

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
PAROLE DIVISION**



**POLICY AND  
OPERATING PROCEDURE**

**NUMBER: PD/POP-3.16.1**

**DATE: December 16, 2024**

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**SUBJECT:** TASK-ORIENTED SUPERVISION

**AUTHORITY:** TEXAS GOV'T CODE §§ 508.112

**PURPOSE:** To define procedures for overseeing clients through the application of the task-oriented supervision model.

**DEFINITIONS:**

**Field Officer:** The parole officer (PO) who conducts all field-related activities with the client, to include in-person home visits, virtual home visits, home plan investigations.

**Intake Officer:** The PO who initiates first contact with newly released inmates to parole or mandatory supervision to explain release certificate and special conditions and provide client with appropriate program referrals and reporting instructions.

**Pre-revocation Officer:** The PO who tracks, monitors, coordinates, and conducts parole revocation hearings and any other revocation related functions, such as following up with local court jurisdictions for new criminal charge court dates and outcomes.

**Primary Officer:** The PO who conducts all office-related activities with the client, to include in-person meetings, virtual meetings, collection and data entry of compliance documents, such as program referral attendance, fee payment or court cost receipts, employment payment records, etc.

**Resource Programming Officer:** The PO who facilitates on-site classes offered by the Parole Division in designated areas of the state, such as Anger Management and Cognitive Intervention.

**Texas Risk Assessment System (TRAS) Officer:** The PO who administers assessments using existing static information available and interviewing the client to identify risks and support needs as well as identify any immediate concerns or barriers that may affect the client's successful reintegration into the community.

**Task-Oriented Supervision:** A supervisory approach that emphasizes the completion of specific tasks rather than the overall completion of all tasks associated with a given caseload.

## **PROCEDURE:**

### **I. TASK DISTRIBUTION**

- A. Intake Officer
- B. TRAS Officer
- C. Primary Officer
- D. Field Officer
- E. Resource Programming Officer
- F. Pre-Revocation Officer

**NOTE:** In offices that are insufficiently staffed, task distribution shall at a minimum encompass the Intake Officer, Primary Officer, and Field Officer. The Intake and Pre-Revocation tasks are to be performed by the Primary Officer. The TRAS assessment is to be conducted remotely by another adequately staffed office.

### **II. TASK GUIDELINES**

- A. Intake Officer
  - 1. Provides reporting instructions to clients being released from the Institutional Division (ID), Intermediate Sanction Facilities (ISF), County Jails, Interstate Compact Cases, and client transfers from other District Parole Offices (DPO).
  - 2. Responsible for entering initial reporting dates and the date of the TRAS into a shared calendar accessible by POs and Unit Supervisors (USs).
  - 3. Reviews the client's file and prepares all necessary forms and documentation prior to the client's arrival.
  - 4. Secures intake appointments for treatment and/or mandated classes.
  - 5. Meets with the client in person to complete the new arrival/intake process.
  - 6. If required, completes the initial/appropriate TRAS prior to the client being transferred to the assigned officer.
  - 7. Provides written reporting instructions for upcoming appointments, informing the client of the name of the assigned officer, and, if feasible, introduces the client to the officer.
  - 8. When not completing new arrival intakes and initial TRAS, the Intake PO will assist in completing any other duties as deemed necessary by the US.

B. Primary Officer

1. Clients will be assigned to the primary officer in the Offender Information Management System (OIMS).
2. In instances where caseloads do not meet full capacity, Electronic Monitoring (EM) and Super-Intensive Supervision Program (SISP) caseloads shall be combined.
3. In instances where caseloads do not meet full capacity, Special Needs Offender Program (SNOP) and Therapeutic Community (TC) caseloads shall be combined.
4. Conducts office visits and collateral contacts in compliance with PD/POP 3.2.34, *Contact Standards*.
5. Performs investigative contacts with local court jurisdictions for clients with pending charges who are not in-custody and under active supervision.
6. Executes data entry into OIMS as required by the client’s special conditions and/or caseload.
7. POs managing a specialized caseload shall adhere to and fulfill all guidelines established in accordance with the applicable policy.
8. Completes and updates the pending charge log for clients that have pending charges but are not in custody and are on active supervision.
9. Caseload Ratios:

Caseload	Target Ratio	Weighted Target Ratio	Exception-Low	Weighted Exception - Low	Exception-High	Weighted Exception High
Administrative	200	90	168	75.6	235	105.75
Regular (M/H)	100	136	89	121.04	111	150.96
DRC	85	115.6	74	100.64	96	130.56
TC	85	115.6	74	100.64	96	130.56
SNOP	70	116.2	61	101.26	79	131.14
EM	40	120	35	105	45	135
SO	45	112.5	39	97.5	51	127.5
SISP	25	133.75	22	117.7	28	149.8

C. Resource Programming Officer

1. Does not have a caseload.
2. Facilitates in-person classes.
  - i. Conducts a minimum of 10 classes per week while traveling to other offices.

ii. Conducts a minimum of 15 classes per week when not traveling to other offices.

3. Conducts virtual classes as deemed necessary.

4. Executes rapid response protocols for clients who do not attend group sessions.

5. Records all communications regarding client attendance and non-attendance in OIMS.

6. Provides the office officer with attendance rosters and any other necessary information pertaining to clients participating in DRC programs.

7. In the absence of the aforementioned tasks, the Resource Programing Officer will be assigned to assist with any additional duties deemed necessary by the US.

D. Field Officer

1. When staffing permits, each team consists of two POs. If staffing is limited, one PO will be assigned to complete field duties.

2. Accountable for all home/field/investigative/moving contacts in accordance with PD/POP 3.2.34, *Contact Standards*.

3. Responsible for all Transfer and Pre-Parole Investigations, including the acquisition of signatures on required documentation for specialized caseloads.

4. Oversees the installation, investigation, and retrieval of EM and SISP equipment.

E. Pre-Revocation Officer

1. Assigned all cases involving clients in custody.

2. Conducts investigative contacts with appropriate court jurisdictions.

3. Interviews clients upon arrest and during the adjudication of charges.

4. Prepares hearing/waiver packets.

5. Notifies appropriate POs when their presence is required for testimony at hearings.

**NOTE:** All POs required to provide testimony must attend the hearing.

6. Completes and updates the pending charge log for clients in-custody.

III. MANAGEMENT RESPONSIBILITIES

A. USs will engage with POs daily to ensure sufficient staffing for the completion of all required tasks for the day.

B. Designated US will be responsible for coordinating it the field team schedules.

- C. Parole Supervisors will conduct weekly meetings with the US to verify the completion of required tasks and subsequently report to the assistant region director and/or region director.
- D. Maintain a rotation for POs to ensure all POs remain proficient in each assigned task.

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