

Idaho Department of Correction 	Standard Operating Procedure Division of Community Corrections	Control Number: 701.04.02.001	Version: 7.0	Page Number: 1 of 11
		Title: Probation and Parole Supervision Strategies		Adopted: 10-21-2004 Reviewed: 3-10-2009 Next Review: 3-10-2011

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If no, is there a redacted version available: yes no

BOARD OF CORRECTION IDAPA RULE NUMBER 701

[Probation and Parole Supervision](#)

POLICY STATEMENT NUMBER 701

[Probation and Parole Services](#)

POLICY CONTROL NUMBER 701

[Probation and Parole Services](#)

DEFINITIONS

[Standardized Terms and Definitions List](#)

Assessment Instrument: A standardized and statistically validated set of questions used to determine the severity and scope of any given problem or condition. The goal of assessment instruments is to determine more detailed traits, characteristics, or varying degrees of a particular condition that can assist in the determination of the offender's treatment and programmatic needs.

Discretionary Jail Time: A suspended jail sentence--imposed as a condition of probation--to be used at the probation and parole officer's discretion.

Full-time Employment: The circumstances under which the offender is fully employed--normally thirty-five (35) to forty (40) hours per week.

Supervision Contact: The visual, verbal, written (i.e., hand-written or electronic format) interaction between a probation and parole officer and an offender, treatment provider, employer, or other collateral contact to include (1) persons with whom the offender resides (e.g., spouse, parents, relatives, roommate, landlord), (2) neighbors, (3) a minister, (4) law enforcement, and (5) teachers. (Note: to be considered an *office visit*, the offender must have face-to-face contact with a probation and parole officer.)

Treatment/Program Attendance Verification: The verification of treatment/program attendance by a probation and parole officer via tools such as attendance slips, rosters,

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reports from providers, personal observation, or through any type of collateral contact with a treatment/program provider or facilitator.

PURPOSE

The purpose of this standard operating procedure (SOP) is to give guidance and standards for the supervision of offenders placed under the jurisdiction of the Idaho Department of Correction’s (IDOC’s) Division of Community Corrections.

SCOPE

This SOP applies to all staff members involved in the supervision and management of probationers and parolees under the jurisdiction of the Idaho Department of Correction (IDOC).

RESPONSIBILITY

The chief of the Division of Community Corrections, assigned to oversee probation and parole services, is responsible to monitor the performance of each district's management of this SOP. Probation and parole managers and supervisors are responsible to implement this SOP and practice the guidelines, standards, and procedures therein.

District managers are responsible for:

- Working with district judges to establish a process that brings offenders under IDOC supervision at the time of sentencing.
- Ensuring that initial contacts at the probation office or in court are person-to-person with a probation officer or supervisor. (It is acceptable for a support staff to be the first contact if that contact is to refer the offender to an orientation that is scheduled within 15 working days.)
- Developing an orientation process to familiarize probationers and parolees with the expectations of supervision.

Probation and parole officers (PPOs) are responsible for practicing the guidelines, expectations, processes, and outcome measures of this SOP. (For further guidelines on the expectations of supervision practices see the [Manual for Offender Supervision.](#))

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GENERAL REQUIREMENTS

1. Evidence-based Supervision

IDOC Probation and Parole uses evidence-based supervision strategies to protect the public while assisting offenders in the development of the skills necessary to lead a crime free life.

IDOC supervision strategies are a blend of assessment-based and front-loaded practices. Probation and parole officers (PPOs) also employ a combination of specific offender supervision standards, caseload management activities and responses to offender violations.

PPOs will focus their efforts on the evidence-based practices identified in this SOP.

2. Supervision Categories

Assessment-based supervision uses the Level of Service Inventory (LSI) to determine to which of the high, moderate or low supervision categories the offender will be assigned. (See SOP [607.26.01.010](#), *Offender Assessment*.)

Supervision categories identify offenders by type and provide statistical information that helps PPOs make case management decisions. Court Order, crime, or assessment determines the supervision category.

