

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
PAROLE DIVISION**



**POLICY AND
OPERATING PROCEDURE**

NUMBER: PD/POP-3.17.1

DATE: October 22, 2024

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SUBJECT: ADMINISTRATIVE CASELOAD

AUTHORITY: TEXAS GOV'T CODE §§ 508.112

PURPOSE: To establish procedures for supervising clients who are supervised on an Administrative caseload.

DEFINITIONS:

Administrative Caseload – A caseload consisting of Regular Supervision, low and low-moderate risk level clients, as determined by a Texas Risk Assessment System (TRAS) assessment instrument, who meet the criteria to be supervised primarily with electronic contacts.

Electronic Contact – A contact between a parole officer (PO) and a client using a telephone or video call to complete the elements of a traditional office or home contact.

E-Signature – A signature obtained in electronic form.

Substantially Compliant – During the last 12 months, the client has not had any positive drug tests for illegal substances, no new arrests, and no sustained allegations in a pre-revocation process.

PROCEDURES:

I. CRITERIA FOR THE ADMINISTRATIVE CASELOAD

- A.** Regular Supervision caseload clients with low or low-moderate Texas Risk Assessment System (TRAS) risk scores shall be supervised on an Administrative caseload unless an exception exists as noted in Section II.
1. **New Arrivals** – All new arrivals shall report for initial office visit in person to be assigned to a PO, complete urinalysis, and receive any needed referrals. Upon completion of this initial visit, electronic contact standards will apply.
 2. **Transfers** – All transfers to a new District Parole Office (DPO) location shall be instructed to report for an initial visit in person at the new DPO location to be assigned to a PO and complete any needed referrals. Upon completion of this initial visit, electronic contact standards will apply.

- B. Administrative caseload clients shall be required to report to the DPO location as needed to conduct urinalysis or apply sanctions; however, the PO should make efforts to avoid unnecessary in-person reporting. Use of the below is encouraged:
 - 1. Emailing or texting information as needed and allowing the client to do the same.
 - 2. Allowing the clients to electronically sign and/or acknowledge documents.

II. EXCEPTIONS TO ADMINISTRATIVE CASELOAD PLACEMENT

- A. Pending Criminal Charge – A client with a pending criminal charge who is not in custody will be removed from the Administrative caseload and required to be supervised by the same contact standards as a Moderate risk client until the charge has been adjudicated.
- B. Substance Use – A client who is using substances which require placement in treatment in accordance with PD/POP 3.8.25, *Substance Abuse Counseling Program Administrative Guidelines* will be removed from the Administrative caseload and required to be supervised by the same contact standards as a Moderate risk client until treatment and the requirement for monthly urinalysis has been successfully completed.
- C. Special Condition O.08/No Gang Activity – Clients with Special Condition O.08/No Gang Activity shall not qualify for placement on an Administrative caseload until they have been substantially compliant on supervision for one year.
- D. Special Condition Super Intensive Supervision Program (SISP) Withdrawal – Clients who are removed from SISP shall not qualify for placement on an Administrative caseload until they have been substantially compliant on supervision for one year.
- E. Regular Supervision caseload clients released without TRAS scores shall have TRAS completed in accordance with PD/POP 3.2.5, *Case Assessment* to determine risk level and eligibility for placement on an Administrative caseload. These clients will be supervised as High until appropriate risk level is determined.
- F. No Phone Service – Clients without phone service will not be placed on the Administrative caseload.

NOTE: If a client has a land line but does not have a smart phone to allow for virtual home visits, they will still be allowed to be on an Administrative caseload with home visits occurring in person.

III. CASELOAD RATIOS AND CONTACT STANDARDS

- A. The Administrative caseload ratio is 165:1. Exceptional caseloads are those with ratios of less than 133:1 or more than 200:1. Cases shall be weighted at .45 each.
- B. Contact standards will be in accordance with PD/POP 3.2.34, *Contact Standards*.

IV. ADMINISTRATIVE SUPERVISION OUTSIDE THE ASSIGNED DPO COVERAGE AREA
(Virtual Officers)

- A. Region Directors (RDs) can assign administrative cases from one DPO to be supervised by a different DPO as needed due to staffing.
- B. When RDs assign virtual officers to assist in an area outside their DPO coverage area, they should obtain an alternate Offender Information Management System (OIMS) user ID for the virtual officer through the Information Technology Division. This will allow the virtual officer to be assigned cases from the DPO they are assisting so the clients remain under the correct DPO location for statistical purposes.
- C. If a client fails to respond to electronic contact efforts from the assigned PO and a moving contact is needed, a unit supervisor (US) at the supervising DPO shall contact a US at the DPO who physically supervises the county in which the client resides to assign a local PO to complete a moving contact.

NOTE: Reasonable efforts should be made prior to requesting a moving contact, such as leaving voicemail, sending text messages and allowing proper time for return phone calls.

- D. If the client cannot be located for supervision or commits any violations requiring completion of a violation report, the virtual officer shall complete the report as required in PD/POP 4.1.1, *Processing Violations of the Rules and Conditions of Release*.
- E. If the client is arrested, and a decision is made to not issue a parole warrant, the case will be returned to the DPO which covers the county in which the client resides. Client will be removed from the Administrative caseload in accordance with Section II.A.
- F. If a client is in custody and has a parole warrant issued, the OIMS record will be transferred to the office which covers the county jail where the client is in custody so the pre-revocation process can occur.
- G. If a warrant is issued, and the client is not arrested within 30 calendar days, the OIMS record shall be pushed to the DPO who holds absconder cases for the physical area of the client's last known residence.

NOTE: For cases of this nature, it may be necessary at the revocation hearing to ensure both the local officer who attempted moving contacts and the virtual officer who made phone attempts are present to provide testimony.

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