

COMMISSION ON ACCREDITATION FOR CORRECTIONS
STANDARDS COMPLIANCE REACCREDITATION AUDIT

Arkansas Department of Community Corrections
Adult Probation & Parole Field Services
Little Rock, Arkansas

May 21-22, 2019

VISITING COMMITTEE MEMBERS

Eddie Porter
Chairperson

Sandra Hylton
ACA Auditor

A. Introduction

The audit of the Arkansas Community Corrections Adult Probation and Parole Services, Little Rock, Arkansas was conducted on May 21-22, 2019, by the following team: Eddie Porter, Chairperson, and Sandra Hylton, Member.

B. Facility Demographics

Rated Capacity: NA
Actual Population: 63,784
Average Daily Population for the last 12 months: 44,500
Average Length of Stay: Parole 62.5 Months, Probation 49,5 Months
Security/Custody Level: Medium/Minimum
Age Range of Offenders: 17-75
Gender: Male/Female

Full-Time Staff: 813
140 Administrative, 14 Area Managers, 44 Assistant Area Managers, 26 Substance Abuse Program Leaders, 78 Advisors, 12 Sex Offender Specialist, 18 Special Response Team Members, 13 Career Planning and Placement Specialist, 468 Probation and Parole Officers/Agents.

C. Facility Description

The history of the agency, The Department of Community Punishment was established as a result of the Arkansas General Assembly passing Act 548 of 1993. This law requires services that address offender needs; allow the community to be repaid for the offenses against it; and promote public safety by helping offenders become productive, law-abiding members of society.

In addition to assuming statewide supervision of parolees and probationers, DCP established residential centers for offenders as an alternative to traditional incarceration. The centers operate as modified Therapeutic Communities and are fully licensed centers.

In 2001, legislation changed the agency’s name from the Department of Community Punishment to the Department of Community Correction to better reflect the mission of the agency. Since 2013, the agency has come to be known as Arkansas Community Correction, which supervises the largest offender population in Arkansas.

Agency goals are as follows:

Goal 1. Use of appropriate and effective supervision of adult offenders and evidence-based sanctions and incentives promote public safety and reduce recidivism.

Goal 2. A continuum of community-based sanctions and services holds offenders accountable, reduces barriers to success, improves their ability to become productive and lawful members of the community, reduces recidivism and enhances public safety.

Goal 3. Agency oversight is facilitated through project management and quality assurance that promote accountability and effective decision making.

Goal 4. Provide alternatives to traditional prison through residential programs and community-based sanctions.

Goal 5. To manage programs and resources in a competent and cost-efficient manner that encourages creativity and innovation.

Goal 6. To attract and retain a competent, diverse workforce prepared to meet current and future needs of the agency.

The agency provides parole services to a population that has exited state prisons. The parolee must follow strict conditions of release, which are set by the Parole Board and include reporting to a parole officer. A revocation hearing judge determines if parolees violate their conditions of supervision and if re-incarceration in prison or a community corrections center is appropriate.

Probation is a court ordered alternative to prison that allows the offender to remain in the community under strict conditions of supervision. The offender must report regularly to a probation officer. Violation of probation terms and conditions may result in revocation of probation by the sentencing judge, which could result in the offender being sent to prison or a community center or other sanctions.

The department has probation and parole employees at each prison and community correction center to manage the transfer of offenders from incarceration to parole supervision. Probation, Parole Officers manage the offenders under supervision in the community.

The agency uses a validated risk, needs assessment and a comprehensive statewide case management system to assist in the supervision of offenders. Offenders are offered a wide variety of programming options to help decrease the likelihood of recidivating. Certified substance abuse program counselors provide treatment to offenders dealing with alcohol, drug, and tobacco use addiction. Offenders may also be referred to programs such as financial education, employment skills, anger management, life skills, and general education.

The agency is involved with specialty courts such as Drug Court, Veterans' Court, Mental Health Courts, HOPE Court, and, Swift Courts. Swift Courts Honest Opportunity, Probation with Enforcement was created by the Public Safety Improvement Act of 2011. These courts provide honest opportunity probation with swift and certain accountability through graduated sanctions. Offenders participating in swift courts are

high risk probationers who are not complying with their current probation requirements. The goal of the program is to help offenders complete their sentence and sustain a healthy lifestyle without re-offending.

