

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
PAROLE DIVISION**



**POLICY AND  
OPERATING PROCEDURE**

**NUMBER: PD/POP-4.1.8**

**DATE: September 1, 2021**

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**SUPERSEDES: May 26, 2020**

**SUBJECT: SAFETY GUIDELINES FOR CONTACTS OUTSIDE STANDARD BUSINESS HOURS**

**AUTHORITY: TEXAS GOV'T CODE § 508.112**

**PURPOSE:** To establish guidelines for a parole officers (PO) who conducts a contact outside standard business hours and Warrants Section Command Center (Command Center) staff who track the PO when contacts occur outside standard business hours.

**DEFINITIONS:**

**Standard Business Hours** – 8:00 a.m. to 5:00 p.m., Monday through Friday excluding holidays.

**PROCEDURE:**

**I. CONDUCTING CONTACTS AFTER-HOURS**

When a PO is conducting an in-person contact according to PD/POP 3.2.34, *Contact Standards*, outside standard business hours, the PO may take the following actions before conducting a contact:

**A. Contact the Command Center and provide:**

1. Their name and cell phone number;
2. The name and cell phone number of anyone accompanying them;
3. The client's name, Texas Department of Criminal Justice (TDCJ) or State Identification (SID) number;
4. The address where the contact will occur; and
5. The time they intend to begin and end the contact; and

**B. The PO must let the Command Center know they are safe within five minutes after the contact is completed.**

**II. COMMAND CENTER TRACKING A PO DURING AFTER-HOURS CONTACTS**

**A. Before the initial contact begins, the Command Center staff shall:**

1. Document all information the PO provides; and
  2. Provide the PO with an emergency code word.
- B. Within five minutes after the scheduled completion time, the Command Center staff shall:
1. Contact the PO. If the Command Center staff is unable to contact the PO, they shall leave a message for the PO to contact the Command Center within five minutes;  
  
**NOTE:** If the PO does not contact the Command Center within five minutes, Command Center staff shall notify local law enforcement about the situation and request immediate assistance to the PO's last know location.
  2. Notify the region director (RD) by cell phone and email; and
  3. Notify the Warrants Section director, by cell phone and email, who will notify the Management Operations deputy director.
- C. If the PO contacts the Command Center and uses the emergency code word, Command Center staff shall:
1. Maintain the call and note any background noises;
  2. Instruct another Command Center or TLETS staff to contact local law enforcement, explain the situation, and request immediate assistance to the PO's last known location;
  3. Notify the RD by cell phone and email; and
  4. Notify the Warrants Section director by cell phone and email, who will notify the Management Operations deputy director.
- D. If the Command Center does make contact with the PO, verifies the PO is safe, and, if the steps referred to in Section II.B have already been taken, the Command Center staff shall:
1. Notify the law enforcement agency that the PO is safe and assistance is no longer needed;
  2. Notify the RD by cell phone and email; and
  3. Notify the Warrants Section director by cell phone and email, who will notify the Management Operations deputy director.

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