


Idaho Department of Correction 	Standard Operating Procedure	Title: Intake , Orientation, and Personal Property at Community ReentryCenters		Page: 1 of 15
		Control Number: 301.04.03.001	Version: 3.0	Adopted: 03-12-2010

David Birch, probation and parole division chief, approved this document on 04/30/2017.

Open to the public: Yes

SCOPE

This SOP applies to all CRC staff and inmates housed in the CRC.

Revision Summary
Revision date (04/30/2017) version 2.0: Revisions throughout the document and reformatting. Revision date (05/12/2017) version 3.0: Corrected links to current Emergency Contact Form.

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BOARD OF CORRECTION IDAPA RULE NUMBER

None

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POLICY CONTROL NUMBER 301

Taking Inmates into Department Custody

PURPOSE

The purpose of this standard operating procedure (SOP) is to establish a standardized process that community release centers (CRCs) will use to intake and orient inmates to CRC living, rules, regulations, programming, inmate property processes, and employment.

RESPONSIBILITY

Facility heads or designees are responsible for implementing this SOP and ensuring staff members adhere to the guidelines provided herein.

STANDARD PROCEDURES

1. Introduction

CRC placement is an inmate reentry program that offers an opportunity for inmates to obtain employment, earn money, save for release, and address financial obligations in order to reenter the community successfully. Intake and orientation is intended to provide inmates the opportunity to learn CRC procedures, rules, and regulations and begin to finalize a reentry case plan.

Each inmate transferred to a CRC must participate in intake and orientation provided by designated CRC staff. CRCs must have policies, a living guide (see section 3), and other information that pertains to the CRC readily available for inmate viewing and/or use.

Before **or** upon arrival at a CRC, a designated CRC staff member must perform a criminal background investigation in accordance with SOP [146.00.01.001](#), *ILETS: Idaho Public Safety and Security Information System*, to ensure there are no outstanding warrants (or criminal history that is outside of the parameters of the [Offender Placement Matrix](#)) that would prevent the inmate from being housed at the CRC.

2. Policy and Desk Reference Manuals

Policies, SOPs, and field memorandums (FMs) that govern inmate management **and** CRC rules and procedures may be organized into policy and/or desk reference manuals and should include those subject matters most often requested by CRC inmates, such as the following:

- Access to Courts
- Inmate Funds
- Disciplinary
- Grievances
- Mail
- Property
- Visiting

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CRC staff members must become very familiar with the policies, SOPs, and FM's included in their policy or desk reference manuals, as well as those that provide instruction on CRC staff duties and responsibilities.

CRC staff must ensure that desk manuals that contain a policy or SOP are updated immediately when a new or revised policy or SOP is published.

3. Living Guides

CRC staff must issue, or make readily available, to inmates a copy of the CRC-specific living guide that explains CRC rules, procedures, or processes and refers to those IDOC policies and SOPs most often requested by inmates. Living guides should also include CRC-specific information such as program regulations and goals, the rules governing conduct and the consequences of any disciplinary actions, employment, and fund management, etc.

Living guides must not supersede, conflict with, or contradict IDOC policies and SOPs, and as a result must only reference applicable IDOC policies and procedures.

A CRC staff member designated by the facility head must ensure that the CRC-specific living guide is updated/revised a minimum of once every two years.

CRC staff must assist those inmates who cannot read or understand English or who have difficulty comprehending the living guide. Each inmate must acknowledge either receiving a copy of the living guide, or being told where the living guide is located in the CRC. [CRC Initial Intake and Orientation Form](#) must be used for the inmate's acknowledgement and intent to comply with the rules and regulations of the CRC. CRC staff must witness the inmate signing the form.

4. Inmate Personal Property

In addition to the guidance provided in this section, an inmate's personal property must also be managed in accordance with SOP [320.02.01.001](#), *Property: State-issued and Inmate Personal Property* and SOP [320.02.01.002](#), *Property: Religious*.

CRCs do not have a full-time property officer as described in the above SOPs. However, the facility head will designate a staff member to receive, handle, store, dispose, and track inmate personal property. For the purposes of this SOP only, that designated staff member will be referred to as the property officer.

