



State of Indiana
Indiana Department of Correction

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**POLICY AND ADMINISTRATIVE
PROCEDURE**
Manual of Policies and Procedures

Title
COMMUNITY CORRECTIONS RESIDENTIAL SERVICES

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5 IC 11-10-8-1 <i>et seq.</i>	00-02-301 01-07-101 01-04-101 02-04-101 01-04-104 04-01-104	ACA: Standards for Adult Community Residential Services

I. PURPOSE:

The purpose of this policy and administrative procedure is to establish the development and delivery of services for Residential Services in Contractual Community Corrections Agencies (CCA).

II. POLICY STATEMENT:

The transition of residents from incarceration to the community requires attention to relevant Re-Entry planning (i.e., appropriate housing, sustainable employment, reliable transportation, and positive social support systems) balanced against maintaining an appropriate level of supervision necessary to maintain public safety.

CCAs provide a variety of opportunities and case management services that will successfully link eligible residents to available resources with the communities to which they will return.

The Re-Entry process utilizes a case management approach to prepare the resident for a successful return to the community. Case management coordinates and facilitates the resident’s access to a variety of local resources, including employers, medical services, mental health or substance abuse treatment providers, family services, and faith-based organizations. CCAs shall adhere to Policy and Administrative Procedure 01-07-101, “The Development and Delivery of Re-Entry and Adult Case Management Services.”

CCAs provide for a seamless delivery of supervision and care by continuing to address the needs identified on each resident’s individualized Case Plans.

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III. DEFINITIONS:

For the purpose of this policy and administrative procedure, the following definitions are presented:

- A. DEPARTMENT: The Indiana Department of Correction.
- B. CONTRACTUAL COMMUNITY CORRECTIONS AGENCIES (CCA): A community-based facility designated to house residents in the care and custody of the Department who are participating in a paid employment endeavor in the community in preparation for release into their home communities.
- C. ESCAPE: Intentionally fleeing lawful custody
- D. FAILURE TO RETURN: Intentionally failing to return to said lawful detention following an authorized leave.
- E. INDIGENT RESIDENT: A resident who has an account balance of less than fifteen dollars (\$ 15.00) (not including any monies in the offender's/resident's Re-Entry Administrative Account) on the day of request and has not had a total of more than fifteen dollars (\$ 15.00) credited to the Trust Fund account (not including the offender's Re-Entry Administrative Account) in the preceding thirty (30) days.

IV. OPERATION OF CONTRACTUAL COMMUNITY CORRECTIONS AGENCIES

A. Physical Plant:

CCAs offer a residential program in a minimum-security correctional facility established in a community setting. The CCA shall provide a safe and secure environment for residents to receive and practice their program, as well as for the safety of the community and staff. The facility provides housing to a rated capacity of residents and shall have a defined perimeter. All access to, and egress from, the facility is controlled by staff.

Each facility must comply with applicable federal and State health, sanitation, safety, and fire laws. In addition, each facility shall provide, at a minimum, the following:

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1. Proper waste disposal;
2. Vermin and pest control;
3. Resident access to adequate facilities for personal hygiene to include: temperature controlled showers, sinks, toilets/urinals;
4. A facility that is clean and maintained in good repair with a Housekeeping and Maintenance Plan in effect;
5. A Facility Emergency Plan created and maintained which presents procedures to include:
 - a. Evacuation plans;
 - b. Evacuation drills conducted quarterly on each shift; and,
 - c. All staff trained in the implementation of Emergency Plans and Fire Prevention plans.
6. Facility has a fire protection alarm system and automatic detection system. Fire protection equipment located throughout facility;
7. Control of the use and storage of all toxic and caustic materials and ensuring all staff and residents are trained in their proper use; and,
9. Appropriate access to and use of keys, tools, and utensils, including the establishment of procedures for key and tool control.

All residents are required to maintain the overall sanitation of the facility. Residents may be assigned weekly details in the facility. These detail rosters shall be posted for all staff and residents and assigned with consideration of each resident's work schedule.

