

Directive 339.01 Court and Reparative Services Unit Operations Directive

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

Directive: 339.01

Subject: Court and Reparative Services Unit Operations Directive

Effective Date: March 13, 1995 **Review and Re-Issue Date:**

Supersedes: NEW **APA Rule Number:**

Recommended for approval by:		Authorized By:	
_____	_____	_____	_____
Signature	Date	Signature	Date

1. Authority:

1.1 28 V.S.A. Chapter 3 (b) (1) (2) (6), (c) (17)

2. Purpose:

2.1 This Directive describes the operational roles and responsibilities in a Court and Reparative Services Unit.

3. Applicability/Accessibility

3.1 This Directive applies to the Court and Reparative Services Units of the Vermont Department of Corrections. Anyone may have a copy of this Directive.

4. Directive

4.1 The Court and Reparative Services Unit have four related but distinct functions:

4.1.1 It provides the administrative services to the court.

4.1.2 It administers the Department's reparative service track.

4.1.3 It provides technical assistance to the courts in sentencing offenders to the Department's correctional programs.

4.1.4 It is responsible for encouraging the public to become active in the Corrections process.

4.2 The Supervisor or Manager of a Court and Reparative Services Unit will establish local procedures that support the above functions and assure that programs are implemented, maintained and evaluated that

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reflect the above functions. This Directive will address the hours of operation of a CRSU, staff roles and schedules in a CRSU, delivery of intermediate sanctions programs, delivery of reparative services, court liaison, administrative probation, probation and supervision of high and medium high supervision level probationers, parolees and furloughed in sites where there is no CCSC.

4.3 Hours of Operation:

4.3.1 Each CRSU will be open during normal business hours Monday through Friday. During these hours, the office will be open to the general public and for general operations. Evening hours will be dictated by the mission described above.

4.3.2 If an area has a CRSU and a CCSC that are not co-located, the CRSU should give consideration to having evening activities at the CCSC because staff coverage is provided during evening hours. The Area Manager will be responsible for deciding if co-location for evening activities is necessary.

4.4 STAFF ROLES AND SCHEDULE

4.4.1 Manager/Supervisor in a county with a CCSC and a CRSU

4.4.1.1 Role

4.4.1.1.1 Supervises staff assigned to the CRSU as the Department's primary liaison to the court keeps the court informed of DOC sanctions and programs; manages the Community Restitution Program, the Reparative, Administrative Probation and Probation Programs; evaluates the efficacy of team and program performance; and provides technical assistance to CRSU staff. Assures that the community is actively involved with the programs as directed.

4.4.1.2 Schedule

4.4.1.2.1 The Supervisor/Manager's work schedule will be principally during normal business hours. However, in order to manage evening reparative programs and supervise client monitoring activities, supervisors may be required to schedule up to eight hours per week (16 hours per pay period) after 4:30 PM. The Area Manager will be responsible for establishing the work schedule of the Supervisor/Manager of the CRSU.

4.4.2 Manager/Supervisor in a Count without a CCSC:

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4.4.2.1 The schedule for a Supervisor/Manager in a CRSU located in a county without a CCSC is the same as described in the above section with the additional responsibility to manage risk management probation and parole and the furlough reintegration program.

4.4.3 Risk Management Supervision in Field Sites without CCSC:

4.4.3.1 In sites without CCSCs, supervision of high/medium high risk probationers, parolees and all furlougees will be performed in the CRSU. Offenders in these offices will be supervised pursuant to contact standards outlined in directive 421.02, however, case planning will not be required.

4.4.4 Correctional Services Specialist:

4.4.4.1 Role

4.4.4.1.1 Monitors condition compliance of medium and low supervision level offenders.

4.4.4.1.2 Coordinates reparative activities and monitors the offender's progress through the Reparative Program.

4.4.4.1.3 Conducts pre-sentence investigations for the court and provides normal court services.

4.4.4.1.4 Supervises volunteers who are performing a variety of services in the CRSU.

4.4.4.2 Schedule

4.4.4.2.1 The CSSs work primarily during normal business hours. However, in order to coordinate reparative activities, monitor offender compliance with conditions of probation and parole or participate in general operational functions in the CRSU, CSSs may be required to have a schedule that requires them to work up to eight hours per week (16 hrs per pay period) after 4:30 PM.

4.4.5 CO II's.

4.4.5.1 Role/Schedule

4.4.5.1.1 The primary role for CO IIIs assigned to the CRSU will be team leaders for the Community Service Teams. In CRSU sites without CCSCs, CO

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IIIs may also provide risk management supervision. Community Service Team leaders will have a schedule that allows for the efficient operation of a service team. The Supervisor/Manager of the CRSU is responsible for establishing the service team schedule.