The property officer or designee is responsible for tracking property to ensure inmates do not receive or maintain more than their allotted amounts.

Inmates transferred to a CRC often arrive with very limited personal property. CRCs must develop FM's that describe the process for helping inmates obtain personal property for day-to-day living and/or work purposes. FM's may include, but may not be limited to, supplying hygiene items for indigent inmates as defined in *Mail Handling in Correctional Facilities*, SOP [402.02.01.001](#) or which retail or thrift stores will be used for purchasing personal property.

Starter Personal Property: Delivered by the Inmate's Family or Friends

Within the first 30 days of arriving at a CRC, an inmate will be allowed to receive a one-time delivery of starter personal property for transition into CRC living. Starter property may be brought or mailed into the CRC by the inmate's family or friends. Starter property is typically allowed to be brought into the CRC during normal visiting hours; however, the

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facility head or designee can make an exception regarding when the property may be brought in.

To request the one-time delivery of starter personal property, the inmate must complete *CRC Property Request Form*, and submit it to the property officer or designee. The property officer or designee must approve the request before the inmate is allowed to receive the starter property.

Starter Personal Property: Purchased by the Inmate

An inmate, who does not have the means to obtain starter personal property through family or friends, may be allowed to charge certain starter property from IDOC-approved local establishments (such as Deseret Industries or Shopko). When starter property is purchased from a local establishment, the inmate must pay for the charged items as employment is obtained and a first paycheck is received.

The designated CRC staff member, who takes the inmate shopping for starter personal property, is responsible for obtaining an [Inmate Personal Funds Withdrawal Slip](#), (hereinafter referred to as a withdrawal slip) from the inmate immediately upon return to the CRC. The withdrawal slip must be written for the total amount charged. A facility head-designated CRC staff member is responsible for processing the withdrawal slip in accordance with SOP [114.04.02.001](#), *Funds: Inmate*, as soon as the inmate receives that first paycheck.

Some CRCs may not have agreements in place with local establishments that allow inmates to charge. If additional guidance and/or controls to the above are required, then an FM may be developed.

Regular Personal Property: Delivered by the Inmate's Family or Friends

Unless approved by the facility head or designee, only resident workers (those inmates who work in the CRC) are allowed to have regular personal property delivered by family and friends. As with starter property, regular property is typically allowed to be brought into the CRC during normal visiting hours; however, the facility head or designee can make an exception regarding when the property may be brought in.

The amount of regular personal property is limited for resident workers. To request the delivery of regular personal property, the inmate must complete [CRC Property Request Form](#), and submit it to the property officer or designee. The property officer or designee must approve the request before the inmate is allowed to receive the regular property.

Regular Personal Property: Purchased by the Inmate

Resident workers and work release inmates are permitted but are not required to purchase commissary and personal property items through the IDOC's private contracted commissary provider.

In addition, both resident workers and work release inmates are allowed to make thrift store or commissary purchases of regular personal property. However, unless approved by the facility head or designee, only work release inmates are allowed to go on community shopping trips (retail stores) to purchase regular personal property.

Books, magazines, and publications must be obtained in accordance with *Mail Handling in Correctional Facilities*, SOP 402.02.01.001.

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Some items (such as tools, foam pads, alarm clocks) may be approved for purchase at the discretion of the facility head or designee. If additional guidance and/or controls to the above are required, an FM may be developed.

Community Shopping Trip (Retail Store) Purchases

Community shopping (retail store) trips must be for the purpose of allowing work release inmates to replenish and sustain their regular personal property needs. Thirty days after receiving or purchasing initial starter personal property, the work release inmate may request a community-shopping trip. (Items approved should be based on 'need' and **not** 'want'.)

CRC Property Request Form, must be approved by the property officer or designee, the employment coordinator (for work-related items such as tools), or the CRC sergeant. (Tools must be reviewed and approved by the EC using [CRC Work Tools](#).) Community shopping requests for more than \$150 must be reviewed and approved by the facility head or designee. If the community-shopping request is approved, the inmate is not allowed another community-shopping trip for at least 90 days (unless clothing is vital to the inmate sustaining employment). A community-shopping trip may include more than one location or stop. Any exception to the above stated 90-day community-shopping trip rule must be made by the facility head or designee.