B. Staff:

1. Staffing:

Staffing for a CCA shall be consistent with the rated capacity, physical plant and procedural needs of each facility.

CCA staff shall be able to perform, at a minimum, the following:

- a. Provide a safe, secure and structured environment affording residents the opportunity to benefit from the program;
- b. Provide guidance, information and assistance necessary to effectively identify and address risk factors and program goals;
- c. Assist each resident in the establishment of an effective release plan;

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- d. Provide necessary medical treatment as stated in amendment document “Requirements for a Work Release Center,” Exhibit D (Attachment);”
- e. Provide food service to all residents as stated in amendment document, “Requirements for a Work Release Center,” Exhibit D (Attachment); and,
- f. Provide necessary administrative support functions such as fiscal responsibilities.

2. Training:

All new employees with resident contact shall receive orientation and training that includes on the job training at the CCA.

C. Resident Classification:

If it is determined that a resident’s placement is inappropriate for any of the following reasons, assigned staff shall initiate procedures for the immediate removal of the resident from the CCA.

1. Administrative Transfer

- a. Presents threat to the security of the facility
- b. Presents threat to the community – verified community concerns

2. Disciplinary Transfer

- a. Disciplinary Hearing Board sanction
- b. Pending results of an Investigation

3. Medical Transfer/Reclassification

Determined by Health Care staff to have a medical classification code other than an A or G, or mental health classification is other than an A or B.

A Transfer Report shall be approved by the Facility Head or designee and faxed immediately to the Central Office Division of Classification. If approved by the Division of Classification, State Form 1736, “Transfer Authority,” shall be completed.

D. Resident Accountability:

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It is the responsibility of all staff members to account for all residents under their supervision at all times. Minimally, four (4) formal counts, not including emergency counts and informal census counts, shall be conducted in a twenty-four (24) hour period and shall be established in the facility's operating procedures.

The CCA shall provide written policy and procedures on resident accountability and security inspections.

The CCA shall have an accountability program that ensures every resident is accounted for while in the facility, at work assignments, and in all other activities outside the facility. The CCA shall have a security inspection plan that provides a safe and secure environment for both staff and residents. The expected results are that continuous resident accountability and safety are maintained through a system of reasonable and accurate controls. The CCA shall develop procedures to control the introduction of contraband; ensure the facilities safety, security, and good order; prevent escapes; maintain sanitary standards; and eliminate fire and safety hazards.

The CCA shall be able to locate and verify the whereabouts of residents at all times. Written procedures shall be established to guide staff in meeting this requirement.

E. Escape/ Failure to Return:

The CCA shall develop procedures that shall ensure the prompt detection of an escape or Failure to Return. It is a priority of the Department to demonstrate accountability for its Re-Entry Center program participants.

The Department shall be notified two (2) hours after the resident was scheduled to return from leave. The exception to the notification would be in the case of a walk-away from the facility; in that case the notification of escape shall be made as soon as staff becomes aware that the resident is not in the CCA.

Upon the resident's arrival at the CCA, he/she shall be informed of the consequences of an escape. The CCA shall develop and use a lecture presentation that communicates the importance of resident accountability, including consequences of escape and expected behavior in the community and the CCA. The presentation shall be given during the resident's admission and orientation period, within three (3) days of arrival at the facility.

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F. Searches and Shakedowns

Prohibited property is any item not issued through regular institutional channels or authorized by the CCA. Contraband is any property that is prohibited by local, State or federal laws. Any item determined to be prohibited property or contraband (or is in question) shall be confiscated and then secured.

All residents' returning to the facility shall be frisk searched. Random searches of residents' leaving the facility are expected. This is to be a thorough and routine practice. The designated staff person shall determine when a strip search is warranted.

Spot inspections are to be performed daily as a means of maintaining sanitation standards and controlling prohibited property and/or contraband.

G. The Use of Force:

Each CCA shall develop and implement a policy and procedure indicating when staff may use physical force with a resident.

