

<p><b>Commonwealth of Pennsylvania</b></p>  <p><b>Pennsylvania Board of Probation and Parole</b></p>	<p><b>Volume III Chapter 4</b></p> <p><b>Procedure 4.01.21</b></p>	<p><b>Date Revised: Replaces 4.20 12/01/2004 02/01/06; 01/14/08</b></p>
<p><b>Chapter Title SUPERVISION, REENTRY</b></p>		<p><b>Date Issued: 2/13/15</b></p>
<p><b>Subject SUPERVISION USE OF CITIZENS</b></p>		<p><b>Effective Date 2/27/15 PUBLIC</b></p>

I. AUTHORITY

The chairman of the board is granted the authority to “[d]irect the operations, management and administration of the board” and to “[p]erform all the duties and functions of chairperson, including organizing, staffing, controlling, directing and administering the work of the staff.” 61 Pa.C.S. § 6112 (a)(1) & (a)(4).

II. PURPOSE

This procedure explains the recruitment, **selection, training, term of service, termination of services, definition of tasks, responsibilities, accountability and authority of** citizens to assist in the mission of probation **and** parole supervision.

III. APPLICABILITY

This procedure is applicable to all board staff and volunteers.

IV. DEFINITIONS

All definitions are located in Procedure 4.01.01.

V. POLICY

It shall be the policy of the board to recruit and retain citizen volunteers whose diversity is reflective of their communities. The board recognizes that citizen volunteers add value to **probation and parole supervision** by augmenting and enhancing community engagement. Prospective citizen volunteers shall be subject to background investigations. **Prior to assignment**, all citizen volunteers shall **complete a documented orientation and/or training program**. Upon placement, all citizen volunteers **are required to have supervision when involved in board programs or engaged in direct contact with offenders**.

VI. PROCEDURE

A. Citizens Advisory Committee

1. Responsibilities

Each district director/designee is responsible to establish a citizens' advisory committee composed of volunteers from the district to meet periodically and:

- a. Advise the board of the issues and concerns of the citizens of this commonwealth regarding probation and parole.
- b. Inform the citizens of the commonwealth regarding probation and parole and functions of the board.
- c. Assist the district staff in discharging their duties.
- d. Review **public policies/procedures** and established programs of the board.
- e. Explore innovative administrative and programmatic ideas.
- f. Develop community resources that may assist offenders with their adjustment.

2. Committee Size, **Recruitment**, Selection and Composition

Each district's citizens' advisory committee shall consist of at least **seven (7)** members and no more than **fifteen (15)** members. The district director/designee, who serves as an ex-officio member of the committee, shall select committee members. Committee member **recruitment and selection** shall provide for representation as listed below.

- a. Male/female, ethnic and minority representation consistent with the general **cultural and socioeconomic segments** of the district.
- b. Representation, as feasible, from each of the counties in the district.
- c. Representation from the following categories are suggested:
  - 1) Non-professionals, such as students, retired persons, blue-collar workers and union representatives.
  - 2) Professionals (non-criminal justice), such as teachers/professors, social service workers, clergy and business persons.
  - 3) Professionals (criminal justice), such as district attorneys, judges, chief probation officers and wardens.
  - 4) Ex-offenders (must not be under supervision while serving in this capacity).
  - 5) Victims of crime or advocates.
  - 6) Organizational representatives from social clubs, political action groups and prison societies.

7) Parole supervision staff.

- d. All interested parties must complete a Citizen **Volunteer** Application (**PBPP-16**). Applications will be forwarded through the chain of command to the **Office of Internal Affairs at [PM, PBPP IA](#) for completion of a criminal history record check.** The district director/designee will then determine whether to accept the applicant as a volunteer/mentor.

3. Terms of Office

Committee members shall be appointed for two **(2)** calendar year terms and may be reappointed for additional terms.

