



Arkansas Community Correction

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ADMINISTRATIVE DIRECTIVE: 16-17 Agency Description and Public Information

TO: Arkansas Community Correction Employees

FROM: Sheila Sharp, Director

SUPERSEDES: AD15-11

APPROVED: Signature on File **EFFECTIVE:** September 24, 2016

- I. APPLICABILITY.** This policy applies to Arkansas Community Correction (ACC) employees and its agents and is made available to the public to provide general information about the agency.
- II. POLICY.** Arkansas Community Correction (ACC) encourages appropriate employee interaction with the public and media to facilitate community awareness of the agency mission, goals, objectives, achievements and to facilitate community involvement and support. It is ACC policy to administer a uniform process for responding to requests for public records in accordance with the Arkansas Freedom of Information Act. Arkansas law beginning at section 25-19-101. (4-ACRS-7F-01 and -7F-04;)
- III. AGENCY INFORMATION.**
 - A. Citizen or Media Inquiries.** The agency website provides information of interest to the public. Additional information about Arkansas Community Correction may be obtained by contacting the ACC Communications Office. When submitting written requests, including requests made under the Arkansas Freedom of Information Act, please provide your name, address and phone number; the date of the request and a detailed description of the records or information sought. A fee of 25 cents per page may be charged. Payment should be made by check or money order payable to Arkansas Community Correction.
 - B. Social Media.** In addition to the public website, ACC may use social media to provide information about the agency, its operations and programs. The agency has an official [ACC Facebook page](#), which provides timely information.
 - C. Contact Information.** The general public is encouraged to make inquiries directly to the ACC Communications Office. The postal/e-mail addresses and phone numbers for ACC offices are available from the ACC website at <http://www.dcc.state.ar.us/>

- D. Agency Description.** Arkansas Community Correction provides statewide adult parole and probation services and operates community-based residential and non-residential programs. The agency organization chart is located at the ACC website.
- E. Agency Careers and Job Openings.** ACC job openings and career information may be found at the state jobs website www.arstatejobs.com.
- F. Agency Mission.** “To enhance public safety by enforcing state laws and court mandates through community partnerships and evidence-based programs that hold offenders accountable while engaging them in opportunities to become law-abiding, productive citizens”
- G. Agency Philosophy.** “We place our priority on public safety while providing opportunities for positive change.”
- H. Agency Motto.** “Serving Justice”
- I. Administration.** Administration includes Interstate Compact, public information, legislative affairs, internal investigations, legal counsel, EEO/Grievance office, human resources, payroll services, employee benefits, purchasing, training, policy development, research and evaluation, grants, accreditation, information technology, budget preparation, fee collection, and management; for example, purchasing, travel reimbursement, inventory, and fleet management.
- J. Residential Services.** The Residential Services Division operates regional community correctional centers and Technical Violator Programs. Offender’s daily activities are structured under a behavior modification program known as Modified Therapeutic Community (MTC) with supplemental programs addressing addiction, anger management, life skills, and parenting skills. Qualifying offenders perform community service work such as beautification projects. In addition to the MTC program, two centers operate a program for male and female offenders who are dually-diagnosed (addiction with mental health issues). The Little Rock and West Memphis centers also house short-term treatment programs for offenders sent from the state’s Drug Courts.

The agency also operates a technical violator program (TVP) for women at the West Memphis Center. A TVP for men is operated at the Texarkana center and the Omega Technical Violator Center in Malvern. The TVP is an intense program for parolees who have failed to meet conditions of supervision. Counselors at the TVP use behavior modification treatment models similar to the models used in community correction centers. The goal is to facilitate development of permanent lifestyle changes so residents will be successful, contributing, law-abiding citizens while in the facility and upon return to the community.

The primary approaches used to affect resident behavior are therapeutic jobs, therapeutic confrontations, positive peer pressure, learning experiences, role modeling, daily social interaction and integration of the 12-Step program in the daily activity of members of the community.

