

POLICY

POLICY: Community Detention (CD Policy)
NUMBER: CS-116-13
APPLICABLE TO: All Community Detention Officers, Case Management Specialists, Rapid Response Workers, their respective Supervisory Staff, and Regional Directors

APPROVED: _____ /signature on original/

Sam Abed, Secretary

DATE: _____ 8/13/13

I. POLICY

The Department of Juvenile Services (DJS) shall operate the Community Detention (CD) Program, a statewide alternative to secure detention programs that allows a youth to remain in the community on court-ordered home detention rather than being placed in secure confinement pending a court appearance. Youth in the program shall be subject to enhanced treatment and supervision through electronic monitoring, face-to-face and telephone contacts and daily telephone contacts by the Community Detention Officer. A Command Center shall provide additional electronic coverage twenty-four hours a day, seven days a week (24/7) by monitoring alerts and working with the Community Detention Officers, police, DJS Case Management Specialists, and stakeholders when violations occur. All CD employees shall monitor and follow through on all alerts 24/7.

II. AUTHORITY

Md. Code Ann., Hum. Servs., §§ 9-203, 9-204, 9-216, 9-239 and 9-241

III. DIRECTIVES/POLICIES RESCINDED

None

IV. FAILURE TO COMPLY

Failure to comply with the Department's Policy and Procedures shall be grounds for disciplinary action up to and including termination of employment.

V. **STANDARD OPERATING PROCEDURES**

Statewide standard operating procedures have been developed.

VI. **REVISION HISTORY**

| DESCRIPTION OF REVISION | DATE OF REVISION |
|--|------------------|
| New policy issued. | 8/13/13 |
| Policy renamed (EM removed from title) Procedures revised: <ul style="list-style-type: none">• New face-to-face contact requirements added• New AIM requirements added• New requirement to respond to AWOL/Escape within one hour of notification• New duty requirements added for CD Administrators• Removed requirement for Baltimore City VPI youth to be placed on EM supervision for 30 days | 11/2/15 |



Successful Youth • Strong Leaders • Safer Communities

PROCEDURES

SUBJECT: Community Detention Policy

NUMBER: CS-116-13

APPLICABLE TO: All Community Detention Officers, Case Management Specialists, Rapid Response Workers, their respective Supervisory Staff, and Regional Directors

APPROVED: _____ /signature on original/

Linda McWilliams, Deputy Secretary

DATE: _____ 11/2/15

I. PURPOSE

To establish procedures for the Community Detention (CD) program to provide a reasonable level of supervision for all youth on CD.

II. DEFINITIONS

Command Center means the center located in Baltimore City that handles and stores all of the electronic information for the CD and GPS program for the state. The Command Center is part of the CD program.

Community Detention (CD) is the program that allows youth to be served in their home and in their communities rather than in out-of-home placements by utilizing Electronic Monitoring to supervise youth.

Electronic Monitoring (EM) means voice verification (telephone call system), active electronic monitoring (anklet on the youth and transmitter in the home that allows DJS to know if the youth is in the home or away), and, in some cases, GPS (point-by-point location tracking) verification as a means of surveillance.

Global Positioning System (GPS) means a satellite-based tracking system.

Inventory Specialist (IS) means the Community Detention Officer in Baltimore City responsible for maintaining the statewide inventory of equipment for the CD and GPS programs.

Rapid Response Team (RRT) means the team of DJS employees who work in the CD and GPS programs to provide continuous program coverage during and outside of regular business hours including evenings, weekends and holidays.

Rapid Response Workers (RRW) means the DJS employees whose primary responsibilities are responding to CD alerts to ensure youth compliance, conducting CD contacts and hook ups as needed, and conducting all equipment repairs. RRW staff work evenings, weekends, and holidays to provide continuous program coverage outside of regular business hours.

