

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
PAROLE DIVISION**



**POLICY AND
OPERATING PROCEDURE**

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DATE: September 1, 2021

PAGE: 1 of 10

SUPERSEDES: March 23, 2016

SUBJECT: CONTACT STANDARDS

AUTHORITY: TEXAS GOV'T CODE §§ 501.092, 501.0921

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

DEFINITIONS:

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

Electronic Contact – A contact between a parole officer (PO) and a client using a telephone or video call to complete the elements of a traditional office contact verbally.

Face-to-Face Contact – An office, home, or field contact between a PO and a client to evaluate client compliance with special conditions and program referrals, as well as address client risks and needs.

- **Field Contact** – An in-person contact between a PO and a client in the community, including at the client's place of employment or a treatment facility.
- **Home Contact** – An in-person contact between a PO and a client at the client's residence.
- **Office Contact** – An in-person contact between a PO and a client at the district parole office (DPO) or satellite parole office.

Residence Validation Contact – A contact that requires the PO to validate the client resides at the approved address.

Surveillance Contact – A contact to investigate compliance that requires the PO to observe the client at home, work, or treatment without the client knowing.

Unscheduled Contact – A contact between the PO and a client that occurs at the client's home or in the community, including at the client's place of employment or treatment facility for which the client has no prior knowledge it will occur.

NOTE: Although the client is unaware the unscheduled contact will occur, the PO shall plan them in advance and enter the schedule information into the OIMS as appropriate.

PROCEDURES:

I. OFFENDER INFORMATION MANAGEMENT SYSTEM

- A. The PO shall schedule contacts for a time that is convenient for the client and the PO and enter the contact time in the Offender Information Management System (OIMS). A PO may 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. The PO shall document all contacts into the OIMS within three business days after the contact or within three business days after return to headquarters from field contacts. The goal is to maintain current information in the OIMS.
- C. The verification table shall be fully completed at least one time during the reporting month.

II. OFFICE CONTACTS

- A. Office contacts are required for a client on normal reporting status based on their assigned TRAS supervision level and caseload type.
- B. At the discretion of a parole supervisor (PS) or designee, the PO may conduct individual office contacts on their assigned duty day.

III. HOME CONTACTS

- A. Home contacts are required for a client on normal reporting status based on their assigned TRAS supervision level and caseload type.
- B. According to PD/POP-3.1.1, *Initial Interview and Final Summary*, a separate home contact is not required if the client is at home during the residence validation contact, which is required within the first 15 business days after the initial contact for a new arrival.
- C. A home contact is required within 30 calendar days of the initial office contact for a newly released or transferred client, unless otherwise specified in Section VII.

NOTE: This does not apply to a client who does not change residences, but changes POs within the same DPO and contact standards are current.

- D. A home contact is required within 30 calendar days of a client's change of address.
- E. The PO shall conduct a home contact within five business days after a client is returned to supervision from any correctional facility, such as a TDCJ-Correctional Institutions

Division (CID) unit, TDCJ state jail, Intermediate Sanction Facility (ISF), Substance Abuse Felony Punishment Facility (SAFPF), or county jail.

- F. The PO shall conduct required investigative contacts after a missed office, home, or field contact according to PD/POP 4.1.1, *Processing Violations of the Rules and Conditions of Release*.
 - 1. If the PO does not make contact with the client, they shall leave written instructions at the client's residence to report to the DPO within one business day.
 - 2. If the client fails to report for the scheduled contact, the PO may use discretion to schedule the next office contact at their convenience.
- G. The region director (RD) or designee shall approve in writing any deviation from the monthly contact standards and document the approval into the OIMS. For example, the RD may defer an office contact and require an unscheduled home visit to substitute for the office contact if a client is confined to a nursing home. The client's identified TRAS supervision level and the level of mobility shall be taken into consideration when deviating from the contact standards.
- H. A home contact may be deferred and rescheduled for valid safety issues. A PO may not enter an environment or situation that requires law enforcement intervention. An office contact shall be utilized in such circumstances. The PO shall staff instances of home contact deferral with the PS, who shall consult with the assistant region director (ARD). The PS shall enter the approval into the OIMS.

IV. FIELD CONTACTS

- A. Field contacts shall be required for a client based on their assigned TRAS supervision level and caseload type.
- B. Field contacts shall be conducted at a location in the community where the client is present to conduct daily affairs.

