision Level	Minimum Contact Standard
High	1 Office Contact Monthly; 2 Unscheduled Home Contacts Monthly (one must be completed on a weekend); 1 Surveillance Contact Monthly; and 2 Collateral Contacts Monthly.
Moderate	1 Office Contact Monthly; 1 Unscheduled Home Contact Monthly; 1 Surveillance Contact Monthly; and 2 Collateral Contacts Monthly.
Low Moderate	1 Office Contact Monthly; 1 Unscheduled Home Contact Monthly; 1 Surveillance Contact Every Six (6) Months; and 1 Collateral Contact Monthly.

1. Parole officers who supervise a sex offender client shall work a minimum of two (2) weekend days per month, conducting random home or field visits. The process of “Containment” involves parole officers’ schedules that are beyond traditional business hours. Flexibility of schedules is crucial to validate compliance. As a continuation of external controls, the parole officer utilizes contacts as a means to determine and ensure compliance of conditions that include controlling and monitoring the client’s leisure/recreation time.

2. The parole officer shall conduct a home visit within five (5) business days of a client placed on the sex offender caseload or transferred from another DPO.
3. Parole officers shall conduct a home contact within five (5) business days after the client is returned to supervision from any correctional facility (e.g., TDCJ-CID, TDCJ-SJ, ISF, SAFPF, or county jail).
4. During every face-to-face contact, the parole officer shall conduct a plain view search of the client and his environment and document it in the OIMS.
5. The parole officer shall conduct a plain view search of the entire residence at least one (1) time each quarter and document it in the OIMS as an Investigative Contact.
 - a. The parole officer shall exercise caution so as not to create a hostile situation. In the event there are safety concerns when conducting a search, parole officers may ask another parole officer or unit supervisor to assist.
 - b. In the event the Investigative Contact is also an unscheduled contact, the parole officer shall indicate in the Comment section that the visit was an unscheduled visit.
 - c. For more information on plain view searches, reference PD/POP-3.6.10, *Special Condition "X" Search Guidelines*.
6. Clients who score high on the Static-99R shall be placed on home confinement without having Special Condition "T" imposed. In addition, any sex offender client may be placed on home confinement regardless of the risk level, if it is determined necessary by the treatment team. The parole officer shall document the justification in the OIMS. For information on curfew for sex offender clients, reference PD/POP-3.6.2, *Sex Offender Program Supervision Guidelines*.
7. **Unscheduled Contact**
 - a. Unscheduled contacts shall be attempted at times when the client is reasonably expected to be at a specific location.
 - b. If a client is not present, the parole officer shall investigate the client's whereabouts during the unscheduled contact and document in the OIMS the time of day when the client was not present. The parole officer shall take the appropriate interventions necessary. The parole officer shall attempt a second unscheduled contact at the time the client is scheduled to be at the specified location.
8. **Collateral Contacts**
 - a. If the client is attending sex offender treatment, the parole officer shall contact the sex offender treatment provider monthly to ascertain the

client’s progress, behavior, compliance, etc. This contact can be in person or by telephone. Parole officers may substitute the treatment provider’s written report for one (1) collateral contact per quarter.

b. In the event the client is not attending sex offender treatment, the parole officer shall obtain collateral contacts from persons who may provide relevant information regarding the client, including, but not limited to, family members, employers, spouse, friends, significant others, or law enforcement.

9. For additional programming contacts involving the sex offender program, reference PD/POP-3.6.1, *Sex Offender Program Administrative Guidelines* and PD/POP-3.6.2, *Sex Offender Program Supervision Guidelines*.

G. Sex offender clients with imposition of Special Condition “T”:

Supervision Level	Minimum Contact Standard
High	1 Office Contact Monthly; 2 Unscheduled Home Contacts Monthly (one must be completed on a weekend); 1 Surveillance Contact Monthly; and 1 Collateral Contact Monthly.

1. SISP parole officers shall supervise clients identified as sex offenders and who have Special Condition “T”.

2. For information on supervising a sex offender with imposition of Special Condition “T”, reference PD/POP-3.5.1, *Electronic Monitoring Program*, and PD/POP-3.15.1, *Super-Intensive Supervision Program Administrative Guidelines*.