4. Termination of Service

**Committee members shall agree to self-disclose any circumstances which result in a conflict of interest between themselves and his/her responsibilities as a Citizen Advisory Committee member to the district director. The examples cited below are provided as a general guideline and are not inclusive:**

- a. **Shall not represent or act as an agent for any private interest, whether for compensation or not, in which the commonwealth has a direct or substantial interest.**
- b. **Shall not conduct operations or activities that are regulated by the commonwealth.**
- c. **Shall not be engaged in proceedings before the commonwealth or in court proceedings in which the commonwealth is an adverse party.**
- d. **Formally charged with criminal conduct and has been arrested or named as a defendant in an indictment or in the case of a private complaint, the complaint has been approved by the prosecuting attorney.**

5. Officers - Selection, Terms and Responsibilities

The committee members shall select a chairperson and vice chairperson from among its members to serve one-year terms, and they may succeed themselves for additional terms. The district director/designee may provide a recording secretary for all meetings by naming a parole supervision staff member to serve in this capacity.

The chairperson shall be responsible to conduct the committee meetings and, together with the district director/designee, prepare a meeting agenda before each meeting. The vice-chairperson shall perform the chairperson's duties when absent.

6. Committee Meetings

A meeting of the district committee shall be held at least four times each calendar year. The **recording** secretary shall record and prepare written minutes of each committee meeting. The district director/designee shall be responsible to circulate the minutes to committee members, all regional directors, Policy and Legislative Affairs Office director and to the Communications Office director.

**The regional director shall review the minutes from their districts' Citizen Advisory Committee meetings. Innovative practices and issues of significance shall be shared with the deputy executive director of Field Probation and Parole Supervision.**

#### 7. Committee Guidelines

Committees should strive to provide assistance to the district by:

- a. Developing good public relations.
- b. Developing employment opportunities for offenders.
- c. Developing contacts with community service agencies to provide needed services to offenders.
- d. Provide advice and develop position papers on issues relating to agency operations.
- e. Provide input into the evaluation of agency services.
- f. Review and support, when possible, legislation to improve probation and parole services.

#### 8. Statewide Meetings of Committee Representatives

A statewide meeting of the chairperson, or designee and one other committee member from each of the district committees shall be held twice each year, within budgetary constraints. The meetings shall include the board chairman and board members, when possible, the **deputy executive directors** and other appropriate staff. Committee members' expenses for attendance at these meetings will be provided by the agency. The purposes of the meetings are to:

- a. Hear reports on the work of the agency and its staff during the preceding months.
- b. Review pending legislation relating to probation and parole.
- c. Discuss and provide input on proposed new programs relating to the work of the agency.
- d. Report on the work of the individual committees since the last statewide meeting.

## B. Citizen Volunteer Ride-Around Program

The Citizen Volunteer Ride-Around Program is designed to provide citizen volunteers an understanding of the many faceted duties performed by parole agents in the field. Citizen volunteers may participate in educational ride-around exercises with parole supervision staff. Citizen volunteers must sign the Citizen Volunteer Ride-Around Program Waiver (**PBPP-16A**) prior to participation. Citizen volunteers must **also** agree to a background check prior to participation in the program.

## C. Citizen Volunteers/Mentors

Volunteers/mentors are "people who care about people." They give their service to help make the public aware of correctional problems and actively engage themselves in helping to reintegrate offenders into the community.

### 1. Program Responsibility

Parole supervision staff should:

- a. Develop a working relationship with volunteers/mentors.
- b. Carefully identify the tasks, which the volunteer can do.
- c. Provide the environment, if possible, which will enable the volunteer to use their unique abilities.
- d. Keep the volunteer informed of pertinent information, as permitted by law, about the offender.
- e. Provide encouragement and direction to the volunteers/mentors.

### 2. Recruitment and Selection of Volunteers/Mentors

Parole agents, because of their many community contacts and knowledge of particular needs of offenders, should be prime recruiters of volunteers and mentors. They should be recruited from all age groups, races and vocations.

