

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
PAROLE DIVISION**



**POLICY AND
OPERATING PROCEDURE**

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SUBJECT: DISTRICT REENTRY CENTER ADMINISTRATIVE AND CASELOAD SUPERVISION GUIDELINES

AUTHORITY: N/A

PURPOSE: To establish administrative procedures for caseload eligibility, caseload placement, supervision guidelines, parole officer qualifications, class facilitation, volunteer-facilitated programs, caseload completion criteria, statistical reporting for the caseload and the Serious and Violent Offender Reentry Initiative.

ACRONYMS AND DEFINITIONS:

Community Partnership Council (CPC)

A network comprised of volunteer community organizations from the client's community that assists in coordinating community resources for the client once released from the Correctional Institutions Division (CID).

District Reentry Center (DRC)

The DRC is a program designed to respond to the needs of clients through organized programming conducted within approved District Parole Offices (DPOs). The focus of DRC programming is to address the reentry needs of the client by providing a continuum of care in programming. Core elements of reentry programming include: cognitive intervention, substance abuse education, anger management, Victim Impact Panel (VIP) classes, and pre-employment preparation classes for unemployed clients. Not all clients on the DRC caseload will be required to complete all programming available but will be referred based on determination of individual needs and special conditions.

Serious and Violent Offender Reentry Initiative (SVORI)

SVORI is a joint initiative between the CID, Rehabilitation Programs Division (RPD), and the Parole Division. Programming is comprised of two phases and is aimed at combating recidivism, promoting public safety, and reintegrating administratively segregated clients into society. SVORI provides transitional services that begin in the CID at the Estelle Unit-High Security (Phase I) and continue when the client is released to supervision (Phase II). To be eligible for the program, the client must be released to a county serviced by a DRC or a bordering county.

DRC/SVORI Parole Officer

The DRC parole officer assigned to supervise clients released to supervision with the Texas Board of Pardons and Paroles (BPP) imposed special condition “O.48 – Participate in the SVORI Aftercare Program” (SVORI clients). The parole officer’s responsibilities include, but are not limited to: contact with the client before release through videoconferencing, involvement with the CPC to assist in coordinating services for the client, and networking with volunteers at the DRC to locate mentors.

Mentor

An approved volunteer in good standing who also meets the mentor selection criteria as per Texas Department of Criminal Justice (TDCJ) Administrative Directive AD-07.38, *Administration of Mentor Services*.

PROCEDURE:

I. DRC CASELOAD ELIGIBILITY CRITERIA

- A. The designated caseload assignment officer shall review all clients not already assigned to specialized caseloads for possible assignment to a DRC caseload during the client’s initial office visit, or no later than five (5) business days from the client’s release from the CID, or Intermediate Sanction Facility (ISF), special condition imposition, or caseload transfer.
- B. A client may be eligible for placement on a DRC caseload if the Region Director or designee requests placement as deemed appropriate, or if one (1) or more of the following special conditions have been imposed by the BPP:
 - 1. O.19 – Anger Control Training/Counseling;
 - 2. O.20 – Participation in Battering Intervention and Prevention Program (BIPP) or Domestic Violence Counseling;
 - 3. O.21 – District Reentry Center Program;
 - 4. O.38 – Participation in Cognitive Skills Classes;
 - 5. O.39 – Participation in Parenting Classes or Similar Program;
 - 6. O.48 – Participation in the SVORI Aftercare Program;
 - 7. V1 – Victim-Stalking; or
 - 8. V2 – Victim.

- C. Clients meeting the eligibility criteria defined in Section I.A and B shall be reviewed for appropriate programming during the client's initial office visit or no later than five (5) business days from the client's release from the CID or ISF, special condition imposition, or caseload transfer. The supervising parole officer shall determine client needs through interviews with the client and by reviewing file material located in the Offender Information Management System (OIMS)-Imaged Documents (e.g., Case Summary, TDCJ Admissions Summary, Pre-Sentence Investigation Report, etc.).

In determining appropriateness for referrals, officers shall consider the following:

1. Assaultive offense history;
2. Need for vocational training/employment preparation;
3. Educational assessment scores;
4. Initial release to supervision after multiple, consecutive years of incarceration;
5. History of domestic violence;
6. Need for substance abuse education/treatment; and
7. Criminogenic needs.

II. PLACEMENT AND PROGRAMMING ON THE DRC CASELOAD

DRC core programming consists of cognitive intervention, substance abuse education, anger management, VIP classes, and pre-employment preparation classes for unemployed clients. All clients placed on a DRC caseload shall be required to complete cognitive intervention classes and a VIP. Clients may be required to complete additional core programming based on determination of individual needs and special conditions.

