

Number: TBD  
EFFECTIVE DATE: October 10, 2000

## POLICY STATEMENT

**Policy Area:** Supervision

**Issue:** Supervision Contact Standards

**Action/Guidance:** Guidelines on Supervision Contact Standards, Collateral Contacts, and Field Contacts

**Context:** CSOSA utilizes an assessment-driven case management system. Risk and needs assessments serve as the basis for case classification and case plans applied to all offenders including those in specialized programs, who may have additional case management requirements. The assessment tools define case management requirements by developing case plans and establishing contact standards.

### I. Definitions

#### A. Categories of Cases

1. **Community Supervised:** Offenders residing in the community within the geographic boundaries of the District of Columbia and other jurisdictions while under the authority of the Court Services and Offender Supervision Agency.

**Examples:**

- Probation and parole cases (general and special supervision)
- All interstate cases (transferred out and received in)
- Unsupervised probation cases (unsupervised YRA or 541e)
- Civil Protection Orders
- Deferred sentencing cases
- Diversion matters
- Monitored cases
- Inactive supervision cases

2. **Confined:** Offenders held in custody under obligation to the Court Services and Offender Supervision Agency pending release to community supervision.

**Examples:**

- Split sentence cases
- Administrative parole matters
  - Paroled to detainer
  - Paroled to consecutive sentence

3. **Warrants:** Offenders who are in a state of noncompliance where the sentencing/releasing authority has issued an arrest order.

**Examples:**

- Probation and parole arrest warrants
- Detainer warrants
- Executed warrants
- Pending trial or sentenced in other jurisdictions

## B. Categories of Contacts

1. **Face-to-Face Positive Contact with Offenders:** Interaction that occurs between an offender and a CSO or SCSO (on or off CSOSA premises) in which that official can document in writing the offender's progress or adjustment in relation to the offender's individual performance goals or other aspects of his or her reintegration into the community. A CSO or SCSO may count as purposeful any face-to-face contact with an offender that is consistent with the case plan. In addition, a CSO or SCSO may count as purposeful any face-to-face contact with an offender that resulted from a verified interaction between the offender and one of the Agency's staff or partners, e.g. educational specialist, employment and training specialist, in-house treatment specialists and law enforcement partners, etc.
  - Types of face-to-face positive contact with offenders:
    - a. residence verification;
    - b. employment, training, treatment, or education verification;
    - c. office contacts;
    - d. accountability tours;
    - e. unscheduled face-to-face contacts (office or field);
    - f. other community contacts (e.g., community service verification, institutional visits, etc.)
  - Rationale for face-to-face positive contact with offenders:
    - a. to address allegations of parole or probation violations;
    - b. to assess compliance with general or special conditions of release; or
    - c. to collect and verify other information relevant for case management or other issues necessary to enable the offender to reintegrate into the community.
2. **Treatment Contacts:** Treatment contacts count as collateral contacts when the interaction involves a CSO or SCSO and treatment staff or documented in writing by the treatment program.
3. **Telephone Positive Contacts:** Telephone positive contacts do not substitute for the required minimum number of face-to-face positive contacts per supervision level. CSO's must record the time, date, and content of all telephone conversations with offenders.
4. **Collateral Contact:** Contact between a CSO or SCSO with an individual other than an offender who can provide relevant information on the offender's adjustment in the community or provide potential services or resources that will contribute to the offender's reintegration. Collateral contacts occur frequently between CSOs or SCSOs and offenders' family members, significant others, friends, police, and other community stakeholders.
5. **Telephone Collateral Contacts:** Contact between a CSO or SCSO with an individual other than an offender via the telephone.

### C. Field Contact Screen Entries and Contact Codes:

CSO/SCSO notes of contacts with the offender are to be written using the following codes and format:

1. **FFOC (Face-to-Face Office Contact):** Interaction that occurs between an offender and a CSO, SCSO, or Agency staff or partners on CSOSA premises.
2. **TC (Treatment Contact):** Interaction between a CSO or SCSO and treatment staff or documented in writing by the treatment program.
3. **TPC (Telephone Positive Contact):** Telephone contact with an offender by CSO or SCSO.
4. **CC (Community/Collateral Contact):** Face-to-face contact by the CSO or SCSO with anyone other than the offender with knowledge of the offender and his/her community adjustment.
5. **TCC (Telephone Community/Collateral Contact):** Telephone call to anyone other than offender or treatment provider to assess the offender's adjustment.
6. **TTC (Treatment Telephone Contact):** Telephone contact with a treatment provider by CSO or SCSO to address offender participation and adjustment.
7. **AT (Accountability Tour):** Face-to-face field contacts with offenders conducted jointly by a CSO and an MPD officer.
8. **PEC (Personal Employment Contact):** Personal on the job contact with the offender by a CSO or SCSO.
9. **PHV (Personal Home Visit):** Personal home visit with the offender by CSO or SCSO.
10. **PHEV (Personal Home Employment Visit):** Personal home employment visit with the offender by CSO or SCSO when the offender works out of their home (additional verification would be required in this case, such as a review of the offender's quarterly tax statements).
11. **EV (Employment Verification):** Verification of employment by any means other than directly from the employer (e.g., pay stub, tax statement).
12. **HV (Home Visit):** Contact with someone at the home or immediate residence vicinity other than the offender that can verify residence.
13. **ME (Misplaced Entry):** In those instances when an entry is mistakenly made in the log notes.
14. **CA (Court /Commission Action):** Action taken by the court or United States Parole Commission (revocation, show cause, early termination, time extension, etc.).
15. **MISC (Miscellaneous):** Case activity requiring log entries not reflected above.
16. **CR (Case Review):** Supervisory entry whenever a case is reviewed.

17. **SE (Special Entry):** Supervisory entry that indicates specific activity not previously addressed, i.e., case assignment, case closing, case transfer, etc.
18. **CONF (Case Conference):** Denotes case conference conducted by SCSO.
19. **US (Urine Screen):** Entries of urine test(s) compliance and result(s).
20. **DI (Disseminated Information):** Entry made whenever confidential information is provided to someone outside of the Agency.
21. **FTR (Failure to Report):** An instance where an offender does not report for a scheduled supervision contact.
22. **APHV (Attempted Personal Home Visit):** Attempted (unsuccessful) contact entries would be noted with an "A" in front of the abbreviation.

**FIELD CONTACT SCREEN ENTRY EXAMPLES: (utilize the appropriate code above in the “comments” box on the Field Contact Screen.). Sample entries are below:**

- 9/5/00 FFOC met with offender this date in office. Discussed compliance with treatment attendance and his need to obtain employment. Offender understands urgency for employment and will provide CSO with job inquiries. Next appt scheduled on 10/9/00.
- 9/6/00 TPC from offender who states that he has obtained employment. Works 7am to 4pm. Address 14 Van Ness Street, NW. CSO will visit on 9/8/00.
- 9/8/00 PEC/CC visited offender on his job. Met with his supervisor (Mr. Holmes) who reports that the offender is at work on time and performance is satisfactory. Offender was reminded about 9/11/00 PHV.
- 9/11/00 PHV went to offender's home. Door not answered. Offender left note in door indicating change in work hours this date. CSO to contact offender to reschedule appointment.

## II. Policy:

### A. Supervision Levels: Community Supervision Officer-Offender Contact Standards

1. The CSO is responsible for meeting with offenders in accordance with the offender’s individualized case plan. Guidance as to the **minimum number** of face-to-face contacts required by the offender’s supervision level is provided in the matrix below. An offender’s supervision level is established in accordance with his/her CSOSA Screener score except in the instance of an administrative adjustment where the CSO in consultation with his/her supervisor, departs from the Screener score due to factors or information available to the CSO at the time of the administration of the Screener instrument.

Supervision Level	Minimum Number of Face-to-Face Contacts	Frequency of Field Contacts*
Intensive	8 times per month	4 per month
Maximum	4 times per month	2 per month
Medium	2 times per month	1 per month
Minimum	1 time per month	1 per every 2 months

**\*Frequency of Field Contacts**

**Important Note:** at least 50% of the minimum number of face-to-face contacts for each classification level must take place in the field (i.e., outside of the office setting). In this context, face-to-face contacts are broadly construed to include purposeful contact between the offender and CSO/SCSO that is scheduled or unscheduled or between the offender and a CSO and other Agency staff and law enforcement partners not directly charged with the offender’s supervision.

**Examples:**

1. A positive face-to-face contact will be recorded for an offender who attends a sanctions group, educational or other Agency sponsored program so long as the supervising CSO receives confirmation from the Agency staff that the offender attended the meeting in accordance with the case plan requirements.
2. A positive face-to-face contact will be recorded if the law enforcement partner for the supervising CSO’s team in making his/her community policing rounds meets with the offender to address compliance issues with the conditions of supervision.

**2. Intensive Supervision**

Intensive supervision is the most restrictive level of supervision. The appropriate number of face-to-face contacts will be driven by the offender’s individualized case plan. Nevertheless, intensive supervision requires a minimum of eight (8) face-to-face contacts with the offender per month. **Four (4) of the eight (8) contacts must be conducted in the field.** Intensive supervision is reserved for those offenders who score *intensive* on the Screener instrument and those offenders whose supervision levels have been increased from maximum. In addition, intensive supervision requires a high degree of collateral contacts as outlined in the case plan.