H. CCA Resident Rules and Regulations:

The CCA shall provide to all staff and residents written Rules and Regulations which are unique to each facility. These rules and regulations will identify all specific areas of importance to each resident's assignment to the facility and document the procedures for each. These specific areas will include, at a minimum, the following;

1. Access to Health Care;
2. Emergency and Evacuation Procedures;
3. Personal Property;
4. Resident Dress Code;
5. Money Issues;
6. Count Procedure;
7. Disciplinary Policy;
8. Work Details;
9. Living Area;
10. Meal Procedures;
11. Entering and Leaving the Facility;
12. Recreation;
13. Visitation;

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14. Mail;
15. Laundry;
16. Telephones;
17. Consequences of Escape; and,
18. Resident Grievance Process.

Each resident shall receive a written copy of the CCA's Rules and Regulations upon arrival, and shall receive instruction during the CCA Orientation. Residents shall be advised in the Orientation that violation of these facility Rules and Regulations may result in disciplinary action. All staff shall be familiar with the established Rules and Regulations and shall enforce them in a firm, fair and consistent manner.

V. RESIDENT INTAKE:

Immediately upon arrival, the receiving staff shall check to ensure the resident's Department packet, medical packet, escape packet and transfer orders are present. State Form 23605, "Offender Transport Order," shall be signed. The following steps shall be taken immediately:

1. Conduct a search;
2. Enter the resident on the Facility count;
3. Inventory all personal property;
4. Take a photograph for the Offender Data Card and Escape File;
5. Assign the resident a bed, locker, combination lock;
6. Issue linens; and,
7. Confirm receipt of any prescription medication.

A Facility packet shall be prepared for each resident, containing all Resident Orientation Material.

VI. THE RE-ENTRY CENTER PROGRAM:

A. Programming and Resources:

The CCA shall develop and utilize a network of community resources and services, including referrals to other State and community agencies, to fulfill each resident's specific programming needs. The CCA must be able to demonstrate this is a viable network that is routinely used to assist residents. This is especially relevant when there are mental health and substance abuse concerns. The contactor shall maintain a current list of community resources (name, address and telephone number), a description

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of the service each resource provides and their working relationship with the components of the network.

When possible, the CCA shall provide local support groups (NA/AA, Faith Based Organizations) at the Re-Entry Center.

CCAs shall provide each resident the opportunity to obtain essential hygiene products through community or family resources.

Upon arrival to the CCA, a resident that is determined to be indigent shall be provided a hygiene kit.

B. Temporary Leaves:

In keeping with the goals of the CCA Program, temporary leaves are designed to allow gradual, constructive Re-Entry into the community and family settings. Temporary leaves are not to be seen as a right, but as a privilege to be earned through positive program participation. The CCA Program attempts to more closely adhere to the conditions reflected in the community and encourages responsible behavior and decision-making on the part of each resident.

Unique to the CCA setting, residents may be eligible to receive short temporary leaves for purposes related to the operation of the program. These leaves include:

1. To seek employment or make arrangements for school attendance for a period of 4 hours or less at a maximum of twice per day between 0800-1600;
2. Travel to and from an approved job or educational program;
3. To obtain medical/psychiatric/psychological services;
4. To attend weekly religious services in the community once weekly for a period of up to 3 hours to include travel time (Requires written verification from the religious facility and an approved Leave Sponsor.);
5. Home Placement Visitation to consist of one (1) pass per seven (7) days (approved by the Facility Director/Designee) for up to:
 - 8 hours if within 90 days of EPRD
 - 24 hours if within 60 days of EPRD
 - 48 hours if within 30 days of EPRD

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Eligibility requirements for a Placement Visitation Leave are as follows:

- a. Must be to the approved release placement;
 - b. The Leave Sponsor must be approved by staff;
 - c. Must have a working landline phone at the residence; and,
 - d. The resident must :
 - (1) Be in residence at the Facility for a minimum of 60 days;
 - (2) Remain current with all obligations to the program;
 - (3) Have no pending disciplinary action;
 - (4) Have completed all assigned disciplinary sanctions;
 - (5) Be currently employed for a minimum of 10 days and have worked a minimum of 30 hours the previous week; and,
 - (6) Possess adequate finances for transportation or other leave related expenses as determined by staff
6. To secure a residence or make other preparations for release or discharge;
 7. To visit an immediate family member who is seriously ill (upon confirmation);
 8. To attend the funeral (upon confirmation) of an immediate family member; and,
 9. For any other purpose the CCA determines to be in the best interest of the resident and the public.

