



The Pennsylvania Board of Probation and Parole

"Protecting the public by effective
decision making
and assisting offenders re-establish their lives as
contributing members
of our communities."



Edward G. Rendell, *Governor*
Michael L. Green, *Acting Chairman*

Mission Statement

*The Pennsylvania Board of Probation and Parole
is committed to protecting the safety of the public,
addressing the needs of crime victims, improving
county adult probation and parole services, and
assisting in the fair administration of justice by
ensuring the custody, control and treatment of
offenders under the jurisdiction of the Board.*

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Chairman's MESSAGE



Michael L. Green
Acting Chairman

Dear Friends,

The fiscal years covered by this Biennial Report, 2002-2004, were an exciting time for the Pennsylvania Board of Probation and Parole. I joined the Board as a member in October 2003 and have served as Acting Chairman since September 2004. During fiscal years 2002-2004, former Chairman Benjamin Martinez formed tangible goals and plans that I continue to expand upon and develop as we look for better, more effective ways to meet our mission.

During the past two years, we have located efficiencies in every area of our work. Examining processes and practices to identify opportunities for collaboration and streamlining has yielded several promising efficiencies. An electronic offender file system called "The Integrated Offender Management System (IOMS) initiative" will eventually create a cost/benefit ratio on a large scale, but other efficiencies will create substantial savings as well. During this reporting period we have searched for ways to facilitate more timely parolee releases, initiated collaborative training, restructured urinalysis testing, reduced the number of "Cases Not Seen," and made improvements in the collection of supervision fees.

The collection of supervision fees is an important aspect for the financial viability of the Board. The funds collected help the Board defray some of the cost of supervision. The Board developed a report exploring alternative and innovative ways to generate additional revenue by focusing on both internal and external business processes. Short-term solutions included re-examining the utilization of the waiver process and intensifying the emphasis on enforcement efforts. Long-term ideas explore initiatives such as centralized collections, invoicing all eligible offenders on a monthly basis and identifying and referring delinquent accounts for collection.

In March 2003, under direction of the Governor's Office, the Board and the Department of Corrections (DOC) formed a Joint Committee, initiating a renewed spirit of cooperation to address issues that concern our combined missions. Growing prison populations required that we revisit processes and procedures for managing inmate and parolee populations. This effort involved a high level, experienced and committed group of professionals who constantly review and implement issues and processes for furthering our respective but related missions. Listed below are the issues that we have addressed:

- Development of risk assessment cut off scores that will accurately indicate an offender's treatment needs for the DOC, and supervision needs for those in the field as part of the release decision making for both agencies.
- Reduction of the "Cases Not Seen" docket.
- Increased use of community corrections facilities for eligible inmates in pre-release status.
- Interstate Compact parolees with an approved home plan in another state will no longer be sent to community corrections centers unless an exception is noted by the Board.

- Identification of DOC and Board personnel in all three regions to expedite “hard to place” offenders (sex offenders, MH/MR placements, etc.).
- Expand the range of sanctions to better manage the lower risk offender in the community.
- “Recommit and re-parole actions” for lower risk parole violators, eliminating the need for an interview prior to release. With the exception of those offenders who have serious misconducts during their re-incarceration, these inmates will be re-paroled upon completion of the sanction imposed by the Board.
- Development of day reporting centers including a life skills component.
- Formation of a Joint Research and Statistics committee for assessment and program evaluation issues.

Statewide at the end of June 2003 there were 1,270 inmates in state correctional institutions and county prisons, who had received a release decision, but for a variety of reasons had yet to reenter society. While there are reasons (compliance with legislative mandates for example) that some of these “Parole Release Pending” inmates must remain incarcerated, there is a significant number that could achieve actual release via improved coordination between the Board and the DOC. We identified ten actions to help reduce the Parole Release Pending population, thereby freeing up prison bed space and saving money for the Commonwealth.

When an offender is scheduled for a parole consideration interview, if the file information is not available, the offender is moved forward to a future docket and becomes a “Case Not Seen.” In order for this process to work effectively, it is crucial that all information be available in a timely manner and the inmate be scheduled on the next docket. The number of inmates not seen during their docketed month has been reduced from 1,013 in April 2003 to 570 in June 2004. We have identified areas that are in need of improvement and have taken steps to ensure that as many cases as possible are seen in the scheduled month. As efficiencies are identified and implemented, the “Cases Not Seen,” docket will continue to be reduced to the lowest possible level.

The Board’s Training Division found additional ways to reduce training costs including additional collaboration and cooperation with the DOC Training Academy staff while ensuring the quality and consistency of training programs. For example, over this reporting period we have utilized the DOC live-fire shoot-house and instructors to conduct training for Board staff. We have utilized their Firearms Instructor Trainers to train our firearms instructors. Both of these were new initiatives that saved us money by eliminating vendor contracts for these services. These and a long list of other training initiatives will continue. Additionally, the Board is piloting the use of video conferencing, which should realize additional cost savings.

During this reporting period, the Board became an active and enthusiastic participant in the newly formed Governor’s “Re-entry Task Force.” Along with other state agencies, we will continue to work towards creating statewide, comprehensive Re-entry programming to improve the likelihood of a successful parole adjustment and to reduce recidivism. In this report you will read of our initial efforts such as the Erie Re-entry Project and York Re-entry Project.

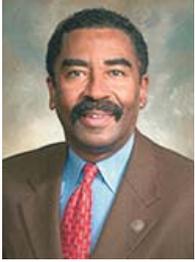
We offer the following report of our last two fiscal years’ work for an illustrative measurement of our commitment to meet our mission in service of the citizens of the Commonwealth.

Sincerely,



Michael L. Green, Acting Chairman

About The BOARD MEMBERS



Michael L. Green, *Acting Chairman*

Mr. Green received a Bachelor of Arts degree in Sociology from Morgan State University, Baltimore, Maryland, in 1968 and a Master of Science degree in Social Administration from Temple University in 1973. Mr. Green has over thirty years of experience in community corrections, probation/parole, and court administration. He was appointed First Deputy Chief Probation Officer in Philadelphia County. Prior to his appointment to the Board by Governor Edward G. Rendell, Mr. Green served as the Chief Probation Officer for the Vicinage of Mercer in Trenton, New Jersey. Mr. Green was confirmed by the Senate on October 28, 2003.



Allen Castor, *Member*

Mr. Castor received a Bachelor of Science degree in Secondary Education from Temple University in 1971 and a Master of Science degree in Criminal Justice Administration from St. Joseph's University in 1985. He is an Army veteran of the Vietnam War. Mr. Castor began his career with the Board in 1972 as a parole agent. He has also served as a unit supervisor, a Deputy District Director, and a parole hearing officer for the Board. Mr. Castor was confirmed by the Senate in June 1992 to complete the term of former Board Member Walter G. Scheipe. He was reconfirmed on February 10, 1993, and again on June 14, 1999, for his current term.



Jeffrey R. Imboden, *Member*

Mr. Imboden received a Bachelor of Arts degree in Political Science from Grove City College in 1972 and a Master of Arts and Teaching degree with a Minor in Psychology from the Antioch School of Education, Keene, New Hampshire, in 1975. Mr. Imboden began his career in law enforcement as an Adult Probation/Parole Officer for the Lebanon County Probation Department, specializing in offenders with mental health disorders. He later joined the state Board of Probation and Parole and was named State Parole Agent of the Year in 1994. Mr. Imboden was named Lebanon County Chief Adult Probation Officer in December 1997. Mr. Imboden was nominated by Governor Edward G. Rendell to serve on the Board, and he was confirmed by the Senate on October 28, 2003.



Gary R. Lucht, *Member*

Mr. Lucht received a Bachelor of Arts degree in Psychology from Edinboro State College in 1968 and a Master of Education degree in Guidance and Counseling from Gannon University in 1975. He served in the Army during the Vietnam War as an infantryman from 1969-70. Mr. Lucht served as a supervisor with the Erie County Probation Department and was the first Program Director for the Erie County Prison. He was later named Warden of the Erie County Prison and served in that capacity from 1978-1993. Mr. Lucht was confirmed by the Senate as a Board Member on May 4, 1993, and again on June 14, 1999, for his current term.



Gerard N. Massaro, Ph.D., Member

Dr. Massaro received a Bachelor of Arts degree from Thiel College in 1965, a Master of Education degree from the University of Pittsburgh in 1971, and a Doctor of Philosophy degree from the University of Pittsburgh, in 1978. Dr. Massaro has over 38 years of experience in psychology and the criminal justice system. He served as a Member of the Board of Pardons from 1999-2004. He also served as the Psychologist for the Pittsburgh Police Department and as the Clinical Director for two private community corrections centers. Dr. Massaro was confirmed by the Senate on February 10, 2004.



Sean R. Ryan, Member

Mr. Ryan received a Bachelor of Science degree in Social Psychology from Juniata College in 1975 and a Master of Education degree in Social Restoration from Lehigh University in 1976. He previously served as Deputy Chief Probation Officer for the Bucks County Adult Probation and Parole Department. Mr. Ryan was confirmed by the Senate as a Board Member on June 19, 1995, and he was reconfirmed by the Senate on May 22, 2001, for his current term.



Michael M. Webster, Member

Mr. Webster received a Bachelor of Science degree in Law Enforcement Administration from Youngstown State University in 1978 and a Master of Science degree in Judicial Administration from the University of Denver College of Law in 1980. He served as the District Court Administrator for Mercer County until his confirmation by the Senate as a Board Member on May 23, 1995, and again on May 22, 2001, for his current term.



Lloyd A. White, Member

Mr. White received a Bachelor of Science degree in General Studies from Clarion University of Pennsylvania in 1985. After graduating, he obtained municipal police officer certification and served as a campus police officer at his alma mater. Mr. White joined the Moravian College police force in Bethlehem, where he served as a police sergeant. In 1987, Mr. White joined the Bucks County Adult Probation and Parole Department, and he was named Bucks County Probation Officer of the Year in 1996. Mr. White was confirmed by the Senate as a Board Member on June 6, 2001.

Establishment of the BOARD



Board Members. Standing, left to right: Michael M. Webster, Sean R. Ryan, Former Chairman Benjamin A. Martinez, Michael L. Green, and Gerard N. Massaro. Seated, left to right: Allen Castor, Gary R. Lucht, Jeffrey R. Imboden, and Lloyd A. White.

Case Decisions by Type of Board Action

During Fiscal Year 2002-2003

Type of Decision	Total
Parole To Street	8,655
Parole To Detainer	974
Parole Refused	8,161
Total Considered	17,791
Percent Granted	54%
Recommitments	5,532
Refer To Prior Action	2,573
Assigned By Courts	3,570
Other Decisions	8,116
Total Decisions	37,581

During Fiscal Year 2003-2004

Type of Decision	Total
Parole To Street	10,971
Parole To Detainer	1,291
Parole Refused	8,231
Total Considered	20,493
Percent Granted	60%
Recommitments	5,883
Refer To Prior Action	1,214
Assigned By Courts	4,232
Other Decisions	8,382
Total Decisions	40,204

Establishment of the Board

The Pennsylvania Board of Probation and Parole, an independent state correctional agency, was established by the Act of August 6, 1941, P.L. 861, and amended by the Act of May 27, 1943, P.L. 767; Act 501, December 27, 1965, P.L. 1230; Act 134, October 9, 1986, P.L. 1424; Act 164, December 18, 1996, P.L. 1098; Act 143, December 21, 1998, P.L. 1077; and Act 171, December 21, 1998, P.L. 1298.

The Act and its subsequent amendments established a uniform parole system and provided for assistance in the improvement of adult probation services in the Commonwealth.

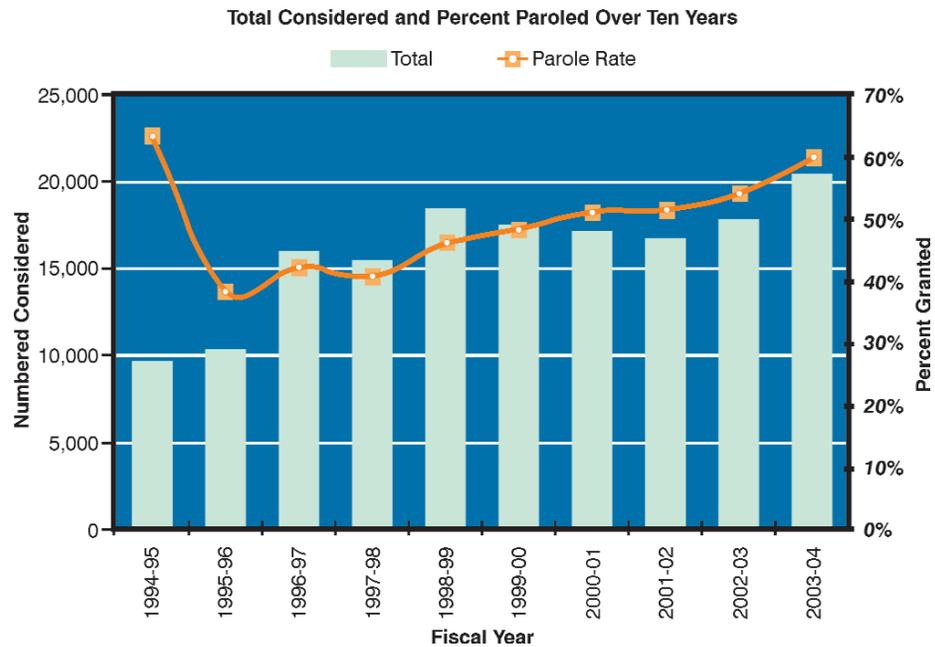
Duties

The Board is authorized by statute:

- to grant parole and to supervise all offenders sentenced by the courts to a maximum sentence of two years or more;
- to revoke the parole of technical parole violators and those convicted of new crimes; and,
- to release from parole persons under supervision who have served their entire sentence in compliance with the conditions governing their parole.

Establishment of the BOARD

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The Board is also authorized to supervise offenders sentenced by the courts to imprisonment for less than two years where a request is made by the sentencing court, and to supervise offenders sentenced by other states where a request is made pursuant to the "Interstate Compact for the Supervision of Parolees and Probationers." The recent adoption of new compact legislation permits the National Institute of Corrections and the Council of State Governments to begin the planning process for the first national commission meeting which will establish new compact rules. On June 19, 2002, a new Interstate Compact for Adult Offender Supervision was created when the 35-state requirement was achieved by Governor Schweiker signing Senate Bill 391 into law, Act 56 of 2002.

The Board has the authority to revoke parole and return an individual to prison. Hearing procedures have been established to ensure that the parolee is provided adequate due process rights consistent with the decisions of the United States Supreme Court and the appellate courts of Pennsylvania.

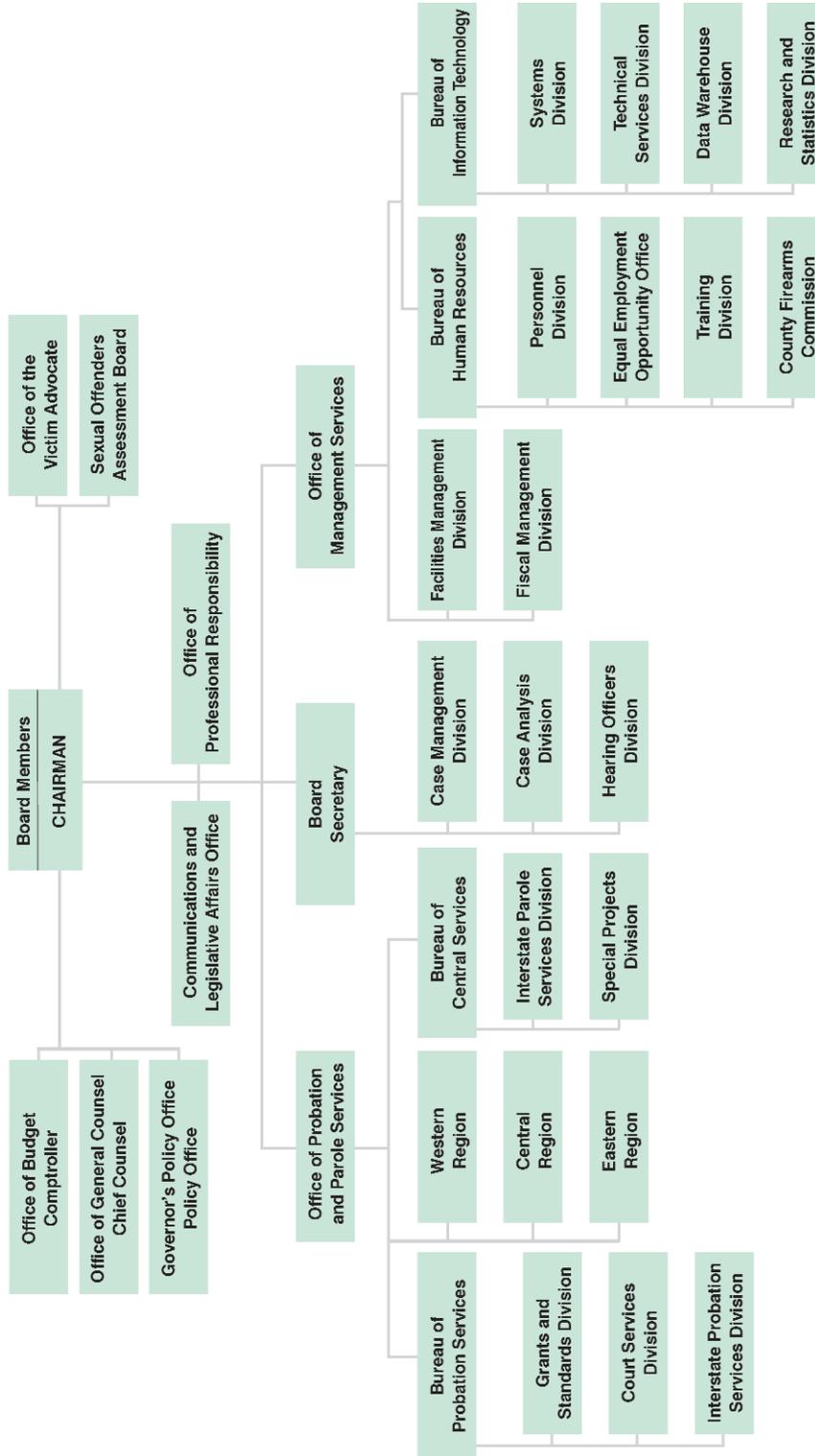
Continuum of Service

The criminal justice system plays a vital role in protecting the safety of our communities. Public safety is achieved through a continuum of service. When someone has broken the law, the offender is arrested, prosecuted, adjudicated, and sentenced to an appropriate sanction, which can include incarceration and/or probation or parole. In order for this continuum to function smoothly, it is necessary for all components of the system to work cooperatively. This includes law enforcement, the courts, correctional facilities, and probation and parole.