The 12-Step Program is used to treat wrong thinking associated with addictive behavior including alcohol abuse, drug abuse, sexually deviant behavior, gambling, overeating or overspending. As an integral part of the MTC Process, the 12-Steps assist residents in restructuring their values. The change in values may ultimately alter the way a resident thinks feels and views the world. An expanded understanding of each step of the 12-Step process is gained during the orientation phase of the MTC treatment program. Volunteers from local community 12-Step groups conduct education and support meetings at the Residential Centers. Residents also facilitate their own peer support groups with staff oversight.

The treatment goal is for each resident to leave the MTC program having mastered the following basic recovery techniques and abilities:

1. Ability to recognize personal problems
2. Inclination to accept responsibility for solving his or her problem(s)
3. Inclination to accept responsibility and accountability for personal life choices
4. Realization that help is usually necessary
5. Inclination to seek needed help through the 12-Step Program and/or alternative peer support groups, and
6. Inclination to develop pro-social life skills.

K. Parole/Probation Services.

Parole. Parole is early release from state prison to community supervision. The parolee must follow strict conditions of release, which are set by the Parole Board and include reporting to a parole officer. If a parole condition is violated, the offender may be incarcerated again.

Probation. Probation is a court-ordered alternative to prison where the offender remains in the community and is subject to conditions of behavior. The offender must report regularly to a probation officer. Probation may be revoked for violation of the terms and conditions and as a result, the offender may be sent to prison or a community correction center or have other sanctions imposed.

Parole/Probation Services. Parole/Probation Services has employees at each state prison and residential community correction center to manage the transfer of offenders from incarceration to parole supervision in the community. Parole/Probation Services staff at 43 offices throughout the state use a case management system to supervise parolees and probationers. Some areas operate special programs including specialty courts and day reporting centers. Staff refer offenders to other programs as appropriate and in many cases provides services such as 12-Step Alcohol/Drug self-help support groups, counseling, education/training referrals, employment referrals, community service work projects, and classes on thinking skills, anger management, life skills, and parenting skills. In addition to making referrals, some Parole/Probation Officers conduct classes and work with local employers to help offenders obtain jobs.

L. ACC Policy. Arkansas Community Correction policies are available at www.DCC.state.ar.us.

M. Rules and Directives. The agency's administrative rules and directives are available on the ACC web site.

N. ACC Records. Following is a list with brief descriptions of the primary records maintained by ACC. There are federal and state restrictions on the release of some records maintained by the agency. The policy entitled “Public Release of Offender Information” describes which offender information can be released by ACC.

1. Employee Personnel Record: This record contains job-related information including hiring paperwork and performance evaluations.
2. Employee Medical Record: Job related medical or mental health information pertaining to an employee is kept in a separate record.
3. Compliance Audit Files: Files containing each American Correctional Association Standard and related samples of policy and activity to demonstrate compliance with the standard.
4. Offender Medical Records: A medical record is kept for each resident of a residential center.
5. Offender Mental Health Record: A record of mental health treatment maintained for residents at the residential center.
6. Offender Treatment Record: A record of treatment maintained by counselors that may include individual or group counseling sessions and behavior modification class work.
7. Offender Disciplinary Record: A record of rule violations committed by a center resident or sanctions imposed by violations by a parolee or probationer.
8. Offender Case Record: Information concerning legal, demographic, and supervision activities of offenders during their supervision or confinement by ACC.
9. electronic Offender Management Information System (eOMIS) An electronic database containing offender records and information such as a description and photo, demographics, criminal and disciplinary history and more.
10. Internal Investigations: Documentation of investigations conducted regarding agency activity.
11. Grievances: Records of grievances filed by offenders and employees.
12. Administrative Records: A variety of administrative records are maintained.