III. **PROCEDURES**

A. **General Procedures**

1. CD youth are permitted to leave their residence *only* to participate in:
 - a. Educational programs;
 - b. Court hearings;
 - c. Scheduled meetings with their attorney;
 - d. Scheduled meetings with the DJS Case Management Specialist (CMS);
 - e. Scheduled treatment appointment; and/or
 - f. Activities pre-approved by the court.
2. Limited approved outings with custodian or guardian may be allowed after the initial two weeks. In addition, during inclement weather, during school closings or any unusual event, youth on the CD Program may be restricted to their home by the Community Detention Officer (CDO).
3. CD Program Levels are as follows:
 - a. Straight CD (no home phone);
 - b. Straight CD (with home phone);
 - c. Voice Verification;
 - d. Active EM (cell unit);
 - e. GPS (special cases only as requested by court); and
 - f. Protective Supervision.
4. Contact Requirements are as follows:
 - a. Straight CD (no home phone) – five (5) face-to-face contacts per week.
 - b. Straight CD (with home phone) – five (5) face-to-face and three phone contacts per week.
 - c. Voice Verification – three (3) face-to-face and three phone contacts per week. The web based system will also generate random verification calls.
 - d. Active EM (no home phone) – three (3) face-to-face contacts per week.
 - e. Active EM (with home phone) – three (3) face-to-face and three phone contacts per week.
 - f. GPS (no home phone) – three (3) face-to-face contacts per week.
 - g. GPS (with home phone) – three (3) face-to-face and three phone contacts per week.

- h. Protective Supervision – three (3) face-to-face contacts per week.

B. Individual Responsibilities

1. **The CD Regional Court Representative shall:**
 - a. Interview parent/guardian/custodian and youth, confirm their identity, review the program contract and obtain signatures from the parent/guardian/custodian and youth;
 - b. When instructed by their Supervisor, CD Administrator or the Director of CD, perform the initial hook-up of CD equipment;
 - c. Inform the CD supervisor of new case or cases where program eligibility may need to be reviewed;
 - d. Communicate with the court, youth's attorney and State's Attorney's Office matters of noncompliance that require court attention;
 - e. When instructed by their Supervisor, CD Administrator or the Director of CD, provide support to the CD Inventory Specialist by communicating equipment status via email; and
 - f. When instructed by their Supervisor, CD Administrator or the Director of CD, update CD database, open Admission folders in ASSIST, and close CD Folders when a youth is released from the CD Program.

2. **The CDO is assigned a caseload for which s/he must complete the following:**
 - a. Upon receiving a new case, the CDO shall perform the following tasks within 24 hours:
 - 1) Visit the youth's home to meet with youth and parent/guardian/custodian and confirm identity, review program guidelines, and obtain the signatures of the parent/guardian/custodian; and
 - 2) Perform the actual equipment hook-up when EM is court ordered:
 - a) A CDO shall perform hook-ups, when installation is not done at the court; and
 - b) When a youth is hooked-up at court, the CDO shall go to the home to perform the equipment range test.
 - b. Shall complete the following forms for each youth on active CD supervision:
 - 1) **CD Contact Sheet (See Appendix 1);**
 - 2) **CD Activity Sheet (See Appendix 2);** and
 - 3) **CD Time-Out Request (See Appendix 3).**
 - c. Conduct required CD Contacts
 - 1) Conduct random face-to-face contacts three times per week for assigned youth who are being monitored electronically and for youth not being monitored electronically, conduct

random face-to-face contacts five times a week for assigned youth at the youth's home or at school;