As of April 30, 2019, the department had 25,073 persons on Parole, 32,405 on Probation, 2095 individuals involved in Drug Court, 111 involved with HOPE Court, 30 attending Mental Health Court, 125 participating in SWIFT Court, 89 in Veteran Court, and 43 attending an active Boot Camp Program.

The reported caseload average for a probation, parole officer in Arkansas ranges between 80-100 offenders. The state has sought and will be adding approximately 39 new officers in the coming months.

The State of Arkansas is serving through Interstate Compact 2395 persons living in the State of Arkansas. Further, the state has 3317 persons placed in other states from Arkansas.

The agency has two individuals on Lifetime Supervision.

The agency has a total of twelve area offices located throughout the state. Each area office is responsible for the delivery of services to both probationers and parolees. The agency has a total of 34,847 individuals on probation and an additional 25,154 persons on parole status. There are 20,906 men on parole and 23,470 men on probation. Women comprise 4,248 persons on parole and an additional 11,376 on probation status throughout the state. During the audit the team visited five area offices.

During the period of the audit there has been no discharge of weapons by probation/parole officers.

D. Pre-Audit Meeting

The team met on May 20, 2019, in Little Rock, to discuss the information provided by the Association staff and the officials from the Arkansas Adult Probation and Parole Services.

The chairperson divided standards into the following groups:

Standards #4-APPFS-1A-01 through 3A-29 to Eddie Porter, Chairperson
Standards #4-APPFS-3B-01 through 3H-03 to Sandra Hylton, Member

E. The Audit Process

1. Transportation

The team was escorted to the facility by Debbie Ruff, Accreditation Manager, and Jerry Bradshaw, Deputy Director, Probation/Parole.

2. Entrance Interview

The audit team proceeded to the office of Jerry Bradshaw, Deputy Director, Probation, Parole. The team expressed the appreciation of the Association for the opportunity to be involved with the Arkansas Adult Probation and Parole, Community Corrections Department in the accreditation process.

Jerry Bradshaw, Deputy Director, Probation and Parole, Arkansas Community Corrections escorted the team to conference where the formal entry meeting was held.

The following persons were in attendance:

Debra Ruff, ACA Accreditation Manager
Ben Udochi, Assistant Director of Treatment
Dina Tyler, Deputy Director of Communications
Amber Schubert, Attorney
Linda Mustaya, Interstate Compact
Krystale Moore, ACA Audit Coordinator
Michael Fletcher, Asst. Director for Treatment Programs
Sonie Wallace, HR Administrator
Cindy Richardson, Asst. Director
N. Stewart, AD
Jimmy Banks, Deputy Director for Residential Services
Kevin Murphy, Director
Carrie Williams, Assistant Director, Re-Entry

It was explained that the goal of the visiting team was to be as helpful and non-intrusive as possible during the conduct of the audit. The chairperson emphasized the goals of accreditation toward the efficiency and effectiveness of correctional systems throughout the United States. The audit schedule was also discussed at this time.

3. Facility Tour

The team toured the entire facility from 9:00 a.m. to 9:30 a.m. The following persons accompanied the team on the tour and responded to the team's questions concerning facility operations:

Debra Ruff, State Accreditation Manager
Krystal Moore, ACA Audit Coordinator
Jerry Bradshaw, Deputy Director, Parole/Probation Services

The team found notices posted in each of the field offices visited as well as in the central office. Each notice was placed in prominent positions for staff, offenders and the public to see.

4. Conditions of Confinement/Quality of Life

During the tour, the team evaluated the conditions of confinement at the facility. The following narrative description of the relevant programmatic services and functional areas summarizes the findings regarding the quality of life.

Security:

The entrance into the main offices is secured by locked doors. In the field offices the front entry doors has a capability to be locked and are locked during non-working hours. Each field office conducts random drug tests.

Environmental Conditions:

The team found the central office to be environmentally friendly. The offices have ample natural light as well as artificial lighting. The temperature was appropriate for an office setting. Desk, offices and chairs are available for all staff.

