

SUPERVISION\DCC\SUPERVISION PROCESS\ACCESSING OFFENDER PROGRAMS AND SERVICES

PURCHASE OF GOODS AND SERVICES (POGS)

.01 AUTHORITY

[Wisconsin Statute 301.08](#)

[Wisconsin Administrative Code DOC 328.11](#)

.02 GENERAL STATEMENT

The Division of Community Corrections allocates funds to each Region. The Regional POGS Program and Policy Analyst (PPA) has the responsibility to work with Department staff, community agencies and provider agencies to develop and implement a plan for the use of Regional funds. The majority of the funds are used for contracts, which are designed to provide services to respond to the priorities established by the Department to meet regional needs.

The purpose of these funds is to offer treatment programs to correctional clients to address criminogenic needs and provide risk reduction strategies. Programming includes, but is not limited to: Substance Use Disorder (SUD; previously known as AODA) treatment including group therapy, individual therapy, medication assisted treatment and assessments, Sex Offender Treatment, Anger Management and Domestic Violence Groups, Cognitive Behavioral Programs, Vocational, Employment and Community Services. All treatment programs vary in structure and may include different levels of services. Existing community-based public and private programs and resources should be exhausted prior to requesting the expenditure of funds.

Program referrals are done by the Agent of Record, based on case plan needs of the correctional clients. Programs are offered at different times of the week to be responsive to regional needs. The service approaches are gender based and culturally diverse.

The contract process must follow the Administrative Services Manual #900 Purchasing General Guidelines. A CFS or AOR can initiate conversation with the Regional POGS PPA for new services.

.03 USE of DISCRETIONARY FUNDS PROCEDURE

Each region also has a discretionary share of Purchase of Goods and Services (POGS) funds for emergency and unanticipated client needs, which the client cannot afford or that are not covered by their insurance or other funding sources. Use of discretionary funds for correctional client purchases may be obtained with approval of the PPA or their designee.

Purchase of goods and services must relate to specific needs arising from the client's participation in education, treatment, and /or vocational programs or to specific employment situations. Clothing purchases may be authorized when specialized clothing is required for educational and/or vocational courses or for employment. The CCEP program can also be used to cover this cost. Agents can review with the Regional POGS PPA or the Regional Employment Program Coordinator (EPC).

Once an agent determines that a service/good cannot be provided in the community through existing POGS contracted services, the agent shall consult with the supervisor and obtain approval to request use of discretionary POGS funds. The agent shall then contact the Regional POGS PPA and /or designee to ensure the purchase is appropriate and funds are available.

The agent shall then complete the [DOC-501](#) and submit to the Regional POGS PPA. No single purchase may exceed \$5,000. Unit Supervisors are required to ensure that the expenditure is justified and that it is entered into the correctional client's case record. The Regional POGS PPA shall approve the request and provide a copy of the approved [DOC-501](#) to the provider.

Funds cannot be used to pay for any services or goods received prior to obtaining approval from the Regional POGS PPA.

A Request for Purchase of Offender Goods and Services ([DOC-501](#)) may not extend beyond the end of the fiscal year, June 30th (fiscal year is July 1st through June 30th).

Payment for goods or services may not be delivered directly to the correctional clients.

No relative of the correctional clients may be a vendor or a payee for services provided to a correctional clients. The definition of a relative is found in [s.48.02\(15\)](#), WI Statutes.

Per statute, funds may not be used to provide services to the client's children or other relatives.

.04 SERVICE MONITORING

The agent is responsible for monitoring that the clients' services or goods have been received. Program providers are required to submit written reports concerning the services rendered. Regional POGS PPA, or designee will review that services are provided as required. At 30-day intervals, the agent will verify that the correctional clients received ongoing services and assess whether case plan objectives are being achieved. The verification and review should be documented in the case notes.

.05 PAYMENT FOR SERVICES

The Department is required to reimburse the provider within 30 calendar days of the receipt of a completed invoice or receipt of a properly completed invoice and receipt of the commodity or services, whichever is later.

