



KANSAS DEPARTMENT OF CORRECTIONS

 Department of Corrections	I NTERNAL M ANAGEMENT P OLICY AND P ROCEDURE	SECTION NUMBER	PAGE NUMBER
		14-147A	1 of 6
		PAROLE SERVICES: Parole Duty Officer	
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POLICY STATEMENT

The Parole Services Division is committed to serving its clientele and the community during normal working hours and beyond. Parole Services Duty Officers shall be located in strategic locations throughout the State of Kansas and shall be available to respond to urgent law enforcement inquiries and designated situations that arise outside of normal business hours.

Statewide law enforcement personnel shall be provided with Parole Services contact information and protocols used for reporting offender law enforcement contact and emergency situations outside of normal business hours.

DEFINITIONS

Duty Officer: A parole officer or supervisor designated to respond to calls when other office staff are unavailable. Such officers will be equipped with access to offender database information and contact information to be used when emergency situations arise.

Electronic Monitoring: Restriction of the offender's movement by establishing a curfew schedule that is tracked by an electronic monitoring or a global positioning satellite device. Any reference to electronic monitoring in this document shall also refer to a Global Positioning Tracking System.

Emergency: A situation in which an offender is exhibiting behavior in the community that is determined to constitute harm or threat of harm to the public.

PROCEDURES

I. After Hours Contact Information

- A. Parole staff shall provide the following information to key area law enforcement personnel located in counties to which parole staff are assigned:
 - 1. Duty officer contact number(s) and alternative contacts (if applicable); and
 - 2. Scenarios for which parole staff consider to be of an emergent nature which may result in a call to the duty officer.
- B. Each parole office shall have an answering machine which shall include a message containing the following elements:

1. Normal office hours and that the office is currently closed;
2. That law enforcement personnel reporting emergencies should refer to contact phone numbers provided to their agency by parole staff.

II. Duty Officer Coverage

- A. Duty officers shall be assigned to specific geographical areas that are approved by the Parole Directors and ensure that statewide coverage is provided.
- B. Each duty officer shall be familiar with the following information and shall maintain access to the information and equipment while serving as duty officer:
 1. Cell Phone for use in receiving and responding to duty officer calls and electronic messages;
 2. A laptop computer or tablet with wireless access to OMIS, TOADS, and KDOC e-mail. If the staff person does not have their own laptop or tablet computer to use, then one shall be provided for use;
 3. Blank Orders to Arrest and Detain;
 4. IMPP 14-147A Parole Duty Officer;
 5. IMPP 01-113D Incident Reports and Immediately Reportable Incidents;
 6. Special Agent Duty Officer contact information;
 7. Contact information for all parole duty officers, the central office duty officer, Victim Services and supervisory parole staff;
 8. IMPP 14-114A Electronic Monitoring and GPS; and
 9. Safety Plans and GPS Response Plans for Tier 1 GPS offenders who reside in the duty officer area.

III. Duty Officer Schedules

- A. Parole Supervisors shall be responsible to prepare and distribute duty officer schedules for their unit.
 1. Cooperative schedules among the units may be allowed by the Parole Directors.
 2. Once prepared, schedules will be e-mailed to those staff included on the duty roster and the parole director and deputy parole director.
 3. Duty officer phone numbers will be posted in the Division and Community and Field Services folder on the intranet and made accessible to all staff. A folder is available titled "Duty Officer".
- B. Staff are expected to be aware of the duty officer schedule and to be available to serve as scheduled.
 1. Should a complication arise, staff are responsible to arrange for any coverage needed and notify their supervisor.
 2. Parole Supervisors are designated as the relief for any vacancies in the schedule that occur due to staff turnover or should a staff member be unable to serve as duty officer due to illness or extenuating circumstance.

3. If parole staff assigned as duty officer develops a conflict that may inhibit their ability to serve as duty officer, contact shall be made with their parole supervisor to discuss the situation and arrange for alternative coverage as necessary.
 - a. Staff may not serve as duty officer during hours that they are on vacation leave or while using their Discretionary Day.
 - b. Staff may serve as duty officer during hours that they are using sick leave, if the leave usage is not the result of a situation which renders them unable to perform the duties as expected.