Religious Service, Family Illness, Funeral Leaves, and Placement Visitation Leaves require approved sponsors. Prior to staff approval, all leave sponsors must meet, in person, with staff and produce a valid driver's license and proof of insurance for the vehicle used for transportation. Each sponsor shall complete State Form 55302, "Application for Temporary Leave Sponsor," to be reviewed and approved by the assigned staff. This process shall also apply to transports to job sites provided by employer/fellow employees.

All residents shall be advised of the rules and regulations applicable to leaves as follows:

1. Remain within the boundaries described on the leave. Under no circumstances shall the resident leave the State of Indiana;

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2. While on 24 hour and 48 hour Placement Visitation Leaves, residents must be at the approved leave location between the hours of 11:00 p.m. and 7:00 a.m. CCA staff shall make curfew verification checks by telephone. If staff is unable to contact the resident during this time frame, he/she shall be instructed to return to the Facility immediately when reached by staff and disciplinary action shall be taken. Call forwarding is not allowed;
3. The resident must return to the CCA before or at the time approved on the leave. Scheduling of departure/return times that interfere with count times shall not be allowed and should be prior to 8:00 p.m. unless otherwise approved. Failure to return to the CCA within the approved timeframe shall result in disciplinary action and/or possible escape charges;
4. Residents shall not be allowed to operate a motor vehicle while on Temporary Leaves. Transportation shall be provided by approved Sponsor only;
5. Residents shall not consume, possess or purchase alcoholic beverages, or enter any establishment whose primary function is the sale of alcoholic beverages while on leave;
6. Residents shall abide by all laws and Department rules and regulations;
7. Residents shall not associate with ex-residents or visit correctional facilities while on temporary leave;
8. Residents shall contact the CCA regarding any unusual circumstances occurring while on pass or leave; and,
9. CCA shall address the process to submit and approve all leaves and all procedures for release/return from leaves.

C. Employment:

At the conclusion of the orientation process, if there have been no reported behavioral or attitude problems, the resident may begin the job seeking process. Within the scope of the resident's established employment goals, staff shall assist with this process. The resident may use a variety of methods to secure employment, to include:

1. Local newspaper want ads;
2. Community resources such as Work One;
3. Referrals from staff from established employers;
4. Employment agencies – if they are willing to work with the CCA; and/or,
5. Union Halls.

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The following rules shall be applicable to all job seeking leaves:

1. Residents shall not job-seek in groups;
2. Resident must proceed directly to and from his/her approved destination;
3. Employment with previous employer or with an employer that does not have a permanent work site will require approval from CCA Management;
4. Employment must be fulltime, unless prior approval received for educational or other programming purposes;
5. Employers must pay by payroll check or money order only, with all applicable taxes deducted; and,
6. All offers of employment must be referred to assigned staff.

Issues regarding transportation, permitted work hours, and location shall be addressed by each CCA.

All employment shall be approved by the CCA prior to the resident starting work. A staff member may visit the employer to determine whether it is a reputable work site, and to explain to the employer the conditions of employment, as documented on State Form 3946, "Conditions of Employment."

The resident shall be advised that all pay shall be surrendered to the CCA upon receipt. Residents are prohibited from receiving cash loans or advances from employers.

Residents shall be responsible for transportation fees to/from their job site consistent with established procedures.

CCA staff shall stay in contact with each employer and job site inspections shall be routinely done. If a resident resigns, refuses employment, is discharged from employment, or refuses mandatory overtime he/she will receive disciplinary action. The approved Supervisor shall be required to call in all schedule changes to the CCA.

Emphasis shall be placed on both the resident and employer regarding work related injuries. The employer must be covered by insurance and/or Indiana Workman's Compensation and shall be responsible for any medical treatment necessary for an injury acquired at the job site. The employer shall be instructed to contact the CCA in the event of an injury. Residents will be instructed to report all work related injuries to their employer and the facility.

