

SUPERVISION\DCC\SUPERVISION PROCESS\OFFENDER CONTACT STANDARDS

Client Contacts

.01 AUTHORITY

Wisconsin Administrative Code DOC 328.04(2)

.02 GENERAL STATEMENT

Effective and meaningful supervision requires that agents have regular face-to-face contact with clients centered around the case plan. Such contact may occur in a variety of places including the agent's office, the client's home, or place of employment.

.03 STANDARDS

The classification system establishes standards for the frequency of face-to-face contacts between clients and representatives of the department. Whenever feasible, the department's representative will be the client's agent of record. If the agent of record is not available, the department's representative may be another agent, field supervisor, or an approved correctional officer or intern. The minimum standards for each status are:

Enhanced	Once every 7 days *
Intensive/Sex Client (INTSO)	Once every 7 days *
Maximum	Once every 14 days
Medium	Once every 30 days
Minimum	Once every 90 days
Administrative	Once every six months

*Clients supervised under the INT/SO or Enhanced status also require a monthly face to face, phone, or email contact with one collateral contact every thirty days.

A collateral contact is an individual who is actively involved in the client's life. The purpose of the collateral contact is to verify compliance with the rules of supervision, confirm client participation in a particular activity, or assist in completing the tasks or practicing the skills identified on the case plan. Examples of collateral contacts include but are not limited to employers, significant others and additional support systems. Multiple collateral contacts should be identified. In most cases, agents should alternate contacts, such that the same individual is not contacted in consecutive months. In cases where there are limited

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collateral contacts, agents should clearly document why the same individual was contacted in consecutive months.

Treatment providers should be contacted monthly as part of the case plan and therefore do not represent a collateral contact. Additional collateral contacts should be considered based upon the client's case plan needs.

If required contacts are not made by an approved representative of the department, the agent of record must discuss appropriate action with his/her supervisor.

If a required face-to-face contact is not made by an approved representative of the department, the agent of record must discuss appropriate action with his/her supervisor.

VIRTUAL APPOINTMENTS

Standard face-to-face contacts between clients and the agent of record shall take place in person. To provide incentives and reward positive behavior, clients supervised at a medium level or lower may be eligible to participate in virtual face-to-face appointments. When determining suitability for a virtual appointment, agents should take into account the following factors:

1. Clients must be supervised at a medium level or lower
2. Clients have been violation free for the previous 90 days
3. Clients have demonstrated positive progress in achieving case plan and treatment goals and other court ordered conditions.
4. Virtual appointments must occur on a platform that ensures visual contact between the agent and client.
5. Additional factors for determining suitability may include: employment and residence stability, school attendance, positive support networks, attendance and engagement in prior appointments with the agent

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Virtual appointments may be conducted with any client who is incarcerated pending an alternative to revocation, serving a sanction or completing treatment in a residential program. Virtual appointments can be conducted with collateral sources.

In addition, supervisors may approve virtual appointments for clients supervised at High or above if extenuating circumstances exist, medical needs or inclement weather, as examples.

HOME VISITS

.01 AUTHORITY

[Wisconsin Administrative Code DOC 328.04\(a\)-\(c\)](#)

.02 GENERAL STATEMENT

A home visit is a scheduled or unscheduled visit to an client's reported residence/property where the client resides. Entry into the residence/property shall be made unless access is refused or if it does not appear that anyone is at home. Home visits where the agent makes contact with the client will be considered a contact for purposes of meeting contact standards.

.03 PURPOSE

The purpose of a home visit should be clearly identified in the case notes.

The purpose of a home visit may include the following:

- Residence verification
- Assessment of client environment
- Monitoring compliance with case plan objectives
- Familiarization with family members/significant others residing at the client's reported residence
- Checking for violations

Home visits are required during the intake process and when the client reports a change in residence. Also, at least one home visit must be completed every six months for clients at a medium or higher level of supervision. For all other cases, home visits are completed as appropriate and as documented for case planning purposes.

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Home visits may be appropriate under the following circumstances:

- Client’s adjustment to supervision is unstable
- Following violations
- Concerns with residence (e.g. change in household members)
- Victim concerns (e.g. victim resides in the home)
- Criminogenic driver in the home/offense-related (e.g. client convicted of domestic violence is residing with a partner; client convicted of child neglect is residing in home with minors present)

.04 BASIC REQUIREMENTS

A home visit is required within 30 days of being received on supervision, and each time the client changes residence. Home visits shall not be waived in these instances except as approved by the supervisor or if the client is in a detention facility or residential treatment facility. Home visits must also be completed once every six months for clients at a medium or higher level of supervision. For all other cases, home visits are completed as appropriate.

SUPERVISION LEVEL	MINIMUM HOME VISIT REQUIREMENT
Enhanced	Once every 6 months; as appropriate
Intensive/Sex Client (INT/SO)	Once every 6 months; as appropriate
Maximum (MAX)	Once every 6 months; as appropriate
Medium (MED)	Once every 6 months; as appropriate
Minimum (MIN)	As appropriate
Administrative (ADS)	As appropriate

Home visits shall be recorded using the Home Visit note type. When completing a home visit note, the agent will set the “next home visit date” within the note. The agent will add this date by selecting the date from the calendar or adding the number of days until the next home visit is due. This step is very important, as setting the next home visit date will create a reminder notice to appear in the agent’s task due list in workload manager.

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Unscheduled or after-hours home visits are recommended for clients assessed as high risk. The recommended best practice is to conduct these home visits in pairs or with law enforcement. Each office should prepare a plan for conducting these home visits that takes into consideration office staffing and safety.

.05 HOME VISIT PLANNING

Agent safety is of primary concern. In an effort to enhance safety, agents shall provide a listing of planned home visits and the anticipated return time to the supervisor or designee prior to the agent leaving the office. Agents shall use their Outlook calendar to record their scheduled home visits. The home visit itinerary may be completed via the residence listing found in COMPAS, with the client names highlighted, or may be completed via the Home Visit Itinerary ([DOC-2294](#)) and attached to the Outlook calendar. Agents may also opt to individually enter the planned home visits into their Outlook Calendar. To further enhance safety, staff is encouraged to utilize their cell phones or other means of communication while conducting home visits.

In order to accomplish home visits in a safe manner and enhance client employment opportunities or treatment, non-traditional work hours, with supervisory approval, may be necessary or required.

.06 WAIVERS

Home visit waivers are only necessary during the intake period if the client is in jail or in an inpatient treatment facility. When requesting a home visit waiver, the agent shall note that the client is in jail, an inpatient treatment facility or a Residential Service Program on the [Intake-Checklist DOC-2625](#).

If the home visit waiver is approved, a notation of the waiver is made in the case notes.

.07 REFUSAL OF ENTRY

If an client refuses the agent entry into the residence, the client is to be informed that such refusal is a violation of supervision. If any other occupant of the client's residence refuses

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the agent entry, the same warning is to be given to the client during the next personal contact.

The agent is prohibited from forcibly entering the client's residence for any purpose.

.08 ATTEMPTED HOME VISIT

If an agent attempts a home visit and no one is home, the attempt must be noted in the COMPAS notes. The supervisor and agent must then discuss a plan involving a scheduled home visit in order to gain entry to the residence/property.

.09 OUT OF STATE CLIENTS

All offenders residing out of state and being supervised by Wisconsin shall have all home visits waived.