IV. Expectations of Duty Officers

- A. The duty officer must carry the phone or keep it in close proximity at all times during the duty period, including during business hours. Other duty officer equipment and reference information should be available at all times.
 1. The expectation is that staff be available and answer calls made to the duty officer phone as they occur.
 2. Should a circumstance or event prevent staff from answering a call immediately, the phone and voice mail should be checked as soon as possible.
 3. Should staff spend time in an area where cellular reception may be compromised, the phone and voice mail should be checked no less than once every hour, and any calls returned promptly.
 4. Should a duty officer be unable to provide a needed response due to temporary circumstances, another trained staff person may be contacted for assistance.
- B. Staff do not need to travel to a parole office in order to respond to a duty officer call, however, some calls may require travel to a parole office in order to ascertain a situation and/or respond appropriately. Therefore, it is recommended that the duty officer stay in the general geographic area/proximity of the work site in case a trip to the office is necessary, or the duty officer encounters an extenuating circumstance and the equipment needs to be provided to another staff member.
- C. Non-exempt staff are required to document and be compensated for any time spent as Duty Officer.
 1. Duty time should be documented on time sheets and supporting documentation provided in the designated format.
 - a. Time served as Duty Officer shall be reflected on the time sheet and paid using the approved daily rate or partial day rate, as indicated in the Memorandum of Agreement.
 - b. Time spent responding to duty officer calls and messages is compensable, in addition to the Duty Officer daily rate when the work takes 15 minutes or more to complete. The work should be reflected on time sheets using quarter hour increments and documented on the Duty Officer Pay tracking form.
 - c. Call back pay is applicable in cases where the duty officer is required to report to a parole office or other location in order to appropriately respond to a duty officer situation. Call back pay shall be documented on time sheets and on the designated Duty Officer Pay tracking form.
 2. Mileage may be claimed, at the state rate, for any necessary travel to the parole office or other locations that are necessary to respond to duty officer issues.

- D. At the beginning of each duty period, the person receiving the duty officer responsibility is responsible to ensure that all necessary equipment is present and in working condition. This includes but is not limited to:
1. Making sure the cellular telephone is on and battery charged;
 2. Ensuring that any unresolved voice mail messages are addressed;
 3. Making an entry in the electronic duty officer log to document the change in duty officer.
 4. Ensuring that the laptop computer and any wireless antennas or other equipment is present, if it is necessary;
 5. Making sure that blank Duty Officer Pay Tracking form, resource information and phone number listings are available; and
 6. Confirming that victim related safety plans and Response Plans for Tier 1 GPS cases are available for reference plans. If needed, safety and response plans should be added or removed from the duty officer reference folder and/or electronic storage location so that a copy of all active Tier 1 safety plans are available.
- E. For each call or email received by the duty officer:
1. A log entry should be made in the electronic duty log indicating the date and time of the call/email, a brief description of the nature of the call and offender(s) involved, and the response of the duty officer.
 - a. Calls and messages that do not require an immediate action/response by the duty officer may be entered into the log on the next calendar day.
 2. A contact note should be made in the appropriate offender's file in TOADS regarding any actions taken by the duty officer.

V. Duty Officer Response Protocols

- A. Duty officers shall answer calls, investigate and provide responses to law enforcement inquiries and information sharing regarding offenders.
- B. Alerts and notifications for GPS offenders on Tier 1 status shall be monitored, with responses occurring immediately and in accordance with IMPP 14-114A.
- C. High profile and immediately reportable events discovered by the Duty Officer shall be reported in accordance with IMPP 01-113D.
- D. Attachment A provides response information to commonly encountered events confronting duty officers.
- E. If circumstances arise for which the duty officer is unsure of the appropriate response, supervisory staff or staff with particular areas of expertise shall be consulted.
 1. In the event that contact cannot be made with staff, and immediate action is necessary, the Central Office Duty Officer shall be contacted.
 - a. The Central Office Duty Roster or contact number(s) shall be kept readily available by duty officers and also be available in the Community and Field Services Duty Officer folder on the intranet.

VI. Requirements for the Issue of Orders to Arrest and Detain

- A. An Order to Arrest and Detain may be issued in accordance with IMPP 14-145A, when a duty officer is notified of the following events which:
 - 1. Provide reliable information or evidence that indicates an offender has violated a condition of release; and
 - 2. The offender poses a specific threat to the community or to an individual, or there is a compelling need to detain the offender during the investigation of violation behavior; and/or,
 - 3. A new offense has occurred which raises safety concerns and the offender is likely to be released from custody prior to the next business day if an A&D is not issued.