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D. Resident Re-Entry Finances:

At the discretion of the Facility Head, residents may begin paying subsistence regardless of the resident's employment status.

The expense of room and board shall be established by agreement with the Department and the CCA. After thirty (30) days following arrival at the CCA, the resident shall be charged the minimum expense, regardless of the resident's employment status.

- 10% of gross = Violent Crimes Victim Compensation Fund
- Not less than 15% of gross shall be returned to the resident.

The Department expects each sentenced resident to meet his or her legitimate financial obligations. To ensure each resident is meeting those obligations the CCA shall establish a program to meet the following:

- All residents shall develop, with staff assistance, a financial plan (budget).
- Each financial plan shall be monitored effectively to ensure satisfactory progress is being made.
- Appropriate consequences shall be incurred for residents who refuse to participate in the program or fail to comply with their financial plan.

The financial plan/budget shall include the following obligations at a minimum:

- Room and Board
- Violent crimes and victim compensation fund
- Savings account

CCA facility staff shall work with the resident to facilitate sound financial practices by routinely monitoring bank statements, developing monthly budgets, and linking with local banks to deliver financial education and planning services.

E. Education:

Educational opportunities may be offered to residents through the use of community resources.

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CCA procedures shall indicate opportunities available and the procedures necessary for a resident to pursue educational goals in the program.

F. Transportation:

CCAs shall explore all options for transportation of residents to all approved leaves. Options may include:

- Family with verified license and insurance
- Employers
- Public transportation
- Walking
- Community resources
- Taxi
- Bicycles
- Automobile may be approved for employment purposes only with written permission from the DOC. Residents must have valid driver's license and proof of insurance documentation.

CCA staff shall not be responsible for transporting residents to and from their places of employment.

In cases the CCA deems a resident indigent, bus tickets may be made available for use until a resident gains employment. The resident shall be responsible for reimbursing the CCA for the bus tickets upon receiving their first paycheck.

In the event of a removal for disciplinary reasons, the resident shall remain at the contracted CCA until Department staff pick up for transfer. In cases where immediate removal is necessary, the CCA shall coordinate with local law enforcement in their jurisdiction to remove and hold the resident until Department transportation is available.

Transportation of residents eligible for the Community Transition Program (CTP) shall be provided by the CCA to the supervising agency.

VII. RESIDENT CARE AND CONSIDERATION:

A. Food Service:

The CCA shall provide food service to the resident assigned to work release in accordance with its local standards.

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B. Health Care Services:

The CCA shall provide residents an opportunity to access medical care and treatment. The intent is to assist the resident in maintaining the continuity of medical care and treatment in accordance with the requirements of the contract.

Residents that have healthcare available through their employers shall be directed to take advantage of those services. This would include visits to a doctor of his/her choice providing the resident has the resources to get to the verified appointment.

The CCA shall provide on-site emergency first aid and crisis intervention to include a first aid kit, AED, trained staff in first aid, and a procedure in place that outlines actions to be taken in the case of an emergency. The first aid kits contents shall meet the requirements set by the America Red Cross. The CCA shall provide that staff persons having routine contact with residents is certified in cardiopulmonary resuscitation (CPR).

The CCA shall have written policies and procedures regarding the control and distribution of a resident's prescribed medication.

Medical emergencies, on-going medical issues, or significant medical issues shall be reported immediately to the Director of Transitional Facilities for consideration for transport back to an IDOC Facility. Emergency medical services may be paid by the Department with approval by the Department's Chief Medical Officer.

C. Personal Property:

The CCA must determine what property a resident may possess, consistent with the resident's needs and the objectives and limitations of the CCA.

Family and friends may deliver or send necessary items. Community resources may be utilized to provide necessary items or the resident may be given the opportunity to purchase needed items.

Articles necessary for maintaining personal hygiene must be available for indigent residents, such as:

1. Soap;
2. Shampoo;

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3. Toothbrush and toothpaste (or powder);
4. Feminine hygiene items for female residents;
5. Comb; and,
6. Toilet paper.

