



POLICY
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject: Community Reentry Parole Agent (CRPA) – Field Reentry Operations		Policy Number: 12.4.02.01
Date of Issue: April 8, 2024	Authority: Signature on File Dr. Laurel R. Harry	Effective Date: April 15, 2024

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§ 61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. PURPOSE

The purpose of this policy is to explain the responsibilities of parole agents serving in the capacity of Community Reentry Parole Agent (CRPA).

III. APPLICABILITY

This policy is applicable to parole agents assigned as CRPAs.

IV. POLICY

It shall be the policy of the Department to promote reentrant success by utilizing an evidence based comprehensive case management approach that supports the effective reintegration of reentrants back to the community.

V. PROCEDURES

The primary function of the CRPA is to ensure that the Department policy of progressive, corrective, and rehabilitative management of reentrants is achieved consistently across all parole districts, with the objective of managing reentrants in the communities as long as they can be safely and effectively supervised.

A. Roles and Responsibilities

1. Evidence-Based Practices

- a. CRPAs shall serve as a local expert in matters pertaining to evidence-based practices (EBP) and facilitate cognitive-behavioral interventions, groups and/or workshops, including, but not limited to, Carey Guide Interventions, Employment Workshop, Getting Back on Track, Act 35 Budgeting, Successful Parole: Handling Conflict in the Real World, and the Pennsylvania Department of Corrections (DOC) Violence Prevention Booster program. CRPAs shall maintain information and develop resources concerning services available to reentrants in the community.
- b. CRPAs shall be available to advise supervision staff in matters relating to the identification of criminogenic needs utilizing the risk/need principle.
- c. CRPAs shall serve as a resource and advise supervision staff in the development of initial and subsequent case plans, utilizing evidenced-based practices, related to appropriate programming options, available community resources, and reliable employment opportunities.
- d. CRPAs shall assist parole managers in reviewing measurement strategies and practices of case planning to ensure that evidence-based strategies are being employed.

2. Reentrant Groups

Group delivery

- a. CRPAs may utilize technology to deliver services to reduce barriers if it is best for the reentrants attending the group. For example, technology can be used when there is a lack of transportation or child care, or in any other situation which does not permit the reentrant to be out in public or in the parole office.
- b. CRPAs are responsible for securing suitable space to facilitate their groups when meeting in person. If the district office does not have space available, the CRPA shall find suitable space in the community.

- c. If payments are required for facility use, and/or “terms and conditions” are associated with using the site, these requests must be sent for approval to the Deputy Secretary of Reentry. All facilities that require a fee must have a vendor number or be willing to accept credit card payments.
- d. If a facility does not charge a fee or have “terms and conditions,” then the CRPA can use the space without prior approval.
- e. In the instance a facility requests a liability certificate, the facility must contact the Division of Reentry Operations.

3. Parole Orientation for New Releases

- a. The CRPA shall conduct an orientation class for every newly released reentrant to the district. The orientation shall review parole supervision expectations, available services in the community, and determine if the reentrant has any immediate needs to be addressed.
- b. High-risk reentrants shall complete a **Reentrant Orientation Worksheet** identifying both their primary needs and risk/strength areas. Based on the identified risk area, the reentrant shall develop two SMART goals to begin the reentrant’s planning for stabilization in the community. The **Reentrant Orientation Worksheet** is uploaded into the OnBase record keeping system to be available to the agent of record (AOR).
- c. During the orientation, the CRPA shall identify the high-risk and/or high violent reentrants to discuss the automatic enrollment into the Tools on Devices (TOD) to begin Carey Guide Interventions. If the reentrant does not have access to a smart phone and/or computer technology, the CRPA shall utilize the paper version of the Carey Guides to facilitate the intervention tools. All tools will be assigned based on the top two criminogenic need areas discussed and agreed upon with the reentrant.
- d. The CRPA shall notify the AOR of any newly released reentrant who did not show to the orientation, with the expectation the reentrant will show for the next orientation.
- e. For any Carey Guide Intervention, the information will be added to Vant4ge Point creating an instance for every reentrant documenting the start and completion of activity.
- f. After any reentrant contact is made, the CRPA shall make a notation in the Corrections and Parole Total Online Repository (CAPTOR).

