

Survey to Chief APOs

Issue: Contact Requirements

Question (from Cumberland County):

Cumberland's minimum contact requirements are as follows:

- Very High Risk – 4 personal/1 collateral per month
- High Risk – 2 personal/1 collateral per month
- Moderate Risk – 1 personal/1 collateral per month
- Low Risk – administrative/non-reporting

I'm interested to know the contact requirements in other counties.

Dauphin County

Very High Risk – 2 Office/ 3 field/1 collateral per month

High Risk – 2 Office/ 2 Field/1 collateral per month

Moderate Risk – 1 Office/ 1 Field/1 collateral per month

Low Risk – 1 Office every three months

Elk County

Elk currently uses the PBPP Contact Requirements, (4.01.06)

- Enhanced- 4 face to face/ mo. w/ one at residence & 2 collaterals. This level is for Boot Camp grads. N/A for county supervision.
- Maximum- 2 face to face/ mo. with one home visit. One collateral/ mo. High Risk/Need.
- Medium- 1 face to face/mo. One collateral/ 3 mos. Medium Risk/Needs.
- Minimum- 1 face to face every 3 mos. 1 collateral every 3/ mos. Low Risk/Needs.
- Administrative- 1 face to face every 12/ mos.

We are in the process of converting to the ORAS and will use those levels with clients who are administered the ORAS.

Erie County

Erie County minimum contact requirements **Currently being reviewed for possible changes**

- Very High- 2 office & 4 field per month
- High Risk- 2 face to face & 1 field per month
- Moderate- 1 face to face & 1 field per month
- Low-1 face to face then placed on monthly web based reporting

Lancaster County

See appendix

Lebanon County

See appendix

Snyder County

- Tx Court - 2 face to face each week, plus Court contact
- Intensive - 1 face to face per week
- Close - bi weekly contact, one face to face per month
- Regular - one contact per month
- Minimum - one contact every two months

Once we begin using the ORAS this policy will change.

York County

See appendix

**ADULT PROBATION & PAROLE SERVICES
GENERAL SUPERVISION DIVISION
CASELOAD MANAGEMENT STANDARDS**

I. The purpose of this policy is to provide caseload management standards for General Supervision Division Officers that do not operate in specialty units.

II. **Maximum caseload standards:** LSI Score: 28 or more

A. Appointments: One face-to-face minimum contact every three weeks.

B. Field contacts: One to be completed within 60 days of first appointment. Subsequent visits scheduled or unannounced triggered under the following conditions:

- Evidence of violations
- Change in residence and/or associates
- Positive drug tests
- Loss of employment or unemployed
- Diminished level of compliance with general standards, appointments, special instructions, and program attendance ¹

C. Collateral Contacts: At least monthly while monitoring progress with treatment and other sentencing conditions. After that, as needed, triggered by job, residence and other life changes.

D. Drug testing: Within first 2 appointments. Following that, tests are triggered under the following conditions:

- Positive test during initial supervision/re-entry phase
- Client has history of D&A abuse or addiction
- Current supervision is based on a crime of drug use or possession, committed while under the influence or motivated by need to procure.
- Tips from informants that client is using
- Client appears to be under the influence²
- Court order specifically requiring testing
- Transfer from one officer to another.

E. Sanctions/Consequences for non-compliance including but not limited to:

- Written warnings

¹ See Article B4 of the APPS Organizational Manual "Field Visits" (B4.3 and B4.4) for comprehensive analysis on the subject of determining upon who and when field visits should be made.

² Indicators of drug or alcohol use include a sudden weight loss or gain, decline in personal hygiene, bloodshot, dilated or pin point pupils, needle tracks or skin lesions.

Lancaster County Contact Requirements

- Administrative reviews with supervisor
- Increased appointments/collateral contacts/field visits, 9771 petitions modification of order / walk-in violations
- Issuance of walk-in petition/detainer/warrant.

