

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
PAROLE DIVISION**



**POLICY AND
OPERATING PROCEDURE**

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DATE: 11/01/17

PAGE: 1 of 2

SUPERSEDES: 07/01/05

SUBJECT: CASE STAFFING/CASE CONFERENCES

PURPOSE: The purpose of this policy is to establish guidelines for case staffing and case conferences.

PROCEDURE:

I. CASE STAFFING

Case staffing assists in the supervision of clients. It is an effective tool for new officers who do not have the expertise of their supervisors and senior parole officers. The parole officer or management staff may request case staffing sessions, as needed, to review individual cases and attempt to solve problems that may not be easily resolved by the supervising officer. Case staffings may also be used to discover alternative supervision methods or to develop treatment approaches.

- A. Case staffing provides input, helps to determine the best course of action, or provides necessary consensus with regard to submission of Violation Reports, Board Transmittals, imposing interventions, treatment program placement, or requesting warrant cancellations or withdrawals.
- B. Case staffing participants normally include the parole officer and unit supervisor, but additional staff or individuals may be included as needed.
- C. Case staffing results shall be recorded in the Contacts Screen of the Offender Information Management System (OIMS) by the unit supervisor or manager who conducted the staffing.

II. CASE CONFERENCES

Case conferencing is a vital tool used in the supervision of clients as a method to redirect client behavior in an attempt to avoid further issues. It is to be utilized as an intervention in accordance with PD/POP-4.1.1, *Processing Violations of the Rules and Conditions of Release*.

Often, with the intervention of a unit supervisor or management staff, the client realizes that the parole officer has the support of his supervisors, and positive change in behavior can be accomplished. After the client displays negative behavior, a case conference should be scheduled at a time convenient for all concerned and should be scheduled as early as possible. The behavior of the client should be documented, and the reason for the case conference should be staffed before the client reports for the case conference.

- A. The client should be brought into an office with the unit supervisor (or higher management authority), and the supervising officer should be present.

Note: Duty officers should not schedule case conferences with clients not on their caseloads, unless prearranged with the supervising officer.

The tone should be serious, and the client should never be threatened. Attempts should be made to ascertain the client's version of the allegation(s), and the client should be encouraged to state the steps he will make to correct the behavior. The violation should be stated plainly, as well as the possible consequences of continued violations. If the client is told that additional interventions will be taken for repeated negative behavior, then there should be follow-up, and the interventions should progress if the negative behavior continues.

- B. Although case conferences are normally held to address negative behavior, there are times when a case conference can be used to reinforce positive behavior. Parole officers are encouraged to arrange these sessions to acknowledge positive client change as well.
- C. A detailed account of the case conference shall be entered into the Comments portion of the Contacts Screen in the OIMS by the supervisor who held the case conference. The results of the case conference shall not be entered by the parole officer.

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