The Board of Probation and Parole evaluates state offenders' suitability for release to parole supervision. If approved for parole, the Board also provides supervision services in the community. The Board must balance the demands of protecting the safety of the public while facilitating the offender's reintegration into the community. Additionally, the Board strives to promote cooperation with our fellow community corrections organizations and encourages development of new strategies for the delivery of services.

Organization OVERVIEW

COMMONWEALTH OF PENNSYLVANIA BOARD OF PROBATION AND PAROLE



Organization OVERVIEW



Senior staff members. Seated, left to right: Lauren Taylor, Director of Legislative Affairs and Communications; Benjamin A. Martinez, Former Board Chairman; and Victoria S. Freimuth, Chief Counsel. Standing left to right; Victoria Sostack, Director of Victim Services; Mike Neumyer, Director of Management Services; John Tuttle, Director of Probation and Parole Services; Larry Murray, Board Secretary; Gary Scicchitano, Director of Bureau of Human Resources and Wanita Herndon, Executive Secretary.

Executive Offices

Office of the Chairman

As chief executive of the Board, the Chairman is responsible for the overall administration of program operations and services. The Chairman represents the Board on various legislative appointments such as Commission Member on the Pennsylvania Commission on Crime and Delinquency and Chairman of the State Council serving the newly formed National Interstate Compact Commission. The Chairman's duties also include certifying parole releases, authorizing legislative initiatives, and serving as liaison to other agency heads. The Chairman provides direction for staff to fulfill the Board's mission.

Office of Chief Counsel

The Office of Chief Counsel serves as the legal advisor to the Board.

Office of Legislative Affairs and Communications

The Office of Legislative Affairs and Communications is the Board's point of contact with the legislature, public, press, and media.

Office of Professional Responsibility

The Office of Professional Responsibility conducts internal affairs investigations for the Board and performs background checks on prospective employees.

Office of the Board Secretary

The Board Secretary serves as the Board's liaison with the Department of Corrections and the Board of Pardons. The Board Secretary has the responsibility for controlling all Board cases assigned to the Federal Witness Protection Program and administrative

Organization OVERVIEW

responsibility for providing and assuring that parole consideration interviews are conducted for inmates under the Interstate Compact for Corrections.

Hearing Examiners Division

The Hearing Examiners Division is responsible for conducting parole consideration interviews and hearings on parole violators. Hearing examiners assist in training Board staff regarding the violation and revocation processes, testifying at administrative hearings, evidentiary hearings and other procedures. Hearing examiners are the Board's representatives for the oral testimony of registered victims who wish to share their comments with the Board. Hearing examiners also conduct parole consideration interviews and hearings in county correctional facilities and community corrections centers.

Division of Case Management

Staff in this Division review inmates' case file materials to assure that the information is accurate, appropriate, complete, and in compliance with the various laws and prior Board Decisions. They are responsible for entering Board Actions, processing case files to the institutional staff for each month's docket, and processing these files upon their return to Central Office.

Division of Case Analysis

Staff in this Division respond to written and telephone inquiries about parole decisions and policies/procedures of the Board. The Division of Case Analysis is responsible for the Board's records. Once a case file is opened, all materials must be accurately filed and maintained. Upon the expiration of the parolees' maximum sentence, the files must be closed and forwarded to the State Records Center.

Office of Probation and Parole Services

The Office of Probation and Parole Services handles all institutional and field service functions of the agency and is responsible for the Board's mandate to assist in the improvement of adult probation services in the Commonwealth. This office also provides instructions and assistance to inmates in preparation of the parole release process. To fulfill this function, staff compiles a comprehensive packet of information in preparation for the parole interview.

Staff also tracks parolees who are returned to a correctional facility as a result of parole violations, arrange for hearings and assure compliance with due process requirements for hearings before the Board.

Additionally, the supervision of persons paroled by the Board, parolees from other states residing in the Commonwealth and, at the request of the court, persons sentenced to less than two years is the responsibility of this office. The parole supervision staff, located in ten district offices and thirteen sub-offices, also conducts investigations for, and makes recommendations to, the Board of Pardons.

Bureau of Central Services

The Bureau of Central Services has supervisory responsibility for the Division of Special Projects, the Division of Interstate Services, and several program coordinators (Fatherhood, RSAT, SAVE and County SAVE).

Bureau of Probation Services

The Bureau of Probation Services provides funds to county probation departments through a grant-in-aid program, establishes standards for the departments, and provides technical assistance and in-service training to county probation staff members. An Advisory Committee on Probation provides guidance to the Board in its work of improving adult probation services.

Organization OVERVIEW

Office of Management Services

The Office of Management Services provides administrative support to the Board and its staff. The office also prepares and monitors budgetary and purchasing compliance.

Bureau of Human Resources

The Bureau of Human Resources oversees all personnel, staff training, safety, and equal employment opportunity programs. Additionally, the office provides support to the County Probation and Parole Officers Firearm Education and Training Commission, which was established to allow for uniform firearms training for county probation officers.

Bureau of Information Technology

The Bureau of Information Technology manages all aspects of the Board's information technology systems including telecommunications and JNET.

Office of Victim Advocate

The Office of Victim Advocate is an independent agency housed within the Board of Probation and Parole. This Office has jurisdiction over victim services operations within the Board and the Department of Corrections.

Sexual Offenders Assessment Board

The Board provides staff support to the Sexual Offenders Assessment Board established by Megan's Law. The Board provides assessment, registration, and community notification of sexual offenders and sexual predators.



2004 PBPP Softball Team. Standing, from left to right: Scott Derrick, Eric Cleland, Matthew Johns, Larry Smith, Karl Martin, Bobby Kemper, Chris Smith, George Martin, Deb Mumma, and Rob Roland. Kneeling, from left to right: Rachel Boyer, Crystal Keys, Georgia Latsha, and Le Ann Halfast.

Office of BOARD SECRETARY

Hearings and Interviews Conducted by Board Members and Hearing Examiners

Fiscal Year 2002-2003

Hearing and Interview Types	Number	Percent
Hearings		
Preliminary	968	14%
Preliminary/Detention	324	5%
Violation	2,400	34%
Violation/Detention	746	10%
Detention	487	7%
Revocation	1,227	17%
Revocation/Violation	126	2%
Probable Cause Out-of-State	219	3%
Panel	614	9%
Total Hearings	7,111	100%
Interviews		
Parole (at minimum)	9,119	48%
Other Interviews	10,009	52%
Total Interviews	19,128	100%

Fiscal Year 2003-2004

Hearing and Interview Types	Number	Percent
Hearings		
Preliminary	981	13%
Preliminary/Detention	329	4%
Violation	2,645	35%
Violation/Detention	810	11%
Detention	629	8%
Revocation	1,314	17%
Revocation/Violation	137	2%
Probable Cause Out-of-State	199	3%
Panel	605	8%
Total Hearings	7,649	100%
Interviews		
Parole/Reparole	15,320	80%
Panels	3,862	20%
Total Interviews	19,128	100%



From left to right: Chuck Myers, Director of Case Analysis Division; G. John Koontz, Director of Case Management Division; and Lawrence Murray, Board Secretary review a file in the central office file room.

The Office of Board Secretary was created by the Parole Act of 1941. This Office has three divisions: Hearing Examiners, Case Analysis, and Case Management. The Office is also responsible for investigating grant opportunities for a variety of Board initiatives. Once a potential grant has been identified, development of the grant is turned over to the Research and Development Divisions of the PBPP. Additionally, the Office has the responsibility for controlling all Board cases assigned to the Federal Witness Protection Program and has administrative responsibility for providing pre-parole case management services for inmates under the Interstate Compact for Corrections.

The Board Secretary is considered to be the custodian of all active records for state parole offenders in Pennsylvania. The Board Secretary also serves as the Board's liaison with the Department of Corrections (DOC) and the Board of Pardons. When necessary, the Board Secretary is also expected to act as a hearing examiner and can interview prospective inmates for parole consideration as well as conduct hearings with regard to violation of parole and evidentiary hearings.

Office of BOARD SECRETARY

Hearing Examiners Division

Parole hearing examiners are hired by the Board to assist in making parole release decisions and in conducting various hearings required in the parole violation process. In addition, hearing examiners receive oral testimony from registered victims prior to an offender's parole consideration interview. Parole consideration interviews are conducted in state correctional institutions, community corrections centers, contracted halfway houses, and county prisons.

Case Management Division

Case Management's Docket Unit is responsible for all Central Office pre-parole case processing. Each month clerks prepare and mail between 1,500 to 1,900 case files to correctional institutions. The same number of case files are received back in Central Office and must be processed each month. Those cases require the data entry of sentencing information, and require letters to be generated and sent to the sentencing judge, prosecuting attorney, and clerk of court. Accordingly, response letters must be reviewed and filed each month.

Some changes were made in the Dockets Unit that improved the quality of the work of clerical staff and enhanced case processing. A dedicated file and mail processing area was constructed to enhance the work flow and help prevent employee injuries. The construction of this area also freed additional space in the File Room.

The Minimum/Review Unit entered 22,083 Board Actions for fiscal year 03-04. These actions result from offenders being interviewed at their minimum dates or on review dates set by the Board.

The Case Management Division is assigned the responsibility for the Inmate Inquiry Unit that responds to inquiries relating to offenders. The Unit responded to 14,668 telephone calls in FY 02-03. The Unit also prepares responses to written inquiries regarding offenders. The Unit responded to 6,854 letters in fiscal year 03-04. During fiscal year 03-04, 486 "inmate initiated" parole applications were approved. Additionally, 612 cases were approved and prepared for panel hearings.

The Inmate Inquiry Unit provides parolee information to the Department of Labor and Industry to facilitate their tax incentive program. This program provides a tax incentive to potential employers who hire ex-felons. The Board responds to the inquiry by researching the data warehouse to determine whether the offender has committed a felony and the date of his/her release into the community.

Case Analysis Division

The Case Analysis Division processes approximately 600 Board Actions on parole violators every month. Each case is reviewed in detail, proper credit is calculated and adjustments to the maximum expiration date are made based on statutory and case laws. These Board Actions are processed within 14 calendar days of the Board's Decision.

The Board's official active case records are stored at Central Office, while inactive case records are forwarded to the Commonwealth's State Records Center. The Central Office records room holds approximately 70,000 case files. This unit disseminates records to Board employees, closes case records, and files all incoming information. The file room shelving was expanded to accommodate the ever-increasing volume of case materials.

Office of BOARD SECRETARY

Grant Activity

The Office of Board Secretary continues to seek out grant opportunities for further development and referral to the appropriate department within the Board for grant generation.

Residential Substance Abuse Treatment (RSAT) Administration

The RSAT Administration grant funding is used for the salary and expenses of seven parole agents and one parole manager. This unit of parole agents provides enhanced supervision for offenders in the RSAT program prior to and after release from prison.

Federal funding for the RSAT program will terminate in December 2004. This program is in the process of being phased out. However, the Department of Corrections and the Board are working on developing alternatives to the RSAT program.

RSAT Aftercare

Funding from the RSAT Aftercare grant is used to provide outpatient drug and alcohol treatment for parolees who have completed Phases I and II of RSAT. Phase III of RSAT involves a six to nine month period of enhanced parole supervision that includes outpatient treatment, urinalysis, and electronic monitoring.

DCSI Grants

The Drug Control and System Improvement (DCSI) Program is a federal funding source that is authorized by Title I of the Omnibus Crime Control and Safe Streets Act of 1968, as amended by the Anti-Drug Abuse Act of 1998.

The purpose of DCSI is to provide "seed monies" to state agencies and units of local government to create safer communities and improve the functioning of Pennsylvania's criminal justice system.

Any branch or agency of state government, any unit of local government or combination of units upon invitation may apply for a sub-grant from the Pennsylvania Commission on Crime and Delinquency (PCCD). Normally, local sub-grant applications invited by the PCCD will be based on a review and approval of a previously submitted concept paper developed in response to PCCD's DCSI funding guidelines.

Matching contribution is required. Projects supported with DCSI funds are eligible to receive up to 36 months of funding (three 12-month periods). During the initial project year, at least 25% of the total cost of the project must be funded with non-federal matching monies. The matching requirement for the second year of the project is 50% and the third year requires a 75% matching contribution.

DCSI funds were used in the following projects:

County Substance Abuse Violators Effort (SAVE)

The County SAVE program addresses the needs of the substance abusing offender by providing a "community base" option which includes twelve months of intensive inpatient and outpatient substance abuse treatment and enhanced supervision upon release.

The County SAVE program targets:

- Technical parole violators who have failed supervision due to drug and/or alcohol-related issues
- Individuals who are confined in a Pennsylvania county prison while serving a state sentence (maximum of two years or greater) and exhibit drug and alcohol dependencies

Automation of the Institutional Case Management Parole Process

Automation of the Institutional Case Management Parole Process modernized case

Office of BOARD SECRETARY

management and provided information that allowed staff to prepare cases for the interview process more efficiently. Development and training for this project took place during FY 2001-2002, funding and implementation began in December 2002. Two important functions became available upon implementation of this project:

- The on-line reviews of critical parole interview information ensured that all required information is available and immediately accessible to institutional staff preparing the cases. Information that is not available on the system is identified as “missing” and can be sought and secured prior to the parole consideration interview.
- The Case Management information is also available to all field staff responsible for the offender’s supervision in the community. Board supervision staff benefit from the “on-line” availability of information concerning criminal history, institutional adjustment, treatment, and psychological information while enforcing the release plan and supervising the offender in the community.

Sex Offender Treatment and Supervision

The Board launched a new program in 2002 for sex offender treatment and supervision. This project enabled the Board to develop and subsidize intensive treatment options (including polygraph) for sex offenders during their first 12 months on parole.

The objectives of this project include:

- Increasing the percentage of participation of newly paroled sex offenders in Board-approved sex offender treatment programs that include polygraph examinations
- Reduction in the recidivism rate of sexual offenders for new offenses
- Reduction of the recidivism rate of sexual offenders for technical parole violations

Treatment services consist of:

Initial assessment, including the development of a prescriptive treatment plan for each sex offender referred for treatment by the Board

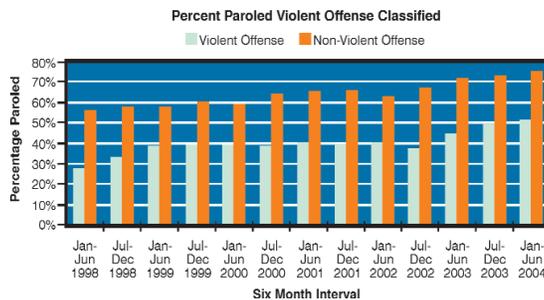
- One polygraph examination
- Up to four group counseling sessions per month

Hearing Examiner Planning System

A new Hearing Examiner Planning System is being developed with the goal to be implemented in 2005. This system will centralize hearings and interviews, improve efficiency, and help to coordinate the workload of Hearing Examiners.