F. Incentives for pro-social behavior:

- Administrative review
- Letter of commendation
- Reduced reporting schedule
- Step down to lower supervision level

III. **High Medium caseload standards:** LSI 20-27

- A. Appointments: One face to face minimum contact every 6 weeks
- B. Field Contacts: One to be completed within first 60 days of first appointment. Subsequent visits scheduled or unannounced as warranted triggered by conditions listed above in paragraph IIB
- C. Collateral Contacts: Same as Maximum
- D. Drug Test: Same as Maximum
- E. Sanctions and Incentives: Same as Maximum

IV. **Low Medium caseload Standards:** LSI 10-19

- A. Appointments: One face to face minimum contact every 8 weeks
- B. Field Contacts: Field visit, scheduled or unannounced required for step down to minimum supervision level. Otherwise no minimum requirement unless triggered by conditions set forth above in Para IIB.
- C. Collateral Contacts: Same as Maximum
- D. Drug Test: Same as Maximum
- E. Sanctions and Incentives: Same as Maximum

V. **Minimum caseload standards:** LSI 5-9

- A. Appointments: One face to face minimum contact every 6 months or upon request from client.
- B. Field Contacts: As needed
- C. Collateral Contacts: Phone and email updates.
- D. Drug tests: If triggered
- E. Sanctions and Incentives: Same as Maximum

VI. **Monitor caseload standards:** LSI 0-4

- A. Appointments: As deemed necessary by officer or upon request from client.
- B. Field Contacts: Not expected

Lancaster County Contact Requirements

- C. Collateral Contacts: Phone and email updates
- D. Drug testing: If triggered by reasonable suspicion
- E. Sanctions: Same as Maximum
- F. Incentives:

VII. **ARD Non-DUI Caseload Standards:** LSI N/A

- A. Comprehensive first appointment with additional appointments as deemed necessary by officer or upon request from client.
- B. Field contacts: Not expected
- C. Collateral Contacts: None required absent reasonable suspicion of an active and material violation of the terms of ARD conditions.
- D. Drug testing: If triggered by reasonable suspicion
- E. Sanctions: Revocation requests and expungement denial
- F. Incentives: Opportunity for Expungement

VIII. **Sanctions:**

Sanctions consisting of increased appointments and/or step up from low to high medium and incentives consisting of decreased appointments, and/or step down from high to low medium remain at the discretion of supervising officer, based on analysis of client compliance, progress and stability. No LSI required.

IX. **Changing Supervision Level:**

Moving a client from one formal level to another, ie; max to med, or med to min, requires an LSI-R justification. Over-rides are considered with supervisor approval.

X. **Minimum/Monitor/ARD Caseloads:**

ARD cases are treated as low risk clients. Although there is no LSI required, the supervision level is based on and justified by the nature of the sentence. Clients, once fully apprised of their court expectations are dispatched to complete any imposed conditions and report such progress to the supervising officer.

Minimum/Monitor unit will oversee DUI pre-dispos, PWV, Low risk and monitor probation, parole, ARD and Administrative cases.

Lancaster County Contact Requirements

XI. **Collateral Contacts:**

Any reliable information received; can be a report by an agency, PO does not necessarily have to speak to someone in person or via telephone. The following examples can be considered collateral contacts:

- Employment
- D&A treatment providers
- Sex Offender groups
- Anger management groups
- Career Link
- Community Service
- Adult family (responsible)
- Children and Youth agency
- Mental Health Providers
- Domestic Violence Intervention Group
- MH/MR caseworker
- Domestic Relations
- Collections Enforcement Unit
- Alcohol Highway Safety Class
- Department of Public Welfare
- Surveillance
- Controlled/Planned home visits

Revised February 2013, approved April 2013.

**ADULT PROBATION & PAROLE UNIT
GENERAL SUPERVISION DIVISION
CASELOAD MANAGEMENT STANDARDS**

I. The purpose of this policy is to provide caseload management standards for General Supervision Division Officers that do not operate in specialty units.

II. **Maximum caseload standards:** LSI Score: 29 or more

A. Office Appointments: Minimum of two face-to-face contacts every four weeks.

B. Field contacts: Minimum of two face-to-face contacts every four weeks. First contact to be completed within 30 days of sentencing, revocation, and/or intake. Subsequent visits scheduled or unannounced triggered under the following conditions:

- Evidence of violations
- Change in residence and/or associates
- Positive drug tests
- Loss of employment or unemployed
- Diminished level of compliance with general standards, appointments, special instructions, and program attendance.

C. Collateral Contacts: Monthly while monitoring progress with treatment and other sentencing conditions. Subsequent that, as needed, triggered by job, residence and other life changes.

D. Drug testing: Within first 2 appointments. Following that, tests are triggered under any of the following conditions:

- Positive test during initial supervision/re-entry phase
- Client has history of D&A abuse or addiction
- Current supervision is based on a crime of drug use or possession, committed while under the influence or motivated by need to procure.
- Tips from informants that client is using
- Client appears to be under the influence²
- Court order specifically requiring testing
- Transfer from one officer to another, if any of the above conditions apply.