4.4.6 Volunteer Services in CRSUs

4.4.6.1 Volunteers shall be used to enhance the delivery of services provided in the CRSU and to assist CSSs assigned to the CRSU in performing their duties. Directive 378.01 on volunteer services in field offices identifies volunteer roles that require continuous recruitment. The Manager/Supervisor in the CRSUs is responsible for the overall implementation of volunteer services in the CRSU and for establishing local procedures to ensure that ongoing recruitment, screening, training, supervision and evaluation of volunteers in these continuous recruitment roles occurs. The Area Coordinator of Volunteer Services will provide job descriptions or help staff develop new ones, develop a general orientation to DOC, coach staff in effective methods of supervision and evaluation of volunteers and include CRSU volunteer job roles in overall area recruitment goals. The CRSU Supervisor/Manager is responsible for training volunteers in the content area associated with their site specific job. Ongoing supervision of the volunteer is the responsibility of the staff person to whom the volunteer is assigned (by role) and includes evaluating the volunteer's general conduct and job performance, as well as providing encouragement, support and access to needed further training.

4.5 Intermediate Sanctions Program

4.5.1 The CRSU will deliver intermediate sanctions programs in the reparative service track required by Department Directive.

4.5.2 The Supervisor/Manager of the CRSU shall assure that a description for each intermediate sanction program that complies with "Instructions for Preparing Intermediate Sanctions Program Descriptions" is written and maintained. The Supervisor/Manager will review the program description at least semi-annually to assure that the information is up to date and reflects current practice and procedures for the intermediate sanction program reviewed.

4.5.3 The Supervisor/Manager of a CRSU will comply with directives to evaluate intermediate sanction programs.

4.6 Community Restitution Program

4.6.1 The Community Restitution Program is an intermediate sanction program in the reparative service track. As such, the program operates from the Court and Reparative Services Unit. Directive

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424.05, operations directive for the Community Restitution Program, directs the operations of the Community Restitution Program; Directive 424.01, Supervised Community Sentence for the Community Restitution Program, outlines the eligibility criteria for placement in the Community Restitution Program under the Supervised Community Sentence statute; Directive 372.01, Pre-approved Furlough, describes the eligibility criteria for placement in the Community Restitution Program on pre-approved furlough.

- 4.6.2** Community Service Teams provide the key program element of the Community Restitution Program. Operations of the community service teams is a function of the CRSU. In a site with a CCSC, the Supervisor will establish a seven day per week community service team. In a site without a CCSC, the Supervisor will establish a weekend service team. Directive 424.05, operations directive for the Community Restitution Program, describes the requirements for maintaining a community service team.

4.7 Reparative Services

- 4.7.1** Each Court and Reparative Services Unit designated to do so by the Department will establish and maintain a Reparative Services Program. Each CRSU will establish, train and maintain a Reparative Board(s) composed of volunteers. Reparative Boards will be responsible for:
- 4.7.1.1** Assigning reparative activities pursuant to the reparative program design.
 - 4.7.1.2** Monitoring an offender's progress while they are in the Reparative Program.
 - 4.7.1.3** Discharging the offender from the Reparative Program.
 - 4.7.1.4** Sanctioning offenders who fail to comply with the terms of Reparative Probation.
 - 4.7.1.5** Determining eligibility for offenders referred to the reparative program under the SCS statute.
- 4.7.2** The Supervisor/Manager of the CRSU will meet regularly with the Board to assure the Board has adequate logistical support from the Department, feels valued by DOC staff, is performing its duties according to the design of the program and is properly -trained for its role.
- 4.7.3** A Reparative Coordinator (CSS) will be assigned to work with the Board and to monitor the cases that are assigned to Reparative Probation.
- 4.7.4** The Reparative Coordinator will coordinate the reparative activities and schedule offenders to attend them. The Coordinator will attend the board meetings, prepare summaries of the cases, perform administrative duties related to reparative cases and report client progress to the Board.

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The Supervisor of the CRSU will write local procedures to assure operation of the board pursuant to this Directive.

4.8 Court Liaison:

4.8.1 Providing up to date' information to the courts and criminal justice system (CIS) about the Department's sentencing options, assisting the courts and CIS members through the referral and sentencing process and keeping DOC staff up to date on changes in our programs are several of the most important functions of the CRSU. The Supervisor/Manager is the Department's primary liaison between the courts, states' attorneys and defense bar. They will establish methods, procedures and practices to carry out this function. The courts and criminal justice system are two of the Department's major customers. It is the responsibility of the CRSU Supervisor/Manager to be aware of the level of customer satisfaction present with this key group. The responsibility of liaison with the CIS cannot be delegated to a CSS or other employee in the CRSU. In this capacity, the Supervisor of the CRSU will assure that normal court services are adequately maintained. These include pre-sentence investigations, intake, discharge, violation and modification processes.

4.9 Administrative Probation and Probation:

4.9.1 Besides Reparative Probation, the CRSU is responsible for providing the Administrative Probation and Probation Programs. The Supervisor/Manager of the CRSU will develop local procedures to comply with the program design for each of the probation programs.

5. Training Method

5.1.

6. Quality Assurance Processes

6.1.

7. Financial Impact:

8. References

8.1.

9. Responsible Director and Draft Participants