IDOC uses the following supervision categories:

- Drug Court
- Mental Health Court
- Sex Offender

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- High
- Moderate
- Low

Drug Court

Offenders are placed in this category by Court Order or referral process. Only offenders sentenced to participate in a drug court are assigned to this category. Drug courts often have their own standards. In the absence of such standards, the supervision strategies identified in this SOP must be used.

Mental Health Court

Similar to drug court, only offenders sentenced to participate in a mental health court are assigned to this category. Mental health courts often have their own standards. In the absence of such standards, the supervision strategies identified in this SOP must be used.

Sex Offender Supervision Category

All offenders who meet the definition of a sex offender as identified in SOP [701.04.02.006](#), *Sex Offender Supervision Program and General Sex Offender Supervision Strategies*, must be placed in this category to include offenders assigned to the sex offender supervision program and those assigned to regular caseloads.

High Supervision Category

Offenders with a LSI score of 31 or higher.

Note: Offenders that have not been assessed with a LSI will be supervised in the high supervision category until a LSI assessment has been completed.

Moderate Supervision Category

Offenders with a LSI score between 16 and 30.

Low Supervision Category

Offenders with a LSI score between zero (0) and 15.

Note: Offenders convicted of crimes of violence or driving under the influence should be assigned by override to the moderate supervision category unless exempted in writing by the district manager.

3. Intake

It is the goal of the IDOC to initiate the supervision of probationers and parolees quickly and efficiently when they are placed under probation or parole jurisdiction.

Intake is a process that includes case assignment, offender orientation and front-loaded supervision, which includes initial sign-up activities and front-loaded activities.

Assignment Process Steps

Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
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Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
District Manager (or Designee)	1	Assign offenders to a caseload within five (5) working days of coming under probation and parole jurisdiction to a specialized caseload, regular caseload, intake officer or intake team.
District Manager (or Designee)	2	Assign structured reentry offenders to a structured reentry caseload whenever possible (see standard operating procedure [SOP] 607.26.01.002 , <i>Structured Reentry Case Management</i>).
District Manager (or Designee)	3	Document case assignment in the Corrections Integrated System (CIS) as a 'case update.'

For further assistance with CIS, see your designated CIS super user.

Orientation Process Steps

Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
District Manager (or Designee)	1	Orient offenders to probation and parole within 15 days of sentencing, release from an Idaho Department of Correction (IDOC) facility, or arrival in the district. <ul style="list-style-type: none"> • Orient individually or in group setting • Orientation is positive and professional
District Manager (or Designee)	2	Deliver the following topics in the orientation process: <ul style="list-style-type: none"> • Advantages of community supervision • Case plan and goals • Cost of supervision • Curfew • District boundaries and travel restrictions/instructions • Expectations for pro-social behaviors • Expectations while awaiting caseload assignment • Procedure for contacting the assigned probation and parole officer (PPO) • Approximate time frame for assignment of PPO • Level of Service Inventory (LSI) and supervision categories • Opportunities for personal change and self-improvement • Possibility of early discharge • Offender grievances (see standard operating procedure [SOP] 316.02.01.001, <i>Offender Grievance Process</i>.) • Support offered by supervising PPO • Rules and conditions of supervision • Document the orientation delivered in Corrections Integrated System (CIS) as a 'case update.'

For further assistance with CIS, see your designated CIS super user.

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4. Front-loaded Supervision

The purpose of front-loaded supervision is designed to give the PPO a greater opportunity to understand the offender, build rapport, reduce risk, increase stability, communicate with collateral contacts to develop a network of supervision, further explore the offender's needs, and address ambivalence toward change. Whether assigned to a regular caseload, a specialized caseload, or an intake team, the supervising PPO will focus on establishing a positive working relationship, gaining compliance with the conditions of release, and promoting stability.