Residents shall have access to laundry facilities and be required to maintain their clothing. Arrangements shall be made to provide and maintain bedding for all residents.

When returning a resident to the Department, CCAs shall adhere to Policy and Administrative Procedure 02-01-101, "Offender Personal Property," when preparing the resident for return.

D. Recreation:

To the greatest extent possible, consistent with the CCA's resources and space limitations, the CCA shall establish recreational and cultural activities designed to develop and maintain the physical and mental health of residents. The programs should include at a minimum:

1. Reading material;
2. Access to radio and television; and,
3. Availability of physical recreation.

E. Correspondence, Visitation and Telephone Access:

Correspondence shall be processed in a timely manner, and shall not be censored, copied, delayed or denied without written notice and authorization. A confined person may send and receive an unlimited amount of correspondence to or from any person, except from a person who is:

1. Held in a correctional facility;
2. Sentenced to a community corrections program;
3. Held in a county jail; and/or,
4. Participating in a work release program

Exceptions must be approved by the Facility Head.

In case the CCA deems a resident indigent, a designated amount of stationary and postage may be provided to the resident for a period of thirty days.

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Residents may receive visits from approved visitors, legal representatives and religious counsel at reasonable times determined by the facility. Consideration should be given to work and program schedules of residents, space limitations of the CCA. Special visits may be arranged to accommodate unique circumstances.

The CCA shall ensure that provisions are made to allow residents access to legal research materials either at the CCA or through the use of community resources so that residents may have access to the courts.

An adequate number of telephones shall be accessible to all residents to promote the transition process. Residents shall be responsible for contacting employers for interviews, and when they will be absent from work. Continued contact with family assists in the resident's program and transition efforts.

The CCA shall follow established procedures for telephone privileges, correspondence and visitation.

F. Religious and Personal Expression:

Every effort shall be made to assist the resident in establishing a religious support system in the community. Faith based organizations, such as Prison Fellowship, may assist toward this end. Residents may attend religious services in the community weekly, for a period of no more than three (3) hours.

G. Grievance Process:

Every resident shall have the opportunity to submit grievances arising from administrative acts of the Department or CCA that affect him/her adversely. The resident shall be, at a minimum:

1. Informed of the grievance procedure during the Facility Orientation;
2. Informed of the rules and policies affecting him/her;
3. Remain reasonably informed as to the status/disposition of the grievance; and,
4. Secure in the fact that no act or practice may be undertaken that would discipline or otherwise discourage or limit him/her from utilizing the grievance procedures.

H. Resident Records:

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All resident records shall be stored in a secured location, with access limited to authorized staff only. Resident records consist of:

1. Department Resident Packet;
2. Facility Resident Packet;
3. Escape Packet; and,
4. Medical Records.

Staff shall be assigned to update and maintain all records. These records must accompany the resident when transferred to a Department facility. When a resident is released from a CCA, the resident's records shall be returned to the Department for retention.

VIII. RESIDENT RELEASE:

The ultimate goal of the CCA is the successful Re-Entry of the resident into the community. Therefore, successful residents shall be released from the facility and this requires staff trained, certified, and informed in the following types of releases and the conditions unique to each type of release:

- A. Parole;
- B. Probation;
- C. Court Ordered;
- D. Interstate Compact Services;
- E. Discharges; and,
- F. Community Transition Program (CTP)

The resident's release planning begins with the establishment of the Case Plan.

The case plan is a dynamic document that follows the resident through his/her completion of parole.

Residents in need of a residence upon release shall incorporate this as a need in their case plans and budget their incomes to accrue necessary funds in their Re-Entry/Savings Account. The CCA staff in conjunction with Parole Services staff shall assist those residents being released on parole in securing an acceptable residence prior to release.

IX. APPLICABILITY:

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This policy and administrative procedure is applicable to all CCAs providing Community Re-Entry services to offenders/residents committed to the Department

signature on file
Bruce Lemmon
Commissioner

Date