Lebanon County Contact Requirements

- E. Sanctions/Consequences for non-compliance including but not limited to:
- Written warnings
 - Administrative case reviews with Supervisor
 - Increased appointments/collateral contacts/field visits, enhancement of special condition through modification of court order
 - Issuance of detainer/warrant.

F. Incentives for pro-social behavior:

- Administrative review
- Letter of commendation
- Reduced reporting schedule
- Step down to lower supervision level

III. **High Medium caseload standards:** LSI 21-28

- A. Office Appointments: Minimum of one face-to-face contact every 4 weeks
- B. Field Contacts: Minimum of one face-to-face to be completed within first 45 days of sentencing, revocation, and/or intake. One face-to-face field contact every 4 weeks therefore. Subsequent visits scheduled or unannounced as warranted triggered by conditions listed above in paragraph IIB
- C. Collateral Contacts: Same as Maximum
- D. Drug Test: Same as Maximum
- E. Sanctions and Incentives: Same as Maximum

IV. **Low Medium caseload Standards:** LSI 11-20

- A. Office Appointments: Minimum of one face-to-face contact every 8 weeks.
- B. Field Contacts: Minimum of one face-to-face field visit every 8 weeks, scheduled or unannounced. Subsequent visits scheduled or unannounced as warranted triggered by conditions listed above in paragraph IIB
- C. Collateral Contacts: Same as Maximum
- D. Drug Test: Same as Maximum

Lebanon County Contact Requirements

E. Sanctions and Incentives: Same as Maximum

V. **Minimum caseload standards:** LSI 5-10

- A. Appointments: Minimum of one face to face every 4 months or upon request from client.
- B. Field Contacts: As needed
- C. Collateral Contacts: Phone and email updates.
- D. Drug tests: If triggered
- E. Sanctions and Incentives: Same as Maximum

VI. **Administrative/Monitor caseload standards:** LSI 0-4

- A. Appointments: As deemed necessary by officer or upon request from client.
- B. Field Contacts: Not expected
- C. Collateral Contacts: Phone and email updates
- D. Drug testing: If triggered by reasonable suspicion
- E. Sanctions: Same as Maximum
- F. Incentives:

VII. **ARD DUI and Non-DUI Caseload Standards:** LSI N/A

- A. Comprehensive first appointment with additional appointments as deemed necessary by officer or upon request from client.
- B. Field contacts: Not expected
- C. Collateral Contacts: None required absent reasonable suspicion of an active and material violation of the terms of ARD conditions.
- D. Drug testing: If triggered by reasonable suspicion
- E. Sanctions: Revocation requests and expungement denial
- F. Incentives: Opportunity for Expungement

VIII. **Sanctions:**

Sanctions consisting of increased appointments and/or step up from low to high medium and incentives consisting of decreased appointments, and/or step down from high to low medium remain at the discretion of supervising officer, based on analysis of client compliance, progress and stability. No LSI required.

IX. Changing Supervision Level:

Transferring a client from one formal level of supervision to another, ie; maximum to medium, or medium to minimum, requires an LSI-R justification. Over-rides are considered with supervisor approval.

X. Administrative Minimum/Monitor/ARD Caseloads:

ARD cases are treated as low risk clients. Although there is no LSI required, the supervision level is based on and justified by the nature of the sentence. Clients, once fully apprised of their court expectations are dispatched to complete any imposed conditions and report such progress to the supervising officer.

Minimum/Monitor unit will oversee DUI pre-dispositions, PWV, Low risk and monitor probation, parole, ARD and Administrative cases.

XI. Collateral Contacts:

Any reliable information received; can be a report by an agency, PO does not necessarily have to speak to someone in person or via telephone. The following examples can be considered collateral contacts:

- Employer
- D&A treatment providers
- Sex Offender groups
- Anger Management Groups
- Career Link
- Community Service
- Adult family (responsible)
- Children and Youth agency
- Mental Health Providers
- Domestic Violence Intervention Group
- MH/MR caseworker
- Domestic Relations
- Collections Enforcement Unit
- Alcohol Highway Safety Class
- Department of Public Welfare
- Surveillance
- Controlled/Planned home visits