- a) contacts are to be conducted at random times;
 - b) youth will not receive prior notification as to when the contact shall occur;
 - c) contacts are to be conducted at the home, school, and/or place of employment; and
 - d) contacts shall be conducted during non-traditional hours in order to meet the supervision needs of the youth/program, ensure school and evening contacts are made, and ensure hook ups occur after court hours are completed.
- 2) Conduct daily phone contacts with all assigned youth who have a landline phone.
 - 3) Circumstances may arise when the assigned CDO is unable to see the youth due to staff approved leave, mandatory training, and/or youth approved outings, which shall be documented on the CD contact form and in ASSIST. In those cases, youth will be monitored by face-to-face, electronic or phone contact by another CDO as designated by the CD Supervisor.
 - 4) Youth who cannot be located are considered missing or whereabouts are unknown. In those cases, the CDO shall report the youth according to the local absconder notification procedures, ensure all documentation is complete, and the "Missing" alert is placed in ASSIST.
- d. Complete all documentation
- 1) A CDO shall open a CD Admission Folder for all youth in their caseload.
 - 2) A CDO shall enter ASSIST folder notes for each contact (contacts should be recorded as separate days and be completed, at a minimum, every 48 hours).
 - 3) A CDO shall complete court reports for all youth scheduled for a hearing or who have violated the conditions of the CD program. Court reports shall be submitted to the CD Supervisor for review and signature prior to sending to the CD Court Liaison and/or CMS who will be present in Court. If the youth's progress or adjustment changes after submission of the report, the CDO shall amend the report and resubmit it. The court report shall reflect all pertinent information regarding compliance and program responses imposed.
 - 4) A CDO shall document all client notes in detail in ASSIST regarding compliance and program responses

- e. Respond to EM alerts to bring the youth into compliance. When the CDO is unable to respond, the CDO shall notify the CD Supervisor.
 - f. When notified of behavior(s) that may require a graduated response, the CDO shall gather any additional information about the behavior, address the behavior with the youth and family, and, if a sanction is required, use the METS AIM System to determine the level of infraction and response to ensure the youth is held accountable and can be safely supervised in the community.
 - g. Update CMS as needed:
 - 1) The CDO shall inform the assigned CMS weekly of the youth's progress and adjustment on CD; and
 - 2) Prior to submitting any court report or imposing a sanction, including detention, the CDO shall notify the CMS via email and include information from the CMS about the youth's supervision in the CD Court Report.
 - h. When the youth is removed from the CD Program by the court, or the youth is missing or whereabouts are unknown, the CDO shall retrieve the equipment from the home within 48 hours.
3. **The Rapid Response Worker (RRW) shall support the Regions by:**
- a. Performing equipment installations for youth court ordered on CD;
 - b. Assisting with unit retrievals;
 - c. Conducting face-to-face contacts during their scheduled shift;
 - d. Conducting phone checks during their scheduled shifts;
 - e. Documenting any interaction with youth and/or parent/guardian/caregiver in ASSIST; and
 - f. Troubleshooting alerts.
4. **The CDO Inventory Specialist shall:**
- a. Maintain an accounting of all statewide inventory;
 - b. Work directly with the CD Supervisors to track equipment and needed repairs;
 - c. Work with the CD Director to ensure distribution of equipment is responsive to caseload needs;
 - d. Work with the CD Director to reconcile the monthly invoice; and
 - e. Create a weekly equipment retrieval list for each Region for any equipment not returned by the CDO within the allotted 48 hours and distribute it to the CDO's Supervisor.
5. **The Command Center**
The Command Center is a statewide 24/7 operation. The Command Center staff is responsible for monitoring every youth on electronic monitoring and voice verification. The Command Center staff shall:
- a. Report violations to the assigned CDO/CD Supervisor;

- b. Input/delete schedules, input/delete data (face sheets), enroll youth, terminate youth, reinstate youth, receive intakes, respond to intakes by making copies to place in Supervisor/CD Officer's mailbox (when applicable), place youth on the voice system (when applicable);
 - c. Respond to EM alerts by telephone or email, and troubleshoots (when necessary);
 - d. Respond to emails, faxing, emailing or scanning alerts to CD supervisors when CDO alerts are not handled within an hour;
 - e. Respond to and follow procedures for all AWOL/Escape notifications within one hour of receipt of the information;
 - f. Answer phone and relay information to appropriate staff;
 - g. Work in conjunction with RRW and CDO to notify the Watch Center by faxing court orders and necessary documentation when a youth meets the criteria for the Watch Center protocol (See **Watch Center Protocol in Appendix 4**);
 - h. In Baltimore City only, receive and file copies of court orders for youth, including orders for youth on GPS;
 - i. Receive and input the weekday schedule;
 - j. Temporarily reassign the caseload to CDO when directed;
 - k. Work in conjunction with the DJS Inventory Staff to provide support as needed;
 - l. Complete all data entry for EM equipment to enable the youth to be hooked-up;
 - m. Remain at their post until properly relieved;
 - n. Receive/log calls from centralized intake to dispatch RRW to install equipment pending the next court hearing; and
 - o. Respond and send notification as per local procedures when a youth is considered missing.
6. **The CD Supervisor shall:**
- a. Provide daily supervision of all CDO employees assigned to them in compliance with the *DJS Standards of Conduct and Disciplinary Process*;
 - b. Manage all staff leave, PEP, training, and discipline matters;
 - c. Produce monthly schedules;
 - d. Ensure staff coverage for court as well as in the field;
 - e. Work with the CD Inventory Specialist to maintain an accurate accounting of all equipment assigned to their Region;
 - f. Assign caseloads and regional boundaries that are manageable and ensure youth supervision;
 - g. Ensure staff compliance with CD required contacts utilizing daily Safe Measure Reports;
 - h. Ensure each CDO issues proper program responses when correcting noncompliance;
 - i. Review and sign all court reports prior to submission;