Friends and Family Quarterly Packages

Regardless of when a CRC inmate arrives at the facility, during the months of March, June, September, and December CRC inmates may request and receive a quarterly package from friends and family.

No personal property is allowed in quarterly packages.

Quarterly packages must only contain consumable items. Consumable items are those items that are completely used up over a period of time and need replenishing such as shampoo and soap. Consumable items must be received in their original containers.

Quarterly Package Request Form lists the consumable items allowed in quarterly packages.

Quarterly packages may be brought or mailed into the CRC by the inmate's family or friends. Quarterly packages are typically allowed to be brought into the CRC during normal visiting hours and are at the discretion of the facility head or designee.

To request a quarterly package, the inmate must complete a [CRC Quarterly Package Request Form](#), and submit it to the property officer or designee between the 1st and 15th day of the month that quarterly packages are allowed. The property officer or designee must approve the request before the inmate is allowed to receive the quarterly package. The *CRC Quarterly Package Request Form* describes rules, limitations, and inmate eligibility criteria.

Once the inmate is approved to receive a quarterly package, the package must be delivered or post marked before the last day of the month it was approved. No exceptions will be made for packages that are delivered or post marked after the last day of the month, and the property officer or designee may return or store the quarterly package until the next allowable quarter.

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If an inmate receives a quarterly package that exceeds the 15-pound weight limit, the inmate may elect to have some items removed from the package until the weight limit is met. Such removed items will be donated to the local food bank. If items are removed from the quarterly package, the property officer or designee is responsible for coordinating the delivery of those items to the local food bank.

If the inmate elects not to remove some items or does not agree to donate the removed items to the local food bank, the property officer or designee will reseal the package and return it to the sending family member or friend at the inmate's expense.

5. Commissary Package Program

In addition to the quarterly packages from friends and family as noted above, the IDOC contracted commissary provider offers a package program for consumable items. All CRC inmates are eligible to purchase items through this program. The contract commissary provider delivers commissary orders to the facility. Spending limits for the commissary package program are \$160.00 per quarter (Jan-Mar, Apr-Jun, Jul-Sept, Oct-Dec).

6. Regular Commissary Program

Unlike prison facilities, inmates at CRCs are not restricted or limited to purchasing consumable and personal property items from the contract commissary provider; however, all CRC inmates are eligible to purchase commissary and personal property items from the IDOC contracted commissary provider. The contract commissary provider delivers commissary orders to the facility. Spending limits for CRC inmates are set in SOP 320.02.01.001 *Property: State-Issued and Inmate Personal Property*.

7. Over-the-Counter Medications

The contract commissary provider offers certain over-the-counter (OTC) keep-on-person (KOP) medications free. These OTC KOP medications are reviewed and approved by the IDOC and the IDOC's contract health services provider. All CRC inmates are eligible to obtain these OTC KOP medications through commissary.

In addition to the OTC KOP medications, some CRCs allow inmates to order over-the-counter pharmacy items from outside sources. Each CRC must develop an FM to describe additional guidance and/or controls for over-the-counter pharmacy items only.

8. Intake and Orientation Processes

Facility Intake

Facility intake staff members (generally security staff) must be trained and knowledgeable of their CRC's practices and procedures so that they may answer inmate questions or refer inmates to the appropriate staff member.

During the facility intake process, facility intake staff should inquire about and, if applicable, note any concerns the inmate may have (such as healthcare, family, or personal issues). Depending on what is disclosed by the inmate, facility intake staff may refer pertinent information (such as risks the inmate may pose to the CRC or personal concerns) to a case manager, duty officer, or facility head. Referral may be via email or telephone depending on the level of risk.

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Facility intake staff must walk through the CRC with the inmate, also pointing out emergency exits and property (land) boundaries.