Initial Signup Activities

The PPO must complete the following initial signup activities within 30 days of assignment (Corrections Integrated System [CIS] tasks are in bold):

- Conduct a file and Level of Service Inventory (LSI) review.
- Ensure the offender has read, or reads to the offender, understands and signs the Court Order(s), parole agreement, agreement of supervision and any other document related to supervision.
- Ensure the offender is activated in the Idaho Department of Correction (IDOC) computerized database.
- Ensure cost of supervision is activated at the appropriate amount.
- **Develop initial case plan goals in CIS/OMP with the offender (see SOP [607.26.01.004](#), *Case Planning for Offenders*).**
- Verify that the offender has completed orientation.
- Visit the offender's residence and either approve it, or take appropriate steps to help the offender find suitable residence.
- Confirm and approve the offender's employment. An on-site visit or a telephone contact accomplishes initial verification with the employer.
- **Enter employment information in CIS in the 'employment section.'**
- Make any other necessary collateral contacts.
- **Document contacts in CIS as a 'supervision contact' note.**

Front-loaded Activities

The PPO must complete the following minimum activities during the first 90 days of supervision, in addition to assessment- based supervision standards (Corrections Integrated System [CIS] tasks are in bold):

- Enroll the offender in core programs identified in the case plan goals (see SOP [607.26.01.004](#), *Case Planning for Offenders*).
- Conduct substance abuse testing.
- **Enter the testing information for substance abuse, and the results, in CIS in the 'substance abuse' module.**
- Conduct additional home visits.

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- Establish a stable residence (when necessary).
- Conduct employer contacts (as needed).
- Establish a job search schedule if the offender is unemployed.
- Conduct additional contacts with family, roommates and significant others.
- Establish, or modify, a curfew.
- **Document contacts in CIS as a 'supervision contact' note.**

5. Supervision Standards

The PPO will use the following minimum supervision standards that have been established for the high, moderate, and low supervision categories. When a PPO is unable to meet these minimum standards, he must staff with his immediate supervisor the inability to meet the minimum standards and seek a time extension.

Note: Waivers are generally not granted.

High Supervision Standards

The PPO must complete the following minimum standards (Corrections Integrated System [CIS] tasks are in bold):

Note: For the purpose of this SOP, quarters are identified as January 1 to March 31, April 1 to June 30, July 1 to September 30, and October 1 to December 31; and all quarterly standards must be completed within one of these quarterly periods. For example, if a case is received on March 15th, all quarterly standards must be completed by March 31st.

- Two (2) separate supervision contacts monthly that cannot result from the same encounter. (At least one [1] of these contacts will be face-to-face.)
- One (1) home visit quarterly. (A change in residence requires a home visit within 30 days.)
- One (1) employment verification quarterly, if employed. (A change in employment requires verification within 30 days.)
- One (1) treatment/program attendance verification quarterly.
- **Document in CIS as a 'supervision contact' note.**

Moderate Supervision Standards

The PPO must complete the following minimum standards (Corrections Integrated System [CIS] tasks are in bold):

Note: For the purpose of this SOP, quarters are identified as January 1 to March 31, April 1 to June 30, July 1 to September 30, and October 1 to December 31; and all quarterly standards must be completed within one of these quarterly periods. For example, if a case is received on March 15th, all quarterly standards must be completed by March 31st.

- One (1) supervision contact monthly. (On a quarterly basis, at least one [1] of these contacts will be face-to-face.)

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- One (1) employment verification quarterly, if employed. (A change in employment requires verification within 30 days.)
- One (1) treatment/program verification quarterly.
- One (1) home visit every six (6) months. (A change in residence requires a home visit within 30 days.)
- **Document in CIS as a 'supervision contact' note.**

Low Supervision Standards

The PPO must complete the following minimum standards (Corrections Integrated System [CIS] tasks are in bold):

- One (1) employment verification every six months, if employed. (A change in employment requires verification within 30 days).
- One (1) home visit annually. (A change in residence requires a home visit within 30 days.)
- Review for discharge annually.
- **Document in CIS as a 'supervision contact' note.**

Note: A change in employment requires an employment on-site visit or a telephone contact. On-going verifications can be accomplished by viewing proof of employment.

6. Case Management Activities

The PPO must monitor the following activities for each offender assigned to their caseload on a regular basis. Frequency may vary based on supervision level, case plan and time constraints imposed by the court or Commission of Pardons and Parole.