H. Special Needs Offender Program (SNOP)

Supervision Level	Minimum Contact Standard
High	1 Office Contact Monthly; 1 Home Contact Monthly; 1 Office, Home, or Field Contact Monthly; and 1 Collateral Contact Monthly.
Moderate	1 Office Contact Monthly; 1 Home Contact Monthly; 1 Field Contact Quarterly; and 1 Collateral Contact Monthly.
Low Moderate	1 Office Contact Monthly; 1 Home Contact Every Other Month; and 1 Field Contact Quarterly.
Low	1 Office Contact Every Other Month to alternate with the Home Contact; and 1 Home Contact Every Other Month to alternate with the Office Contact.

1. Parole officers shall use an interdisciplinary approach to treatment. Reference PD/POP-3.7.1, *Special Needs Offender Program (SNOP)*, for additional treatment contacts with the Texas Correctional Office for Offenders with Mental or Medical Impairments (TCOOMMI) Human Services Specialist or the Local Mental Health Authority (LMHA) case manager.
2. Terminally Ill/Physically Handicapped (TI/PH)
 - a. With unit supervisor approval, a parole officer may perform home visits in lieu of office visits for clients who are non-ambulatory because of terminal illness or severe physical handicap.

The number of required face-to-face contacts for the SNOP TI/PH client may be reduced to two (2) per month for clients who are supervised at a High Level, or may be reduced to one (1) per month for clients supervised at a Moderate and Low Moderate Level, if the client meets one of the following criteria:

 - i. The client is non-ambulatory and is residing in a private residence; or
 - ii. The client is hospitalized or residing in a skilled care nursing facility.
 - b. The SNOP unit supervisor who approves this exception shall document it in the OIMS.

I. Therapeutic Community

Supervision Level	Minimum Contact Standard
Phase I	
High	1 Home Contact Monthly to occur at the Treatment Team Meeting (TTM); and 1 Collateral Contact Monthly to occur at the TTM.
Phase I-B	
High	1 Office Contact Monthly may occur at the Treatment Facility (may not coincide at time of the TTM); 1 Home Contact Monthly; 1 Field Contact Monthly to occur at the TTM; and 1 Collateral Contact Monthly to occur at the TTM.
Phase II	
High	1 Office Contact Monthly may occur at the Treatment Facility (may not coincide at time of the TTM); 1 Home Contact Every Other Month; 1 Field Contact to occur at the TTM Quarterly; and 1 Field Contact Every Six (6) Months (may not coincide at time of the TTM).
Phase III	
High	1 Office Contact Monthly; 1 Home Contact Every Other Month; and

Supervision Level	Minimum Contact Standard
	1 Field Contact Quarterly.
Moderate	1 Office Contact Monthly; and 1 Home Contact Every Other Month;
Low Moderate	1 Office Contact Every Other Month; and 1 Home Contact Quarterly.
Low	1 Office Contact Quarterly; and 1 Home Contact Every Six (6) Months.

1. Parole officers shall attempt a home contact for Phase I, I-B, and II, within five (5) business days following the client’s failure to keep a scheduled appointment (e.g., office visit, individual session, group session, or TTM), notice of failed urinalysis conducted by the vendor, or release from custody.
2. The parole officer shall leave written instructions with the client or at the client’s residence to report to the DPO within one (1) business day.
3. For additional programming and treatment contacts involving the TC Program, reference PD/POP-3.8.1, Therapeutic Community Caseload (TC)–Administrative and Supervision Guidelines.
4. Regardless of the supervision level, TC clients shall submit to at least one (1) target urinalysis monthly.

J. District Reentry Center

Supervision Level	Minimum Contact Standard
High	1 Office Contact Monthly; and 1 Home Contact Quarterly.
Moderate	1 Office Contact Monthly; and 1 Home Contact Quarterly.
Low Moderate	1 Office Contact Every Other Month; and 1 Home Contact Quarterly.
Low	1 Office Contact Quarterly.

1. Parole officers shall conduct a home verification within 15 business days of receipt of case or change in address. Home verifications are not required if a case is transferred within the same DPO and a home verification has already been completed.
2. An annual home verification is required on all clients who are on the low supervision level.
3. The District Reentry Center (DRC) class facilitator or designee shall be responsible for updating the OIMS Program Referral screen as follows:
 - a. Document the client’s attendance in the OIMS Program Referral screen within three (3) business days of the class; and

- b. The class facilitator shall communicate with the parole officer monthly to discuss the progress or regression of the client.
4. For additional programing contacts involving the DRC core programming, reference PD/POP-3.13.1, *District Reentry Center Administrative and Caseload Supervision Guidelines*.

Stuart Jenkins
Director, Parole Division