A. Caseload Qualifications

1. All clients with Special Condition "S" shall receive Level I Relapse Prevention Services and shall be instructed to attend the next available Relapse Prevention class. Relapse Prevention classes shall be conducted by Parole Division counselors in accordance with PD/POP-3.8.25, *Substance Abuse Counseling Program Administrative Guidelines*.

2. All clients with Special Condition “O.19 – Anger Control Training/Counseling” shall receive programming provided by TDCJ–Parole Division approved curriculum for DRCs and non-DRC sites, or by community organizations, to include substance abuse counseling programs and mental health centers. Absences shall be immediately addressed by the parole officer and documented in the OIMS. Continued non-compliance may result in interventions in accordance with PD/POP-4.1.1, *Processing Violations of the Rules and Conditions of Release*.
 - a. TDCJ-Parole Division, Anger Management curriculum: This 12-week curriculum is available at the approved DRCs. Classes are two (2) hours in length and are usually held at the DRC. Officers providing this curriculum shall receive “Training for Trainers” prior to facilitating curriculum. Classes shall allow for a maximum of 20 clients in closed sessions. Absences shall be immediately addressed by the parole officer and documented in the OIMS.
 - b. “Beyond Anger”: Utilized at non-DRC sites to enhance existing resources. This curriculum consists of video and reproducible worksheets available for clients to utilize. All worksheets shall be completed by the client. This program is user friendly and no formal training is required.
 - c. “Anger Management for Substance Abuse and Mental Health Clients”: Utilized by qualified substance abuse and mental health clinicians or staff experienced in cognitive behavioral programming (“Turning Point for Parole”). Parole Division staff who are not qualified substance abuse or mental health clinicians shall receive “Training for Trainers” and “Turning Point for Parole” prior to facilitating curriculum. Programming consists of a 12-week group with a maximum of 10 clients at a time, but it may be delivered on an individual basis. It is recommended that clients be abstinent from drugs/alcohol for at least two (2) weeks prior to beginning this class. Any unexcused absences shall be immediately addressed by the parole officer and documented in the OIMS.

Note: Clients with special condition “O.20–Participate in Battering Intervention and Prevention Program (BIPP) and/or Domestic Violence Counseling” shall not be referred to an anger management program, as it is not the appropriate programming. A directory of BIPP and Domestic Violence Counseling providers is accessible through the CJAD website http://www.tdcj.texas.gov/documents/BIPP_Accreditation_Approved.pdf

3. All clients with Special Condition “O.48–Participate in the SVORI Aftercare Program” shall be required to complete DRC core programming as a continuum of their reintegration process.

- a. Upon notice from the DRC/SVORI Program Supervisor III of a client's enrollment in Phase I, the assigned DRC/SVORI parole officer shall determine the level of services available based on determination of individual needs and special conditions.
- b. If releasing to a county where a DRC is located or to a county that borders a DRC county, the client shall participate in services within close proximity of their approved residence plan. If no services are available, region management shall determine if programming will be provided at the DPO or if the client will be required to attend programming at the nearest DRC.
- c. The assigned DRC/SVORI parole officer shall advise the client during the first Phase I videoconference of the type of programming the client will be required to attend in Phase II (e.g., cognitive intervention, VIP). The officer shall also advise the client that he may be required to attend additional programming once released to supervision. Services may be available within close proximity of their approved residence plan or within a reasonable driving distance.

B. Intake Procedures

The supervising DRC/SVORI parole officer shall process clients appropriate for DRC caseload placement. Procedures shall include:

Procedures shall include:

1. Reading and explaining the Release Certificate to the client with emphasis on any special conditions;
2. Administering full-screen urinalysis (UA) testing for illicit substances;
3. Scheduling Pre-Employment Preparation class;
4. Scheduling DRC New Arrival Orientation;
5. Updating the OIMS to include program referrals for all applicable special conditions and schedules;
6. Taking client's picture(s) to include tattoos; and
7. Print file material (e.g., Case Summary, TDCJ Admissions Summary, Pre-Sentence Investigation Report, etc.) from the OIMS-Imaged Documents and place them in the case file.

- C. A completed and signed copy of a printed calendar or business card showing the scheduled appointments, programs, assigned supervising parole officer, and reporting instructions, shall be given to the client during the intake process. A copy shall be placed in the client's case file.

- D. Excused DRC enrollment criteria are based upon medical documentation on the mental or physical capacity of the client.

III. PLACEMENT ON THE DRC CASELOAD COMPONENT–SVORI OFFENDER

- A. Phase I of the SVORI component consists of a minimum of six (6) months in-cell programming.