Table 6-1: Facility Intake Staff Process Steps

Facility intake staff must use the following process steps during the facility intake and orientation process:

Functional Roles and Responsibilities	Step	Tasks
Facility Intake Staff	1	<p>Within 24 hours of the inmate arriving in the CRC:</p> <ul style="list-style-type: none"> • Determine whether the inmate speaks, reads, or writes English. If an inmate does not speak English, a written, individual, or telephone interpretation service will be provided in the language spoken. • Begin the facility intake and orientation process by discussing, providing, or obtaining the information or resources indicated using a <i>CRC Initial Intake and Orientation Form</i>.
Facility Intake Staff	2	<p>Explain, discuss, or point out the following to the inmate:</p> <ul style="list-style-type: none"> • Facility emergency procedures • The location of fire extinguishers • The location of first aid kits and evacuation plans <p>Facility diagrams showing fire extinguishers, first aid kits and evacuation routes must be posted in common areas.</p>
Facility Intake Staff	3	<p>Explain, discuss, or point out the following property management procedures to the inmate:</p> <ul style="list-style-type: none"> • Who is in charge of property • How property is requested and obtained • Thrift shop opportunities
Facility Intake Staff	4	<p>For resident workers – Skip to step 5.</p> <p>For work release inmates – Explain, discuss, or point out the following employment procedures to the inmate:</p> <ul style="list-style-type: none"> • What the employment coordinator (EC) does • When the inmate can expect to begin employment process

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Functional Roles and Responsibilities	Step	Tasks
Facility Intake Staff	5	<p>Explain, discuss, or point out the following visiting procedures to the inmate:</p> <ul style="list-style-type: none"> • Who may visit • Whom to refer visiting questions to • Visiting hours (Visiting hours should be posted in common areas)
Facility Intake Staff	6	<p>Explain, discuss, or point out the following access to healthcare procedures to the inmate:</p> <ul style="list-style-type: none"> • Written requests or forms that need to be completed • When healthcare providers are on site • Urgent or emergency care
Facility Intake Staff	7	<p>Explain, discuss, or point out the following inmate funds management procedures to the inmate:</p> <ul style="list-style-type: none"> • How to submit withdrawals • The person who oversees the process
Facility Intake Staff	8	<p>Explain, discuss, or point out the following access to policies and forms procedures to the inmate:</p> <ul style="list-style-type: none"> • The location of policies, procedures, field memorandums (FMs), forms, etc. • How to obtain copies or access
Facility Intake Staff	9	<p>Explain, discuss, or point out the following bed assignment procedures to the inmate:</p> <ul style="list-style-type: none"> • Placement by seniority, behavior, and facility need • Who manages bed assignments, etc.
Facility Intake Staff	10	<p>Issue linens to the inmate.</p> <p>Explain laundry procedures.</p> <p>Provide hygiene items (if needed).</p>
Facility Intake Staff	11	<p>Give the inmate a copy of the CRC's living guide.</p>

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Functional Roles and Responsibilities	Step	Tasks
Facility Intake Staff	12	Give Emergency Contact Form (Offender) for the inmate to complete. (Assist the inmate if requested.) Instruct the inmate to provide the completed <i>Emergency Contact Form (Offender)</i> to the assigned case manager during the case plan intake process.
Facility Intake Staff	13	Ensure that the “facility intake” section of the <i>CRC Initial Intake and Orientation Form</i> is complete. Ensure that intake staff and the inmate sign the form.
Facility Intake Staff	14	Take a photo of the inmate and upload it in the Corrections Integrated System (CIS).
Facility Intake Staff	15	To document the completion of the facility intake process, make a c-note entry in the CIS. Also, note any findings, concerns, or issues that may be pertinent. <u>Example:</u> Inmate Jones arrived today. Facility intake process completed. He is concerned about notifying his spouse that he was moved. He was allowed a two-minute phone call to her. I forwarded the intake form to his case manager.
Facility Intake Staff	16	Forward the <i>CRC Initial Intake and Orientation Form</i> to the case manager for case plan intake processing. (The process continues with table 6-2.)

Case Plan Intake

During the case plan intake process, the case manager must review the inmate’s history and note any concerns. Depending on information disclosed by the inmate, the case manager may consult with the facility head or duty officer for review. (Any risks identified or disclosed must be immediately forwarded to the facility head or duty officer for consultation.) Consultation may be via email or telephone depending on the level of risk.

Table 6-2: Case Plan Intake Process Steps

Case managers must use the following process steps during the orientation to programming:

Functional Roles and Responsibilities	Step	Tasks
Case Manager or Designee	1	Obtain the <i>CRC Initial Intake and Orientation Form</i> from the facility intake staff.