- j. Attend bi-weekly CD Supervisor meetings;
- k. Meet monthly with all staff under their supervision to discuss program operations and needs;
- l. Meet monthly with each individual staff under their supervision to review documentation, folder notes, caseload needs, and to conduct state vehicle inspections;
- m. Prepare special reports for the CD Director on youth's program adjustment when needed; and
- n. Manage the fleet vehicles according to DBM *Policies and Procedures for Drivers of State Vehicles* (See at: http://dbm.maryland.gov/Documents/FleetManagementServices/drivers_manual.pdf).

7. **The CD Administrators shall:**

- a. Provide direct supervision to Supervisors under their chain of command;
- b. Manage all staff leave, PEP, training, and discipline matters;
- c. Provide weekly updates to the CD Director on Safe Measures compliance;
- d. Attend regional management team meetings;
- e. Conduct monthly staff meetings for Supervisors under their chain of command;
- f. Prepare special reports for the CD Director as needed;
- g. Check all CD related databases weekly for compliance to include ASSIST, CD Access, METS, GPS vendor database, EM vendor database, and Safe Measures; and inform the CD Director of compliance issues; and
- h. Identify areas for improvement.

8. **The CD Director shall:**

- a. Provide overall CD Program management and supervision;
- b. Attend regional managers meetings to determine efficient ways of CD program implementation;
- c. Ensure all assignments and reports are submitted timely;
- d. Identify areas for improvement;
- e. Work with the CD Administrators daily to ensure youth are properly supervised and approve Detention requests;
- f. Work with the vendor to ensure accurate inventory tracking;
- g. Work with regional managers for matters of staff discipline;
- h. Work with procurement for billing purposes; and
- i. Work with the EM vendor for billing and contract matters.

C. Additional EM Utilization

In the following additional instances, electronic monitoring shall be utilized.

- 1. In *Prince George's County*, Safe Passages Program – youth may receive EM monitoring as a sanction. The Regional Director shall inform the CD Supervisor

of the need for EM supervision. These youth are required to adhere to CD Program guidelines for the duration of their sanction. The CDO shall hook up the youth and receive violation alerts. The alerts are communicated to the CMS. The CDO is responsible for the unit retrieval once the CMS has communicated that the sanction has ended.

2. *District of Columbia* and out-of-state youth ordered on CD program by the court – All Interstate Compact for Juveniles procedures shall be followed. Until interstate supervision is approved, DJS CDOs shall hook up youth at the local courthouse. These youth are required to adhere to CD Program guidelines as long as the court order states. A CDO is then dispatched to the home within 24 hours to conduct the range test for District of Columbia only. The CDO monitors the alerts and troubleshoots repairs as needed. The CDO is not required to attempt face-to-face contacts and is required to conduct phone contacts when they are scheduled and have a landline phone only. Upon receiving the case, the CS Court Liaison shall inform the CMS to initiate the Interstate Compact for Juveniles process for interstate courtesy supervision.

IV. RESPONSIBILITY

Regional Directors are responsible for implementation and compliance with this procedure.

V. INTERPRETATION

The Deputy Secretary of Operations shall be responsible for interpreting and granting any exceptions to these procedures.