Sanitation:

The team found no waste buildup in field offices visited as well as in the central office. The offices visited very clean and organized.

Fire Safety:

All buildings have fire equipment for fighting fire. Sprinklers and smoke detectors are available. All offices visited were near local fire departments.

The majority of local offices are leased; however, the state does own some of these buildings. The department assures the local fire jurisdiction has made available blueprints of each building as well as emergency evacuation plans. All offices conduct routine fire drills. The department assures all fire equipment is tested and there is an annual fire inspection by the local fire jurisdiction.

Food Service:

Food service is not provided by the department.

Medical Care:

Medical care is not provided by the department

Recreation:

Recreation is not provided by the department.

Religious Programming:

Religious programming is not provided by the department.

Offender Work Programs:

Offender work programs is not provided by the department although probation and parole officers have resource listings should offenders need assistance with finding employment. Work often is a part of the conditions for probationers and parolees.

Academic and Vocational Education:

Academic and vocational programming is not provided by the department. Some of the larger offices provide for GED preparation when the risk/needs assessment indicates education should be included in the conditions of probation/parole. Teachers within the community provide this service and often at the local probation/parole office. One area director stated they will have their first GED graduate within the next few weeks and a ceremony will be provided.

Social Services:

Probation and parole officers have a listing of social services in the areas/communities where offenders reside. The officers provide offenders with the necessary listing, addresses and telephone numbers of various social service offices when needed.

Visitation:

Visitation is not provided by the department.

Library Services:

Offenders are able to access the library within the community where they live.

Laundry:

Offenders are able to access laundry services within the communities in which they live.

F. Examination of Records

Following the facility tour, the team proceeded to the conference room to review the accreditation files and evaluate compliance levels of the policies and procedures. The facility has no notices of non-compliance with local, state, or federal laws or regulations.

1. Litigation

Over the last three years, the facility had no consent decrees, class action lawsuits or adverse judgments.

2. Significant Incidents/Outcome Measures

On January 28, 2017 the agency experienced a fire. A timeline of the critical incident is as follows: At 7:15 a.m. there was the smell of smoke which was detected on the North side of the first floor and on the 2nd floor in the Texarkana ACRS office which also houses the probation and parole officers. Staff began searching to try and determine the smell.

7:32 a.m. The control center operator was instructed to notify the Maintenance Supervisor to respond to the facility in case there was an issue with any equipment, air handlers.

At 7:35 a.m. The Control Room Officer advised the Lieutenant of the activated fire alarm sensor in the Probation. Parole area. All Residents were instructed to deuce up and the Sergeant to post at the Northeast corner of the facility.

At 7:38 a.m. the Duty Officer was advised of the activated fire alarm sensor in the Parole and Probation area. The Duty Officer notified the Warden, Center Supervisor, Assistant Center Supervisor and Captain of the existing situation.

At 7:55 a.m. the Maintenance Supervisor arrived at the facility and joined other staff in trying to locate the origin of the smoke.

At 7:57 a.m. the location of the fire was pinpointed to be in the Parole and Probation area, office #22. Control Room Officer notified the Texarkana, Arkansas Fire Department for assistance. Door #22 was opened, and the fire was suppressed by discharging 5 fire extinguishers.

At 8:01 a.m. the Duty Officer was notified of the location of the fire and instructed the Control Room Officer to contact the Texarkana, Arkansas Fire Department for assistance and to notify Parole and Probation to have an officer ready to escort fire personnel. The Warden, Center Supervisor, Assistant Center Supervisor and Captain were also updated on the existing situation.

At 8:06 a.m. the Texarkana, Arkansas Fire Department arrived on the scene along with Texarkana, Arkansas Police units.

At 8:14 a.m. the Texarkana, Arkansas Fire Chief ordered an evacuation of the facility.

At 8:15 a.m. there was notification and evacuation of the building.

At 8:19 a.m. the Probation, Parole supervisors were notified.

At 11:28 a.m. Staff was advised by the Texarkana, Arkansas Fire Chief that the building had been returned to ACC control and all staff and residents could be returned to the building, normal operations resumed at that time.