Videoconferencing

During this reporting period, the Board began exploring the videoconferencing concept to streamline current business practices. The idea of having the decision-makers videoconference inmates for parole interviews would save travel and man-hour costs. Videoconferencing would also connect employees to a training site that they would otherwise have to travel hours to obtain. A two-month pilot study on the utilization of videoconferencing is scheduled to be launched in December 2004.



Office of PROBATION AND PAROLE SERVICES

The Director of the Office of Probation and Parole Services has supervision responsibility for the agency's nearly 800 institutional and field staff located in the three regions across the Commonwealth. Institutional staff process inmates for parole consideration and field staff supervise the agency's nearly 27,000 offenders. Each regional office, Eastern (Philadelphia), Central (Harrisburg) and Western (Pittsburgh) manages the institutional and field operations in its respective area. In addition, the Director of the Office of Probation and Parole Services oversees two Central Office bureaus, the Bureau of Central Services and the Bureau of Probation Services. Both of these bureaus provide direct support to the Director's field and institutional operations as well as the 65 Commonwealth county probation offices.

There have been several notable achievements during the period covered by this report, including the continuation, revision or introduction of numerous innovative projects.

Field Services

Re-accreditation by the American Correctional Association

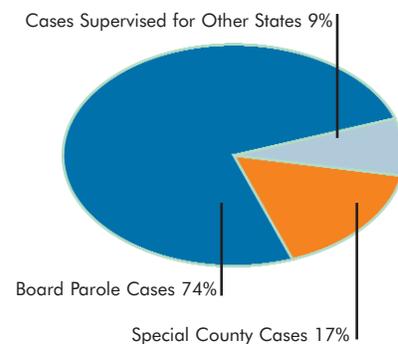
The Board supervision staff is preparing to undergo a re-accreditation audit with American Correctional Association's Commission during the fall of 2004. The accreditation process is a voluntary program offering correctional agencies an opportunity to evaluate their operations based on national standards.

LSI-R Risk/Needs Assessment

In November 2003, the Board supervision staff began using the Level of Service inventory-Revised (LSI-R). The LSI-R is a quantitative survey of attributes of offenders and their situations relevant to decisions regarding level of services. This survey measures 54 items, ranging from criminal history to education and social backgrounds, in order to determine the type and intensity of services offenders require such as drug treatment or domestic violence protocols. This tool also helps to indicate the level of supervision an offender should receive.

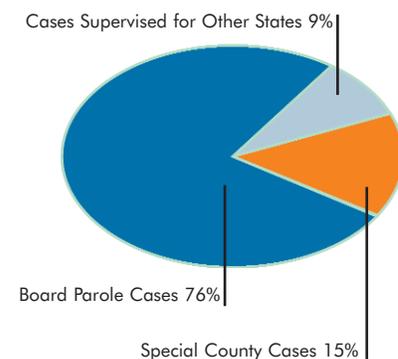
Total Offenders Under Board Supervision in Pennsylvania

End of Fiscal Year 2002-2003



Total Offenders Under Board Supervision in Pennsylvania

End of Fiscal Year 2003-2004



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Sanctioning Grid

In May 2004, the Board implemented a sanctioning grid that assists field officers in the determination as to case disposition for technical parole violations. This grid was developed in conjunction with an update of supervision procedures in the Manual of Operations.



June 25, 2004, Representative Richard Geist presents a citation to Pastor Frank Oessenich in recognition of his ten years of dedicated service as the Chairperson of the Altoona District Office's Citizens Advisory Committee.

Fatherhood Program

This program is voluntary and is designed to assist offenders in reuniting with their families. The Board's participation in the program includes five dedicated Fatherhood agents located in Pittsburgh, Erie, Scranton, Harrisburg, and Philadelphia. Agents supervise these offenders and assist in the coordination of services provided by private, community-based or faith-based facilitators. This program is continuing to grow and is soon expected to be offered in all districts of the Commonwealth.

Citizens Advisory Committees

The Parole Act enabled the Board to establish Citizens Advisory Committees (CAC) within each of the supervision district across the Commonwealth. The Director of the Office of Probation and Parole Services is responsible for the overall direction and implementation of the CAC.



Philadelphia District Office's Citizens Advisory Committee members. From left: Joyce Gordon-Moody, MANTUA Against Drugs; Arlene Freeman, MAD; Katie Dunn, MAD; Lucille Pratt, PBPP Secretarial Supervisor; James Newton, PBPP Deputy District Director; Edgar Lee, New World Development. Members not in photo include: Tyrone Simms, Liaison for Senator Anthony Williams; Dennis Lee, Liaison for Senator Vincent Hughes; Steve Satall; and C. B. Kimmons, Chairperson.



Chester District Office's Citizens Advisory Committee members. From left: Jessie Raymond, George McVaugh, Nan McVaugh, Carol Swayngim, Donna Vanderpool, and Gudrun Weinberg. Member not shown in photo: Robert Keith, Chester District Director.



John Tuttle, Director of Probation and Parole Services, makes a presentation during the Citizens Advisory Committees' annual statewide meeting.

There are currently ten CACs located throughout the state: Philadelphia, Pittsburgh, Harrisburg, Scranton, Williamsport, Erie, Allentown, Mercer, Altoona, and Chester. Each committee has between 7 and 15

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members. Committee members may include students, retirees, social workers, criminal justice and law enforcement professionals, business people, clergy, advocates, and probation/parole supervision staff.

Each committee meets at least four times a year. The District Director serves as an ex-officio member of the committee. Committees are responsible for providing reports, recommendations, or other input regarding parole policies and parole-related concerns. Activities include developing:

- good public relations in the district
- employment opportunities for offenders
- contracts with community service agencies to provide needed services to offenders

A statewide meeting of the chairperson and one other committee member from each of the ten district committees is held twice a year. The Board Chairman, the Director of the Office of Probation and Parole Services, and other Board staff attend. The agenda for the statewide meeting includes reports on the work of the Board and its staff during the preceding months, reviewing pending legislation, discussing new programs and initiatives, and a sharing of each district committee's work.

Critical Incident Response Protocol

On June 21, 2002, the Board implemented an updated version of its "Critical Incident Protocol". A critical incident is defined as "any situation that forces a person to face vulnerability and mortality or that potentially overwhelms a person's ability to cope." The revised protocol provides staff with guidelines on reacting to any critical incident affecting a staff member or their family. Efforts continue toward this goal as new staff members are trained to respond.

Interagency Cooperation

RSAT, SAVE, County SAVE and Halfway Back Programs

The Board works collaboratively with the DOC in operating Residential Substance Abuse Treatment (RSAT), Substance Abuse Violators Effort (SAVE) and Halfway Back drug treatment programs. Addressing substance abuse problems among technical parole violators is a joint venture with the county prison wardens (County SAVE) as well.

RSAT is an eighteen-month program for recommitted technical parole violators. It is divided into three phases: six months therapeutic community in a prison setting, six months in a community corrections center with intensive outpatient treatment and six months of enhanced parole supervision with continued outpatient treatment funded by a federal grant. The DOC administers the first two phases of this program, and the Board supervises the final phase. In 1998, the RSAT Program received the prestigious "President's Award" from the American Probation and Parole Association. This program has seen a significant reduction in use due to budgetary concerns. Federal funding for RSAT is scheduled to terminate in December 2004.

SAVE and County SAVE are one-year halfway back programs designed to divert technical parole violators from recommitment. Instead, they are placed into appropriate drug/alcohol relapse treatment programs. A halfway back program removes the offender from the street and places him or her in a community corrections facility. The SAVE and County SAVE programs consist of four three-month phases (three months inpatient treatment followed by a total of nine months parole supervision with outpatient treatment, reduced in intensity as the offender demonstrates compliance). Offenders paroled from a state correctional institution (SAVE) or a county institution on a state sentence (County SAVE) are eligible for treatment. Use of this program remains strong.

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The PBPP and DOC also coordinate additional less structured halfway back placements for technical parole violators at contract facilities across the Commonwealth.

Violation Centers (Penn CAPP)

These centers are used as an alternative to State Correctional Institution incarceration for technical parole violators, particularly those with drug and alcohol violations in need of a return to treatment. The centers are located within secure portions of Community Corrections Centers that are contracted by the DOC. Each center can accommodate between 25 and 75 offenders for a period of 90 days. The Board and DOC opened a Violation Center in May 2004, with two more expected to become operational by the end of that calendar year.

Day Reporting Centers

The Board and the DOC are currently working together to implement five Day Reporting Centers. The centers will be utilized as an alternative to SCI incarceration. Offenders will be enrolled in the program for approximately 12 weeks, and will receive the following types of assistance: securing employment, education, self-help and family support, treatment referrals, and life skills. The centers can provide services to 225 offenders statewide.

Re-entry Projects

The Erie Pennsylvania Re-entry Project

The Erie Pennsylvania Re-entry Project (EPRP) is the response to the U.S. Department of Justice Serious and Violent Offender Re-entry Initiative. The project was awarded a grant supported by the U.S. Department of Justice (DOJ), Office of Justice Programs (OJP), National Institute of Corrections (NIC), and their federal partners: the U.S. Departments of Health and Human Services (HHS), Housing and Urban Development (HUD), Education (ED), and Labor (DOL). The objective of the

EPRP is to begin the re-entry process within the correctional facility and continue it throughout an offender's transition to and stabilization in the Erie County community. The project will provide for individual re-entry plans that address issues confronting the offender as he/she returns to the community. The project will provide a comprehensive support program that will cover three phases of reintegration:

- Protect and Prepare (facility based programs)
- Control and Restore (community based transition programs)
- Responsibility and Productivity (aftercare)

Grant funds are used to contract a service provider, Greater Erie Community Action Committee (GECAC), to initiate contact with the EPRP participant inside the state correctional facility and provide case management services to participants through all phases of the program. Services will focus on employment, education, substance abuse prevention, housing, and family issues. The project will concentrate on four goals:

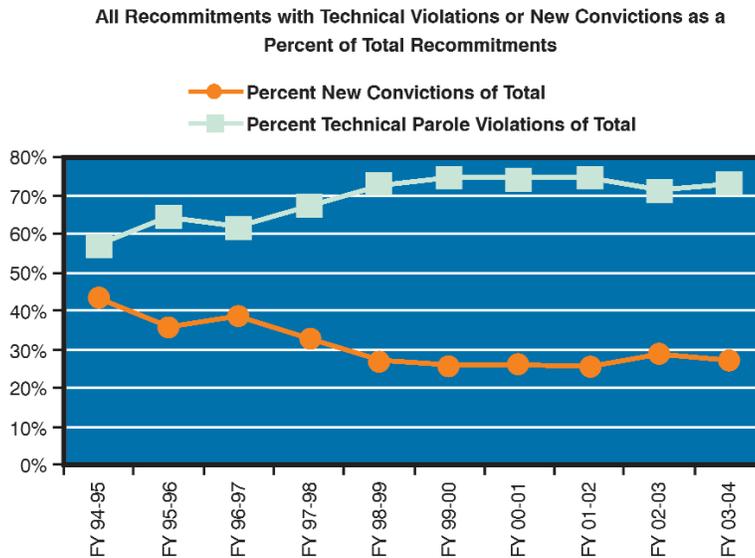
- Ensure public safety
- Reduce re-offending
- Employ existing local, state, and federal reintegration resources, under a central coordination authority
- Ensure that the needs of the offender are addressed in all phases of the EPRP program

An inmate designated to participate in this program will be housed at SCI-Albion (SCI-ALB), if male and SCI-Cambridge Springs (SCI-CBS), if female.

The York Pennsylvania Re-entry Project

The Board has been working on developing another re-entry project with local authorities in York County. This planned project is an effort to further assist offender reintegration by involving state and local government,

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vendors, and supervision staff in a team approach to ensure offenders re-entering the community are afforded the opportunity to succeed. Two field agents and one supervisor will be assigned to a pilot project that is expected to begin in 2005.

Weed and Seed

The Board continued its Weed and Seed program participation with the Pennsylvania State Police (PSP) and local law enforcement agencies. This program is designed to stop illegal activities and remove violent offenders, firearms, and drugs from troubled neighborhoods. Nuisance bars, high drug traffic street corners, and houses are examples of areas targeted for surveillance and increased patrols. Agency staff cooperates with law enforcement agencies through intelligence gathering and the apprehension of parole violators.

Fugitive Apprehension Search Team

In keeping with the commitment to public safety, the Board enhanced its efforts toward the recovery of absconders (offenders in non-

reporting status). It was determined that 48% of the Board's absconder population is assigned to the Philadelphia District's caseload. Approximately 46% of the Philadelphia absconder caseload had been approved to reside in one of the 24 community correction centers or contract facilities throughout the Philadelphia area.

Based on this information, a determination was made in April 2002 to commit staff to the formation of a Fugitive Apprehension Search Team (FAST) in the Philadelphia District. This FAST Unit, comprised of one parole supervisor and four parole agents, began a one-year pilot project in September 2002. Staff was assigned responsibility for locating and apprehending absconders assigned to the Philadelphia caseload. The unit works in tandem with the six Philadelphia Police Division Intelligence Operations and other state and federal agencies to locate these non-reporting offenders.

As of June 2004, the unit has physically arrested 318 absconders, cleared 34 by death certificate, assisted in 32 arrests with other agencies, and cleared another 867 absconders through other police arrests. The unit has approximately 620 absconder warrants

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assigned to it. Notices of new absconders are received at the rate of approximately 60 a month.

Bureau of Central Services

Justice Network (JNET)

The Board has continued participating in the JNET Steering Committee, established during the mid-90s as a gubernatorial initiative to automate communications between criminal justice agencies and their affiliates. Bureau staff serve on these sub-committees:

- Training, Events Messaging, and Data Standards
- Terminal Agency Coordinator (TAC) Officers
- JNET's Criminal History Document Review Project
- User Registration and Security Policies and Procedures

The most significant improvement realized by the Board is instant notification received when an offender under the Board's supervision is arrested for a new criminal offense. Additionally, the Board is receiving notification when an offender or employee is issued a Protection From Abuse (PFA) order or when a warrant has been placed or issued by other agencies against. Such notice regarding an employee is important, particularly if that employee has been issued a Board firearm. Under Pennsylvania law, the employee must surrender the firearm while subject to a PFA.

Operations Monitoring Center

The Operations Monitoring Center (OMC) housed in the Board's Central Office provides 24 hours a day, 7 days a week oversight of the Board's electronic monitoring system. Currently there are nine monitors and one supervisor assigned to the OMC. The personnel assigned to the OMC

Pennsylvania Caseload Processing During 2002-2003

Clients Under Supervision July 1, 2002	23,901
Case Additions During 2002-03:	
Released on Parole	6,774
Released on Reparole	1,715
Special County Parole Cases	1,610
Special County Probation Cases	643
Other States' Parole Cases	183
Other States' Probation Cases	1,018
Other Additions	0
Total Case Additions	11,943
Case Deductions During FY 2002-03	
Recommitted Technical Parole Violators	3,161
Recommitted Convicted Parole Violators	1,285
Special County Parole and Probation Revocations	653
Other States' Recommittments	38
Final Discharges	4,829
Death	181
Other Deductions	1,159
Total Case Deductions	(11,306)
Clients Under Supervision June 30, 2003	24,538

Pennsylvania Caseload Processing During 2003-2004

Clients Under Supervision July 1, 2003	24,538
Case Additions During 2003-04:	
Released on Parole	8,087
Released on Reparole	2,142
Special County Parole Cases	1,535
Special County Probation Cases	624
Other States' Parole Cases	217
Other States' Probation Cases	1,162
Other Additions	0
Total Case Additions	13,767
Case Deductions During FY 2003-04	
Recommitted Technical Parole Violators	3,271
Recommitted Convicted Parole Violators	1,195
Special County Parole and Probation Revocations	596
Other States' Recommittments	23
Final Discharges	4,933
Death	198
Other Deductions	1,253
Total Case Deductions	(11,469)
Clients Under Supervision June 30, 2004	26,836

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are responsible for electronic monitoring enrollments, alarm responses, and offender deletions. They react to all Commonwealth Law Enforcement Assistance Network (CLEAN), National Crime Information Center (NCIC) and JNET inquiries, and assist law enforcement agencies during non-business hours by lodging warrants on individuals under the Board's jurisdiction who have been arrested by those agencies. Prior to the development of the OMC, the Board utilized a private company to provide a 1-800 answering service during non-duty hours. The OMC assumed responsibility for the 1-800 calls, improving the overall response time of agents. The OMC's monthly workload averages 1204 electronic monitoring alerts, 164 CLEAN inquiries, 444 1-800 calls, 252 warrants lodged, and 315 JNET notifications.