Once the goods/services are received, the Regional POGS PPA or designee, shall secure an invoice from the provider. The Regional POGS PPA or designee shall verify services were received and process for payment. A copy of the bill/invoice shall be kept at the regional office. When the billing for services or goods extends beyond one invoice, the PPA shall write on the final billing, "Final Invoice." (NOTE: Rent can be paid prior to the anticipated service ending date).

When the invoice is incomplete, the Regional POGS PPA is required to contact the provider to resolve the problem and request a completed invoice.

.06 RESPONDING TO PROBLEMS

In the event of a service delivery, payment or invoice problem, the agent or supervisor should inform the Regional POGS PPA of the problem. The Regional POGS PPA will work with the agent and provider to attempt to resolve the problem. The Regional POGS PPA will document all problems in the contract logs.

If the problem cannot be resolved at the Regional level, the PPA or designee will contact the DCC Contract Specialist. They will discuss the problem, verify whether DCC Central Office received the invoices, and the status of the payment process.

The Regional POGS PPA will contact the provider to convey information on the status of a billing or payment problem, and provide additional follow-up with the provider or the Regional Office as necessary.

.07 PURCHASING EXTENSION

The supervisor shall work with the Regional POGS PPA to request an increase in the total amount on the [DOC-501](#) and/or extension of service dates.

A purchase order may not be issued in excess of \$5,000 or increased over \$50,000 unless the appropriate competitive bidding process has been conducted.

The Department is prohibited from entering into sequential purchase orders for like services for amounts that exceed \$5,000 unless the appropriate competitive processes are conducted.

.08 CANCELATION

The PPA will contact the provider when it is necessary to cancel a purchase order before its termination date. The PPA shall send a confirmation letter to the provider and request that the providers promptly submit all invoices.

The PPA or designee will amend the original [DOC-501](#) or purchase order by showing the amount by which the purchase order will be reduced.

.09 NON-TRADITIONAL BUSINESS HOURS

The agent is required to contact the on-call supervisor when emergency funding is required during non-traditional business hours.

The next working day, the agent or supervisor should immediately contact the Regional POGS PPA to initiate the purchasing process.

.10 PSYCHOLOGICAL/PSYCHIATRIC SERVICES

The agent must first consult with the regional psychologist before requesting the use of POGS funds for outside clinical services.

.11 TELEPHONE PROCUREMENT PROCEDURE FOR PURCHASE OF SERVICES

There are limited circumstances when the division pays for phone installation and basic phone services for correctional client who are monitored by EMP. All telephone installation and service payments via purchase of services will require the approval of the unit supervisor and Regional POGS PPA or designee. In most circumstances, the correctional client will assume responsibility for these charges within 60-90 days. The agent is responsible for tracking on these time frames. Any request for an extension beyond 90 days must be reviewed by the supervisor and approved by the PPA. Requests beyond 180 days shall be approved by the Regional Chief with notification to the PPA for tracking purposes. All lines are ordered in the name of the Department of Corrections. Once the correctional client has assumed responsibility of the telephone services, our line is disconnected and replaced with the correctional client's own residential line or service can be transferred to correctional client if approved by the service provider.

A copy of the [DOC-501](#), with the completed Telephone Purchase Request form, must be forwarded via email to the Telecommunications Manager, requesting the installation of telephone service. The PPA should also be copied in on that request. All requests must be submitted in writing. Requests should be made two weeks prior to when the line needed, whenever possible. The [DOC-501](#) must include:

- “basic telephone service with no assigned long-distance carrier, no collect calls, and 900/976 number blocking”
- client name and number
- client location
- contact person
- term of service
- agent name and number

The telecommunications manager will provide the PPA and agent with estimated costs related to installation and telephone service when notifying them on the order “due date.” The total costs will appear on the first telephone bill which is mailed directly to the PPA.