**3. Maximum Supervision**

The appropriate number of face-to-face contacts will be driven by the offender’s individualized case plan. Nevertheless, maximum supervision requires a minimum of four (4) face-to-face contacts with the offender per month. **Two (2) of the four (4) contacts must be conducted in the field.** Maximum supervision is reserved for those offenders who score *maximum* on the Screener instrument and those offenders whose supervision levels have been increased from medium or decreased from intensive. Maximum supervision also requires a high degree of collateral contacts as outlined in the case plan.

#### 4. Medium Supervision

The appropriate number of face-to-face contacts will be driven by the offender's individualized case plan. Nevertheless, medium supervision requires a minimum of two (2) face-to-face contacts with the offender per month and periodic collateral contacts. **One (1) contact per month must be conducted in the field.** Medium supervision is reserved for those offenders scoring *medium* on the Screener instrument and those offenders whose supervision levels have been increased from minimum or decreased from maximum.

#### 5. Minimum Supervision

The appropriate number of face-to-face contacts will be driven by the offender's individualized case plan. Nevertheless, minimum supervision requires a minimum of one (1) face-to-face contact with the offender per month and periodic collateral contacts. **One contact every two (2) months must be conducted in the field.** Minimum supervision is reserved for those offenders scoring *minimum* on the Screener instrument and those offenders whose supervision levels have been reduced from medium supervision.

### B. Modification of Supervision Levels

CSOs, in conjunction with their SCSO, shall reduce or increase supervision levels in accordance with the administrative sanctions matrix outlined in "Drug Testing Protocol and Administrative Sanctions" and the guidelines contained in the "Screener Instrument" and "CSOSA Screener: Administrative Supervision Level Adjustment" procedures. However, prior to reducing an offender's supervision level, a CSO must perform a field visit for the purposes of verifying an offender's address and employment as well as assessing the offender's overall compliance with his/her individualized case plan. In addition, the CSO must perform a criminal record check on the offender prior to reducing his/her supervision level.

### C. Contact Standard Exemptions: Unsupervised Cases, Monitored Cases, Inactive Cases, Diversion Matters, Civil Protection Orders, and Confined Cases

Unsupervised probation cases, monitored cases, inactive cases, diversion matters, civil protection orders, and cases where the offender is held in confinement are exempt from the minimum contact standards delineated in this policy.

#### Definitions:

1. **Unsupervised Cases (Probation Only):** These cases include offenders who have been placed on unsupervised probation by the court under D.C. Code §§ 33-54(e) and 24-803, and 18 U.S.C. § 5010 (i.e., 541(e), YRA, and FYCA cases) as well as those under regular supervision in which the probation term has been divided into a supervised period to be followed by an unsupervised period.

#### CSO Duties for Unsupervised Cases:

- Monitor cases for new arrests on a monthly basis and report any new arrest to the court within 24 hours of receipt of notice.
- YRA/FYCA and 541(e) files are maintained by the CSO until the probation term has been completed. The CSO must submit the appropriate paperwork to the court to ensure that expungement of the criminal record or set-aside of the conviction is granted as long

as the offender has not been convicted of a new offender(s).

- In cases where the court has divided the probation term into a supervised period and an unsupervised period, the CSO closes the case once the supervised term is satisfied. The CSO forwards the case file to the Control Center after he/she has made the appropriate update in OASIS.

2. **Monitored Cases (Probation Only):** This supervision level consists of offenders who have met all conditions of probation and have made an exemplary adjustment to active supervision, such that the court has determined that face-to-face and collateral contacts are no longer necessary.

**CSO Duties for Monitored Cases:**

- Monitor cases for new arrests on a monthly basis and report any new arrest to the court within 24 hours of receipt of notice.

3. **Inactive Supervision Cases (Parole Only):** Inactive supervision refers to those parolees who have been relieved by the United States Parole Commission of the previously-imposed conditions of parole, except the requirement that they obey all laws and refrain from behavior that would bring discredit to the parole system.

**CSO Duties for Inactive Supervision Cases:**

- Monitor cases for new arrests on a monthly basis and report any new arrest to the USPC within 24 hours of receipt of notice.

4. **Diversion Matters (Probation Only):** A disposition of a criminal defendant either before or after adjudication of guilt in which the court directs the defendant to participate in a community service, educational, or rehabilitative program as part of the disposition.