V. COLLATERAL CONTACTS

- A. A PO shall use collateral contacts to enhance supervision by obtaining information from people who can provide information regarding the client's adjustment to supervision.
- B. According to PD/POP-3.2.31, *Verification of Offender Activities and Compliance with the Conditions of Supervision*, each month the PO shall monitor the client's activities, verify compliance with the conditions of supervision, and record verification into the OIMS.
- C. Refer to Section VII for specific caseload collateral requirements.

- D. Completing a National Crime Information Center/Texas Crime Information Center investigative contact is not a valid law enforcement collateral contact. The PO may speak with the agency regarding a confirmation on the rap sheet as a valid collateral contact.

VI. MONTHLY VERIFICATION

- A. If applicable, a PO shall obtain written verification of treatment and employment each month. A client seeking employment must provide verifiable evidence of active job searching, such as appointment slips or rejection letters.
- B. According to PD/POP-3.1.6, *Restitution/Post-Secondary Education Reimbursement/Fees Collection Process*, the PO shall address fee collection and restitution with the client on a monthly basis. If needed, the PO shall conduct additional contacts to meet monthly verification requirements, including verifying payments of any fines, restitution, fees, and court costs imposed by a court.

VII. MONTHLY CONTACT STANDARDS

- A. Although a PO shall complete the minimum monthly contact standards, additional contacts shall be scheduled based on a client’s case plan or to address a client’s needs.
- B. If a client lives in a state-contracted residential reentry center, the PO shall conduct weekly face-to-face contacts according to 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 Electronic Contact Every Other Month; and 1 Home Contact Quarterly. |
| Low | 1 Electronic Contact Quarterly 1 Home Validation Annually |

- D. Super-Intensive Supervision Program (SISP)

| Supervision Level | Minimum Contact Standard |
|--|--|
| High (to include high profile and special bulletin cases) | 1 Office Contact Monthly; 2 Unscheduled Home Contacts Monthly; 1 Office/Unscheduled Home/Unscheduled Field Contact Monthly; 1 Electronic Contact Monthly; and 2 Collateral Contacts Monthly. |

| Supervision Level | Minimum Contact Standard |
|--------------------------|--|
| Moderate | 1 Office Contact Monthly; 2 Unscheduled Home Contacts Monthly; 1 Office/Unscheduled Home/Unscheduled Field/Electronic Contact Monthly; and 2 Collateral Contacts Monthly. |

| Supervision Level | Minimum Contact Standard |
|--------------------------|---|
| Low-Moderate or Low | 1 Office Contact Monthly; 1 Unscheduled Home Contact Monthly; 1 Office/Unscheduled Home/Electronic Contact Monthly; and; 1 Collateral Contact Monthly. |

1. Contact standards shall be based on a client’s assigned TRAS supervision level and caseload type.
2. At each office and home contact, the PO shall visually and physically inspect the device(s) to verify the integrity of the equipment.
3. If a client is identified as a sex offender, the PO shall conduct unscheduled home or field contacts, including one on a weekend.
4. For additional information on the SISP, refer to 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 or home contact, the PO shall inspect, visually and physically, the device to verify the integrity of the equipment.
2. If a client is released from custody of a correctional facility, such as a TDCJ-CID unit, TDCJ state jail, ISF, SAFPF, or county jail, on or after the 15th of the month, no collateral contact is required during the first month, provided custody did not result from a violation during the client’s current term of supervision.
3. An SISP PO shall supervise a client who is identified as a sex offender and has Special Condition T imposed. (Refer to Section VII.G.)
4. For additional information on the Electronic Monitoring Program, refer to 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 or Low | 1 Office Contact Monthly; 1 Unscheduled Home Contact Monthly; 1 Surveillance Contact Every Six (6) Months; and 1 Collateral Contact Monthly. |

1. A PO who supervises a client identified as a sex offender must work a minimum of one weekend day a month to conduct unscheduled home or field visits.
2. The PO shall conduct a home visit within five business days after a client is placed on a sex offender caseload or transferred from another DPO.
3. The PO shall conduct a home contact within five business days after a client is returned to supervision from a correctional facility, such as a TDCJ-CID unit, TDCJ state jail, ISF, SAFPF, or county jail.
4. The PO shall conduct a plain view search of the client and the environment during every face-to-face contact and document it into the OIMS.
5. The PO shall conduct a plain view search of the entire residence at least once each quarter and document it into the OIMS as an Investigative Contact.
 - a. The PO shall exercise caution to avoid creating a hostile situation. If the PO has safety concerns when conducting a search, they may ask another PO or unit supervisor (US) to assist.
 - b. If the investigative contact is also an unscheduled contact, the PO shall indicate in the OIMS that the visit was an unscheduled visit.
 - c. For more information on plain view searches, refer to PD/POP-3.6.10, *Special Condition "X" Search Guidelines*.
6. A client who scored high on the Static-99R may be placed on home confinement without having Special Condition T imposed. In addition, a client identified as a sex offender may be placed on home confinement regardless of the Static-99R risk level, if a treatment team has determined it necessary. The PO shall document the justification into the OIMS according to PD/POP-3.6.2, *Sex Offender Program Supervision Guidelines*.