The invoice/cost of service for each individual’s phone will be on a monthly telephone bill sent to the PPA. The billings will be identified as “STATE OF WIS DOC DIV COMM CORR (correctional client #).” The Regional POGS PPA will process the bill for payment.

The correctional client shall be financially responsible for any and all additional charges (i.e. all telephone calls and for services such as automatic call back, repeat dialing activation, directory information, etc.) other than start-up (installation) and basic monthly service charges. The PPA shall be responsible for monitoring the monthly charges and the agent for securing payment for any additional charges incurred by the correctional client. Checks/money orders must be made out to “Department of Corrections,” identified as POGS reimbursement, and forwarded to the DCC Business Office. Also, a copy of the receipt shall be forwarded to the PPA or designee.

Even though there is no long-distance carrier assigned, these calls can be made by dialing a long-distance access code. The correctional client should be informed that this line belongs to the Department of Corrections, and as the user, they cannot request any additional services on the line. The agent must inform the correctional client that he/she is responsible for any additional charges.

In the event that an correctional client absconds or is taken into custody for revocation procedures, the telecommunications coordinator must be notified immediately via email for service to be discontinued with a copy to the PPA.

If there are any questions regarding this procedure, please contact the Regional POGS PPA or designee.

.12 SERVICE PROVIDERS WITH COMPAS ACCESS

Referrals are made to appropriate POGS or non-POGS agencies to meet the criminogenic needs. For the service providers that have received training and approval for COMPAS access, the agent will notify the Regional POGS PPA, or designee, once applicable releases are signed and the correctional client begins programming. Temporary access will be granted for that correctional client only to the service provider for the specified time period.

.13 Housing Services available

Each region has different housing services available with contracted providers. Consult with your Regional POGS PPA for a list of available locations and types of housing services in the region.

Emergency Housing (EH): refers only to day-to-day housing at hotels, motels, boarding houses requests by means of a DOC-501. Emergency housing placements are usually approved for 30 days. If additional time is needed, agents can request extensions not to exceed the maximum allowed time of 60 days. Any extensions that last beyond the maximum allowed time shall be approved by the Regional Chief and include notification to the PPA for tracking purposes.

Process to request Emergency Housing:

Initial 0-30 days can be approved by the CFS/Agent. Agent will complete a DOC-501 and submit the completed DOC-501 with CFS approval via email to Regional POGS PPA or designee.

Any request for an extension beyond initial time must be reviewed by the CFS supervisor and approved by the PPA. Extension requests for 30-60 days shall be completed 7 days before the initial term approval ends and shall be submitted to the Regional POGS PPA for final review, approval/denial.

Supplemental Housing (SH): refers to housing where DOC may pay all or part of the monthly rent for a limited amount of time. Supplemental Housing is for clients that may have money to pay the security deposit, or may have enough money to pay for a portion of the rent, but not enough to pay in full; DOC can supplement the client/landlord by paying rent, or a portion of. This housing option is utilized infrequently, but an option if a landlord is willing to work with the client and the DOC. Supplemental housing placements are usually approved for 60 days. If additional time is needed, agents can request extensions not to exceed the maximum allowed time of 90 days. Any extensions that last beyond the maximum allowed time shall be approved by the Regional Chief and include notification to the PPA for tracking purposes.

Process to request Supplemental Housing:

Initial 0-60 days can be approved by the Approved by CFS/Agent. Agent will Complete a DOC-501 and Forward completed DOC-501 with CFS approval to Regional POGS PPA.

Any request for an extension beyond initial time must be reviewed by the CFS supervisor and approved by the PPA. Extension requests for 60-90 days shall be completed 7 days before the initial term approval ends and shall be submitted to the Regional POGS PPA for final review, approval/denial. The goal on providing supplemental housing is for the client to become self-sufficient and to pay for his/her rent in full, over time.