All potential volunteers/mentors must complete a Citizen Volunteer Application (PBPP-16). Applications will be forwarded through the chain of command to the **Office of Internal Affairs at [PM, PBPP IA](#) for completion of a criminal history record check.** The district director/designee will then determine whether to accept the applicant as a volunteer/mentor.

### 3. Ex-Offenders as Volunteers/Mentors

Because of past experience, ex-offenders may serve as volunteers/mentors. As with all volunteers, ex-offenders will need to be carefully screened so that only those who will have a positive influence on offenders will be selected. Ex-offenders and offenders currently under supervision must be

recommended by the supervising parole agent, approved by the appropriate parole supervisor and district director/designee and complete the volunteer/mentor orientation program. Generally, ex-offenders who have committed violent offenses will be eliminated from serving as a citizen volunteer/mentor. However, there may be exceptions with the approval of the district director/designee. It is suggested that when the final **supervision** interview is conducted with an offender who has been especially positive and cooperative during the period of supervision, the offender should be encouraged to participate in the citizen volunteer/mentor program.

#### 4. Training of Volunteers/Mentors

All volunteers/mentors must complete a **documented** orientation program as prescribed by the board so they will have a better understanding of the board and its offenders. This orientation shall deal with at least the following:

- a. The criminal justice system.
- b. The work of the board, including the role of the parole supervision staff.
- c. Understanding the offender.
- d. The **tasks**, responsibilities, **accountability and authority** of the volunteers/mentors.

#### 5. Liability

A person interested in becoming a volunteer must:

- a. Agree in writing to abide by all agency policies, particularly those relating to security and confidentiality of information.
- b. Complete a Citizens Volunteer Application (PBPP-16), which includes a statement relieving the board of any injury or liability claims.
- c. Be informed that professional services, such as medical, psychological, **psychiatric**, etc. may only be performed by certified or licensed **professionals**.

#### 6. The Roles of Volunteers/Mentors

Volunteers/mentors are assigned to an offender on a one-to-one basis and take on the role of friend, supporter and advocate. Some volunteers/mentors may possess special skills or abilities to provide needed services for offenders. It is expected that volunteers/mentors will meet routinely with the assigned offender and provide feedback to the parole supervision staff as to their interactions with the offender.

#### 7. The Use of Volunteers/Mentors

- a. The use of the volunteer/mentor is determined as part of the individualized treatment plan for the offender. The decision to utilize a volunteer/mentor with a particular offender may be determined by board staff as follows:
    - 1) The institutional parole staff as part of the pre-parole summary and treatment plans.
    - 2) The board member or hearing examiner, based upon the interview with the prospective offender, and may be specified as a special condition of parole, if deemed advisable.
    - 3) The parole supervision staff investigating the pre-parole plan.
    - 4) The assigned parole agent in developing or modifying the offender's supervision plans.
  - b. In all cases, the recommendation for the use of a volunteer/mentor should include specific objectives for the volunteer/mentor to achieve in working with the offender.
8. Assignment of Volunteers/Mentors
- a. Generally, a volunteer/mentor should be assigned to an offender when it is considered that there is a need for another positive influence in the life of the individual, to assist the parole supervision staff in meeting some specific problems of the offender, and to provide added support for the offender without requiring additional contacts by the parole agent.
  - b. The descriptions of offender situations below provide direction to determine the most appropriate times to assign a citizen volunteer/mentor to an offender:
    - 1) Offenders returning to a living situation that is considered a poor environment.
    - 2) Offenders returning to a community with few friends, weak family ties or a completely new community.
    - 3) Offenders whose residence is located in a remote area.
    - 4) Offenders who have developed patterns of dependency on alcohol or other drugs.
    - 5) Offenders who have special needs in their educational development or job skills.
    - 6) First time offenders with non-violent crimes.
    - 7) Offenders who have a history of difficulty adjusting to authority.

- 8) Female offenders returning to children, particularly where there is no support in the home.