- 1. During Phase I, the designated DRC/SVORI parole officer shall meet with the client by videoconference or teleconference. The purpose of the meeting is to discuss the client’s needs, challenges, and services available in the community upon release and the family’s needs and challenges.

- a. The DRC/SVORI parole officer shall send an email to the DRC/SVORI Program Supervisor III to schedule a videoconference/teleconference. The supervising DRC/SVORI Program Supervisor III or designee shall send an email, via Lotus Notes, to the RPD-SVORI Program Supervisor V or designee, at least three (3) business days prior to the requested meeting date. The email shall include the client’s name, TDCJ number, date and time of the interview, and the name and date of birth of any family member(s) in attendance. If an interpreter is needed, information shall be provided. All participants shall be notified of the scheduled meeting and its overall purpose.

- b. Videoconferences/teleconferences shall be held between 12:00 p.m. and 2:00 p.m., Monday–Friday, and shall last no longer than one (1) hour. RPD staff will advise the DRC/SVORI Program Supervisor III of any scheduling concerns.

- c. Family member(s) shall be instructed to dress appropriately and refrain from the use of inappropriate language or behavior (e.g., displaying gang gestures).

- 2. The supervising DRC/SVORI parole officer shall follow these procedures:

- a. First month – Videoconference/teleconference with the RPD-SVORI staff and client to discuss program participation upon the client’s release based on determination of individual needs and special conditions, and assist in coordinating community resources. The RPD-SVORI staff shall complete the SVORI Offender Needs Questionnaire (SP-0409). The supervising DRC/SVORI parole officer shall:

- i. Establish phone contact with the client’s family to explain the SVORI program, and request they complete the SVORI Family Needs Questionnaire (SP-0506).

- ii. Provide the family with referrals to resources, to include the Region Chaplain, to meet their assessed needs.
 - b. Sixth month – Videoconference/teleconference with the client and family to discuss short and long-term goals and ensure all post-release needs have been identified for the client and family. Discuss method of transportation upon release and the initial meeting conducted at the parole office.
 - c. Upon receiving notice from RPD that a client has a scheduled release date, the DRC/SVORI Program Supervisor III or designee shall send an email, requesting reporting instructions from the DRC unit supervisor.
- B. Phase II of the SVORI Aftercare Program begins upon the client’s release from CID. During Phase II, the client shall attend all applicable DRC core programming as defined in Section II. The client completes Phase II-SVORI Aftercare Program once all program requirements are satisfied.

In addition to the procedures for the initial visit outlined in PD/POP-3.1.1, *Initial Interview*, the following guidelines shall be followed:

1. The client shall report to the DRC within 24 hours of release, unless the DRC/SVORI parole officer has provided additional instructions.
2. The DRC/SVORI parole officer shall review the Notice of Special Condition Imposition “O.48 – Participation in the SVORI Aftercare Program” in the OIMS with the client, describe the goals and activities for the first two (2) weeks, and have the client sign the form.
3. Contact standards as outlined in Section IV, “Supervision Guidelines”.
4. A SVORI client may be eligible for transfer to regular supervision if no specialized caseload special conditions are in effect (e.g., Sex Offender, Super-Intensive Supervision Program (SISP), Special Needs Offender Program (SNOP), etc.), and meets the following criteria:
 - a. Has successfully completed, at minimum, cognitive intervention classes and VIP, and any additional DRC core programming assigned by the supervising parole officer;
 - b. Is not enrolled in a Substance Abuse Counseling Program (SACP);
 - c. Is not under pre-revocation status or in custody; and
 - d. Is in compliance with all conditions of release.

IV. SUPERVISION GUIDELINES

A. Specialized Caseloads

Clients participating in DRC programming and who are being supervised by a Specialized Caseload officer (e.g., Sex Offender, SISP, SNOP, etc.) shall be supervised under the applicable specialized caseload contact requirements.

B. DRC Caseload Ratios

1. DRC caseload ratios shall be maintained at a ratio of 75:1.
2. Exceptional caseloads are those with offender to officer ratios of less than 60:1 and more than 85:1. The region director's exceptional caseload report shall include the justification or reason for the exceptional caseload.
3. Clients unable to participate in programming due to a physical/mental impairment or terminal illness shall be referred, in accordance with PD/POP-3.7.1, *Special Needs Offender Program (SNOP)*, for assessment and possible SNOP caseload placement.