At 3:15 p.m., the Texarkana, Arkansas Fire Department returned to the facility to check the carbon monoxide levels. Levels were zero and no other action was required at that time.

The Texarkana office is owned by the agency and both ACRS staff, residents and probation, parole officers share space. The fire department with local jurisdiction had copies of the emergency evacuation plan as well as blueprints of the building. The office further has directional arrow maps and exit signs are lit. The facility further has fire extinguishers. Although the fire is regrettable the movement of residents and staff went smoothly.

All data provided by the agency is consistent with other similar populations. The team found no concern with outcome measures provided and again appears to be consistent with other agencies serving similar populations.

3. Departmental Visits

Team members revisited the following departments to review conditions relating to departmental policy and operations:

<u>Department Visited</u>	<u>Person(s) Contacted</u>
Area Three Office	Kris Honey, Area Manager
Area Eight Office	Kim Loyd, Assistant Area Manager Janean Barnett, Assistant Area Manager Kristie Baker, Asst. Area Manager Bryan Kennesly, Asst. Area Manager Jeanna Lovin, Asst. Area Manager
Administration Accreditation	Jerry Bradshaw, Deputy Director, P/P Debbie Ruff, Accreditation Manager

4. Shifts

a. Day Shift

The team was present at the facility during the day shift from 7:00 a.m. to 5:00 p.m. The agency has one shift. Probation and Parole officers are on duty 24/7 hours per day each day of the year. When visiting offices, the probation, parole staff were in the field checking on the clients they are assigned, meeting with offenders in their offices, attending to paperwork, some were in court and the team found staff and supervisors busy consulting about various offenders while staffing cases.

5. Status of Previously Non-compliant Standards, Plans of Action
During the previous audit all standards were in compliance.

G. Interviews

During the course of the audit, team members met with both staff and offenders to verify observations and/or to clarify questions concerning facility operations.

1. Offender Interviews

The team was able to interview a total of eight offenders. Offenders were aware of their conditions of probation or parole. All are aware of the name of their officer assigned. Each stated they have been able to get assistance from their assigned officer. Each could articulate the means in which to reduce their supervision. No offender expressed a concern or discontent toward their probation, parole officer or with the agency. The team visited five area offices where offenders were meeting with probation, parole officers.

2. Staff Interviews

The team interviewed eleven staff; these staff included persons located in the central office as well as in field offices.

Central staff were able to articulate the mission of the agency and how their department has a role in the overall mission of the agency. Field staff including supervisors understand their roles, stated they receive on-going training and feel supported by the department. The team found no reason for concern.

The team visited five area offices where supervisors and probation, parole officers are stationed.

H. Exit Discussion

The exit interview was held at 12:15 pm in the conference room with the Community Corrections Director and twenty staff in attendance.

The chairperson explained the procedures that would follow the audit. The team discussed the compliance levels of the mandatory and non-mandatory standards and reviewed their individual findings with the group.

The chairperson expressed appreciation for the cooperation of everyone concerned and congratulated the facility team for the progress made and encouraged them to continue to strive toward even further professionalism within the correctional field.

AMERICAN CORRECTIONAL ASSOCIATION
AND THE
COMMISSION ON ACCREDITATION FOR CORRECTIONS

COMPLIANCE TALLY

Manual Type	Adult Probation and Parole Field Services, 4 th Edition	
Supplement	2016 Standards Supplement	
Facility/Program	Arkansas Adult Probation and Parole Services	
Audit Dates	May 21-22, 2019	
Auditor(s)	Eddie Porter Sandra Hylton	
	MANDATORY	NON-MANDATORY
Number of Standards in Manual	6	168
Number Not Applicable	0	9
Number Applicable	6	159
Number Non-Compliance	0	0
Number in Compliance	6	159
Percentage (%) of Compliance	100%	100%
<ul style="list-style-type: none"> ● Number of Standards <i>minus</i> Number of Not Applicable <i>equals</i> Number Applicable ● Number Applicable <i>minus</i> Number Non-Compliance <i>equals</i> Number Compliance ● Number Compliance <i>divided by</i> Number Applicable <i>equals</i> Percentage of Compliance 		