VII. Process for the Issue and Distribution of Orders to Arrest and Detain

- A. In order for an Order to Arrest and Detain to be issued, a violation must be entered in TOADS. The Order to Arrest and Detain can then be created.
 - 1. The Order to Arrest and Detain will then need to be saved in an alternate format so it can be e-mailed to the appropriate law enforcement agency.
 - 2. As an alternative to TOADS, Staff can prepare an A&D in MS Word format and e-mail it to the law enforcement agency. If this method is used, the violation data will need to be entered in TOADS by the duty officer no later than the next business day.
 - 3. Any time an Order to Arrest and Detain is issued, a contact note should be made at that time.
 - a. Content should indicate that an Order to Arrest and Detain was issued, why, and to whom it was distributed.
- B. OMIS movements should be entered anytime that an Order to Arrest and Detain or warrant is issued.
 - 1. Should a warrant be withdrawn by a duty officer, OMIS movements shall be entered as soon as possible to reflect those actions.

NOTE: The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REPORTS REQUIRED

None.

REFERENCES

IMPP 01-113D, 14-114A, 14-145A, 14-147A

ATTACHMENTS

Attachment	Title of Attachment	Page Total
A	Duty Officer Response Guidelines for Commonly Encountered Events	1 page

Duty Officer Response Guidelines for Commonly Encountered Events

If notified that an offender has had law enforcement contact or been arrested:

- Gather information from the caller about the nature of the incident.
- If the behavior is not serious in nature and/or the offender does not pose a specific threat to the community or to an individual, he/she should not be detained. Provide Reporting Instructions as needed.
- If the offender's behavior is serious in nature, violent, or a new offense has occurred which raises safety concerns an A & D should be issued.
- Check OMIS/TOADS to verify on that the offender is still under supervision. (movement record, sentence summary screen, good time log, contact notes).
- Issue A&D and e-mail or fax to the arresting agency/detention center.
- Enter a contact note in TOADS summarizing the offender's status and duty officer action taken.
- Enter an OMIS movement to indicate the offender's detention and any KDOC A&D or warrant issued.

If asked by law enforcement to confirm that a warrant exists:

- Ask the LEO to check NCIC for confirmation.
- Check KASPER for the offender's status.
- Check the movement record, sentence summary, and information in OMIS for the offender's status. Review contact notes in TOADS.
- If a discrepancy exists or if you are unable to verify a warrant in OMIS/TOADS and circumstances indicate that a warrant may have been issued, contact the PO of record at home.
- If the PO of record is not available, use information available and determine whether or not to issue an A&D.
- Enter an OMIS movement if an A&D or warrant is issued.
- Enter a contact note regarding the case activity.

Parole Office Burglary or Fire or other Emergency:

- Contact LEO (if not already on the scene) and file a report.
- Contact fire department (if not already on the scene).
- Contact Parole Director.
- Refer to Emergency Plans for direction and notifications needed.
- Refer to IMPP 01-113D to determine if notifications and reports are needed.
- Contact for emergency repair of any damage to windows, doors or exterior structure.
- Contact to arrange for emergency security of the office.

Notified of an offender death while in a contracted program or while in custody on a KDOC warrant:

- Get information about the situation.
- Ensure that LEO and/or EMT have been called to the location.
- Notify Parole Director and refer to IMPP 01-113D for any other notifications that may be required.
- Contact or ensure that program staff or LEO contacts offender's family.

Become aware of a high-profile media event:

- Refer to IMPP 01-113D for notifications and reports that are required.
- Notify Parole Director of situation.

Notified of a GPS alert or violation for a Tier 1 offender:

- Review and/or confirm the nature of the alert through the GPS provider.
- Contact the offender to ascertain his/her status and investigate the GPS alert or violation.
- If no violation exists or the violation does not raise safety concerns, provide the GPS service and offender with any information necessary.
- If a GPS alert or violation exists and the information indicates that a person for whom the safety plan is written may be at risk, the duty officer should implement the safety plan and make contacts as necessary.
- Notify the GPS provider of any change in the offender's status.

All duty officer calls, emails and responses require an entry in the electronic duty officer log.