While much of the OMC duties deal with the electronic monitoring equipment, priority is placed on CLEAN, NCIC, and JNET inquiries. The OMC affords Board staff the opportunity to respond immediately to law enforcement agencies that have located parole absconders or arrested offenders under the Board's jurisdiction for new criminal offenses. The immediate response ensures that a temporary warrant is lodged, limiting an offender's ability to post bail or continue to avoid parole

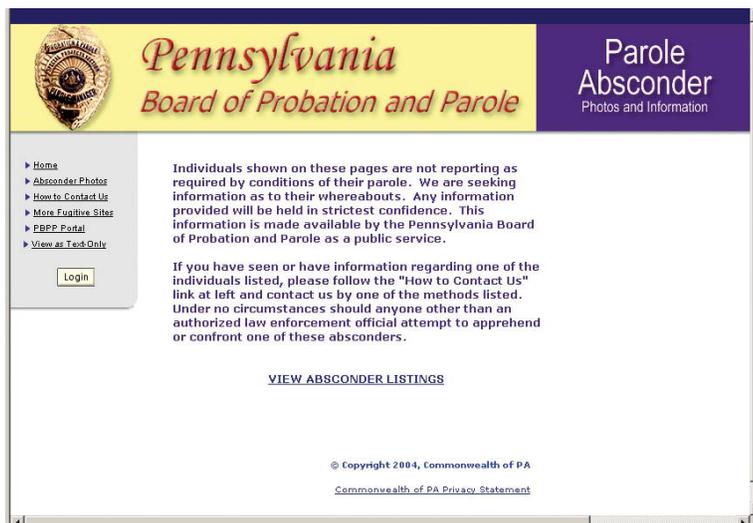
supervision. The permanent warrant decision remains with the direct supervision staff pending review of the overall adjustment of the offender, the extent of technical parole violations or seriousness the of criminal charges filed against the offender.

Institutional Case Management Application

This application was designed to feed information to the field staff's supervision process from the institution, thereby reducing redundant data entry requirements. Additionally, this program enables the PBPP and the Department off Corrections to view each other's information to improve interoperability between the agencies. This application has helped to streamline the work process of a case transferring from the institution to the field.

Absconder Web Page

This high-tech agency initiative provides the public with information regarding offenders who have made themselves unavailable for supervision. Supporting a web-based interface, this state-of-the-art application



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Investigations Completed by Parole Agents During Fiscal Year 2002-2003

District/Region	Pre Parole	Pre Sentence	Pardon Board	Total
Chester	1,255	5	31	1,291
Philadelphia	6,472	10	54	6,536
Eastern Region	7,727	15	85	7,827
Allentown	2,080	5	53	2,138
Harrisburg	2,871	31	61	2,963
Scranton	1,350	7	12	1,369
Williamsport	732	55	23	810
Central Region	7,033	98	149	7,280
Altoona	698	5	53	2,138
Mercer	651	31	61	2,963
Erie	784	7	12	1,369
Pittsburgh	2,834	55	23	810
Western Region	4,967	845	123	5,935
Total	19,727	958	357	21,042

Investigations Completed by Parole Agents During Fiscal Year 2003-2004

District/Region	Pre Parole	Pre Sentence	Pardon Board	Total
Chester	1,410	4	31	1,445
Philadelphia	8,070	13	74	8,157
Eastern Region	9,480	17	105	9,602
Allentown	2,417	6	35	2,458
Harrisburg	2,992	16	33	3,041
Scranton	1,492	8	13	1,513
Williamsport	790	31	26	847
Central Region	7,691	61	107	7,859
Altoona	800	8	20	838
Mercer	835	700	12	1,547
Erie	1,121	5	8	1,134
Pittsburgh	2,885	6	58	2,949
Western Region	5,641	729	98	6,468
Total	22,812	807	310	23,929

enables citizens to provide the Board with information leading to the apprehension of these violators. By accessing the web page (www.pbpp.state.pa.us), the public is provided photos, last known addresses, personal demographics, and agency contact information (email address and office locations with telephone numbers). During the last three months of fiscal year 2003-2004, the web site recorded an average of 27,413 "hits". This indicates that the public is aware of its existence and is reviewing it.

SPECIAL PROJECTS DIVISION

Supervision Unit Audits

The Special Projects Division is tasked with conducting audits of the field supervision units for the Office of Probation and Parole Services. This intra-agency audit is the tool by which the Board completes a self-inspection of its supervision practices on an annual basis. The audit is accomplished in accordance with American Correctional Association (ACA) Accreditation Standards and the Board's Manual of Operations. Unit audit reports provide guidance to field staff regarding policy and procedure and delineate any needed corrective action.

Staff Safety Equipment

The Board has subscribed to the Pressure Point Control Tactics (PPCT) system of self-defense and parolee control techniques. The PPCT courses instruct students on all levels of force including:

- Officer Presence
- Verbal Commands

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- Soft Empty Hand Control
- Hard Empty Hand Control
- Intermediate Weapons

Policy and procedure have been put in place to ensure that staff currently assigned a firearm are trained in the use of both the O.C. spray and the collapsible baton in order to maintain the authorization to carry the firearm. All new field agents receive instruction in the proper use of the baton and O.C. spray during Basic Officer Training.

Outpatient Sex Offender Treatment and Tracking

In 2002, federal grant funding was secured to help pay for outpatient treatment for selected sex offenders. In addition, funds were earmarked to develop an electronic invoicing system to optimize billing and payment processes between the Board and various therapists across the Commonwealth.

As of July 2004, 182 offenders had received services that are available through this grant.

Urinalysis Testing

Urinalysis testing has proven to be a valuable tool for field staff. The Board contracts with a private vendor to conduct laboratory analysis of urine specimens. The procedure of sending collected specimens to the laboratory results in a minor delay in obtaining test results. To provide agents the ability to address drug abuse issues immediately, the Board also purchases a supply of instant urinalysis test kits. This supervision tool supplements the routine collection efforts and enables agents to institute, in a more judicious manner, appropriate sanctions on offenders who

submit a positive sample.

Cell Phones

A recent study of cellular phone signal strength was completed in all 67 counties of the Commonwealth using those phones and services that fall under state contract. The goal of this study was to provide the best service coverage available to each of the field staff in reference to the specific geographical areas they cover. It was noted by field staff that the availability of service for issued cell phones increased at a very noticeable rate.

Active Electronic Monitoring

A new computer server has been leased that will allow better reporting of data in the use of electronic monitoring that is used in tandem with supervision.

Streamlining Project

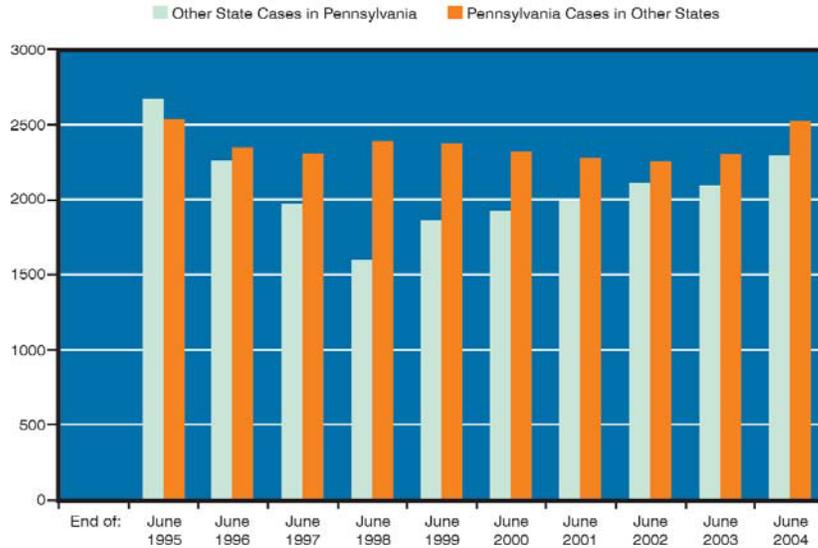
A recent project was to look at the business processes of the field staff and identify those functions that are duplicated and/or not cost effective. This project, among others, produced several automation efforts and set the stage for improved initial training of field officers.

Statewide Radio System

The agency has been involved in the statewide radio project. Personnel within the agency continue to assist the Office of Administration in the growth of this communication system that will eventually connect state and county agencies.

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Exchange of Cases Under Supervision Between Pennsylvania and Other States



INTERSTATE SERVICES

The interstate compact for the supervision of adult parolees and probationers provides for states supervising one another's offenders. The Interstate Services Division (ISD) provides compact services for all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands (St. Croix, St. Johns, St. Thomas and Water Island). The ISD controls and monitors the status of cases supervised in Pennsylvania for other states, Board cases under compact supervision in other jurisdictions, and cases supervised in other states for Pennsylvania's 65 adult county probation departments. When the Board paroles offenders to other states' detainers, federal detainers, or to Immigration and Naturalization Services (INS) custody, Interstate Services is also charged with administratively tracking the offender's location, custody status, and tentative release date so arrangements can be made for follow-up parole supervision.

Distinct computer statistical codes have been developed to allow the ISD to collate data for the Board on offenders paroled to out-of-state detainers, federal detainers, INS detainers, INS deportation orders and deported felons. ISD is

also responsible for monitoring the status of convicted violators confined outside of Pennsylvania or in federal custody and for the coordination of extradition arrangements to return parole violators to a Pennsylvania correctional facility for parole violation/revocation proceedings.

In 2001, ISD began using an automated template for requesting reporting instructions, which was created by the Probation and Parole Compact Administrators' Association. This was the compact administrators' first attempt to implement a nationwide automated form. The form has been disseminated and is widely used by the adult county probation departments across the Commonwealth.

Other states' offenders who are found to be illegally present in Pennsylvania in violation of 61 P.S. §331.33a and the interstate compact are sent a notice by certified mail alerting them to leave Pennsylvania and return to the sending state. This procedure was initiated in September 2000. Through an agreement with the Pennsylvania District Attorneys' Association, county District Attorney Offices are the community law enforcement contact on this issue.

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The Pennsylvania State Police (PSP), has agreed to be Pennsylvania's point of contact on the non-compact travel of sex offenders. Temporary travel passes received for such individuals are faxed directly to the PSP, Megan's Law Section. Also, when a sexual offender's proposed plan is denied for compact supervision and it is determined that the offender is present in Pennsylvania, copies of the other states' case information and the Board field agent's report are forwarded to PSP, Megan's Law Section for routing to the appropriate barracks.

Interstate procedures have been updated and published to include Board policy changes, the Operations Monitoring Center, and changes in law (61 P.S. 331.33 and Megan's Law). The new procedures cover offenders entering and leaving Pennsylvania, including state inmates, county inmates, state parolees and special probationers, and county probation cases. Other structured procedures include the arrest and hearing requirements for other states' cases, the arrest and apprehension of Pennsylvania parolees outside of Pennsylvania, Board compact cases arrested in Pennsylvania, and the Governor's Warrant process.



Colleen Fickel, Director of Interstate Services Division, makes a presentation to members of the Council for Interstate Adult Offender Supervision.

A National Commission for Interstate Compact

Primary changes to the original interstate compact include the establishment of an independent compact operating authority

(National Commission) to administer ongoing compact activity, including a provision for staff support. Each state was required to establish a Council for Interstate Adult Offender Supervision. Council membership includes representatives from the executive, legislative, and judicial branches as well as a victim advocate and the Compact Administrator. These members represent Pennsylvania's concerns as part of the National Commission. The Commission will meet annually to elect the compact operating authority members, and to attend to general business and rule making procedures. The new compact legislation has a provision for the imposition of significant sanctions on those states that violate compact rules, regulations, or laws. There will be a mandatory funding mechanism sufficient to support essential compact operations (staffing, data collection, training/education). The National Commission will compel the collection of standardized information.

Interstate Compact Training Presentation

An Interstate Compact Training Presentation was developed and instituted to assist staff in gaining an understanding of compact rules, procedures, and statutes. Training sessions were provided at the request of Board field offices, and adult county probation departments. Other trainings were conducted for the Bureau of Community Corrections, trial judges, and a special session for the Philadelphia County area. The session presented a brief historical review of the compact, the fundamental principals and purposes of the compact, and a description of the compact's structure. Also included were an overview of eligibility criteria for offender transfers, supervision requirements, violations, and the retaking of offenders, with an emphasis on probation cases and the need to request reporting instructions.

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Bureau of Probation Services

Grants-in-Aid

The objectives of the Board's Grant-in-Aid Program are to: (1) maintain, improve, and expand county adult probation and parole personnel and program services; (2) provide protection to citizens through effective community correctional services to all criminal offenders who are not in need of correctional

confinement, and; (3) provide training to county adult probation and parole personnel. Grants have been given to counties since 1966-67 and the 2003-2004 appropriation represents 39 consecutive years that the Board has provided state funds to counties to meet the Program's objectives. The following Table is a summary of the appropriations during the past three fiscal years:

Year	Appropriation	Continuing Program	Training Funds
2001-2002	\$19,970,000	\$19,691,000	\$279,000
2002-2003	\$20,145,000	\$19,860,000	\$285,000
2003-2004	\$20,805,000	\$20,564,000	\$241,000

Standards

Sixty-five of the 67 counties have county adult probation and parole departments (the Board provides all adult probation and parole services in Mercer and Venango Counties) and all 65 counties have participated in the Grant-in-Aid Program since 1989. In order for a county to be eligible for a grant award, the adult probation and parole agency must comply with a minimum of 90 percent of all applicable adult probation and parole field services standards established by the Board based on nationally accepted standards.

On-site audits are conducted by Probation Services' staff who interview judges and county probation personnel and review probation and parole records, policies and procedures. Bureau staff also provide technical assistance for standards compliance and program implementation, and conduct workload time studies to assist probation administrators in seeking and deploying agency resources.



State parole agents supervising an offender in Adams County found military grade explosives in his home during an inspection on September, 15 2003.

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County Adult Probation and Parole Statistics

The Bureau is responsible for collecting, compiling, analyzing, and publishing statistical data related to county adult probation and parole services. The data is used as resource information for budgetary and future program planning. Select data shows the following trends:

Year	Professional Staff	Caseloads	Investigation
1980-1981	741	53,766	12,566
1990-1991	1,084	135,502	33,125
2000-2001	1,668	179,908	98,068
2001-2002	1,720	188,573	97,363
2002-2003	1,770	190,314	94,064
2003-2004	1,764	193,374	97,758

Beginning in 2000, the Board's Office of Information Technology, in conjunction with the Bureau of Probation Services, began to assist counties in the transfer of offender statistical data through automated means. At the end of 2003, 40 counties were submitting their information electronically.

Court Services

At the request of the court, the Board provides "special" probation/parole supervision to adult offenders and conducts presentence investigations. The Board established criteria for provision of these services in 1988. Since the Board provides full services to Mercer and Venango counties, the majority of supervision referrals and presentence requests come from these two counties. The following Table shows the trends in Court Services for selected years:

Year	Total Supervision Request	Supervision Referrals from Mercer and Venango	Total Presentence Request	Presentence Request from Mercer and Venango
2001-2002	3,951	1,496	888	825
2002-2003	3,778	1,485	792	739
2003-2004	4,530	2,339	812	743

During 2003, 49.5 percent or 2,244 of the supervision referrals were for offenders currently under the Board's jurisdiction and 50.5 percent or 2,286 were new cases.

Interstate Probation Services

The Bureau of Probation Services, in conjunction with the Bureau of Central Services, developed a proposal to divide the Division of Interstate Services into two separate divisions, namely the Division of Interstate Parole Services to remain under the Bureau of Central Services and the Division of Interstate Probation Services to be organizationally located in the Bureau of Probation Services. The new Interstate Probation Services Division processes all county probation/parole cases being sent from Pennsylvania to other states for supervision as well as all probation cases coming from other states to Pennsylvania for supervision. This Division also handles all requests for investigations on probation cases.

County Supervision Fees

Act 35 of 1991 was signed into law on August 14, 1991 and stipulated, in part, that adult criminal offenders under county supervision must pay a supervision fee of at least \$25 per month unless the Court finds that an offender is unable to pay, in which case the fee may be reduced, waived, or deferred. The Act provides for the establishment of County Offender Supervision Funds and a State Offender Supervision Fund. Fifty percent of moneys collected are deposited in the County Fund and the remaining 50 percent are sent to the State for deposit into the State Fund. County supervision fees are to be used to supplement Federal, State, and County appropriations for the county adult probation and parole departments and are to be used to pay the salaries, benefits, and operational expenses of those departments.