COMMISSION ON ACCREDITATION FOR CORRECTIONS

Arkansas Department of Community Corrections
Adult Probation & Parole Field Services
Little Rock, Arkansas

May 21-22, 2019

Visiting Committee Findings

Non-Mandatory Standards

Not Applicable

Standard #4-APPFS-2A-05:

CONSISTENT WITH LAW IN THE JURISDICTION, POLICY DEFINES WHEN AND HOW VICTIM INPUT IS SOUGHT BEFORE A PROBATION/PAROLE OFFICER REQUESTS THE COURT OR THE RELEASING AUTHORITY TO ADD, REMOVE, OR MODIFY ANY OF THE COURT-ORDERED SPECIAL CONDITIONS OF SUPERVISION.

FINDINGS:

State law requires input of victims prior to a release decision.

Standard #4-APPFS-2B-05:

WHEN AN OFFENDER IS ARRESTED AND DETAINED ON A PROBATION OR PAROLE WARRANT, OR THE WARRANT IS LODGED AS A DETAINER ON PENDING CRIMINAL CHARGES, A PROBABLE CAUSE HEARING (PCH) IS HELD WITHIN 14 CALENDAR DAYS OF THE ARREST OR LODGING OF THE DETAINER. THE PROBABLE CAUSE HEARING IS NOT REQUIRED IF THERE HAS BEEN A CONVICTION OF FINDING OF PROBABLE CAUSE BY A COURT ON THE NEW CHARGE.

FINDINGS:

Parolees are under the jurisdiction of the Parole Board while Probationers are under court jurisdiction.

Standard #4-APPFS-2B-06:

THE PROBABLE CAUSE HEARING IS HELD IN OR NEAR THE COMMUNITY WHERE THE OFFENSE IS ALLEGED TO HAVE OCCURRED, OR WHERE THE OFFENDER WAS TAKEN INTO CUSTODY.

FINDINGS:

Parolees are under the jurisdiction of the Parole Board while Probationers are under court jurisdiction.

Standard #4-APPFS-2B-07:

THE PROBABLE CAUSE HEARING MAY BE POSTPONED FOR GOOD CAUSE. THE OFFENDER MAY WAIVE THE HEARING IF INFORMED OF DUE PROCESS RIGHTS PERTAINING TO THE HEARING AND THE CONSEQUENCES OF THE WAIVER.

FINDINGS:

Parolees are under the jurisdiction of the Parole Board while Probationers are under court jurisdiction.

Standard #4-APPFS-2B-08:

THE OFFENDER IS NOTIFIED IN WRITING OF THE PROBABLE CAUSE HEARING AT LEAST THREE DAYS IN ADVANCE. THE NOTICE INCLUDES THE TIME AND PLACE OF THE HEARING, AND THE OFFENDER'S RIGHT TO:

- DISCLOSURE OF EVIDENCE
- PRESENT EVIDENCE AND FAVORABLE WITNESSES
- CONFRONT ADVERSE WITNESSES
- EFFECTIVE ASSISTANCE OF COUNSEL, APPOINTED IF INDIGENT
- REQUEST POSTPONEMENT OF THE HEARING

FINDINGS:

Parolees are under the jurisdiction of the Parole Board while Probationers are under jurisdiction of the court.

Standard #4-APPFS-2B-09:

ADMINISTRATIVE STAFF OR A FIELD OFFICER MAY, AT THE REQUEST OF THE RELEASING AUTHORITY, CONDUCT THE PROBABLE CAUSE HEARING AND MAKE FINDINGS AS TO THE PROBABLE CAUSE FOR REVOCATION.

FINDINGS:

Community Corrections is not responsible for probable cause hearings.

Standard #4-APPFS-2B-10:

THE HEARING OFFICER CONDUCTING THE PROBABLE CAUSE HEARING DETERMINES WHETHER THERE IS PROBABLE CAUSE TO REVOKE AND HOLD THE OFFENDER FOR FINAL PROCESSING. WHEN AUTHORIZED BY THE RELEASING AUTHORITY, THE HEARING OFFICER MAY MAKE THE PROVISIONAL REVOCATION DECISION, OR MAY REPORT THE FINDINGS AND MAKE A RECOMMENDATION TO THE RELEASING AUTHORITY. THE HEARING OFFICER ISSUES A VERBAL DECISION OR RECOMMENDATION IMMEDIATELY AFTER THE HEARING AND PROVIDES A WRITTEN NOTICE OF DECISION TO THE OFFENDER WITHIN 21 DAYS OF THE HEARING.