7. **Unscheduled Contact**
 - a. Unscheduled contacts shall be attempted at times when a client is reasonably expected to be at a specific location.
 - b. If the client is not present, the PO shall investigate the client's whereabouts during the unscheduled contact and document into the OIMS the time of day when the client was not present.
 - c. The PO shall take the appropriate interventions necessary and attempt a second unscheduled contact at the time the client is scheduled to be at a specified location.

8. **Collateral Contacts**
 - a. If a client is attending sex offender treatment, the PO shall contact the treatment provider monthly in person or by telephone to determine the client's progress, behavior, and compliance. The PO may substitute the treatment provider's written report for one collateral contact each quarter.
 - b. If the client is not attending sex offender treatment, the PO shall make collateral contacts with persons who may provide relevant information regarding the client, such as family members, employers, spouse, friends, significant others, or law enforcement.

9. For additional programming contacts involving the sex offender program, refer to 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 Special Condition T imposed:

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

1. An SISP PO shall supervise client's identified as a sex offenders and who has Special Condition T imposed.
2. For information on supervising sex offenders with imposition of Special Condition T imposed, refer to 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 Electronic Contact Monthly; 1 Home Contact Every Other Month; and 1 Field Contact Quarterly. |
| Low | 1 Electronic Contact Every Other Month to alternate with the Home Contact; and 1 Home Contact Every Other Month to alternate with the Electronic Contact. |

1. A POs shall use an interdisciplinary approach to treatment. Refer to 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 US approval, a PO may perform a home visit instead of an office visit for a client who is unable to walk because of illness or severe physical disability.
 - b. Contact requirements may be reduced if a SNOP TI/PH client lives in a private residence and is unable to walk, is hospitalized, or lives in a skilled care nursing facility. The number of required face-to-face contacts for the SNOP TI/PH client may be reduced to two a month for a client supervised at a high supervision level or may be reduced to once a month for a client supervised at a moderate or low-moderate supervision level.
 - c. The US who approves this exception shall document it into the OIMS.
3. If a client is attending mental health treatment, the PO shall complete a monthly collateral contact with the TCOOMMI Continuity of Care (COC) case worker (applies if client is enrolled in TCOOMMI services) or LMHA case manager (applies if the client is receiving non-TCOOMMI LMHA services), in person or electronically, to determine the client’s progress, behavior, and compliance.

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 1 Field Contact Quarterly. |
| Moderate | 1 Office Contact Monthly; and 1 Home Contact Every Other Month; |
| Low-Moderate | 1 Electronic Contact Every Other Month; and 1 Home Contact Quarterly. |
| Low | 1 Electronic Contact Quarterly; and 1 Home Contact Every Six (6) Months. |

1. A PO shall attempt a home contact for Phase I, I-B, and II, within five business days after notification of client's failure to attend substance abuse treatment program, (e.g individual session, group session, or TTM), failed urinalysis conducted by a vendor, or release from custody.
2. The PO shall leave written instructions with the client or at the client's residence to report to the DPO within one business day.
3. For additional programming and treatment contacts involving the TC Program, refer to PD/POP-3.8.1, *Therapeutic Community Caseload (TC)–Administrative and Supervision Guidelines*.
4. Regardless of the assignee TRAS supervision level, a TC client shall submit to at least one target urinalysis a month.

J. District Reentry Center (DRC)

| 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; and 1 Residence Validation Annually. |

1. A PO shall conduct a residence validation within 15 business days after receiving a case or change in address. A residence validation is not required if a case was transferred within the same DPO and a residence validation has already been completed.
2. The DRC class facilitator or designee shall document a client's attendance into the OIMS within three business days after a class.
3. The class facilitator shall communicate with the PO monthly to discuss the progress or regression of a client.
4. For additional programming contacts involving the DRC core programming, refer to PD/POP-3.13.1, *District Reentry Center Administrative and Caseload Supervision Guidelines*.

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