Since the inception of the Act, the Board adopted a formula for disbursing the moneys sent to the State; each county receives, dollar-for-dollar, the amount that was submitted by

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that county. The following Table shows how much money the counties have collected and how much has been returned to the counties by the Board:

Year	Funds Collected	Funds Returned
1993-1994	\$10,939,785	\$5,993,760
1994-1995	\$12,825,078	\$6,485,559
1995-1996	\$13,368,292	\$7,610,526
1996-1997	\$14,575,457	\$7,537,972
1997-1998	\$15,974,000	\$7,999,906
1998-1999	\$17,309,586	\$8,916,362
1999-2000	\$18,342,246	\$9,581,877
2000-2001	\$19,616,202	\$10,077,699
2001-2002	\$20,477,487	\$10,793,618
2002-2003	\$22,002,177	\$11,337,559
2003-2004	\$23,781,507	\$11,405,951

Advisory Committee on Probation

The Parole Act created an Advisory Committee on Probation to aid the Chairman and the Board in formulating and reviewing standards for probation personnel and probation services in the counties. The Committee consists of nine members, seven of whom are appointed by the Governor, with the consent of a majority of all the members of the Senate. At least two are judges of courts of record of the Commonwealth, at least one is a county commissioner and the remaining members are qualified in the field of probation and parole either by training or experience. The President pro tempore of the Senate and the Speaker of the House of Representatives each appoint a member of their respective houses to serve on the Committee. The Governor designates one of the members of the Committee as its Chairman.

The membership of the Committee during this reporting period includes the following members:

Honorable William R. Carpenter, Judge, Montgomery County and currently Committee Chairman

- Honorable Donna Gority, County Commissioner, Blair County
- Honorable Stephen R. Maitland, Member, House of Representatives
- Mr. William Moore, Esquire, Montgomery County

- Mr. Richmond Parsons, Supervisor, Montgomery County Adult Probation Department
- Honorable Richard Lewis, Judge, Dauphin County
- Mr. Lawrence Murray, Chief Adult Probation Officer, Adams County
- Mr. Robert Galardy, Chief Adult Probation Officer, Allegheny County

The Committee held six meetings during 2002-2004 and topics of discussion included the performance audit by the Auditor General's office, grant-in-aid, standards, probation officer salaries, probation officer workloads, potential liabilities and legal problems of probation officers assisting police officers, a graduate studies program, the interstate compact, special probation/parole matters, and proposed legislation affecting probation and parole.

Bureau Accomplishments

The Grant-in-Aid Program, through implementation of standards and technical assistance by Bureau staff, has resulted in improvement in the quality of probation and parole services at the county level. Also, significant efforts have been made through organizational changes and automation to improve the efficiency of services to the courts. Some of the accomplishments and achievements are described below:

- The adult probation departments provide a wide range of services including general and intensive supervision, specialized services for sex offenders, offenders with substance abuse problems, mental health problems, and domestic violence cases, house arrest and electronic monitoring, investigations, specialized programming, including institutional parole services, community service, job readiness training, retail theft education instruction, alcohol highway safety education, and day reporting.
- Several training conferences supported by the Board have been held to introduce the

Office of PROBATION AND PAROLE SERVICES

county probation departments to the “Broken Windows” model of reforming probation practices. The strategies proposed in this model include: placing public safety first; supervising offenders in the neighborhood, not the office; rationally allocating resources; providing strong enforcement of probation/parole conditions and responding quickly to violations; developing partners in the community; establishing performance-based initiatives, and cultivating strong leadership. Bureau of Probation Services staff conduct performance reviews in the probation agencies with respect to these strategies and share successful programs with other probation departments.

- Beginning in January 2003 and continuing in 2004, audits were conducted each year on one-third of the Standards for Adult Probation and Parole Field Services in each county adult probation department.
- Funding was provided to counties for adult probation officers who were taking graduate courses that were applicable to their field.
- A Probation Case Management Automation (PCMA) project was initiated. The goal of the project is to automate a number of business practices for the Division of Court Services to include customized display screens, incorporation of data into a data warehouse, automation of forms, memos, and letters, new input screens, online queries and electronic ticklers, and handling of inquires. The project will also look at the possibility of developing a web-based application for submission of data from the counties.
- Contracts for the Grant-in-Aid and the Supervision Fee Programs were changed from one-year contracts to five-year contracts, resulting in more expedient processing of grant applications and awards.
- Electronic transfer of grant-in-aid and supervision fee funds was developed and implemented, thereby reducing staff processing time, reduction of paper, and eliminating mailing costs.
- The Grant-in-Aid Applications and Financial Statements were automated to enable counties to submit them electronically thereby saving time for completion of the documents and mailing costs.
- The Bureau published the County Adult Probation and Parole Statistical Report for 2002 and 2003.
- Staff were added in the Divisions of Court Services and Interstate Probation Services to meet increased workload demands.
- Evidence-based practices with measurable outcomes were developed for the Office of Probation and Parole services.

Office of MANAGEMENT SERVICES

The Office of Management Services provides administrative support for the Board's operations. This is accomplished through the Bureau of Information Technology, the Bureau of Human Resources, the Division of Fiscal Management, and the Division of Facilities Management. During the period covered by this report, the office continued enhancing programs and operations, shaping the Board into a better, more efficient agency. Internal organizational restructuring, placing the Division of Research and Statistics within the Bureau of Information Technology, the Facilities Management Division within the Office of Management Services, and the abolishment of the Bureau of Administrative Services, positions the Office of Management Services to better respond to the changing needs of the Board. In addition, the Director of the Office of Management Services serves as the Board's representative on the Justice Network Steering Committee and the Offender Management System Steering Committee.

Integrated Enterprise System (formerly Imagine PA)

The Office of Management Services serves as the lead for the Board's implementation of the Integrated Enterprise System (IES). The Agency Implementation Team, comprised of experts from the Bureau of Human Resources, Bureau of Information Technology, Fiscal Management Division, and Training Division, continues to facilitate the transition into the IES/SAP environment. IES/SAP is now the Board's standard business application for procurement, budget, finance, payroll, and human resources.

During the past two years, Board employees have prepared for the Human Resources, Payroll, and Employee Self Service (ESS) waves of implementation by completing over 13,000 hours of web-based and instructor-led training. The Human Resources and Payroll modules went live in December 2003. ESS, which places employees in charge of their own personal information, provides employees

with real time access to leave balances and payroll data, and gives employees the capability to change personal data, went live in January 2004.

IES/SAP has streamlined many processes by eliminating paper and reducing business-processing time. The Office of Management Services remains committed to the IES program and looks forward to its continued implementation.

Right To Know

Act 100 of 2002 (P.L. 663, No. 100) substantially amends the Act of June 21, 1957, commonly referred to as the Right to Know Law, by providing a mechanism for Pennsylvania residents to request access to the public records of the Board. The Director of the Office of Management Services served as the Board's Right to Know Law Official until the spring of 2004 when Right to Know responsibility was turned over to the Office of Legislative Affairs and Communications.

From the start of this reporting period to the spring of 2004, while Right to Know Law responsibility was under the Office of Management Services, the Board's Right to Know Law Official responded to over one hundred Right to Know Law requests.

Growing Greener

The Board takes seriously its environmental stewardship responsibility and remains dedicated to the development of newer, innovative ways to demonstrate this agency's commitment to a cleaner Pennsylvania. In cooperation with the Governor's Green Government Council, the Board continues to encourage awareness of greening activities in the workplace. The Board's Green Team develops and recommends various means of executing the agency's Green Plan, aimed at creating an awareness of greening activities in the office.

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Live green plants in our employees' workspaces are one example of how the Board promotes Greener Workplaces. This practice is a cost effective means of reducing workplace air pollutants through recycling carbon dioxide into oxygen.

The Board also encourages the development of business processes that embrace the Greening philosophy. Recycling is one way the Board contributes to the goals of the Governor's Green Government Council. The Board remains committed to recycling and continually reviews effectiveness of recycling programs in the Central Office.

Another example is the conversion of paper manuals to electronic formats. The Board's Policy and Procedures Manual as well as the Training Catalog are now online; resulting in savings of both financial and natural resources. Finally, the Board utilizes furniture that makes use of environmentally friendly processes such as powder coating and hot melt adhesives. These environmentally friendly construction processes result in healthier environments for Board employees.

Bureau of Human Resources

The Bureau of Human Resources oversees human resources, staff training, equal employment opportunity, and safety issues. The Bureau also provides support to the County Probation and Parole Officers' Firearm Education and Training Commission.

Personnel Division

The Personnel Division is responsible for providing advice and support to management and employees covering all human resource related issues including classification, labor relations, recruitment and placement, benefits, pay, time and attendance, and workforce/succession planning.

During this reporting period, the Personnel Division completed training and implemented a smooth transition to the new IES/SAP system. Division staff also trained all of the agency's 60 timekeepers in the Time Management module.

Also during this period, three Board employees assisted the Office of Administration Human Resource Division by participating in the interview process for Pennsylvania Management Associate candidates. This involved a training session as well as each person's involvement in several interviews.

Additional accomplishments for the Personnel Division included:

- Developing a new expedited hiring process for parole agents
- Posting and filling 373 vacancies
- Hiring a full time recruiter
- Training all managers and supervisors in the labor relations practices
- Working with the Office of Administration on a workforce succession plan

Employee Recognition Awards

The Bureau of Human Resources is also responsible for coordinating the agency's annual Employee Recognition Awards Program, instituted in 1997. Designed to recognize the many extraordinary contributions made by Board staff, the program provides for individual and group meritorious service awards and Employee of the Year awards in the various staff classifications.



Parole Agent Geoff Long accepts the 2003 Michael M. Haduck Award from Chairman Benjamin A. Martinez



Parole Agent Stephen DeLullo
2002 Michael M. Haduck Award

Michael M. Haduck Award

In 1997, the Outstanding Parole Agent of the Year was renamed the Michael M. Haduck Award in honor of this agent who was killed in the line of duty in 1983.

Recipients:	
Stephen DeLullo	2002
Geoff Long	2003



Former Chairman Benjamin A. Martinez presents Institutional Parole Agent Lisa Peters with the 2003 Vicki D. Weisel Award



Institutional Parole Agent
Joseph Phillips
2002 Vicki D. Weisel Award

Vicki D. Weisel Award

The Institutional Parole Agent of this Year Award was renamed the Vicki D. Weisel Award in honor of the agent who continued to provide courageous service to the Board in spite of the cancer that eventually took her life.

Recipients:	
Joseph Phillips	2002
Lisa Peters	2003

Office of MANAGEMENT SERVICES

Chairman's Achievement Award

The Chairman's Achievement Award recognizes the person who, through his or her performance and accomplishments, both on and off the job, has done the most to advance the mission of the Board in the past year.

Recipients:

John Tuttle	2002
Lauren Taylor	2003



Former Chairman Benjamin A. Martinez presents the 2002 Chairman's Achievement Award to John Tuttle, Director of Probation and Parole Services



Lauren Taylor, Director of Legislative Affairs and Communications, accepts the 2003 Chairman's Achievement Award from Former Chairman Benjamin A. Martinez

Employees of the Year

Employees of the Year Awards are given in the categories of Officials and Administrators, Professionals 1, Professionals 2, and Administrative/Support.

Recipients:

Patricia Blizzard	2002
Dorthea Turner	2002
Grant Freeman	2002
Heidi Hyser	2003



Parole Supervisor Patricia Blizzard
2002 Employee of the year



Parole Investigator Dorthea Turner
2002 Employee of the year



Administrative Officer Grant Freeman
2002 Employee of the year



Former Chairman Benjamin A. Martinez presents the 2003 Administrative and Support Employee of the Year to Heidi Hyser

John W. Perkis Award

The John W. Perkis Award recognizes Board employees whose performance demonstrates courageous and significant service to the Board and/or the community; all of these qualities were demonstrated by the parole agent in whose memory this award is named.

Recipients:

Robert J. Ohman (posthumously)	2002
Russell J. Orner	2003



Widow of Robert J. Ohman
2002 John W. Perkis Award



Former Chairman Benjamin A. Martinez presents the 2003 John W. Perkis Award to Parole Agent Russell Orner

Office of MANAGEMENT SERVICES

Training Division

FY 02-03:

The Board's in-service training totaled 278 sessions during the fiscal year. These sessions provided 50,621 hours of training to 4,397 state and county participants. Additionally, 388 staff members took advantage of out-service training sessions.

The Training Division coordinated the IES (ImaginePA) training for the agency. Staff spent 1,981 hours taking instructor led courses and 11,298 hours taking web-based courses for IES.

This fiscal year saw a continuation of the success of the Defensive Tactics unit that was formed in 2001. Defense Tactics training increased to 15,718 hours. The division also established a mandatory Defensive Tactics training curriculum for all agents to complete over a three-year period.

In partnership with the Board's Special Projects Division, agency staff made the transition from Smith and Wesson firearms to GLOCK firearms. This included a weapon exchange program and training for the new weapon.

The Training Division continued to partner with the Victim Advocate's office in the effort to train all Board staff in the agency's Critical Incident Response Protocol. By the end of the fiscal year, this project was 90% complete and on target.

The Division also partnered with other agencies or outside groups to expand our course offerings in a cost effective manner. These partnerships included:

- The Northeast Counter-Drug Training Center in the development of a Spanish For Probation Officers course.
- The Department of Corrections for Firearms Instructor and Conflict Management training.
- The Criminal Justice Institute as well as other Commonwealth agencies, involving collaborative efforts concerning training activities and facilities.

Two special projects were initiated during this fiscal year and were in the project research phase:

- Revision of the PBPP Basic Probation and Parole Skills Academy program.
- Development of a supervisor/manager training curriculum.



Basic Officer Training Class #78; held July-August 2002



Basic Officer Training Class #80; held January-February 2003



Basic Officer Training Class #79; held October-November 2002

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FY 03-04

During this fiscal year, the Board's in-service training program provided 39,334 hours of training to 3,491 state and county participants. Additionally, 151 staff members took advantage of out-service training sessions. These numbers were decreased from the previous fiscal year in an effort to control spending levels during the tight budget situation. Formal in-service and out-service training sessions were reduced and alternative methods of learning were employed by staff..

Partnerships this fiscal year included:

- The Department of Health to present Addictions training to all parole agents.
- The Department of Corrections to utilize their training facilities for our Basic Training Academy, thereby saving the agency training facility, lodging, and subsistence costs.
- Utilizing videoconference sites of other agencies to launch our first effort into the distance learning field with a series of video conference trainings for the Interstate program. This consisted of 4 separate sessions involving up to 8 sites per class for approximately 750 state and county participants.
- Connecting with the Multijurisdictional Counterdrug Task Force Training Program (MCTFT) at St. Petersburg College to obtain free instructional videos that we then provided to our offices for training purposes.

Other initiatives during this fiscal year included:

- Conducting major revisions to Basic Training Programs and On-The-Job-Training program.
- Utilizing available training opportunities from the Department of Labor and Industry to supplement our in-service training as a cost saving opportunity.
- Coordinated a series of special computer trainings for the Adult County Probation Offices and continued to encourage the use

of the Commonwealth's NETgLearning program.

- Supplied training support to the agency during Imagine PA and ESS implementation.

Environmentally Conscious

The Training Division has developed an on-line Course Catalog for Board staff. This electronic system saves the printing and environmental costs associated with printing 4,000 copies of the catalog.

Defensive Tactics

In the fall of 2001, the Board formed a training unit dedicated to Defensive Tactics training. The establishment of this unit has led to a mandatory training curriculum that all agents complete over a three-year period. These trainings are conducted locally and are coordinated by the unit trainers. This initiative puts the agency in a better position from a liability perspective due to the fact that the staff are being trained to use the type of force they will encounter most often. Prior to this, the division focused more time on firearms training.

Despite a substantial learning curve for the new hires, the unit had a considerable impact during its first fiscal year (01-02). Fiscal year 02-03 was the first full year of operation and saw an increase of 6,611 hours to a total of 15,718 Defensive Tactics training hours.

In Fiscal Year 03-04, however, the unit suffered significant staffing issues; being short 2/3 staff for about half the year. In addition, considering the intense firearms transition training that occurred at the end of the previous fiscal year, the skill-bank trainers did not conduct as many classes during the first half of this fiscal year. For these reasons, Defensive Tactics training hours dropped to 5,660 hours. With the unit now fully staffed, training hours are expected to pick up again this year.

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Equal Employment Opportunity

The Equal Employment Opportunity Officer (EEO) is responsible for Commonwealth programs involving Equal Employment Opportunity, Disability Services (Americans with Disabilities Act of 1990 requirements) and the Contract Compliance Program. The functions of the EEO Officer are to develop plans and policy statements for the Board, recruit new applicants, educate managers and employees about EEO policies and procedures and provide training on those policies and procedures, where applicable. In addition, the EEO Officer helps to ensure a workplace that is safe and free from violence, harassment, and unfair treatment.

During this reporting period, the EEO Officer developed the Board's Equal Employment Opportunity Plans, and revised and disseminated the Board's Policies on anti-harassment and anti-discrimination. The plans have been submitted to the Governor's Office of Administration/Bureau of Equal Employment Opportunity for review.