4. Group/Workshop/Guided Intervention Facilitation

- a. CRPAs shall place all newly released reentrants who score on the Static Risk Offender Needs Guide-Revised (STRONG-R) as high-risk and/or high violent into the Carey Guide, TOD case management system to begin the assignment of Carey Guide Interventions. All Carey Guide assignments, whether using the TOD system or paper versions, are to be input into the TOD case management system.¹
- b. The reentrant may also be referred to additional groups/workshops depending on their needs. Parole supervision staff shall assign the CRPA to the “Care Group” of the reentrant in the Vant4ge Point system and shall select the CRPA program, the group/workshop needed for the reentrant and the CRPA shall be notified via their Vant4ge Point system mailbox of the agent referral. (Refer to Department policy **12.4.01.03, Initial Supervision Requirements.**)
- c. When the CRPA advises which group the reentrant is scheduled to attend, the AOR is responsible to issue the reentrant a **DC-P 348I, Parole Instruction** and **DC-P 336, Special Conditions of Parole** to require the reentrant’s attendance at the group.
- d. CRPA groups/workshops available for a referral by the AOR includes, but are not limited to, the following:
 - (1) Violence Prevention Booster;
 - (2) Employment;²
 - (3) ACT 35 budgeting;
 - (4) Getting Back on Track or SMART Recovery³ (Alcohol and Other Drugs [AOD] Caseload); and
 - (5) Successful Parole: Handling Conflict in the Real World (Intensive Supervision Unit [ISU] Caseload).
- e. CRPAs shall follow the program curriculum as written for each group/intervention and/or workshop.
- f. The assigned parole manager, based on the needs of the district, shall determine the appropriate number of groups the CRPA shall facilitate. At a minimum, CRPAs are required to facilitate:
 - (1) New Release Orientation;

¹ 4-APPFS-3D-29

² 4-APPFS-2D-02

³ 4-APPFS-2A-06

- (2) Carey Guide Interventions for High Risk and/or High Violent reentrants;
 - (3) employment workshops;
 - (4) Act 35 Budgeting will be offered recurring, in-person, in accordance with district needs (bi-weekly or monthly). Reentrants may OPT-OUT if they make and maintain regular payments that bring their accounts in good standing per district requirements.
 - (5) Successful Parole: Handling Conflict in the Real World (Intensive Caseload); and
 - (6) Getting Back on Track (AOD Caseload).
- g. Group/Workshops and Carey Guide Interventions are to be scheduled at varying times during the day and evening hours to best accommodate reentrants' ability to attend groups.
 - h. Groups may be delivered in an open/closed format with the use of an in-person or a virtual setting.
 - i. Record keeping in regard to enrollment, progress, and outcome.⁴
 - (1) CRPAs shall maintain a listing of all group offerings, inclusive of the date, time, and location, and be responsible for documenting in the CAPTOR all information pertaining to individual reentrant activity, to include the outcome of participation.
 - (2) CRPAs shall record all progress notes into the CAPTOR for each reentrant who participated in a group/workshop and/or an intervention within three business days of the session.
 - (3) CRPAs shall open/close all reentrant group/workshop activity in the Vant4ge Point case management system.

5. Communication with Parole Manager

- a. CRPAs shall be responsible for completing and submitting weekly **DC-P 145R, CRPA Activity Sheet** to their supervising parole manager. The **DC-P 145R** shall include, but is not limited to, a daily activity log, group session activity log, and any other reentrant contact. The **DC-P 145R** shall be forwarded on a weekly basis, but no later than noon on the Tuesday following the week worked.

⁴ 4-APPFS-3D-29

- b. CRPAs shall maintain an updated Microsoft Outlook calendar at all times and access is to be granted to the supervising parole manager.
- c. CRPAs shall complete a monthly report of activities they have completed. It shall be due by close of business (COB) the first Tuesday of the new month.
- d. CRPAs shall seek the parole manager's prior approval for any planned overtime or scheduled/unscheduled time off.
- e. Should a CRPA be called as a part of the district overtime equalization listing (**DC-P 148, Voluntary Overtime Sign-up Sheet [VOSS]**), they are only permitted to accept or accrue overtime (OT) during times outside of performing expected essential CRPA position duties.

B. Sanctioning

Administrative Conferences

1. CRPAs may participate in administrative conferences when requested and available.
2. CRPAs should be consulted on available resources in the community, recommendations for alternative sanctioning and/or diversion strategies.

C. Reentry Teams/Coalition Participation

CRPAs shall serve as a member of the reentry team and/or as a member of a reentry coalition where programs have been established.