Monitor Activities

- Review cost of supervision (COS) balance.
- Review restitution, fines and fees balance.
- Review compliance with, or completion of, conditions of supervision.
- Special conditions of the court or the Commission of Pardons and Parole will be enforced unless removed or modified in writing by the court or Commission of Pardons and Parole.
- **Document in CIS as a *case update*.**

7. Responding to Violations

The PPO must address violations of conditions in five (5) working days. Types of violations that require a response include, but are not limited to, the following:

- New crime.
- Positive drug test.
- Alcohol use.

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- Missing any of the following without permission:
 - Group or program
 - Appointment for counseling.
 - Appointment with PPO.
 - Unexcused employment absenteeism.
 - Certain contacts with law enforcement.
 - Failed polygraph exam.
 - Change of address without permission.
 - Loss of employment.

Note: The PPO must be cognizant of the following:

- No violation response should take more than five (5) working days.
- The most serious violations are addressed first.
- Consider the offender's assessed risk level when considering a time frame for response.
- As the number or seriousness of violations increase, so should the sanctions. (These should be staffed with a supervisor.)
- **Violation responses are documented in the Corrections Integrated System (CIS) as a 'case update.'**

Violation Responses

The response to any violation should vary depending on the situation and the offender involved. The PPO is responsible to monitor the effectiveness of the sanctions and interventions and to vary them to achieve the desired outcome.

Interventions and intermediate sanctions may include, but are not limited to, the following:

- Additional programming or treatment.
- Behavior contract.
- Community service (probationers only).
- Curfew.
- Day reporting.
- Discretionary jail time (if ordered by the court).
- Electronic monitoring (GPS).
- Formal written warning.
- Home visit.
- Increased supervision contacts.

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- Increased drug/alcohol testing.
- Office visit.
- Telephone contact.
- Report of violation.
- Special progress report.
- Agent's warrant.

8. Staffing Cases with Supervisors

Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Entry Level Probation/Parole Officer (PPO)	1	Staff cases with a supervisor (or designee) before implementing intermediate sanctions.
All Probation/Parole Officers (PPO)	2	Staff <i>Agent's Warrants and Requests for Imposition of Discretionary Jail Time (DJT)</i> with a supervisor (see standard operating procedure [SOP] 701.04.02.018 , <i>Warrants: The use of Agent's, Bench, and Parole Commission</i>).
All PPOs	3	Staff with a supervisor the need for any time-frame extensions associated with any of the process steps contained in this SOP.
All PPOs	4	Documented each staffing held with a supervisor in the Corrections Integrated System (CIS) as a 'case update.'

For further assistance with CIS, see your designated CIS super user.

9. Supervisor Case Review and Case Audits

Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Section Supervisor (or Designee)	1	<ul style="list-style-type: none"> • <u>For all entry-level PPOs</u>, supervisors will conduct case reviews on all of the district's new probation and parole cases to ensure compliance with the 30-day signup process outlined in section 4. (Note: <u>for all senior-level PPOs</u>, supervisors will randomly select cases for conducting case reviews.) • Case reviews will be documented in the Corrections Integrated System (CIS) as a 'case update.'

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Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Section Supervisor (or Designee)	2	<ul style="list-style-type: none"> Supervisors will conduct a minimum of two (2) case audits using Appendix 1, <i>Case Audit</i>, of a third of the officers they supervise each month. The cases will be chosen randomly. The officers audited will be rotated monthly to ensure that all officers undergo an audit quarterly. Case audits will be documented in CIS as a 'case update.'
Probation and Parole Officer (PPO) And Section Supervisor (or Designee)	3	Will resolve case audit exceptions within 30 days and document in CIS as a 'case update.'

For further assistance with CIS, see your designated CIS super user.

10. Use of Monthly Reports

The monthly report form may be used as a supervision and caseload management tool, but are not required.

11. Documentation in the Corrections Integrated System (CIS)

PPOs are required to document offender management activities in the appropriate sections of CIS.

12. Offender Assessment

See SOP [607.26.01.010](#), *Offender Assessment*.

REFERENCES

[Case Audit Form](#)

[30 Day Review Form](#)

Department Manual, Probation and Parole [Manual for Offender Supervision](#)

Department Policy [701](#), *Probation and Parole Services*

IDAPA 06.01.01, *Rules of the Board of Correction*, [Section 701](#), Probation and Parole Supervision

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