Other activities of the Equal Employment Opportunity Officer include:

- In conjunction with the Deputy Chief Counsel, presented anti-harassment training for the Board's Leadership Development Academy.
- Attended job fairs and career days at colleges and universities throughout the Commonwealth with the Human Resource Analyst/Recruiter.
- Conducted new employee orientation.
- Represented the Board at open Equal Employment forums sponsored by the Governor's Office of Administration.
- In preparation for ImaginePA/SAP implementation, administered the Assistive Technology Survey for the agency. This was to assist the Imagine PA Implementation Team in identifying employees requiring assistive technologies so accommodations could be made to

ensure full access to the new SAP environment.

Safety Officer

Safety continues to be a very high priority with the Pennsylvania Board of Probation and Parole. A full time Safety Officer, who has received Advanced Safety Certification through the National Safety Council and is a Certified Asbestos Inspector trained through the Department of Public Welfare, continues to monitor all safety issues on an ongoing basis. Some of the measures taken to ensure staff safety within the Agency are as follows:

- Annual Safety Inspections are conducted at each of the 57 offices looking for safety and code related problems, then assisting staff in correcting those problems. The Safety Officer continues to talk to field staff to better understand their concerns.
- Specifications for new and renovated offices have improved over the last several years. These improvements include bullet resistant construction, fire alarms with hard-wired smoke detectors, sprinkler systems, panic alarms, cameras, monitors, individual interview rooms, emergency lighting, security systems, multiple exits, emergency and evacuation plans, along with automated external defibrillators for each office.
- Each region, as well as the Central Office, conducts Safety Committee meetings and fire drills. The Safety Officer attends Safety Committee meetings in the field.
- A quarterly accident data review is sent to the District Directors and Institutional Parole Managers, making them aware of the number and types of accidents reported.
- A quarterly Safety Newsletter is sent via email which is used to keep the field updated on safety related issues without using paper and manpower to send out these newsletters.

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- State Employee Assistance Program (SEAP) training continues to be conducted for all staff during new employee orientation. Additional information is provided to staff when they are in need of assistance. Advanced SEAP training is provided to new Supervisors during the Leadership Development Academy.
- The Safety Officer has taken the AIDS awareness class and added Tuberculosis and Hepatitis to the topics discussed. Infectious disease training is also conducted for all new staff. Advanced AIDS training for parole agents is held each year.
- The Workplace Violence Program is also included in new employee orientation. In addition, the reporting form has been automated via the Agency intranet to reduce the time and paper for reporting workplace violence issues in field offices.
- Safety Awareness training is conducted for all new staff. This covers the use of fire extinguishers, fire drills, office emergencies, driver safety tips, the Safety Mission Statement and other miscellaneous safety items.
- An updated Emergency Response Binder for Central Office staff has been created by the Safety Officer. This binder will be used during emergencies as a resource to assist in decision making during an emergency.
- Safety equipment has improved for the agents during the last several years including bullet resistant vests, non-lethal pepper spray and new firearms. New and improved bullet resistant vests were issued to the Field Agents this past year.
- A Drivers Safety Awareness class has been developed for the Basic Training Academy and will be conducted by the Safety Officer.
- An Office Safety class has been added to the Support Staff Training Conference and is presented by the Safety Officer.

Bureau of Information Technology (BIT)

The Bureau of Information Technology (BIT) is responsible for ensuring that employees have the proper computer-related hardware and software in order to perform their duties. BIT also implements and enforces security controls dealing with personal computer hardware, software, data storage, and networking systems.

The Bureau of Information Technology actively participated in numerous commonwealth enterprise technology initiatives during this time period including the PA Justice Network (JNET), enterprise architecture upgrades, and enterprise-wide security enhancements. Utilizing JNET capabilities, the Board Actions (commonly referred to as “green sheets”) are now published for the Department of Corrections. The Board also began participating in the publication of Protection from Abuse (PFA) notifications for JNET criminal justice subscribers.

Progress was also made in implementing the agency’s portion of the Commonwealth Public Safety Radio Project. In 2004, over 400 field personnel were trained, and portable, mobile, and base station radios were distributed to all units across the Commonwealth.

Additionally, there was a significant focus on agency interoperability during this period. This was exemplified by both the successful project implemented by the Department of Corrections and the Board to share data lines going to the institutions which reduced annual operating costs significantly, and by the ongoing efforts to establish an integrated electronic offender management system for both agencies.

Research and Statistics Division

The Research and Statistics Division of BIT compiles, analyzes and publishes research and statistical data regarding operations of the Board. The Division also provides analytical support for automation quality control and

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supports program budgeting processes, program performance metrics and analytic support for senior management in addressing business issues. Additionally, the Division administers the agency's Research Steering Committee that serves as a clearinghouse for external research requests. The most widely utilized report published by this Division is the monthly program report, which documents monthly business performance statistics. This report is posted on the Board's website and is available for the general public to review.

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Decision Process Business Metrics Project

In September 2003, the Research and Statistics Division completed development of a decision process business metrics project. This project captured cohort data groups and measured business process outcomes from parole interview to parole release. Two key products were an on-going reporting series for average processing time from parole interview to Board Action, and average processing times from parole interview to parole release from prison including analyses of time beyond minimum date.

Budget Performance Analysis

In December 2003, the Research Division completed a three-year follow-up analysis of a release cohort in fiscal year 2000-2001 that became part of the Board's budget performance analysis. In September 2004, the Division completed development of Budget performance indicators for all major organizational functions within the agency.

Technical Parole Violator Studies

Technical Parole Violators were the focus of research activity at the end of 2003 and into early 2004. A study of technical parole violator conditions was completed in January 2004. In February 2004, an in-depth study of technical parole violator sanctioning was completed. These activities culminated in a presentation on technical parole violations and business processes at the Pennsylvania

Conference on Program Evaluation in March 2004.

Technical Service Division

The Technical Services Division of BIT is responsible for the Board's computer equipment, telecommunications support, networks, network security and administration, Help Desk, and technical support. Their efforts ensure that the infrastructure required to support the Board's electronic business functions is reliable, secure, and operating at peak efficiency.

In December 2002, the Technical Services Division completed the agency's conversion to "thin client" architecture. This initiative moved the bulk of data from individual PCs to servers. The architecture change resulted in reduced hardware costs, improved security, more efficient processing of data, and more effective management of services. In June 2003, they completed installation of a new network backbone that allowed higher data transmission speeds; again improving operational efficiency. A new network firewall was also installed in 2003 in compliance with Commonwealth standards.

In March 2004, the Division implemented Microsoft Systems Management Server (SMS), which allows automated installation of software packages and updates. Multiple computer viruses and worms have since attacked the Commonwealth and countless work hours have been saved since new anti-virus packages can be downloaded to the network PCs all at once using SMS, rather than to one machine at a time.

In the spring of 2004, the Technical Services Division completed a state-wide change over of cell phone service and devices for the entire Board. New cell phones were distributed and operations established.

Systems Division

The Systems Division of BIT provides analytical and programming development

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services in support of functional users' mission needs. It develops new software programs, maintains existing programs, manages contractor development projects, and maintains the Board's public and internal websites.

In December 2002, the Systems Division deployed the Institutional Case Management Automation (ICMA) system to over 150 users statewide. This system is the automated "backbone" for the parole decision business process. ICMA automates and tracks items of information required for pre-parole interviews and subsequent parole decisions by the Board Members. System enhancements were added during 2003 to more effectively report and manage cases seen on the dockets each month and to integrate the system with the Automated File Locator System used to manage case files.

Developed as a business process improvement initiative during 2002, a public website to display color photos of approximately 1,500 parole absconders was implemented by the Systems Division, effectively utilizing the Board's photo database system and leveraging current technology. The photos are classified by county of last known residence and include specific identifying information such as height, weight, scars and tattoos to assist in identification. This public safety effort has not only resulted in the identification and subsequent arrest of parole absconders, but has also served as a public service technology model for other state and federal law enforcement agencies. Currently, a number of law enforcement agencies within the state such as PA Crimestoppers, the Allentown Police Department, and the Philadelphia Police Department, link directly to this web site from their sites. Early in 2004, the Board's photo database was successfully integrated with the Commonwealth's CPIN (Commonwealth Photo Imaging Network) system through JNET to make the Board photo's available to law enforcement agencies through a common photo system.

In September 2003, a new website was deployed for the Office of Victim Advocate.

This site features secure online registration for crime victims and optional e-mails about notifications regarding changes in offender status. See www.ova.state.pa.us.

In May 2004, a new customized application system was developed for the Office of Probation and Parole Services. Features include automated forms, letters and memos, online queries, reports and electronic ticklers, and tracking of inquiries about special probation.

Facilities Management Division

The Facilities Management Division recognizes the importance of providing a safe and secure working environment for Board employees. Working in conjunction with the Department of General Services and the Bureau of Real Estate, the Facilities Management Division continues to review and renew leases to existing field offices or relocates field offices when necessary. The Facilities Management Division continually assesses the Board's facilities, ensures staff safety, and provides modern and efficient workspaces.

During this reporting period, the Facilities Management Division, in order to provide additional space and integrate the Board's safety and security specifications at field locations, amended the following lease agreements:

Eastern Region

Philadelphia County Wide Division Office

- The lease was approved in July 2004 and floor plans are currently under development. Occupancy is expected to be January, 2005.

Philadelphia South Sub-Office - Since no bids were received for a new office, approval has been given to amend the lease to seek additional space at the Philadelphia West Divisional Office for the South Sub-Office. The office requirements are currently being compiled and are expected to be submitted to DGS in August 2004.

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December 2002, Chester District Office open house ceremony. From left: W. Edward Jones, Philadelphia District Director; Christopher Pandolfo, Chester District Director; and Tom Costa, Eastern Region Director



Chester District Office

Northeast Division District Office - Renovations are proceeding with an expected completion date of Aug. 2004.

Northwest Division District Office - Occupancy of the new facility began in February, 2004.

Central Region

Harrisburg District Office - Work on this location has been delayed due to initially receiving insufficient proposals. Additional

proposals have now been received and site visits were held in June 2004. The division is now awaiting the Agency's recommendation before proceeding.

Lancaster Sub-Office - Occupancy of the new facility began in May 2003.

York Sub-Office - Occupancy of the new facility began in November 2003.

Scranton District Office - The lease for this location was amended to include SOAB staff. Occupancy began in August 2003.

Western Region

Butler Sub-Office - Occupancy of the new facility began in November 2003.

Western Regional Office - Occupancy of the new facility began in February 2003.

Pittsburgh District Office - Occupancy of the new facility began in October 2003.

Automotive Enhancements

The Automotive Unit of the Facilities Management Division continues to maintain the Board's fleet of 468 vehicles.

The unit monitors the preventative maintenance schedules of each vehicle and replaces vehicles on an as needed rotating basis. Agency vehicles are replaced when total mileage limits (80,000 miles) are exceeded and/or maintenance costs become excessive. The Board replaced 94 vehicles during FY 02-03, and 48 vehicles during FY 03-04.

The fleet is gradually phasing out compact vehicles and replacing them with midsize ones, which are more appropriate to the needs of parole agents. This program continues to ensure the availability of ready, reliable and appropriate vehicles for Board personnel at all times.

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Fiscal Management Division

The Fiscal Management Division is responsible for all fiscal and budgetary concerns, including budget and contract preparation, monthly expenditures, and the availability of funds, purchasing, and contract preparation. In addition, this Division provides budgetary research and financial analysis for the Board.

Financial Summaries (Amounts are "Enacted")

(Dollar Amounts in Thousands)

	FY01-02	FY02-03	FY03-04
General Government Operations			
General Appropriation	\$ 78,623	\$ 78,259	\$ 75,029
Augmentations (<i>State Supervision Fees</i>)	800	1,000	2,150
Federal Funds	3,042	3,546	1,006
Budgetary Reserves	0	0	1,072
Total	\$ 82,465	\$ 82,805	\$ 79,257
Sexual Offenders Assessment Board			
(<i>General Appropriation Only</i>)	\$ 2,799	\$ 3,019	\$ 2,815
Total	\$ 2,799	\$ 3,019	\$ 2,815
Drug Offender Work Program			
(<i>General Appropriation Only</i>)	\$ 278	\$ 285	\$ 244
Total	\$ 278	\$ 285	\$ 244
Improvements Of Adult Probation Services			
(<i>Grants and Subsidies Funds</i>)			
General Appropriation	\$ 19,970	\$ 20,145	\$ 20,805
Augmentations (<i>County Supervision Fees</i>)	9,302	10,000	10,797
Federal Funds	0	0	0
Total	\$ 29,272	\$ 30,145	\$ 31,602
Firearm Education and Training Commission			
	\$ 378	\$ 373	\$ 538
Total	\$ 378	\$ 373	\$ 538
General Fund Total	\$101,670	\$101,708	\$ 114,456

The Fiscal Management Division is responsible for collecting both the supervision and urinalysis fees of offenders on active supervision. Supervision fees collected in FY02-03 totaled \$1,165,174 and rose to \$1,274,873 in FY03-04. Urinalysis fee collection also increased; rising from \$88,177 in FY02-03, to \$102,076 in FY03-04.

Office of LEGISLATIVE AFFAIRS AND COMMUNICATIONS

The Office of Legislative Affairs and Communications (OLAC) is the Board's point of contact with the legislature, public, press, and media. Unlike other state agencies, the Board combines these and policy functions in one office. During this reporting period, OLAC reorganized staff to accommodate expanding workloads and responsibilities. The Office now has a director, assistant director, who serves as office manager and two legislative specialists that have individual areas of focus such as media or policy. In addition, OLAC's assistant director also serves as the Board's "Right to Know" Official and all formal requests are directed to this office.

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Working with the General Assembly

OLAC works closely with the General Assembly. The director works with the legislative committees that deal with criminal justice issues; particularly offender supervision issues. As new bills are introduced, OLAC tracks them with an eye to offering the Board's collective professional resources and vast experience in the formation of important criminal justice legislation.

Often legislators hear from individual constituents under probation or parole supervision or their family members. OLAC responds to these inquiries and the many others it receives by providing all of the information available and permissible to share without breaching confidentiality policies or state law.

Providing Materials to Inform

This office produces public information materials such as brochures and fact sheets. Our informational materials are targeted to specific groups within the public and criminal justice communities.

Materials available during this reporting period range from general parole topics to specific programs and are available upon request. The Office of Legislative Affairs and Communications also coordinates public outreach on behalf of the Board. These



Craig Williams, Harrisburg District Director, distributes brochures and promotional items to residents at a National Night Out fair in Lower Paxton Township.

activities include:

- Participation in community events
- Public speaking to groups (schools, community organizations, legislators, other criminal justice agencies, nonprofit groups, and other public interest groups at the local, state and national level)
- Informational presentations to offenders and their families
- Informational presentations to legislators, other agencies and committees
- Job recruitment



Lauren Taylor, Director of Legislative Affairs and Communications, reviews bill analyses with Legislative Specialists LeAnn Halfast and Robert Bushey.

Public Outreach

The public's understanding of the Board's work is crucial to fulfilling its mission. Board employees participate in these outreach activities as part of their job responsibilities or volunteer efforts.

Office of LEGISLATIVE AFFAIRS AND COMMUNICATIONS

Some public information activities occur routinely such as the need to inform a community about a new or relocating Board office and reporting facility. OLAC staff works with the Office of Management Services to communicate with and provide information to these communities across the Commonwealth.

Legislative Highlights FY 02-04

During the period covered by this report, the General Assembly enacted these laws affecting the Board, the Sexual Offenders Assessment Board or the Office of Victim Advocate.

Act 121 of 2002 amends the Crime Victims Act to allow victims to submit oral, written or videotaped comments to the Board for its consideration prior to a release decision.

Act 134 of 2002 amends 18 and 42 PA C.S. (sexual exploitation of children) to allow the Attorney General to have concurrent prosecutorial jurisdiction with the district attorney when the offender contacts a minor through the use of a computer, computer system, or computer network.

Act 144 of 2002 amends the Crime Victims Act to award compensation to certain qualified claimants who file Protection From Abuse orders, and transferred \$1,000,000 from the Victim Witness Services Fund to the Crime Victim's Compensation Fund.

Act 172 of 2002 amends 18 PA C.S. §6105.1 to allow restoration of firearms rights for offenses under prior laws of this Commonwealth.

Act 215 of 2002 amends the Parole Act to provide for immunity of state parole agents and county probation officers; that they are acting within the scope of their job when they assist state or local law enforcement officers with arrests, searches, stings, and other collaborative efforts, however, they must obtain permission of their supervisors in advance.

Act 226 of 2002 amends 18 PA C.S. by adding Chapter 76 to define computer offenses including hacking, Internet child pornography,

and unlawful transmission of email; and to allow eligible victims to receive compensation.

Pamphlet Laws Resolution No. 1 Passed Sessions of 2002 and 2003

A joint resolution allowed amendments to be made to the Constitution of the Commonwealth of Pennsylvania to allow children to testify via closed circuit TV. Voters approved the constitutional amendments during the election held on November 4, 2003.

Act 21 of 2003 allows involuntary civil commitment of certain juvenile sex offenders after they reach adulthood.