VI. LOCAL OPERATING PROCEDURES REQUIRED

No

VII. DIRECTIVES/POLICIES REFERENCED

DJS Standards of Conduct and Disciplinary Process

VIII. APPENDICES

1. CD Contact Sheet
2. CD Activity Sheet
3. CD Time Out Request
4. Watch Center Protocol



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DJS POLICY AND STANDARD OPERATING PROCEDURES

Statement of Receipt and Acknowledgment of Review and Understanding

POLICY: Community Detention (CD) Policy
NUMBER: CS-116-13; *Procedures revised November 2, 2015*
APPLICABLE TO: All Community Detention Officers, Case Management Specialists, Rapid Response Workers, their respective Supervisory Staff, and Regional Directors

I have received and reviewed a copy (electronic or paper) of the above titled policy and procedures. I understand the contents of the policy and procedures.

I understand that failure to sign this acknowledgment form within five working days of receipt of the policy shall be grounds for disciplinary action up to and including termination of employment.

I understand that I will be held accountable for implementing this policy even if I fail to sign this acknowledgment form.

SIGNATURE

PRINTED NAME

DATE

SEND THE ORIGINAL, SIGNED COPY TO VERNELL JAMES IN THE DJS OFFICE OF HUMAN RESOURCES FOR PLACEMENT IN YOUR PERSONNEL



Boyd K. Rutherford
 Lt. Governor

Lawrence J. Hogan, Jr.
 Governor

Sam Abed
 Secretary

Daily Activity Sheet

DATE:

OFFICE:

CD OFFICER:

TOTAL POP:

| Time | Mileage | Location | Comments |
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Officer's Signature: _____

Date: _____



Community Detention Program

Boyd K. Rutherford
Lt. Governor

Lawrence J. Hogan, Jr.
Governor

Sam Abed
Secretary

TIME OUT REQUEST

(MUST BE COMPLETED AT LEAST 24 HOURS IN ADVANCE)

Signing this document implies that the parent/guardian will have the respondent in their presence at all times; the respondent is not to be on their own at anytime during the time-out; if the respondent does not return in the designated time an Affidavit/WRIT may be requested or sanction imposed; the respondent must have a contact and can not be out after 10:00pm everyday nor can they have consecutive days out without contact from a CD Officer.

Respondent: _____ (Please Print) Date: ____/____/2012

Contact Number: _____ - _____ - _____

Parent / Guardian: _____ (Please Print) Date: ____/____/2012

_____ (Signed Name)

Contact Number: _____ - _____ - _____

CD Officer: _____

Date Requested: ____/____/2012

Leave: ____:____ AM PM

Return: ____:____ AM PM

Date Requested: ____/____/2012

Leave: ____:____ AM PM

Return: ____:____ AM PM

Date Requested: ____/____/2012

Leave: ____:____ AM PM

Return: ____:____ AM PM

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WATCH CENTER PROTOCOL

When a youth is confirmed AWOL from CD/EM or incurs a GPS violation that requires law enforcement assistance in Baltimore City, the CD/RR Staff, Watch Center Liaison, and MYRC Command Center Staff shall adhere to the following protocol:

I. CD/RR Staff – Shall immediately notify the MYRC Command Center that the youth is AWOL or has incurred a CD/GPS violation that requires law enforcement assistance and that they are requesting a warrant. For GPS youth, it is the responsibility of CMS to request a warrant.

II. MYRC Command Center Staff – Upon notification from CD staff shall:

a. During business hours, immediately notify the Watch Center Liaison via e-mail that the youth is AWOL and provide the liaison with the youth's name, DOB, address, and PID.