IV. ACC STAFF GUIDANCE.

- A. External Organizations.** Agency staff is encouraged to cooperate with community organizations, civic clubs and educational institutions to the extent their qualifications, experience and schedules permit. ACC staff may provide guest lectures, present special program information, or provide consultation services for a specific project or program when requested and approved by the employee's direct or indirect supervisor. With proper administrative approval, ACC offices or centers may partner with higher education to establish internships, or provide tours or other special programs within a facility or at an office as approved by the appropriate Deputy Director.
- B. Criminal Justice Organizations.** Staff is encouraged to cooperate, consult, plan and participate with local criminal justice agencies in activities related to their responsibilities. With supervisor approval and following applicable policy, employees are encouraged to share appropriate information, sponsor exchange tours with other law enforcement groups and coordinate planning efforts in areas of mutual interest.
- C. Release of Information and Communications.**
1. All ACC staff that release information or communicate with the public and other agencies must be aware of and follow appropriate policy guidance concerning release of information. In general, individual employees are not restricted from speaking to the media; however, employees must coordinate with the Communications Office supervisor, or appropriate Management Team member for media requests requiring the agency's perspective or response to an issue. To the extent practical, all media contact should be handled by or coordinated through the Communications Office to better ensure a consistent and informed response.
 2. The release of certain information is prohibited or restricted by state and federal laws. Such restrictions are addressed in the "Public Release of Offender Information" and the "Offender Records" policies.
 3. Requests for Public Records.
 - a. To ensure responses to requests are accurate and timely, an ACC employee receiving a request for public records should ask the requester to submit the request in writing, to include the name, address and phone number of the requester, the date of the request, and a detailed description of the record(s) sought. However, no request will be denied if the requester refuses to submit the request in writing.
 - b. All requests for public records and responses must be coordinated through the ACC Communications Office, which should be contacted immediately upon receipt of a request.

4. Inspection and Copying of a Public Record.
 - a. Department records disclosed pursuant to the Arkansas Freedom of Information Act must be available for inspection and copying between the hours of 8:00 a.m. and 4:30 p.m. on regular work days.
 - b. Pursuant to the Arkansas Freedom of Information Act, ACC is not obligated to provide copying service. Whenever ACC provides a copy of any requested documents, the requester may be charged 25 cents per page, paid in advance. The fee must be paid by check or money order made payable to the ACC.

D. Internet and Social Media. Guidance that is applicable to Internet use and social media is found in the following policies:

“Code of Ethics and Rules of Conduct” policy
“Computer, Cell Phone, Copier and Technology Resources” policy

E. Citizen Complaints. Citizen complaints should be reported promptly to the appropriate supervisor who will notify others as appropriate and assist in preparing a response. This does not prohibit employees from handling minor concerns within their scope of responsibility.

F. Media and Tour Access to Residential Centers.

1. The Center Supervisor or designee may allow representatives of the media access to the community correction center pursuant to established policy.
2. When a journalist requests a face-to-face interview with a resident, the resident must sign a statement indicating his/her consent to be interviewed prior to an interview. The “Offender Consent for Media Interview” form may be used for this purpose. Residents should be allowed access to the media unless limitations are necessary to maintain order and security. Generally, photos of residents should be taken in a manner that faces are not recognizable unless the resident grants written permission to have his/her pictures used. (4-ACRS-7F-02 and -7F-03 and 2-CO-1A-27-1)
3. Facility tours may be approved by the Center Supervisor or designee. Tour groups must be escorted while on facility grounds.

G. Requests from Federal, State, and Local Legislative or Agency Executive Representatives. To maintain agency integrity and credibility, requests for information from legislative or other agency executive representatives should be answered fully and promptly. Employees who receive these requests must immediately inform their supervisor and/or the Communications Office and provide appropriate input to ensure a timely response.

H. Central Office Communication. To establish and maintain an effective and efficient line of communication across all areas of the operation, the Director will meet at least monthly with division heads and key staff members who represent the same.

I. Planning of Goals and Objectives. The ACC Director will ensure development and revision of short and long term agency goals and objectives. They will be reviewed annually by top management. (2-CO-1A-09)

V. ATTACHMENTS.

AD 16-17 Form 1 Offender Consent for Media Interview

Arkansas Community Correction
OFFENDER CONSENT FOR MEDIA INTERVIEW

Printed Name of Requestor

I agree decline to be interviewed and/or photographed and to allow any resulting information, recordings or photographs to be published or broadcast by the media outlet and its affiliates.

I release and save harmless Arkansas Community Correction and its employees and agents from any and all claims of damages for libel, slander, invasion of the right of privacy or any other claims based on any such use.

My consent is given freely and voluntarily by me without any threats, duress or promises.

Signature of Offender

Date

Printed Name of Offender

Offender Number