Department of Public Safety and Correctional Services

Division of Parole and Probation
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DIRECTOR OF PAROLE AND
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GENERAL ORDER NO. 20-001

TO: All Employees

SUBJECT: Intake Procedures During COVID-19 State of Emergency Office Closures

I. INTRODUCTION: In order to control and prevent the spread of COVID-19 within Maryland, the Governor declared a State of Emergency and Catastrophic Health Emergency on March 5, 2020. On March 30, 2020, the Governor issued Executive Order 20-03-30-01 ("Stay at Home Executive Order"), which directed all Maryland residents to stay at home except under limited circumstances until the State of Emergency is amended or rescinded. In support of the Governor's Executive Orders, the Division of Parole and Probation ("Division") closed field offices to the public as of 4:00 pm on March 31, 2020, and transitioned all field operations to telework and remote supervision models.

II. PURPOSE: The purpose of this General Order is to establish remote intake procedures to:

(a) Protect the health and safety of Divisional employees, supervised individuals, and the public during the intake process while the State of Emergency and Stay at Home Executive Order remain in effect;

(b) Obtain legal and personal information about an offender newly placed on parole, mandatory supervision, or probation;

(c) Open a case in OCMS; and

(d) Assign a case for supervision to an agent or for monitoring to a monitor;

III. SCOPE: This General Order applies to field offices that are closed during the State of Emergency and Stay at Home Executive Order. This General Order may be revised or rescinded as Divisional field office are reopened or otherwise capable of conducting intake

procedures in accordance with Chapter 05.01 of the Operations Manual.

III. DEFINITION: "COVID-19" means a mild to severe respiratory illness first identified in Wuhan, China in December 2019, which is caused by a coronavirus and is characterized by fever, cough, and shortness of breath and may progress to pneumonia and respiratory failure.

NOTE: The State of Emergency and Catastrophic Health Emergency caused by the spread of the COVID-19 virus has presented the Department and Division with unprecedented challenges. While many field supervisors, agents, monitors and monitor supervisors are equipped with state-issued laptops and cell phones to facilitate teleworking, the administrative and support personnel who are normally integral to the intake process are not fully equipped at this time, though efforts are underway to equip them. Therefore, it is necessary for all levels of field personnel to work together to ensure that the core function of offender intake is accomplished.

IV. PROCEDURES: Regional Administrators and Management Designees.

(a) The Regional Administrators shall identify a management designee or designees for each field office that has an intake unit. The management designees will be responsible for administering the remote offender intake process.

(b) In addition to other notifications from the Division of Correction ("DOC") Case Management unit, the Regional Administrators will receive daily a list produced by the Office of Data Development ("ODD") of inmates released from DOC on the previous day.

(c) The Regional Administrators shall:

(1) Review and sort the list received from ODD by their respective regional geographical area; and

(2) Email the sorted listing to their management designees by close of business on the date the list was received from ODD.

(d) A management designee shall review the list received from his or her Regional Administrator and not later than 24 hours after receiving the list:

(1) Open or ensure that a mandatory supervision, parole supervision, and/or probation supervision (if the inmate was subject to a split sentence) case is opened in OCMS for the listed individual;

(2) Enter Special Program Code "Emergency Mandatory Supervised Release" or "Accelerated Parole Release" as appropriate in the Intake Classification screen of OCMS for inmates released from DOC by expedited mandatory release or parole; and

(3) If a listed individual has not already contacted the management designee for an intake appointment on the day of release, the management designee will telephone the listed individual and obtain the following information for initial intake purposes:

(i) Last name;

(ii) First name,

(iii) Date of birth;

(iv) Home address;

(v) Telephone number;

(vi) Emergency contact name;

(vii) Emergency contact number;

(viii) Convicted offense(s) for which the individual will be under supervision; and

(ix) Current agent or monitor assignment, if individual is already under supervision to the Division.

(e) Before concluding the call referenced in subsection (d)(2) above, the management designee shall provide the individual with the date, time, and telephone number that the individual must call to complete the intake process.

(f) After concluding the call, the management designee shall:

(1) Assign a subsequent telephone intake interview to an assigned duty agent, monitor, or administrative support staff member who has been issued a state cell phone and laptop;

(2) Email the duty agent, monitor, or support staff member with the:

(i) Information listed in subsection (d)(3) that was obtained from the individual during the initial intake call; and

(ii) The date and time provided to the individual for the subsequent telephone intake interview; and

(3) Enter the new intake information into the New Intakes tab of the "Management Task Workbook COVID-19" spreadsheet.