FINDINGS:

Community Corrections does not conduct probable cause hearings.

Standard #4-APPFS-3A-18:

ALL PART-TIME EMPLOYEES WORKING LESS THAN 35 HOURS PER WEEK RECEIVE TRAINING APPROPRIATE TO THEIR ASSIGNMENT.

FINDINGS:

The Department does not hire part-time employees.

Standard #4-APPFS-3H-01:

AN ANNUAL SAFETY INSPECTION OF ALL AGENCY-OWNED OR LEASED VEHICLES USED IN THE FIELD SERVICE OPERATION OF THE AGENCY IS CONDUCTED IN ACCORDANCE WITH STATE LAWS, OR BY A QUALIFIED INDIVIDUAL.

FINDINGS:

The state has no vehicle inspection law.

Significant Incident Summary

This report is required for all **residential** accreditation programs.

This summary is required to be provided to the Chair of your visiting team upon their arrival for an accreditation audit and included in the facility's Annual Report. The information contained on this form will also be summarized in the narrative portion of the visiting committee report and will be incorporated into the final report. Please type the data. If you have questions on how to complete the form, please contact your Accreditation Specialist.

This report is for Adult Correctional Institutions, Adult Local Detention Facilities, Core Jail Facilities, Boot Camps, Therapeutic Communities, Juvenile Correctional Facilities, Juvenile Detention Facilities, Adult Community Residential Services, and Small Juvenile Detention Facilities.

Facility Name: Arkansas Community Corrections Parole and Probation

Reporting Period: 6-2016-06-2017

Incident Type	Months	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-7	Jan-17	Feb-17	Mar-17	Apr-17	Total for Reporting Period
														
Escapes														0
Disturbances*														0
Sexual Violence														0
Homicide*	Offender Victim													0
	Staff Victim													0
	Other Victim													0
Assaults	Offender/Offender													0
	Offender/Staff													0
Suicide														0
Non-Compliance with a Mandatory Standard*														0
Fire*											XXX			1
Natural Disaster*														0
Unnatural Death														0
Other*														0

**May require reporting to ACA using the Critical Incident Report as soon as possible within the context of the incident itself.*

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Facility Name: Arkansas Community Corrections Parole and Probation

Reporting Period: 2018-2019

00	Months	My-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	Total for Reporting Period
														
Escapes														0
Disturbances*														0
Sexual Violence														0
Homicide*	Offender Victim													0
	Staff Victim													0
	Other Victim													0
Assaults	Offender/Offender													0
	Offender/Staff													0
Suicide														0
Non-Compliance with a Mandatory Standard*														0
Fire*														0
Natural Disaster*														0
Unnatural Death														0
Other*														0

**May require reporting to ACA using the Critical Incident Report as soon as possible within the context of the incident itself.*

Standard	Outcome Measure	Numerator/Denominator	Value	Calculate d O.M
1A	(1)	Number of offenders who are arrested for any offense in the past 12 months	N/A	
	divided by	Total agency caseload in the past 12 months	63,307	
	(2)	Number of offenders who were convicted of any offense in the past 12 months	39,281	
	divided by	Total agency caseload in the past 12 months	63,307	0.620
1B		None		
1C	(1)	Number of individual volunteers who provided services in the past 12 months	131	
	(2)	Total number of volunteer hours delivered in the past 12 months	4,130	
	(3)	Total number of hours of community service delivered by offenders in the past 12 months	144,142.84	
	(4)	Total number of hours of community service delivered by offenders in the past 12 months	144,142.84	
	divided by	Total number of active offenders supervised in the past 12 months	48,734	2.9577
	(5)	Number of community entities (committees, boards, etc.) on which agency staff served in the past 12 months	32	
2A	(6)	Number of presentations (speeches, panels, etc.) provided to the community by agency staff in the past 12 months	21	
	(1)	Number of offenders who successfully completed supervision in the past 12 months	8,728	
	divided by	Total agency caseload in the past 12 months	63,307	0.137
	(2)	Number of offenders who were convicted of any new criminal offense in the past 12 months	25,081	
	divided by	Total agency caseload in the past 12 months	63,307	0.396
	(3)	Number of offenders who were discharged in the past 12 months	14,892	
	divided by	Number of offenders removed from supervision in the past 12 months (Discharged and Revoked)	6,164	2.415
2B	(1)	Number of offenders found in violation of a new offense during the past 12 months	25,081	
	divided by	Total agency caseload in the past 12 months	63,307	0.396
	(2)	Number of offenders found in violation of a technical violation only in the past 12 months	2,220	
	divided by	Total agency caseload in the past 12 months	63,307	0.0350
	(3)	Number of offenders who absconded during the past 12 months	15,200	