Contact Info: Mark Levy

(443) 756-6180

Mark.levy@maryland.gov

b. After 4:00 PM, on holidays and on weekends, e-mail the Court Order, Field Face Sheet and Photo (if available in ASSIST) for **GPS youth** to the following:

- 1.) Kevin.Davis@baltimorepolice.org
- 2.) Dean.Palmer@baltimorepolice.org
- 3.) Scott.Gerber@baltimorepolice.org
- 4.) William.Macdonald@baltimorepolice.org
- 5.) Nicole.Demotto@baltimorepolice.org
- 6.) Watch.Center1@baltimorepolice.org
- 7.) Lisa Reynolds
- 8.) Paul Castle
- 9.) Darren Hare
- 10.) Mark Levy
- 11.) Anjelene Branch
- 12.) Dwain Johnson
- 13.) Leslie Shell
- 14.) Crystal Moore
- 15.) Leo Zilka
- 16.) DJSDLGPS-BaltimoreCity@maryland.gov
- 17.) The duty Officer of Baltimore City Police Department (BPD) Watch Center (get e-mail address when you call.)

WATCH CENTER PROTOCOL

- c. E-mail the Court Order, Field Face Sheet and Photo (if available in ASSIST) for **CD Youth** to the following:
- 1.) Kevin.Davis@baltimorepolice.org
 - 2.) Dean.Palmer@baltimorepolice.org
 - 3.) Scott.Gerber@baltimorepolice.org
 - 4.) William.Macdonald@baltimorepolice.org
 - 5.) Nicole.Demotto@baltimorepolice.org
 - 6.) Watch.Center1@baltimorepolice.org
 - 7.) Lisa Reynolds
 - 8.) Paul Castle
 - 9.) Darren Hare
 - 10.) Corliss Walker
 - 11.) Thomas Hines
 - 12.) Cheryl McCormick
 - 13.) Lisa Gibbs
 - 14.) Reginald Pinder
 - 15.) David Smallwood
 - 16.) Iesha Hemby
 - 17.) Mark Levy
 - 18.) Leslie Shell
 - 19.) Leo Zilka
 - 20.) Assigned CD Officer
 - 21.) DLCDRR_DJS@maryland.gov
 - 22.) The duty Officer at the Watch Center (get e-mail address by calling (410) 396-2640)

III. Watch Center Liaison shall:

- a. E-mail Court Order, Field Service Face Sheet and Photo (if available) to the designated BPD and DJS staff during regular business days.
- b. Prepare a BOLO wanted posted regarding the AWOL youth and disseminate via e-mail to the designated BPD and DJS staff. The Watch Center Liaison will also add the youth to the BPD BOLO database.

IV. Rescinding Watch Center

- a. For GPS youth:
 - 1) The RR Supervisor will verify with the CMSS that the WCP can be rescinded.
 - 2) The RR Supervisor will notify the Command Center using the “reply all” e-mail function advising the Command Center to rescind the WCP.
 - 3) The Command Center shall rescind the WCP.
 - 4) When the RR Supervisor is unavailable, the CD Director will do steps IV. a. (1) and (2).

WATCH CENTER PROTOCOL

- b. For CD youth:
- 1) The CD Supervisor or Iesha Hemby will verify that the WCP can be rescinded.
 - 2) The Command Center shall rescind the WCP.
 - 3) When the CD Supervisor is unavailable the CD Director will do step IV. b. (1).

SPECIAL NOTES

- The attached WCP e-mail format shall be used for all WCP notifications sent by the Command Center
- RR will ensure, when appropriate, that the GPS youth is made inactive and the file is shut down.
- For all CD unauthorized leaves where it cannot be verified the youth is AWOL, the Command Center shall delay the alert for 24 hours. If the youth returns, the alert will clear and CDO will address the violation using the appropriate CD response.
- For all CST for CD:
 - During business hours, call the Supervisor and verify the CST information. If the CD Supervisor is unavailable and does not call back in ten (10) minutes, call the CD Director.
 - On weekdays after 7:30 PM and on weekends and holidays, follow WCP immediately.
- If the BPD duty officer refuses to give their e-mail to add to the WCP, document the refusal in the WCP e-mail that is sent.
- If the DJS e-mail system is not working, the Command Center shall fax the WCP information and follow up with the WCP e-mail once it is functioning noting that a fax was sent and the time it was sent.
- WCP shall **NOT** be rescinded until the youth is apprehended and appears in court to answer to the violation(s). A supervisor, however, can override this and have the WCP rescinded if warranted.