C. Contact Standards for DRC Caseload

1. Active DRC caseload clients participating in core programming shall be supervised as SI-3.
2. The following contact standards shall be maintained as minimum standards:
 - a. A minimum of one (1) office visit monthly.
 - b. Home verification within 15 business days of receipt of case (or upon change in address) and every 90 days thereafter.
 - c. A minimum of four (4) classroom contacts per month. Contact information shall be obtained by the supervising parole officer from the facilitator conducting programming to document clients' behavior and progress.
 - d. DRC parole officer class facilitators shall be responsible for updating the OIMS to document the client's attendance in the Program Referral screen.
 - e. One (1) collateral contact every two (2) months, in person or by telephone, with a family member, employer, significant other, law enforcement, or any other person having relevant knowledge of the client's progress.

3. All contacts must be documented in the OIMS within three (3) business days after contact or within three (3) business days after return to designated headquarters.

D. Client Accountability and Rapid Response for DRC Caseloads

DRC clients' are held accountable for program attendance by using a rapid response system. The rapid response team ensures compliance with programming by immediately contacting clients with unexcused absences, missed office visits, or any other issues needing immediate attention.

1. Excused absence occurs only when a client obtains written permission from the parole officer prior to the start of the class or provides documentary proof of a medical emergency.
 - a. A client may have two (2) excused absences and still successfully complete the identified group programming, with completion of homework assignments.
 - b. A client's third excused absence will result in unsuccessful termination from the class, and possible re-referral.
2. Clients identified with an unexcused absence for a scheduled class shall be contacted via telephone by DRC staff or designated duty staff after class has begun, and instructed to report in person the following morning to a DRC parole officer or DRC unit supervisor.
 - a. In the event of a client's second unexcused absence from a scheduled program, group, or class, the client will be expected to submit any missed homework assignments or class work.
 - b. A client's third unexcused absence will result in unsuccessful termination from the class, possible re-referral and/or sanction.
3. DRC rapid response staff or designees shall attempt face-to-face contacts with clients within one (1) business day for the following:
 - a. Two or more unexcused absences from a scheduled program, group or class; or
 - b. Any other significant issues or incidents deemed appropriate for rapid response as determined by management and rapid response staff.
4. Rapid response staff shall travel to the client's residence or place of employment to discuss any of the above issues and/or schedule an office visit as appropriate.
 - a. In the event the client is unavailable, the parole officer shall leave a business card with an appointment time when the client should report.

- b. If the client fails to report or is resistant to the parole officer's intervention, the supervising parole officer shall take action in accordance with PD/POP-4.1.1, *Processing Violations of the Rules and Conditions of Release*.

V. DRC PAROLE OFFICER QUALIFICATIONS

- A. The Region Director shall select the most qualified parole officers to supervise a specialized caseload. Qualifications will include current parole officer experience, Specialized Officer Supervision School (SOSS), performance evaluations, and may include specific degrees, certifications, licenses, training, and prior experience that would benefit the caseload. Justification shall be maintained by the Region Director for any parole officers that may meet the qualifications to supervise the specialized caseload and are not selected
- B. The Region Director shall identify adequate backup and replacement officers and ensure the officers have attended the appropriate SOSS.
 - 1. Backup officers are those officers who perform duties when primary officers are unavailable for short time frames (e.g., vacation or sick leave, training, etc.).
 - 2. Replacement officers are those officers who will assume an existing caseload when a vacancy occurs or an increase in caseloads necessitate additional officers based on existing ratios.

VI. CLASS FACILITATION AND TRAINING REQUIREMENTS

- A. In the event an officer is selected to supervise a caseload, perform backup duties, or is identified as a replacement officer, and the officer has not attended the required training, the Region Director shall identify the next SOSS training date the officer will attend. Additionally, the Region Director shall notify the Deputy Director of Field Operations, providing justification as to why the SOSS training was not completed prior to the officer assuming the role.
- B. Officers shall attend "Training for Trainers" (T4T) and "Turning Point for Parole" (TPP) before facilitating classes for clients within the DRC. Parole staff who have completed T4T and TPP may facilitate a DRC core-curriculum class upon the approval of the Region Director or designee. Such officers or other approved staff shall continue to attend training and seminars to stay current on their facilitation skills.
 - 1. Documentation (i.e., officer name, title of training, dates attended) of any additional training as it relates to DRC programming completed by officers shall be submitted with the monthly DRC statistical reports to the DRC Program Supervisor III or designee.