	divided by	Number of offenders who were under supervision in the past 12 months	48,762	0.311
2C		None		
2D	(1)	Number of offenders who were employed on a specified day in the past 12 months (One day count)	65.68 %	
	divided by	Total agency active caseload on that specified day	Data not reliable	Data not reliable
	(2)	Number of offenders who were employed upon discharge in the past 12 months	66.43 %	
	divided by	Number of offenders discharged in the past 12 months	14,892	0.004
	(3)	Number of offender substance abuse tests for which the results were negative in the past 12 months	39,462	
	divided by	Number of tests administered in the past 12 months	102,830	0.3837
	(4)	Number of offenders who showed improvement as measured by the objective assessment instrument prior to release from supervision in the past 12 months	Data not reliable for this period	
	divided by	Total agency caseload in the past 12 months	63,307	Data not reliable
	(5)	Number of offenders referred to drug treatment in the past 12 months	4,569	
	divided by	Number of offenders who successfully complete drug treatment in the past 12 months.	4,063	1.124
	(6)	Number of offenders referred to education programs in the past 12 months	286	
	(7)	Number of offenders referred to behavioral programs in the past 12 months.	1,539	
	Divided by	Number of offenders successfully completing behavioral programs in the past 12 months.	1,433	1.073
2E	(1)	Number of offenders who had "stay away from" or "no contact with" or "no violence toward" orders during the past 12 months	3,758	
	divided by	number of offenders who violated these orders in the past 12 months	Data not available	
	(2)	Amount of restitution collected in the past 12 months	\$3,178,067.84	
	(3)	Amount of restitution ordered in the past 12 months	\$16,004,383.6	
	(4)	Number of offenders whose cases were closed with total restitution paid in the past 12 months.	Data not available	
	Divided by	Number of offenders whose cases were closed with restitution ordered in the past 12 months.	Data not available	
2F	(1)	Amount of court costs, fines, and fees collected in the past 12 months	5,253,398.34	
	divided by	Number of offenders who had court cost, fine, and fee obligations in the past 12 months	Data not available	
	(2)	Number of offenders whose cases were closed with total costs, fines, and fees paid in the past 12 months.	Data not available	

	divided by	Number of offenders whose cases were closed with costs, fines, and fees ordered in the past 12 months	Data not available	
	(3)	Total number of hours of community service performed by offenders in the past 12 months	144,142.84	
	divided by	Total number of offenders ordered to perform community service in the past twelve months.	4,458	32.3335
	(4)	Total number of offenders who performed community service work in the past 12 months	4,458	
	divided by	Total number of active offenders supervised in the past 12 months	48,734	0.0914
	(5)	Total number of offenders who participated in victim(s) awareness programs in the past 12 months	N/A	
	divided by		48,734	Data not reliable
2G	(1)	Number of offender grievances regarding discrimination filed in the past 12 months	1	
	divided by	Total agency caseload in the past 12 months	63,307	0.000015
	(2)	Number of offender grievances regarding discrimination resolved in favor of offenders in the past 12 months	0	
	divided by	Total number of offender grievances filed regarding discrimination in the past 12 months	0	0
	(3)	Number of other offender grievances filed in the past 12 months	22	
	divided by	Total agency caseload in the past 12 months	63,307	0.00034
	(4)	Number of other offender grievances resolved in favor of offenders in the past 12 months	1	
	divided by	Total number of offender grievances filed in the past 12 months	22	0.045
	(5)	Number of adverse judgments or consent decrees against the agency by offenders in the past 12 months	0	
3A	(1)	Number of formal complaints against staff alleging improper conduct that were upheld or found valid in the past 12 months	0	
	divided by	Number of formal complaints against staff that were filed in the past 12 months.	0	0
	(2)	Number of court decisions that found staff had acted improperly in the past 12 months	0	
	(3)	Number of administrative decisions finding that staff acted improperly in the past 12 months	1	
	(4)	Number of hours of professional development attended by professional staff in the past 12 months	25,948.50	
	divided by	Number of full-time equivalent professional staff positions in the past 12 months	759	34.1877
3B	(1)	Number of injuries to staff requiring medical treatment in the past 12 months	1	
	divided by	Total number of full-time equivalent staff in the past 12 months	759	0.0013