#### 9. Terminating Volunteer Assignments

The volunteer/mentor assignment should be terminated when:

- a. The relationship between the offender and the volunteer/mentor does not appear to be useful and positive.
- b. The offender demonstrates a satisfactory adjustment to parole and need for the volunteer/mentor no longer exists.
- c. The offender is recommitted to prison and the location of the institution makes it impractical for the volunteer/mentor to relate personally to the offender.

#### 10. Responsibilities of the Parole Agent

Parole supervision staff is key to a successful program that develops a team concept with the volunteer/mentor and the offender. A parole agent should use not more than ten (10) active volunteers / mentors. Responsibilities of the parole agent are to maintain periodic contacts with the volunteer/mentor to secure information about the progress of the relationship and the attainment of objectives of the offender's supervision plan. The parole agent should report any significant relationships or activities between the offender and the volunteer/mentor and review the effectiveness of the assigned volunteer/mentor at least once a year in the Supervision Plan/Report (PBPP-22).

#### 11. Responsibilities of District Director/Designee

The district director/designee is an important key in the attitude of the parole agent in the use of volunteers/mentors. Support and encouragement from the district director/designee usually make the parole agent more receptive to working with volunteers/mentors. Responsibilities of the district director/designee include:

- a. Direct parole supervision staff regarding the effective use of volunteers/mentors.
- b. Assist parole supervision staff in determining which offenders are to have volunteers/mentors assigned.
- c. Generate a listing of community resource volunteers/mentors.
- d. Provide initial and ongoing parole supervision staff training in the use of volunteers/mentors in cooperation with the Bureau of Human Resources, Training Division.

- e. Provide suggestions, program materials, etc., for in-service training and orientation of volunteers/mentors and provide leadership for some of these sessions.
  - f. Assist in the recruitment of volunteers/mentors.
  - g. Be available to assist in maintaining and developing good public relations in the community.
  - h. Maintain periodic contact with active volunteers/mentors.
12. Responsibilities of the **Deputy Executive** Director of **Field** Probation and Parole Services

The **deputy executive** director of **Field** Probation and Parole **Supervision**, or designee(s), is responsible for the overall direction and implementation of the Citizen Volunteer/Mentor Program, including the responsibilities listed below:

- A. Prepare needed supportive materials, such as a volunteer/mentor recruitment brochure and volunteer/mentor orientation materials.
- B. Coordinate the volunteer/mentor program within the Office of **Field** Probation and Parole **Supervision**.
- C. Assign Bureau of **Standards and Accreditation** to review case folders during their inspection visits, to determine if volunteer/mentor procedures are being followed and to make recommendations for improvements, as necessary.
- D. Coordinate the development and implementation of cooperative volunteer/mentor programs with other agencies, particularly the Department of Corrections.
- E. Assigns the Bureau of **Standards and Accreditation** to oversee the Citizen Volunteer/Mentor Orientation Program and the **Office of Internal Affairs** to conduct criminal history records check on Citizen Volunteer Application (PBPP-16).

VII. SUSPENSION DURING AN EMERGENCY

This procedure may be suspended during an emergency at the sole discretion of the chairman.

VIII. RIGHTS UNDER THIS PROCEDURE

This procedure creates no rights under law.

IX. RELEASE OF INFORMATION AND DISTRIBUTION PROCEDURE

- A. This procedure does not contain information that impacts the security of board staff or parolees and may therefore be released to the public.
- B. This procedure is to be distributed to all board staff.

II. CROSS REFERENCES

A. Statutes

1. Federal

None.

2. State

**61 Pa.C.S. § 6112 (a)(1) & (a)(4)**

B. Board Policies

**Board Minutes October 5, 1973**

C. American Correctional Association Standards

- 1. **4-APPFS-1C-03**
- 2. **4-APPFS-1C-04**
- 3. **4-APPFS-1C-05**
- 4. **4-APPFS-1C-06**
- 5. **4-APPFS-1C-07**
- 6. **4-APPFS-1C-08**

D. Management Directives

None.

E. Report of the Reentry Policy Council

None.