**CSO Duties for Diversion Matters:**

- Monitor offender's compliance with community service, educational, or rehabilitative program.

5. **Civil Protection Orders:** A civil order from the court whose purpose is to protect an individual from further harassment or abuse from another individual.

**CSO Duties for Civil Protection Orders:**

- Monitor offender's compliance with court-ordered rehabilitative program.

6. **Confined Cases:** Offenders held in custody under obligation to CSOSA pending release to community supervision.

**CSO Duties for Confined Cases:**

- Monitor the institution for the offender's actual date of release.

## **D. Rationale for Fieldwork**

Fieldwork is work-related travel outside CSOSA offices (but within the Metropolitan Washington, D.C. area) to make contact with an offender, the offender's family, the employer, a treatment facility, a correctional facility, a potential community resource, or a law enforcement or social services agency. (See Field Safety Policy). An important tool of the CSO is his/her planned use of community resources in all phases of his/her case management practices. Under CSOSA's Patrol Service Area ("PSA") approach to community supervision, it is the responsibility of each CSO to know the resources in the community and to maximize their use (See CSOSA Resource Directory).

Fieldwork is an integral part of the CSO's responsibilities. All CSOs are expected to regularly perform fieldwork (in accordance with the supervision levels of the CSOs caseload), to follow agency procedures with respect to safety and security, and to properly document fieldwork according to agency procedures, as outlined below.

Fieldwork is conducted for the following reasons:

1. To make face-to-face contacts with an offender, as prescribed above.
2. To conduct/participate in accountability tours according to protocol
3. To locate a person whose whereabouts are unknown when efforts to do so by phone and mail have failed ("Loss of Contact" procedure).
4. To investigate complaints or allegations regarding an offender's behavior, or to verify suspicious situations or reports related to the offender's home, employment, or program adjustment;
5. To verify an offender's address, employment, and/or participation in treatment or support groups;
6. To verify an offender's change of address or employment. In the case of a change of address or employment, the CSO must perform the verification fieldwork within ten (10) working days and document both the offender's rationale and collateral party's (e.g. primary homeowner, employer, etc.) rationale for the change in status in the "comments" box on the Field Contact Screen (See Employer Notification Policy);
7. To approach an offender's family in an attempt to gain cooperation and understanding;
8. To gather information available only in the field;
9. To initiate contact in split sentence cases when, in the CSO's judgement, a letter or telecommunications interview is considered less desirable or effective;
10. To support, enhance, or promote compliance with probation/parole conditions, and to enhance communication with teachers, counselors, employers, etc., who are involved with the offender;
11. To ensure compliance with the court order in domestic violence cases in which the victim and the offender reside together (victims may withhold information about continued domestic violence) and;



12. To ensure compliance with supervision conditions in sex offender cases.

**E. Required Activities When Performing Field Visits:**

1. Properly document the travel in the “comments” box on the Field Contact Screen;
2. Sign SCISO’s fieldwork logbook prior to embarking on fieldwork which includes the CSO’s itinerary with specific reference to the name of offenders to be visited and location and estimated times of home/community contacts;
3. Give advanced notice to those to be visited whenever possible of the time and date of the visit unless there are case management reasons for making an unannounced visit;
4. Follow standard field safety protocols at all times while in the field, as prescribed in the “Field Safety” procedure; and
5. Conduct oneself in a professional manner at all times.

**III. Statutory Authority:** Section 11232 (b)(1), § 11232(b)(2), § 11233(b)(2)(B) of the National Capital Revitalization and Self-Government Improvement Act of 1997 (“Revitalization Act”), Pub. Law 105-33, 111 Stat. 712, D.C. Code § 24-1232(b)(1), § 24-1232(b)(2), § 24-1233(b)(2)(B) (1996 Repl., 1999 Supp.) (Director’s authority); D.C. Code § 24-103 (1996 Repl.) (Probation’s authority); D.C. Code § 24-201.2(a)(3) and D.C.M.R. §§ 213.4-2.13.6 (1987) (Parole’s Authority).

**IV. Procedural References/Supersedures:**

- References: Sex Offender Registration Emergency Act of 1999; D.C. Code §§ 33-54(e) and 24-803; and U.S. Code §§ 18-5010 (a); Drug Testing Protocol and Administrative Sanctions; Loss of Contact; Field Safety; Accountability Tours; Screener Instrument; CSOSA Screener; Administrative Supervision Level Adjustment Policy; Employer Notification; and CSOSA Resource Directory.
- Supersedes: Implementing Procedure # SD-93-301, effective date June 30, 1993; Probation Standard Practices Sections 35.6 and 72).