Short Term Housing (STH): refers to year-round DOC contracted housing, in which the DOC rents month-to-month from a landlord. Short Term Housing is for clients that have minimal financial resources and without an approved residence. There is not a case manager or site checkers. Short Term housing placements are usually approved for 60 days. If additional time is needed, agents can request extensions not to exceed the maximum allowed time of 90 days. Any extensions that last beyond the maximum allowed time shall be approved by the Regional Chief and include notification to the PPA for tracking purposes.

Process to request Short-Term Housing:

Considering STH services vary per region, agent shall verify with the Regional POGS PPA on process for request before submitting a DOC-501 or e1336 Referral for services request. Any request for a 60 – 90 days extension shall be sent via email request to the Regional POGS PPA at least 1 week in advance of the end date to determine if a bed is available for additional days. If additional time is approved, the Regional POGS PPA or designee will confirm with agent and provider.

Transitional Housing Service (THS)/Transitional Living Program (TLP); refers to contracted beds with the provider conducting frequent random checks, completing monthly reports and supplies amenities (i.e. food, linens, paper products, furnishings). THS services include a case manager who completes an intake with the clients and provides one week of food. Transitional housing services placements are usually approved for 90 days. If additional time is needed, Agents can request extensions not to exceed the maximum allowed time of 120 days. Any extensions that last beyond the maximum allowed time shall be approved by the Regional Chief and include notification to the PPA for tracking purposes.

Process to request Transitional Housing Services:

Agent shall submit e1336 Referral for services request. Any request for a 90 –120 days extension shall be sent via email request to the Regional POGS PPA at least 1 week in advance of the end date to determine if a bed is available for additional days. If additional time is approved, the Regional POGS PPA or designee will confirm with agent and provider.

Justification language for placement extension shall include the following:

- COMPAS Risk Score
- Current Need for housing
- Employment Status/Ability to pay
- Support Access (family, significant other, etc, in area)
- Alternatives exhausted by AOR
- Length of approval AOR is seeking

REFERRALS TO OUTSIDE AGENCIES

.01 GENERAL STATEMENT

Based on a correctional client's problems or needs, correctional client risk score, criminogenic needs, and judgment of conviction requirements, it may be necessary to refer correctional clients to other agencies.

.02 REFERRAL PROCEDURE

Referrals for Services

- Agent will generate the e-1336 referral form through “find a form” in myDOC.
- AOR enters the services required on the e1336. The e-1336 will pull existing agent and correctional client information from WICS. In addition, it will pull existing programming and provider information from the Program Data Collection System (PDCS).
- The system will generate the DOC-1336 in a PDF format. The agent, or designee, will forward the PDF via email to the providers, along with the following required documents:
 - 1163
 - 1163A
 - COMPAS Narrative
 - COMPAS Bar Chart
- The provider will review email and the attached forms, and will determine whether the client may participate in the program or not. Providers will go into PDCS and accept or reject the referral.
- If accepted, the provider will add a participation in PDCS with the waitlist availability date based on information on the DOC 1336. If further information is needed the provider shall review requirements with the Regional POGS PPA.
- Historical referrals may be accessed from WICS or the e-1336, so information can be copied to new forms, as needed.

- No additional referrals can be made to the same program when an correctional client has a waitlist or program start date.

[ADD link to: [Electronic Form 1336 Referral to Purchase Services FAQ - February 2018](#)]

Referral Process for Statewide Residential Programs

Agent of Record (AOR) will submit the [DOC- 2941 Residential Services Referral Pre-Screen form](#) to:

DOC DCC RSP Referrals DOCDCCRSPReferrals@wisconsin.gov

After review of the Residential Services Referral Pre-Screen form, the agent will receive approval to prepare and submit referral packet to the provider. AOR should review the requirements below to ensure that all necessary documentation is provided with the packet.