York County - Contact Requirement Matrix

RISK AND NEEDS SCALES

	PAT	CSST		CST	WRNA	SRT		STATIC-99	STABLE 2007	PAS*
		M	W	M		M	W			
Low	0-2 <i>One office contact every 6 weeks.</i>	0-2 <i>One initial office contact and then monthly web-based reporting.</i>	0-3 <i>One initial office contact and then monthly web-based reporting.</i>	0-9 <i>One initial office contact and then monthly web-based reporting.</i>	0-9 <i>One initial office contact and then monthly web-based reporting.</i>	0-8 <i>One initial office contact and then monthly web-based reporting.</i>	0-10 <i>One initial office contact and then monthly web-based reporting.</i>	-3 to -2 <i>One office contact and one field visit every 3 months.</i>	0-3 <i>One office contact and one field visit every 3 months.</i>	22-38 (14-24) <i>One initial office contact and then monthly web-based reporting.</i>
Low-Mod	-	-	-	10-14 <i>One office contact every 3 months. (Women Only)</i>	-	-	-	-1 to 0 <i>One office contact and one field visit every 2 months.</i>	4-5 <i>One office contact and one field visit every 2 months.</i>	39-55 (25-35) <i>One office contact and one field visit every 2 months.</i>
Mod	3-5 <i>One office contact every month.</i>	-	-	15-23 <i>One office contact and one field visit every 3 months.</i>	10-21 <i>One office contact and one field visit every 3 months.</i>	9-14 <i>One office contact and one field visit every 3 months.</i>	11-18 <i>One office contact and one field visit every 3 months.</i>	1 to 3 <i>One office contact and one field visit every 2 months.</i>	6-8 <i>One office contact and one field visit every 2 months.</i>	56-72 (36-43) <i>One office contact and one field visit every 2 months.</i>
Medium (WRNA) or High (ORAS)	-	-	-	24-33 <i>One office contact and one field visit every 2 months.</i>	22-36 <i>One office contact and one field visit every 2 months.</i>	-	-	4 to 5 <i>One office contact and one field visit every 6 weeks.</i>	9-11 <i>One office contact and one field visit every 6 weeks.</i>	73-89 (47-57) <i>One office contact and one field visit every 6 weeks.</i>
High (WRNA) or Very High (ORAS)	6+ <i>One office contact biweekly.</i>	3+ <i>(Refer for CST)</i>	4+ <i>(Refer for WRNA)</i>	34+ <i>One office contact and one field visit every month.</i>	37+ <i>One office contact and one field visit every month.</i>	15+ <i>One office contact and one field visit every month.</i>	19+ <i>One office contact and one field visit every month.</i>	6+ <i>One office contact and one field visit every month.</i>	12+ <i>One office contact and one field visit every month.</i>	90+ (58+) <i>One office contact and one field visit every month.</i>

-Office visits should focus on risk factors/needs and be structured around the case plan.

-Field visits should focus on risk factors/needs and be structured around the case plan. Each field visit should be supplemented with a collateral contact (service provider, family, friends, employer, sponsor, etc.) to support probationer reports and actions.

-Individuals with a history of drug use, have committed a drug-related crime, or have committed an offense in order to support a drug habit should be drug tested at least once every 90 days.

* Scores in parentheses are for those who cannot complete Part 5.

York County - Contact Requirement Matrix

-These cut points are informed by policy, practice, and practicality. It is imperative that the agency collect data and validate these recommendations to make these evidence-based cut points. Adjustments must be made over time as agency data becomes available.

ADDITIONAL NEED SCALES

	TCUDS	PSYFORM SE, DM, or EX
Low	0-1 N/A	30+ N/A
Low-Moderate	2-3 N/A	25-29 N/A
Moderate	4 <i>One case management contact every 3 months and drug testing at least once every 3 months.</i>	20-24 <i>One case management contact every 3 months and referral to psychological services.</i>
Medium (WRNA) or High (ORAS)	5 <i>One case management contact every 2 months and drug testing at least once every 3 months.</i>	15-19 <i>One case management contact every 2 months and referral to psychological services.</i>
High (WRNA) or Very High (ORAS)	6+ <i>One case management contact every month and drug testing at least once every 3 months.</i>	10-14 <i>One case management contact every month and referral to psychological services.</i>

-Case management contacts should be structured around the identified need area. Individualized case plans should be utilized on an ongoing basis until the need area reduces to the low/moderate level. Case planning sessions should be supplemented with a collateral contact (service provider, family, friends, employer, sponsor, etc.) to support probationer reports and actions.

-Individuals with a history of drug use, have committed a drug-related crime, or have committed an offense in order to support a drug habit should be drug tested at least once every 90 days.