Act 24 of 2003 amends the DUI law found in Chapter 38 of the Vehicle Code, Title 75. This law creates a three-tier penalty system based on blood alcohol content and prior offenses, reduces the per se blood alcohol content level from .10 to .08, requires ignition interlock on second offense DUI's, increases the look-back period for prior offenses from seven years to ten years, and changes the way paroling authority is exercised over DUI offenders.

Act 31 of 2003 makes a slight change in the language of 42 PA C. S. §8331.3 (criminal victim aid good samaritan civil immunity) by changing the term "criminal act" to "personal injury crime."

Act 44 of 2003 makes Pennsylvania drug felons eligible for Temporary Aid to Needy Families, a comprehensive package of welfare benefits, provided assessment and treatment is continued.

Act 45 of 2003 allows certain funds related to abandoned and unclaimed property to be deposited into the Crime Victims' Compensation Fund.

Act 61 of 2003 amends Act 215 of 2002, to clarify that state parole agents and county probation officers are acting within the scope of their job when they assist county, state, and federal law enforcement officers with arrests, searches, stings and other collaborative efforts, upon the condition they obtain permission in advance from their supervisor.

Office of CHIEF COUNSEL

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The Office of Chief Counsel provides general legal support for the Board, Office of Victim Advocate, Sexual Offenders Assessment Board and the Firearms Education and Training Commission. The professional staff consists of a Chief Counsel a Deputy Chief Counsel and four assistant counsels, all of whom are employed by the Governor's Office of General Counsel. The support staff consists of a legal assistant supervisor, two legal assistants and a clerk typist, all of whom are directly employed by the Board. Some of the areas in which the Office of Chief Counsel provides legal support include:

- **Administrative Appeals**

A parolee has the right to file an administrative appeal from a decision revoking his parole. The Chairman of the Board appointed a designee in the Office of Chief Counsel to impartially adjudicate such appeals. A written legal opinion is provided in each case, which contains an analysis of the facts together with the conclusions of law. During this reporting period, the Office of Chief Counsel disposed of 3,387 administrative appeals.

- **Original/Appellate Litigation**

If an inmate's administrative appeal is denied, he has the right of appeal to the Pennsylvania Commonwealth Court. Inmates also file matters to the original jurisdiction of the Courts of Common Pleas, Commonwealth Court and Supreme Court. The Office of Chief Counsel represents the Board in all such matters. The majority of the attorneys on staff handle this litigation due to the large number of these matters. The Office also serves as a liaison with the Attorney General's Office in civil suits filed in federal court arising out of habeas corpus petitions against the Board.

- **Labor and Employment Issues**

The Office of Chief Counsel also handles Labor and Employment Law issues. The

office litigates, on behalf of the Board, all cases before the State Civil Service Commission, the Pennsylvania Human Relations Commission, the Unemployment Compensation Board of Review, as well as other administrative agencies. The Office also serves as a liaison with the Attorney General's Office in civil suits in state and federal courts arising out of employment matters affecting the Board.

- **Training**

The Office of Chief Counsel conducts numerous trainings throughout the year. Training sessions occur in the Western, Central, and Eastern Regions and are geared toward parole staff and county personnel. The trainings consist of:

- A full day training in professional hearing practices. This includes training in presenting evidence and conducting hearings
- Overview of Probation/Parole Law
- Harassment Training
- Upon request, training is provided on specific issues of law and procedure

Office of VICTIM ADVOCATE

As the Commonwealth's first Victim Advocate, Mary Achilles brings a long history of service to crime victims and the public to her position. Nominated by then Governor Tom Ridge and confirmed by the Senate of Pennsylvania in June of 1995, she was reappointed to a second term in June of 2001.



Mary Achilles
Victim Advocate

Ms. Achilles holds a Bachelor's Degree in Criminal Justice from West Chester University and a Master's Degree in Public Administration from Temple University. Ms. Achilles began her career in the Philadelphia District Attorney's Office in 1979 and was responsible for the creation of a number of innovative programs, including a nationally recognized court school program, a witness security program and a Southeast Asian victim assistance program. In 1993, Ms. Achilles left the Philadelphia District Attorney's Office to further her career in victim services as the Director of the Victims Services for the Department of Corrections. Ms. Achilles completed the third year of her second term in June 2004. Her term expires in May 2007.

Ms. Achilles is a strong and diligent advocate for the rights of crime victims. Under her leadership, the Office of the Victim Advocate has developed an integrated system of service delivery for crime victims between the Department of Corrections and the Board of Probation and Parole, effectively creating a one stop shop for crime victims choosing to exercise their post-sentencing rights.

Among her many achievements since taking office are: the increase in rights and services to crime victims choosing to witness an execution; the development of a curriculum for the educational program "Impact of Crime Classes" for inmates within the state correctional facilities; and the creation of a Mediation Program for victims of violent crime. As Victim Advocate, Ms. Achilles has spearheaded efforts to ensure more system responsiveness to crime victims, as seen in her leadership in the drafting of Act 84 of 1998, which fortifies the criminal justice systems restitution collection efforts. Also, the development of a partnership between the Board of Probation and Parole and the Coalition Against Domestic Violence led to the creation of a model of protocol for the supervision of domestic violence offenders.

Overview

Since the establishment of the Office of the Victim Advocate, the agency has worked continuously to ensure that the voices of victims are heard. OVA's commitment to listening to victims has driven the development of the operations of OVA and all of its program offerings to crime victims. A continued focus on the development of a continuum of service for victims exercising their post sentencing rights in Pennsylvania has led to the construction of strong partnerships with the Department of Corrections, the Pennsylvania Board of Probation and Parole, and the Pennsylvania Board of Pardons.

Over the last two years, OVA has worked to increase our working relationships with colleagues at the

Office of VICTIM ADVOCATE

Department of Corrections, the Board of Probation and Parole and the Board of Pardons. These relationships assist in influencing the work of these agencies to ensure that the work with offender is victim centered.

A new website design has allowed OVA to bring more victim information to the fingertips of those traveling on the information highway and has created a notification option in the form of e-mail and secure access to on-line notifications. The website redesign and increased automation continues to enhance our efforts to effectively and efficiently deliver notification services to crime victims.



Victim Advocate attends the Administration of Oath for Jeffrey Miller, Commander of the Pennsylvania State Police



Victim Rights in the Post Sentencing Process

As a result of Act 1218 of 2002 victims of crime submitting testimony to the Board of Probation and Parole are able to submit that testimony via videotape and/or conference call. This is a statutory expansion of the mechanism through which a victim can provide testimony. These changes are often necessary to ensure that the manner in which we deliver services to crime victims does not change with each new administration of the agency.

Office of the Victim Advocate Management System

This two year period marked the development of a third upgrade to the OVAMS which enrolls eligible victims, associates them with the correct offender, provides automated notification to OVA of inmate release decision making process, and records and documents all OVA contacts with crime victims. This system was overhauled and upgraded to provide the following new features:

- www.ova.state.pa.us. The new web page provides a user-friendly design which highlights not only OVA services but provides on-line registration, information on post-sentencing rights and services and other information for victims to assist them in their journey to recovery; clickable map of Pennsylvania is also available which provides contact information including website links for all county victim service programs across the Commonwealth.
- Increased internal operations that automate the method of communication between the two OVA offices.
- The ability to tag a case to ensure that victim issues are addressed.
- Automated notification of the "Board Action Process" which eliminates the review of the actual file by providing OVA

Office of VICTIM ADVOCATE

with the opportunity to review the Board Actions in cases involving registered crime victims.

Legislative Advocacy

OVA lent its support to a variety of legislation related to victims' rights, needs and services. This was a significant time as we saw the close of one legislative session in the fall of 2001 and the beginning of another in the winter of 2002.

Victims were triumphant with the passage of the constitutional amendment allowing videotaped testimony for child victims and witnesses and corresponding enabling legislation. Victim Advocate Mary Achilles assisted in this effort through her participation on a political action committee formed with other child advocates to raise the level of public awareness to the need for a "yes" vote on this issue at the polls on election day in November 2003.

Another legislative triumph was the passage of a "Domestic Violence Exception to Medical Reporting Requirements." This exception allows medical providers to report only serious bodily injury to law enforcement when battered woman seek treatment, thus

empowering the woman to make the report if and when she feels it is in line with her safety needs. This bill enhances battered woman safety and access to health care services. Victim Advocate Mary Achilles partnered with the Pennsylvania Coalition Against Domestic Violence to seek passage of this bill in the final hours of the 2001-2002 legislative session.

Domestic Violence Protocol

The Domestic Violence Protocol continues as an on-going partnership between the PBPP and OVA. This protocol has developed into a dynamic initiative that is ever changing and evolving as more information is discovered and learned from domestic violence victims and from the emerging research on batterer intervention programs and the supervision of batterers. During this reporting period OVA has been reviewing the literature on batterer supervision and looking for new and innovative ways in which to assist agents in their work with domestic violence offenders.

The practical elements of the domestic violence protocol, the nuts and bolts of identification of domestic violence offenders utilizing the PBPP definition and the procedural mechanism of moving that identification from institution to

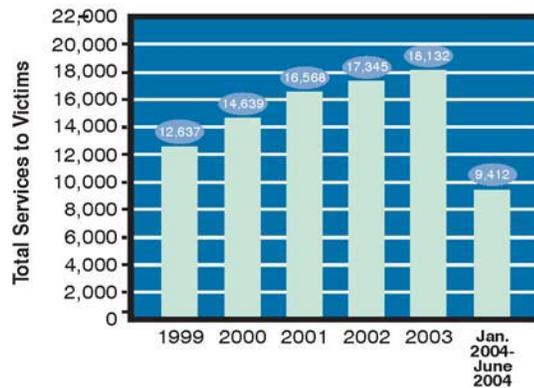


Back row from left: Allison Glenzer, Vandy, Ingrid DeSantis, Playwright, Trent Wagler, Mary Achilles, Victim Advocate, Barb Toews from the Pa Prison Society, and Jan Martin from Episcopal Community Services.
Front row from left: Howard Zehr, Professor, Eastern Mennonite University, Kathy Buckley Director of DOC/OVA, Libby King and Lisa White

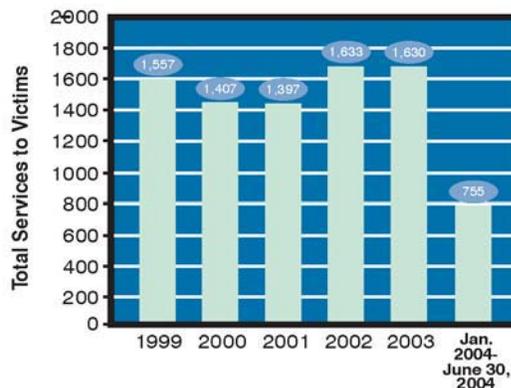
Office of VICTIM ADVOCATE

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Notifications to Crime Victims



Victim Testimony Received



Victoria Sostack, Director of Victim Services conducting training for new victim witness coordinators in the operations of OVA.

field staff, were incorporated into the PBPP procedure manual. This institutionalizes the PBPP's commitment to the effective supervision of domestic violence offenders by incorporating it into their operations manual.

OVA also began work on upgrading of the domestic violence training within the Board's Basic Training Academy for new county and state parole agents. This has been an exhaustive process, as the training will utilize a paradigm shift toward the make up of the batterer and their behavior away from the victim and their experience. The new training initiative will be tested in the Fall of 2004. The overall goal of the training will be to assist agents in their supervision of the domestic violence offender.

Training and Training Curriculum Development

Since the establishment of the Office of the Victim Advocate we have recognized the need for our staff to act as trainers for DOC staff, PBPP staff, and for victim services staff in the field. This has provided us with an opportunity to develop curriculum specific to the needs of those allied professionals. During any given month, the OVA provides training for any one of a variety of groups of staff within these agencies such as correctional counselors, new parole agents and county probation staff in the PBPP Basic Training Academy, and new employee orientation for PBPP staff. The OVA also provides training to colleagues in victim services on post-sentencing rights and services for crime victims, crisis and trauma of victimization, and victim offender mediation/dialogue.

Office of VICTIM ADVOCATE

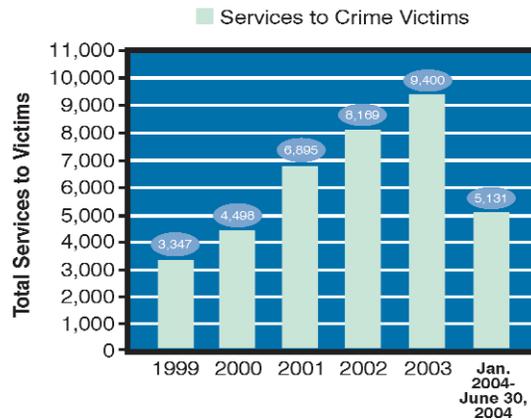
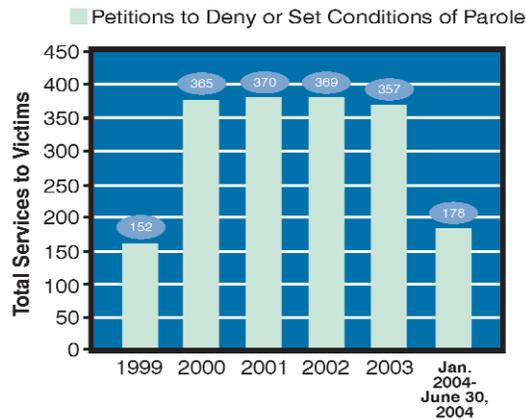
Victim Offender Mediation Program for Victims of Violent Crime

This program, designed to provide victims with an opportunity to meet with their offender, is now in its sixth year. This was the third system-based program in the nation and the first to utilize community volunteers to facilitate the dialogue. As of this date, the program has recruited 60 community volunteers, retained over 50 of them, conducted 29 face to face meetings between victims and offenders, and provided countless other services to crime victims. There have been two classes of volunteer trainings conducted, and an annual one and a half day continuing education training is conducted each year. Over the last two and a half years, the program has been the subject of a documentary being filmed by Rachael Liebert of "Tied to the Tracks Films." The documentary is expected to be completed within the next 12 to 18 months.

Critical Incident Response Team

Over the last two years, the OVA has provided ongoing annual training to CIRT team members in an effort to develop skills and a sense of working together as a team. The CIRT team and OVA staff conducted trainings for all agency staff on the operations of CIRT and the impact that a critical incident can have on an employee and the agency as a whole. These trainings were completed in the Spring of 2003 and the CIRT curriculum was inserted into the Basic Training Academy. The previous produced CIRT training video was distributed to all county adult and juvenile probation offices across the Commonwealth.

The CIRT team continues to respond to incidents throughout the agency.



Office of VICTIM ADVOCATE

Keystone Crisis Intervention Team and Homeland Security

The Office of the Victim Advocate continues to volunteer its time and energy to support and assist the Keystone Crisis Intervention Team (KCIT) within the victim services community in Pennsylvania. This group of trained professionals provides, upon request, crisis intervention services to victims and their communities in the aftermath of a victimization that overwhelms the local community's capacity to respond. KCIT has become interwoven with OVA as the Victim Advocate takes a leadership position in formulating the plan for response. KCIT will assist the Victim Advocate in staffing the Pennsylvania Emergency Management Center should it be activated in the aftermath of a terrorist attack.

Also during this period, the OVA was awarded a grant from the Commission on Crime and Delinquency to hire a consultant to staff the Homeland Security Crime Victims Response Committee of the Office of Homeland Security. The grant was awarded to the Center of Victims of Violent Crime who will administer the grant with OVA.

Statewide Representation for Victims

The Victim Advocate continues to provide representation on a variety of statewide committees, task forces, commissions and councils for crime victims. For example, the Victim Advocate serves on the Senior Citizen Advisory Committee and the Victim Services Advisory Committee of the Commission on Crime and Delinquency and related subcommittees; the Interstate Council for Adult Supervision, which is responsible for overseeing Pennsylvania's compliance with the National Interstate Compact on the Supervision of Adult Offenders ; the Mandatory Sentences Task Force of the House of Representatives, which was established to review the status of mandatory sentences on Pennsylvania; and the Task Force on Geriatric and Seriously Ill Offenders, which was established by Resolution 149 to review the status of these inmates in the state correctional facilities. All of these efforts provide OVA the opportunity to provide relevant victim input into the issues related to the criminal adult and juvenile justice systems.

Sexual Offenders ASSESSMENT BOARD



Diane Dombach
Executive Director

Ms. Dombach is a licensed psychologist, with a bachelor's degree in psychology and a master's degree in clinical psychology from Millersville University. She began her career in 1971 in Lancaster County Probation and Parole, where she served for many years as Deputy Director. While at Lancaster County P&P, she served as Chairperson for the Domestic Violence Task Force, was a board member of the Mental Health Association, was a co-founder of Harb-Adult, Inc., a transitional living facility, and served as the P&P liaison to community organizations. Ms. Dombach has worked as a counselor for Crisis Intervention, as a psychologist for employee assistance programs, and has maintained a private practice in psychology. She was appointed Executive Director of the SOAB in 1997.