Referral for Services for Statewide Residential Programs Required Forms

All referral for services packet shall include the following forms:

- DOC-E1336 Referral for Services
- COMPAS Bar Chart and Narrative
- DOC-1163A & 1163- Authorization for Use and Disclosure of Protected Health Information (PHI) & Non PHI
- DOC- 179 Background Information
- DOC-2354 Prior Record Listing (Redact juvenile offenses)

REFERRALS FOR CLIENTS WITH IDENTIFIED MENTAL HEALTH NEEDS

All referral for services packet for clients with mental health needs, or if agents answer yes to any of the questions below must include:

- All items listed under Referral for Services for Statewide Residential Programs Required Forms
- DOC-3472 DCC Psychological Services Summary or Mental Health Assessment from community provider within the past year

Questions to determine if clients need a DOC-3472 completed for referrals for services:

1. Has client had suicidal thoughts or actions within the past year?
2. Has the client been hospitalized in a psychiatric facility (not for drugs or alcohol) within the last year?
3. Does the agent have concerns about a client's ability to function in a program due to cognitive or learning impairments?

NOTE: Agents should include the DOC-3585, completed by the Institution Psychologist, for clients who have a mental health code of 2A in WICS. Agents should consult with the Regional Psychologist if there are any additional documents that should be included in the referral.

Referral for residential services as an ATR

Referrals for services for clients who are being offered residential services as part of an Alternative to Revocation (ATR) must include:

- All items listed under Referral for Services for Statewide Residential Programs Required Forms
- NOTE: If referring to a Substance Use Disorder (SUD) program, the Agent should obtain a DOC -1163a Release of Information for the agency offering the residential services and DCC to be able to re-disclose SUD treatment records to Hearings and Appeals and the Public Defender's Office.
- DOC-250 Alternative to Revocation Agreement (Redact victim information)

SEX OFFENDER CONSIDERATIONS

Referrals for clients who are convicted of a sex offense may require JOC or Criminal Complaint to determine placement exclusions. Staff shall review the exclusionary criteria for each facility for additional details on restrictions.

Special Bulletin Notification (SBN) clients need approval for the person to live outside the county of conviction, per [Administrative Directive 15-08](#).

For detailed information on facilities available for services please review [ADD link to: [RSP Guide for Referrals to Residential Programs](#)] in myDOC.

The following steps are to be taken when making referrals:

- Discuss referrals with the client.

- Complete required forms, including Releases of Confidential Information ([DOC-1163](#) or [1163A](#)).
- Make periodic inquiries on client's progress.
- Periodically review progress with the client.
- Ensure client's goals are met with contracted services.

Documenting Referrals and Program Participation in COMPAS:

When searching for providers in the COMPAS case plan, use the coding as follows:

DCC "R" followed by Region #, then followed by Program Code

(i.e. DCC R5 AODA for Region 5; DCC R1 AODA for Region 1, and so on).

Service Provider searches by county and type can also be done using the "advanced search" function.

If there are any providers incorrectly entered or missing, please contact your Regional POGS PPA, or designee.

The program coding chart is provided below.

Type Key Abbreviation	Service Type Description
AM	Anger Management
Antabuse	Antabuse Treatment
AODA	AODA (All Types of Treatment)
AODA Assess	AODA Assessment Only
Circle	Circles

Cog	Cognitive Interventions
CS	Community Service
Day Treatment	Miscellaneous Day Treatment Services
SC	Specialty Court
DD	Dual Diagnosis Programming
DRC	Day Report Center
DV	Domestic Violence Programming
Employ	Employment Services
HWH	Halfway Houses
MH	Mental Health Services
Other	Other
Parenting	Parenting Classes
Reentry	Reentry / Transition Programming
RJ	Restorative Justice
SOT	Sex Offender Treatment
THS	Transitional Housing Service
VocEd	Vocational Programming

.03 PROGRAMMING WITH FAITH/RELIGIOUS/SPIRITUAL COMPONENTS

Agents shall not order a client to attend a specific program with a religious component including alcohol or drug treatment or a 12 step program. An agent may write a rule requiring a client to attend and complete SUD treatment without naming a specific program. An agent may also provide a client with a list of acceptable programs, as long as

both secular and non-secular options are clearly identified. If a client chooses to participate in a program having a religious component, the agent should document in the COMPAS notes that a secular program was offered.