2. The selected DRC parole officer, if not already trained, shall complete the next available DRC-SOSS. In the event a parole officer is supervising a caseload and has not attended the required training, the Region Director shall document justification and identify the next training date the officer will attend.
 3. The DRC Program Supervisor III shall conduct an annual DRC on-site visit. The DRC Program Supervisor III shall review DRC classes and the facilitation of approved core curriculums to ensure appropriate programming and facilitation is occurring. The DRC Program Supervisor III shall report any non-core curriculum use, and staff training needs identified, to the Specialized Programs Director.
- C. DRC officers (or designated approved staff) shall provide, at a minimum, a weekly two-hour class in one of the following core programs: Cognitive Intervention, Pre-Employment, VIP Classes for Clients, or Anger Management.
 - D. The DRC Program Supervisor III or designee shall coordinate with Victim Services and the DRC unit supervisors to ensure quarterly implementation and the reporting of VIPs statewide.
 - E. The client's family members shall be encouraged to participate in any programming available at the DRC or offered through referrals to community programs.

VII. VOLUNTEER-FACILITATED PROGRAMS

- A. All non-core programming available at the DRC may be facilitated by approved volunteers who have completed the Volunteer Orientation and Training process in accordance with the Volunteer Services Plan and TDCJ AD-07.35, *Administration of Volunteer Services*.
- B. Any curriculum utilized by volunteers shall be approved by the Specialized Programs Section Director prior to implementation.
- C. For statewide consistency, the Specialized Programs approved core curriculums will be utilized for all core programming, with the exception of Alcoholics Anonymous/Narcotics Anonymous (AA/NA) or Secular Organization for Sobriety (SOS) support groups.

VIII. DRC CASELOAD COMPLETION CRITERIA

Client progress shall be entered in the OIMS Contact Screen and the Program Referral Attendance tab screen, and reviewed for completeness by the DRC unit supervisor.

- A. Successful Completion of the DRC caseload consists of:

1. Completion of Cognitive Intervention, VIP programming, and compliance with the conditions of release.
2. The supervising parole officer and DRC unit supervisor shall staff the case and concur that the client has successfully completed DRC program objectives.
3. Prior to transferring the client to a regular caseload, if no other specialized caseload special conditions are in effect (e.g., Sex Offender, SISP, SNOP, etc.), the supervising parole officer shall:
 - a. Update all applicable OIMS screens;
 - b. Close completed program referrals;
 - c. Satisfy or request withdrawal, via the OIMS, of applicable special conditions; and
 - d. Complete the reassessment.
4. The DRC unit supervisor shall transfer the case to a regular caseload within 30 calendar days from the date of completion of required programming.

B. Unsuccessful Discharge from DRC Caseloads

1. Clients shall be unsuccessfully discharged from a DRC caseload if:
 - a. The client absconds supervision or is placed in pre-revocation status.
 - b. The client is incarcerated in a CID, a Substance Abuse Felony Punishment Facility (SAFPF), or an ISF. A DRC client sent to ISF, while on a DRC caseload, shall be placed on a DRC caseload upon release from ISF.

IX. APPROVED TRANSFERS

- A. Clients being considered for transfer to a non-DRC site prior to completing all assigned core program objectives shall be considered on a case-by-case basis. The DRC unit supervisor shall phone the receiving unit supervisor and determine if the client will have access to services that meet the needs of his current special conditions and current DRC programming. If no services are available, the transfer may be considered for denial by region management.

A notation of “Incomplete” shall be documented in the OIMS Contacts if the supervising parole officer and DRC unit supervisor concur that the client’s program participation has been less than satisfactory. Special condition programming shall resume upon transfer taking place.

- B. Clients transferring to areas that have a DRC shall be referred to the DRC caseload in that area per established policy. Notation shall be made in the comments section of the Residential Placement Request, stating the client shall resume DRC caseload participation and related programming.

X. STATISTICAL REPORTING OF DRC CASELOADS

- A. Each DRC parole officer shall ensure that documentation of client contacts, programming, and the appropriate caseload category is entered in the OIMS to facilitate statistical reporting in accordance with PD/POP-3.2.8, *Contact Standards for Regular Supervision Cases*.
- B. The DRC unit supervisor shall verify the OIMS for accuracy and complete the DRC Monthly Caseload Report (SP-0052), DRC Monthly Program Statistics Report (PSV-27), and the DRC Caseload Completions Form (SP-0801)
 - 1. The DRC unit supervisor shall submit these forms, via email, to the Region Director or designee, and to the DRC Program Supervisor III, Specialized Programs, by the fifth (5th) business day of each month.
 - 2. A calendar of all classes/times being conducted at the DRC for the upcoming month shall be submitted with the monthly DRC statistical reports.
 - 3. The DRC unit supervisor shall verify on the PSV-27 that only the Specialized Programs approved core curriculums are being utilized.

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