(g) If an individual is newly placed on probation by a court or newly received for supervision under the Interstate Compact for Adult Offender Supervision, the management designee shall follow the procedures outlined in subsections (d) through (f) of this section to complete an intake for that individual.

V. PROCEDURES: Duty Agents, Monitors, and Administrative Support Staff Equipped with a State-Issued Cell Phone and Laptop.

(a) An agent, monitor, or administrative support staff member who has been assigned by a management designee to conduct a subsequent intake telephone interview shall:

(1) Obtain a Maryland criminal history record check;

(2) Complete the initial risk screener and VPI screener and enter the results of the screeners into OCMS;

(3) Contact the supervised individual at the date and time scheduled by the management designee to conduct the subsequent intake telephone interview;

(4) Assign the case to an agent or monitor ***NOTE: If either the current offense or a prior offense included in the Maryland criminal history record check is a sexual offense of any kind, the assignment must be to a COMET agent;**

(5) Provide the supervised individual with the name and contact information for the agent or monitor who will be supervising or monitoring the individual's case; and

(6) Complete the intake in OCMS.

(b) At the conclusion of the subsequent intake telephone interview, the duty agent, monitor, or administrative support staff member shall:

(1) Email the immediate supervisor and the management designee to advise that the intake has been completed in OCMS; and

(2) Document that the intake was performed in the employee's "Agent Monitor Task Workbook" spreadsheet.

VI. EFFECTIVE DATE: April 1, 2020

VII. APPROVED:

Martha Danner, Director

Robert L. Green, Secretary

Attachments:

COVID-19 Intake Phone List

COVID-19 DPP INTAKE PHONE LIST

COUNTY	OFFICE	Intake Contact Person	Contact #
Allegany	Cumberland	Tanya Joyner	410-790-5603
Anne Arundel	Annapolis	Marcia Naylor	443-379-7317
Anne Arundel	Glen Burnie	Marcia Naylor	443-379-7317
Baltimore City	Mt. Hope	Tasha Smith-Douglas	443-204-1220
Baltimore City	North Avenue	Tasha Smith-Douglas	443-204-1220
Baltimore City	Patapsco	Tasha Smith-Douglas	443-204-1220
Baltimore City	Preston Street	Tasha Smith-Douglas	443-204-1220
Baltimore County	Catonsville	Tasha Smith-Douglas	443-204-1220
Baltimore County	Essex	Tasha Smith-Douglas	443-204-1220
Baltimore County	Towson	Tasha Smith-Douglas	443-204-1220
Calvert	Prince Frederick	Jason Dubard	443-379-7243
Caroline	Denton	Michelle Bethke	443-250-9248
Carroll	Westminster	Tanya Joyner	410-790-5603
Cecil	Elkton	Shaun Rutherford	410-564-3620
Charles	Waldorf	Jason Dubard	443-379-7243
Dorchester	Cambridge	Michelle Bethke	443-250-9248
Frederick	Frederick	Jamie Fleming	240-625-2412
Garrett	Oakland	Tanya Joyner	410-790-5603
Harford	Aberdeen	Shaun Rutherford	410-564-3620
Harford	Bel Air	Shaun Rutherford	410-564-3620
Howard	Ellicott City	Charles Myers	443-379-6554
Kent	Chestertown	Shaun Rutherford	410-564-3620
Montgomery	Gaithersburg	Ronnie Coleman-Snow	443-912-2330
Montgomery	Rockville	Ronnie Coleman-Snow	443-912-2330
Montgomery	Silver Spring	Ronnie Coleman-Snow	443-912-2330
Prince George's	Hyattsville	Tanique Brown	443-379-9769
Prince George's	Temple Hills	Tanique Brown	443-379-9769
Prince George's	Upper Marlboro	Tanique Brown	443-379-9769
Princess Anne	Princess Anne	Michelle Bethke	443-250-9248
Queen Anne's	Centreville	Shaun Rutherford	410-564-3620
St. Mary's	Leonardtown	Jason Dubard	443-379-7243
Talbot	Easton	Michelle Bethke	443-250-9248
Washington	Hagerstown	Christopher Robinson	410-258-2443
Wicomico	Salisbury	Michelle Bethke	443-250-9248
Worcester	Ocean City	Michelle Bethke	443-520-9248
Worcester	Snow Hill	Michelle Bethke	443-250-9248

Revised 04-29-2020