D. Community Resources/Service

1. Identification and Development
 - a. CRPAs shall work with existing local social services agencies, community resources, criminal justice professionals, and faith-based entities to help meet the needs of reentrants and assist them in the utilization of these resources.
 - b. CRPAs shall locate additional community resources and develop new programs, as needed, with community-based resources and agencies.
 - c. CRPAs shall serve as a district resource in matters relating to reentrant employment and vocational training opportunities including identifying potential employers and educational/vocational training opportunities.
 - d. CRPAs may also provide guidance and advice for reentrants concerning employment and job retention.

- e. CRPAs shall serve as a point of contact for consultation and assistance to institutional parole staff, reentry parole agents and parole supervision staff for matters related to reentrants pending release or reentrants under active supervision. These matters include, but are not limited to, employment, housing, and access to financial, medical, and health benefits.
- f. CRPAs shall serve as a district resource to individual public agencies and other community organizations to gain understanding, cooperation, and support on reentry issues.⁵
- g. CRPAs shall serve as a district liaison between the Department and community service providers, employers, educational institutions, and staff in correctional institutions, psychiatric facilities, and aftercare agencies. This outreach may require coordination between the CRPA and the Division of Reentry Operations.

2. Community Service

CRPAs shall assist the district by collaborating with the community to develop a community service listing for reentrants to choose a location to complete their community service. At no time will a CRPA develop a department-sponsored community service project. If working with a county probation department, an agreement must be developed and approved by the Office of Chief Counsel. The CRPA shall consult with their parole manager prior to any mutual agreements.

3. Victim Service Collaboration⁶

- a. CRPAs shall work with the Office of the Victim Advocate (OVA) and local victim services, domestic violence, and sexual assault support services agencies in order to collaborate on developing and monitoring effective responses to victim safety concerns.
- b. CRPAs shall serve as the initial point of contact for the OVA and the victim wraparound program.

4. Local Directory

CRPAs shall utilize the PA 211 as the local directory for the assigned district/sub office.⁷

5. Citizen Advisory Committee (CAC)

⁵ 4-APPFS-1A-03

⁶ 4-APPFS-1A-01

⁷ 4-APPFS-2D-01

CRPAs shall participate in their district CAC but not in the capacity of chairperson or leader. They may assist with projects and outreach for membership.

6. Criminal Justice Advisory Boards (CJAB)

CRPAs are encouraged to participate on the local CJAB for their counties if invited and such participation is deemed appropriate.

E. Administrative Activities

1. Office Hours

- a. CRPAs shall establish and maintain regular set office hours per week within their districts. During office hours, the CRPA shall be available to field staff for questions and referrals, and shall complete any outstanding paperwork or other job functions. The hours are to be made public so field staff will know on a weekly basis when the CRPA is available.
- b. CRPAs shall be required to attend the district wide meeting and/or unit meetings held in the district office they are assigned.

2. Training and Professional Development

- a. Annual training.
- b. CRPAs shall receive and attend annual trainings to include, but not be limited to, EBP, facilitation of cognitive-behavioral groups, administration of assessment tools, and other forms of professional development or out-service training.
- c. CRPAs shall attend a statewide meeting on a yearly basis or more if needed.
- d. CRPAs shall attend regional/statewide meetings scheduled by the supervising parole manager and/or director.

VI. SUSPENSION DURING AN EMERGENCY

This policy may be suspended during an emergency at the sole discretion of the Secretary of the Department of Corrections.

VII. RIGHTS UNDER THE POLICY

This policy creates no rights under law.

VIII. RELEASE OF INFORMATION AND DISTRIBUTION OF POLICY

A. Release of Information

This policy does not contain information that impacts the security of Department staff or reentrants and may, therefore, be released to the public.

B. Distribution of Policy

This policy is to be distributed to all Department staff.

IX. CROSS REFERENCES

A. Superseded

This policy replaces the previous versions listed below:

No. 4.02.01, 07/01/09

B. Statutes

1. Federal – None
2. State – Parole Act, Act of 1941, P.L. 861, No. 323 § 3 as amended Oct. 9, 1986, P.L. 1424, No. 134 (61 P.S. § 6112).

C. Department Policies

12.4.01.03

D. American Correctional Association Standards

4-APPFS-1A-01
4-APPFS-1A-03
4-APPFS-2A-06
4-APPFS-2D-01
4-APPFS-2D-02
4-APPFS-3D-29

E. Management Directives – None

F. Report of the Reentry Policy Council

1. Incorporating Reentry into the organization's Missions and Work Plans.
2. Promoting System Integration and Coordination.
3. Measuring Outcomes and Evaluating Impact.

4. Implementation of a Supervision Strategy.
5. Job Development and Supportive Employ.