

Directive 371.17 Offender Contact Standards For Field Services Programs

**STATE OF VERMONT
AGENCY OF HUMAN SERVICES
DEPARTMENT OF CORRECTIONS**

Directive: 371.17

Subject: Offender Contact Standards For Field Services Programs

Effective Date: 12/30/02 **Review and Re-Issue Date:**

Supersedes: 421.02 dated 10/30/00& **APA Rule Number:**
371.17 dated 03/01/02

Recommended for approval by: Richard Turner, Director/Correctional Services		Authorized By: Steven M. Gold, Commissioner	
_____ Signature	_____ Date	_____ Signature	_____ Date

1. Authority:

1.1. Authority for this directive is derived from V.S.A, Title 28, Chapter 3

2. Purpose:

2.1. Contact standards guide the frequency and quality of contact between offenders and the staff responsible for their supervision or monitoring. This directive sets contact standards pertaining to all offenders placed on Pre-Approved Furlough (PAF), Supervised Community Sentence (SCS), Furlough Reintegration (FR) Conditional Re-entry (CR), probation, and parole. The directive establishes a range of required contact standards. The purpose of these contact standards is to manage caseloads effectively in compliance with the Department's mission and according to best practices. It also fosters the establishment of supervision service categories for evaluative and budgeting purposes and it establishes uniform documentation requirements in order for programs to be evaluated.

3. Applicability/Accessibility

3.1. Anyone can have a copy of this directive

4. Directive

4.1. On the effective date of this directive all staff supervising Probation, Parole, SCS, PAF, and conditional re-entry / furlough cases will be required to supervise/monitor offenders by the these standards and the specific program service expectations outlined in the Sentencing Options Manual. Superintendents of Community Correctional Service Center (CCSC) will establish local procedures to comply with the following:

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- ◆ Train all staff in this directive;
- ◆ Ensure that contact data is collected as directed concerning the date, time, length, location, interface, contact provider, services provided, and narrative summary;
- ◆ Determine if offenders are contacted per the contact standards outlined in this directive;
- ◆ Inform immediate superiors when contact standards cannot be met due to insufficient resources or situations beyond their control;
- ◆ Inform immediate supervisor when contact standards will go above the maximum listed in this directive.

4.2 Components of a Contact

The documentation of contacts has three components;

- a. Context – this component of the contact has six (6) parts (shown below) to describe the setting in which the contact occurred.
- b. Services Provided – this component is a list of the standard services delivered to as part of the contact interaction.
- c. Narrative Summary – The Narrative Summary explains and clarifies the significant details for the contact as required.

Contact data information must be entered into the case record on the date of contact occurrence. Group treatment services are documented through the scheduling system, thus are NOT counted in the contact standards system.

4.2.1 Context:

1. Date
2. Time (using military time)
3. Length of Contact (number of minutes)
4. Interface/Who
 - O Offender
 - D Direct
 - I Indirect
 - A Attempted direct, not achieved
 - C Collateral
 - D Direct
 - I Indirect
 - A Attempted direct, not achieved
5. Location
 - O Office
 - H Home
 - W Work
 - T Treatment Site
 - J Jail
 - F Other field location
6. Contact Provider Enter login name of CSS, COIII, CWS, Supt., Volunteer

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7. Services Delivered (enter symbol for all services provided)

\$\$		Fee, Fine, Restitution
AS		Assessment
BA	N	Blood Alcohol—Negative
BA	P	Blood Alcohol—Positive
CF		Curfew
CM		Case Management Summary
DR		Disciplinary Report, Hearing, Investigation
FU		Furlough Issue
GS		Graduated Sanction
IN		Intake
IV		Investigative (PSI, ISC, OOS); not disciplinary
MI		Major Incident
MO		Motivate or Treat
NS		No Services Provided
OR		Orientation
PR	C	Positive Compliment
PR	O	Other Positive Reinforcement
PR	P	Privilege Granted
PR	R	Positive Recognition
PW		Paperwork
RE		Referral
RP		Relapse Prevention/Planning/Review
TE		Teach or Instruct
TT		Treatment Team
UA	N	Urinalysis—Negative
UA	P	Urinalysis—Positive
VO		Violation Process
VS		Victim Services/Contacts
WC		Work Crew

8. Narrative Summary

The format for narrative documentation will be outlined in Case Management Documentation Directive. All contacts must be documented in the computer. For purposes of this directive, a brief narrative summary needs to be entered when the contact categorical data by itself does not sufficiently capture important aspects of the contact. Case contact should assess risk, offender attitude and behavior with reference to relapse prevention strategies.

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4.2.2 Contacts within the Different Tracks

Court and Reparative Service Track offenders are low and medium supervision levels offenders and by design are monitored for compliance conditions. Contacts with court and reparative track offenders are limited to compliance with court orders, parole board conditions, or DOC requirements imposed for release on furlough, conditional re-entry, pre-approved furlough or supervised community sentence.

4.2.3 Planned Aspect of Contacts

This directive and the effective and efficient use of resources require that the service of offender contacts be planned. It is understood that there will be chance contacts between staff and offenders that are high quality and effective, but the expectation is that contacts will be planned by the CSS and coordinated with the CCO, if appropriate, through case management decisions.

With court and reparative offenders the contact plan will be driven by court orders, parole conditions and DOC imposed requirements and then only as often as needed to monitor compliance.

4.2.4 Contacts and Staff Utilization

It is the responsibility of site managers to supervise the use of staff resources so that offender contacts are made pursuant to the direction and priorities established in this directive. As case managers, the CSSs assigned to a case, in accordance with this directive, are responsible for determining the number and type of contacts provided an offender and who will provide the contact (CSS, CCO, or other appropriate staff or volunteer).