3C	(1)	Number of disciplinary actions against staff in the past 12 months	10	
	divided by	Number of full-time equivalent staff positions in the past 12 months	759	0.0131
	(2)	Number of staff terminated for disciplinary violations in the past 12 months	2	
	divided by	Number of full-time equivalent staff positions in the past 12 months	759	0.0026
	(3)	Number of staff, contractor, intern, and volunteer substance abuse tests passed in the past 12 months	561	
	divided by	Number of substance abuse tests administered in the past 12 months	564	0.994
3D	(1)	Number of material audit findings by an independent financial auditor at the conclusion of the last audit	N/A	
	(2)	Number of objectives achieved in the past 12 months	N/A	
	divided by	Number of objectives established for the past 12 months	0	N/A
3E	(1)	Number of grievances filed by staff against the agency or its representatives in the past 12 months	15	
	divided by	Number of full-time equivalent staff positions in the past 12 months.	759	0.0197
	(2)	Number of staff grievances decided in favor of staff in the past 12 months	0	
	divided by	Total number of staff grievances filed in the past 12 months	18	0
	(3)	Total number of years of staff members' experience in the agency as of the end of the last calendar year	5,315	
	divided by	Number of staff at the end of the last calendar year	758	7.011
	(4)	Number of staff terminated or demoted in the past 12 months	76	
	divided by	Number of full-time equivalent staff in the past 12 months.	759	0.1001
	(5)	Number of staff who left employment for any reason in the past 12 months	87	
	divided by	Number of full-time equivalent staff positions in the past 12 months	759	0.114
3F	(1)	Number of fires that resulted in property damage in the past 12 months	0	
	(2)	Dollar amount of property damage from fire in the past 12 months	11,1613.94	
	(3)	Number of code violations cited in the past 12 months	0	
3G	(1)	Number of grievances against staff alleging improper use of force upheld or found valid in the past 12 months	0	
	divided by	Total agency caseload for the past 12 months	63,307	0

	(2)	Number of grievances against staff alleging improper use of force upheld or found valid in the past 12 months	0	
	divided by	Number of grievances alleging improper use of force filed in the past 12 months	0	0
	(3)	Number of court decisions against staff alleging improper use of force upheld or found valid in the past 12 months	0	
	divided by	Total agency caseload for the past 12 months	63,307	0
	(4)	Number of court decisions that found staff had used improper force in the past 12 months	0	
	divided by	Number of court decisions alleging improper use of force filed in the past 12 months	0	0
	(5)	Number of administrative decisions finding that staff used improper force in the past 12 months	0	
	divided by	Total agency caseload for the past 12 months	63,307	0
	(6)	2	0	
	divided by	Total agency caseload for the past 12 months	63,307	0
3H	(1)	Number of motor vehicle accidents resulting in property damage in the past 12 months	59	
	divided by	Total number of miles driven in the past 12 months	520,587	0.00011
	(2)	Number of motor vehicle accidents resulting in injuries requiring medical treatment for any party in the past 12 months	2	
	divided by	Total number of miles driven in the past 12 months	520,587	0.000003

Note: The term “total agency caseload” includes offenders who are absconders. The term “active offenders” refers to offenders who are not on absconder status