The Sexual Offenders Assessment Board (SOAB), created through a joint effort of the General Assembly and the Governor's Office following a Special Session on Crime, was originally established under Act 24 of 1995, becoming what is commonly known as "Megan's Law." The law calls for the registration and assessment of all sex offenders convicted under the law. Following a Pennsylvania Supreme Court decision, *Commonwealth v. Williams*, all portions related to the classification of Sexually Violent Predator (SVP) were struck down. The Legislature restored "Megan's Law" under Act 18 of 2000, and effective July 8, 2000, the SOAB was again assessing convicted sex offenders as well as evaluating sex offenders referred for assessment prior to parole consideration by the Pennsylvania Board of Probation and Parole (PBPP).

A number of the provisions of Act 18 were challenged as unconstitutional; however, on September 24, 2003, the Pennsylvania State Supreme Court upheld all the major provisions of the new law. As a result, the Sexual Offenders Assessment Board began to receive court orders for assessments from county courts that had previously ruled certain provisions of the new law as unconstitutional.

The SOAB is responsible for conducting assessments of certain convicted sex offenders in order that the court may determine if they meet the legal criteria for Sexually Violent Predator (SVP) classification, and therefore be subject to lifetime annual registration (on a quarterly basis), lifetime counseling (approved by the SOAB), and community notification. The SOAB assessment for the PBPP, an independent expert opinion, does not address the classification of SVP, but instead focuses on issues related to the risks, treatment, and management needs posed by the individual sex offender being considered for parole.

Statute requires that the SOAB be comprised of psychiatrists, psychologists, and criminal justice professionals, all experts in the evaluation and treatment of sexual offenders. The SOAB members are appointed to four-year terms by the Governor. During this reporting period, the SOAB had a total panel complement of 69 members.

Sexual Offenders ASSESSMENT BOARD

The SOAB is administered by an Executive Director, and supported by an administrative staff and investigators. The SOAB is housed under the PBPP by statute for support services.

SOAB Growth

The SOAB assessed 668 sex offenders in FY 02-03 and 814 sex offenders in FY 03-04, bringing the total number of sex offenders assessed since July 8, 2000 to 2,704. Orders for assessments have been received from 66 of the 67 counties. The SOAB completed 534 referrals in FY 02-03 and 493 referrals in FY 03-04 from the Board, bringing the total number of PBPP pre-parole offender referrals to 1,777.

During the last two years, SOAB has increased its staff to include 14 investigators and 5 investigator supervisors, who are strategically located in six sites throughout the Commonwealth to enable the SOAB to respond to geographically fluctuating referrals in the most efficient manner. To support this increased investigator staff compliment, SOAB has also increased its administrative support staff to 8, with new administrative staff positions added to the SOAB Regional Offices in Norristown, Scranton, and Franklin.

Highest Standards for Assessment

In addition to the investigator and administrative staff members, a fulltime psychologist facilitates the work of the SOAB members on a daily basis, through the critique of all assessments for adherence to SOAB standards. The psychologist also consults with all SOAB members and assists in their ongoing training. The psychologist is an expert in the evaluation and treatment of sexual offenders, including certification in the administration of the Hare Psychopathy Check List-Revised (PCL-R), a status achieved by few professionals nationwide.

The SOAB uses only tests and instruments relevant to the assessment at hand, and

meeting the appropriate scientific standards. The SOAB, through the work of a national research expert, has established the reliability and validity of two such instruments on a Pennsylvania population. The SOAB and its staff continue to formally train quarterly, including training with national and international experts in the field of sexual deviance. The SOAB most recently trained with David Delmonico, Ph.D.; D. Richard Laws, Ph.D.; David Thornton, Ph.D.; R. Karl Hanson, Ph.D.; Robert A. Prentky, Ph.D., William L. Marshall, Ph.D.; and Anna Salter, Ph.D. All are international experts in the field of sex offender behavior and assessment. To provide additional information and instruction to its board members, the SOAB has expanded its regular quarterly training to one and one-half day meetings.

Community Outreach

To facilitate the work of the SOAB and enhance community safety, the SOAB has continued distribution of the work of the Community Notification/Community Education Committee by providing copies of the "Megan's Law" video and brochures to various community agencies throughout the state. To make the video available to the public, the entire video has been placed on the "Megan's Law" website and may be viewed in either Real Player or Windows Media Player formats.

The Executive Director and staff of the SOAB have conducted training with a variety of agencies and organizations, including members of the court, defense and prosecutors, Children and Youth, probation and parole, victim advocates, police, and treatment providers. SOAB training is designed to enhance both knowledge of Pennsylvania's "Megan's Law," and overall broader knowledge of the appropriate assessment, treatment, and management of sex offenders, including potentially dangerous behaviors exhibited by sex offenders.

Sexual Offenders ASSESSMENT BOARD

Pennsylvania as a Leader

The SOAB continues to distinguish itself as a program of excellence by utilizing a Board of experts whose work is reviewed by a qualified psychologist and whose assessment is made from a thorough investigation spanning the offender's lifetime. No valid and reliable assessment of any sex offender can be made without extensive information provided beyond the "self-report" of the sex offender. The SOAB investigation provides such information, gathered by a staff of investigators qualified to conduct such investigations. The Executive Director continues to attend, train, and consult with national and international experts, maintaining the scientific edge necessary to conduct the work of the Board.

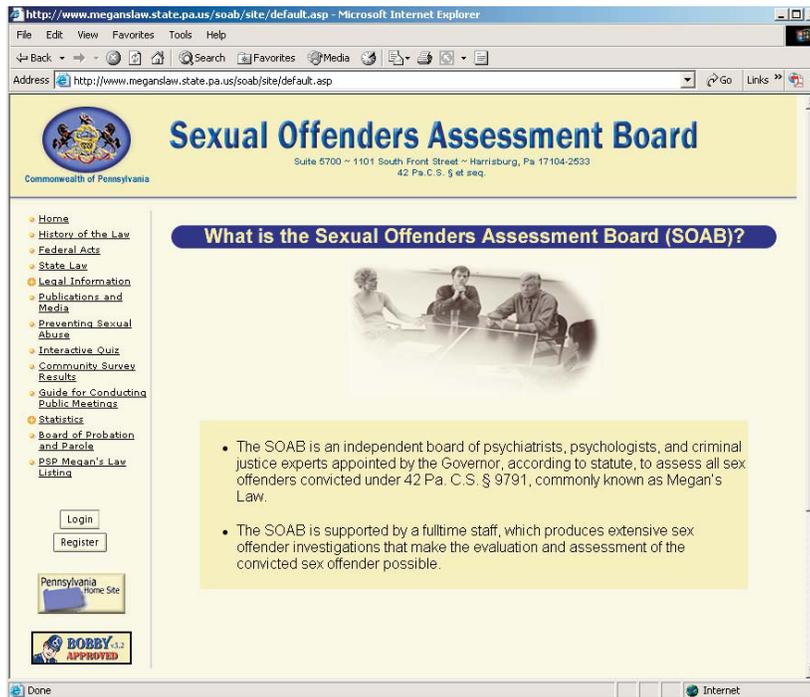
A significant challenge for the SOAB remains the ongoing collaboration among "stakeholders" in the field of sexual deviance – including probation and parole agencies, corrections, treatment providers, the court, community organizations, and citizens – towards achieving the effective management of sex offenders in the community.

For more information on the work and programs of the SOAB,

visit the website at:

www.meganslaw.state.pa.us

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County Probation and Parole Officers' FIREARM EDUCATION AND TRAINING COMMISSION

The Commission was established by Act 158 of 1994 to provide a uniform firearms training program for county probation officers. The Commission is charged with educating and training county probation officers in the use of firearms, and is funded through fees collected by the counties. The Board is responsible for providing support functions to the Commission.

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Chester A. Kope
Executive Director

Mr. Kope received his Bachelor's Degree in Public Administration at Pennsylvania State University. He began his career with the Commonwealth as a Houseparent at Loysville Youth Development Center in Loysville, PA. He then worked as a unit supervisor for the Bureau of Support Services in the Department of Public Welfare. In October 1997, Mr. Kope was selected to be the Commission's Executive Director. He is also a member of the following organizations: Adult Chiefs Association, Pennsylvania Association on Probation, Parole, and Corrections, International Association of Law Enforcement Instructors, International Law Enforcement Educators and Trainees Association, and the American Society for Law Enforcement Training.

A Full Range of Training Opportunities

During this reporting period, the Commission provided Basic Firearms Training to nearly 71 county adult and juvenile probation officers. Basic training provides 49 hours of instruction including classroom instruction on:

- Authority and Jurisdiction
- Use of Force
- Firearms Law
- Introduction to Firearms
- Shooting Fundamentals
- Firearms Safety and Care

The classroom training is followed by four days of range instruction, concluding with each officer shooting a qualification course of fire. All officers that are certified by the Commission to carry a firearm are required to attend 12 hours of advanced training annually. The officers are also required to shoot the Commission's requalification course of fire annually between April 1 and October 31.

County Probation and Parole Officers' FIREARM EDUCATION AND TRAINING COMMISSION

Continuing Education Courses

The Commission provided an In-Service Firearms Training program to 650 probation and parole officers. The In-Service Firearms Training is a one-day course that includes classroom training on "Officer Mindset," and range instruction including:

- Skills Development
 - Immediate Action/Malfunctions Drills
 - Tactical Exercises
 - Qualification Course of Fire
- Simunition
 - Wounded Officer/One Handed Weapons Operation
 - Critical Incident/Report Writing

In addition to the In-Service Firearms Training Course, the Commission has developed the following three additional advanced firearms training courses that will be offered to the county probation and parole officers during the next fiscal year:

Basic Firearms Training Academy

The 25th Basic Firearms Training Academy was conducted at the Allegheny County Police Academy Range in Pittsburgh, PA from July 30 to August 2, 2002. Matthew Gilhousen of Jefferson County Juvenile Probation took TOP GUN honors.



Firearms Instructor Keith Trohoshe presents Matthew Gilhousen with the Top Gun Award



The 25th Basic Firearms Training Academy Class



The 25th Basic Firearms Training Academy Instructors

The instructors provided a great training. The Commission thanks them for their assistance, and their counties/agencies for allowing them to participate.

Visit Us

For more information about our work
and programs, visit us on-line:

Pennsylvania Board of Probation and Parole
www.pbpp.state.pa.us

The Sexual Offenders Assessment Board
www.meganslaw.state.pa.us

The Office of the Victim Advocate
www.o.va.state.pa.us

County Probation and Parole Officers Firearm Education
and Training Commission
www.fetc.state.pa.us

Mailing Addresses

FIELD AND INSTITUTIONAL OFFICES

Central Region Offices

Central Region Office
901 North Seventh Street
Rear Building, Suite 301
Harrisburg, PA 17102

Allentown District Office
2040 South 12th Street
Allentown, PA 18103

Reading Sub-Office
Reading State Office Building
633 Cherry Street
Reading, PA 19602

(Berks, Bucks, Lehigh, Northampton, and Schuylkill counties)

Harrisburg District Office
1303 North 7th Street
Harrisburg, PA 17102

Chambersburg Sub-Office
630 Norland Avenue
Chambersburg, PA 17201

Lancaster Sub-Office
635 Union Street
Lancaster, PA 17603

York Sub-Office
53 East Market Street
York, PA 17401

(Adams, Cumberland, Dauphin, Franklin, Juniata, Lancaster, Lebanon, Perry, and York counties)

Scranton District Office
430 Penn Avenue
Scranton, PA 18503

(Carbon, Cloumbia, Lackawanna, Monroe, Pike, Susquehanna, Wayne and Wyoming counties)

Williamsport District Office
450 Little League Boulevard
Williamsport, PA 17701-4996

(Bradford, Centre, Clinton, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Tioga, and Union Counties)

SCI Camp Hill
P.O. Box 8837
Camp Hill, PA 17001-8837

SCI-Coal Township
1 Kelley Drive
Coal Township, PA 17866-1020

SCI-Dallas
1000 Follies Road
Dallas, PA 18612-0286

SCI-Frackville
1111 Altamont Boulevard
Fackville, PA 17931-2699

SCI-Mahanoy
301 Morea Road
Frackville, PA 17932

SCI-Muncy
P.O. Box 180
Muncy, PA 17556-0180

SCI-Retreat
660 State Route 11
Hunlock Creek, PA 18621

SCI-Rockview
Box A, R.D. 3
Bellfonte, PA 16823-0820

SCI-Waymart
P.O. Box 256, Carbondale Road
Waymart, PA 18472-0256

Quehanna Motivational
Boot Camp
State Route 1101
HC Box 32
Karhaus, PA 16845

Eastern Region Offices

Eastern Region Office
Philadelphia State Office Building
Room 1005
1400 Spring Garden Street
Philadelphia, PA 19130

Chester District Office
701 Crosby Street-Suite C
Chester, PA 19013

Norristown Sub-Office
1961 New Hope Street
Norristown, PA 19401

Eagleville SAVE Unit
100 Eagleville Road, P.O. Box 45
Eagleville, PA 19408-0045

(Chester, Delaware, and Montgomery Counties)

Philadelphia District Office
State Office Building, 14th Floor
1400 Spring Garden Street
Philadelphia, PA 19130

Northeast Division
990 Spring Garden Street
Lower Level
Philadelphia, PA 19123

West Division
5828-38 Market Street
Philadelphia, PA 19139

Northwest Division
220-B Cheltenham Avenue
Philadelphia, PA 19144

South Division
State Office Building, 14th floor
1400 Spring Garden Street
Philadelphia, PA 19130

Mailing Addresses FIELD AND INSTITUTIONAL OFFICES

County Wide Division
State Office Building, 14th floor
1400 Spring Garden Street
Philadelphia, PA 19130

SCI-Chester
500 East Fourth Street
Chester, PA 19013

SCI-Graterford
Box 246
Graterford, PA 19426-1610

Philadelphia County Prison
House of Correction, 2nd Floor
8001 State Road
Philadelphia, PA 19136-2997

Western Region Offices

Western Region Office
1403 State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222-1210

Altoona District Office
Cricket Field Plaza
1304 7th Street-Rear
Altoona, PA 16601-4702

(Bedford, Blair, Cambria, Clearfield,
Fulton, Huntingdon, Indiana, Jefferson,
Mifflin, and Somerset Counties)

Erie District Office
221 E. 18th Street
Erie, PA 16503-1971

(Crawford, Erie, McKean and Warren
counties)

Mercer District Office
P.O. Box 547
Creekside Office Complex
8362 Sharon/Mercer Road
Mercer, PA 16137-0547

Butler Sub-Office
207 Sunset Drive
Suite 1
Butler, PA 16001

Franklin Sub-Office
1272 Elk Street
Franklin, PA 16323-9998

(Armstrong, Butler, Cameron, Clarion,
Elk, Forest, Lawrence, Merer and Venago
counties)

Pittsburgh District Office
6260 Broad Street
Pittsburgh, PA 15206-4002

Beaver Falls Sub-Office
600 Sixth Street
Beaver Falls, PA 15010-4625

Greensburg Sub-Office
333 Harvey Avenue
Greensburg, PA 15601-1911

Mon-Valley Sub-Office
335 Fifth Avenue
McKeesport, PA 15132-2606

North Shore Sub-Office
1121 West North Avenue
Pittsburgh, PA 15233-1933

(Allegheny, Beaver, Fayette, Green,
Washington, and Westmoreland counties)

SCI-Albion
10745 Route 18
Albion, PA 16401

SCI-Cambridge Springs
451 Fullerton Avenue
Cambridge Springs, PA 16403-1238

SCI-Cresson
Old Route 22, P.O. Box A
Cresson, PA 16699-0001

SCI-Fayette
50 Overlook Drive
Labelle, PA 15450-1050

SCI-Forest
1 Woodland Drive
P.O. Box 307
Marienville, PA 16239

SCI-Greene
169 Progress Avenue
Waynesburg, PA 15370-8608

SCI-Greensburg
R.D. 10, Box 10
Greensburg, PA 15601-0010

SCI-Houtzdale
P.O. Box 1000
Houtzdale, PA 16698-1000

SCI-Huntingdon
1100 Pike Street
Huntingdon, PA 16654-1112

SCI-Laurel Highlands
5706 Glades Pike
Somerset, PA 15501-0631

SRCF-Mercer
801 Butler Pike
Mercer, PA 16137-9651

SCI-Pine Grove
189 Fyock Road
Indiana, PA 15701-6542

SCI-Pittsburgh
Box 99901
Pittsburgh, PA 15233-0901

SCI-Smithfield
1120 Pike Street
Huntingdon, PA 16652-0999

SCI-Somerset
1590 Walters Mill Road
Somerset, PA 15510-0001

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