In order to reinforce the importance of proper assessment of relevant risk factors and use of counseling skills to support offender change and to include them as an integral part of supervision strategies, CCO's are to be assigned to all program teams. Their responsibilities include participation in treatment team meetings. Regular communication among ALL members of the treatment team is vital to successful correctional programming. Consequently treatment team meeting decisions must be documented and available for team members.

Program Priorities:

Managers shall assign CCO's to risk management programs for purposes of providing offender contacts to offenders in the highest priority programs. The program priorities are as follows:

Priority 1. The programs with the highest priority for offender contacts are the risk management intermediate sanction programs, furlough reintegration and conditional re-entry.

Priority 2. The programs with the second priority for offender contacts are Probation/Parole program for sex offenders and domestic abusers.

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In special circumstances the Parole Board may work with the local manager at the field site to discuss possible changes in contact standards as relevant to the specific cases.

4.2.5 Case Planning and Contact Frequency Plan

Offenders in the CRSU will not get case planning services. A contract will be made with those offenders that outlines their responsibilities to comply with conditions. Contacts with these offenders should be to monitor their conformance with contract deadlines. Offenders in this category will on occasion require response to their behavior, but resources are not designed to provide planned risk control or risk reduction services. After intake, minimum contacts are not required for the CRSU offenders. Condition compliance and professional judgment should drive the frequency of contacts.

In the CCSC, the supervising CSS will provide case plans and case management services to all intermediate sanction, furlough reintegration, and conditional re-entry cases assigned to that unit. Among the functions of case management services will be offender responsibility plan development including orientation, assessment and the formulation of a written case plan. Thereafter, there will be a CasePlan Counseling session (CPCS) conducted at 60 day intervals. A task during case plan development and during each CPCS will be the assessment of the offenders' motivational level. Based on this assessment the CSS will choose a contact goal within the corresponding range of contacts. At least 50% of the required contact standards will be met by contact with the offender. The CSS may plan any number of contacts within that range. The CSS can increase or decrease contacts within that range with discretion at any time between the periodic CPCS reviews. Reassessment of the motivational level will be made only at the CPCS unless significant new criminogenic behavior is displayed by the offender or discovered by the supervision team. Thus based on an offender's negative behavior or newly discovered risk, a CSS can and should change the contact range prior to a scheduled CPCS accordingly and notify the Casework Supervisor.

4.2.6 Risk Management Contact Standards at Sites without Community Correctional Services Centers

Field sites without Community Correctional Services Centers will offer the risk management program for probationers and parolees, the risk management program for sex offenders and domestic abusers on probation and parole and the furlough reintegration program. It will be possible for other sites to provide additional services when resources are provided.

The following outlines amended contact standards as a result of different levels of resources at non-CCSC sites with limited resources.

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1. CSS's are not required to follow the case planning process mentioned in this directive. Instead they will prepare a "supervision contract" on all offenders in the above programs.

2. Because CCO resources in these sites are limited or non-existent, the manager/supervisor will adjust their program descriptions and local procedure for contact standards to the level of CCO supervision service that can be provided.

4.2.7 Planned Contact Standards for CRSU sites/Offenders in CRSU status

1. Non reparative – 1 every six months
2. Reparative with identified victims – 2 contacts in the first 3 months, thereafter discharge or review once every six months.
3. Reparative without identified victims – 1 contact in the first 3 months, thereafter discharge or review once every six months.

Special Cohort or Special Program may by procedure require more frequent review or contact.

Offenders in CRSU's or Offices with CRSU caseloads will monitor cases according to this priority.

1. Respond to behaviors by probationers and parolees and offenders on furlough / conditional re-entry status that put victims and/or the public at risk.
2. Complete statutorily mandated work assignments from the court or parole board in the time frames required. Attend required hearings.
3. Reparative probation assignments – Board liaison and monitoring reparative cases.
4. Community development assignments from supervisor (e.g. Training group conferencing, victim impact panels)
5. Respond to offender behaviors that you become aware of that violate proscriptive conditions of probation and parole, but do not put victims and public at risk.
6. Respond to offender behaviors that you become aware of that violate prescriptive conditions of probation and parole that do not put victims and public at risk.
7. Monitor "Probation Program" and "Administrative Probation Program" caseload to determine if conditions of probation are being complied with.

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4.2.8 CONTACT STANDARDS

Risk Management Service Track Programs (CCSC)

Monthly Contact Standards				
	PAF/FR / CR	SCS	Parole	Probation
Non Listed – M LSI = 0 – 23	1 – 2	1	1	1
Non Listed – M LSI = 24 – 47	1 – 3	1-2	1-2	1
Non Listed – F LSI = 0-23	1-4	1-2	1-2	1
Non Listed F LSI = 24 – 47	2-8	2-4	2-4	1
Listed (Level A) LSI = 0-23	2-8	2-4	2-4	1-4
Listed (level B) LSI = 24-47	8-16	4-8	2-6	1-4
Listed (level C) LSI = 24 - 47	10-20	n/a	3-10	1-4

The scale below should be used to help access the offenders required contact standard. It should be a floating issue that is addressed depending on what is currently happening. Examples of issues to take into consideration are progress on the offender’s responsibility plan, participation in programming, etc.

Minimum-----		-----Maximum
Motivated	Ambivalent	Unmotivated
Committed	Unable	Uncommitted
Able/Practicing		Unstable

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5. Training Method

5.1. Each site manager will ensure all staff read and understand this directive.

6. Quality Assurance Processes

6.1. Each site manager will develop a local procedure.

7. Financial Impact:

7.1. This directive defines operational practices and with proper resource allocations is unlikely to have a cost increasing effect.

8. References

8.1 Title 28 V.S.A.

9. Responsible Director and Draft Participants

Ray Flum, Director of Classification