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Functional Roles and Responsibilities	Step	Tasks
Case Manager or Designee	2	<p>Within five business days of arriving in the CRC, orient the inmate on program requirements by reviewing, updating, explaining, or discussing the following:</p> <ul style="list-style-type: none"> • Reclassification (see <i>Classification: Inmate</i>, SOP 303.02.01.001) • Financial obligations (see <i>Funds: Inmate</i>, SOP 114.03.03.024). <p>The case manager must ensure that the inmate is aware of all financial obligations while housed at the CRC and what is expected in accordance with SOP 114.03.03.024. Financial obligations or debt information may be obtained by another CRC staff member for researching what is owed.</p>
Case Manager or Designee	3	<p>Within five business days of arriving in the CRC, orient the inmate on program requirements by reviewing, updating, explaining, or discussing the following:</p> <ul style="list-style-type: none"> • Pathways/case plan requirements (see <i>Program Management for Inmates</i>, SOP 607.26.01.014) • Reentry needs (parole plans, financial or budget issues, etc.) • Expectations and consequences, to include escape and walk-away • Prison Rape (see <i>Prison Rape Elimination</i> SOP 325.02.01.001)
Case Manager or Designee	4	Enroll or refer the inmate into a pathway/case plan.
Case Manager or Designee	5	<p>Obtain a Waiver of Extradition.</p> <p>Have the inmate sign the <i>Waiver of Extradition</i> before a licensed notary public.</p> <p>Ensure that the notary public completes the <i>Waiver of Extradition</i>.</p>

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Functional Roles and Responsibilities	Step	Tasks
Case Manager or Designee	6	<p>Collect the completed <i>Emergency Contact Form (Offender)</i> from the inmate.</p> <p>Complete, sign, and date the 'case plan intake' section of the <i>CRC Initial Intake and Orientation Form</i>.</p> <p>Assist the inmate with obtaining any documentation that is needed for employment.</p> <p>The inmate was given the emergency contact form during the facility intake process.</p> <p>If a work release inmate is missing any documentation that is needed for employment, send an email to the EC or designee citing the specific documentation the inmate needs to obtain.</p>
Case Manager or Designee	7	<p>Enter CIS to document the completion of the case plan intake process by making a c-note entry. Also, note any findings, concerns, or issues that may be pertinent.</p> <p><u>Example:</u> Met with inmate Jones today. Case plan intake process completed. He needs to complete the MRT program as directed for his program needs. Discussed his financial obligations and parole to district 4. He does not have a birth certificate, so I will assist him with obtaining one. Emailed the EC to let him know.</p>
Case Manager (or Designee)	8	<p>Forward the following completed documents as indicated:</p> <ul style="list-style-type: none"> If the inmate is a work release inmate – forward the <i>CRC Initial Intake and Orientation Form</i> to the EC or designee. (The process continues with table 6-3.) If the inmate is a resident worker or rider – forward the <i>CRC Initial Intake and Orientation Form</i>, <i>Emergency Contact Form (Offender)</i>, and the <i>Waiver of Extradition</i> to facility records staff.
Facility Records Staff or Designee	9	<p>Obtain the following forms from the case manager (or designee):</p> <ul style="list-style-type: none"> <i>CRC Initial Intake and Orientation Form</i> <i>Emergency Contact Form (Offender)</i> <i>Waiver of Extradition</i>
Facility Records Staff or Designee	10	<p>Enter the <i>Reflection</i> inmate management system and using the <i>Emergency Contact Form (Offender)</i>, update next-of-kin information.</p>

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Functional Roles and Responsibilities	Step	Tasks
Facility Records Staff or Designee	11	File the <i>CRC Initial Intake and Orientation Form</i> , <i>Emergency Contact Form (Offender)</i> , and <i>Waiver of Extradition</i> in accordance with <i>Central and Medical Files: Control, Maintenance, and Disposition of</i> , SOP 120.03.05.002.

Employment Intake

Inmates are not authorized to begin a work search until the employment intake process is complete. The facility head or designee must approve an inmate for work release.

Table 6-3: Employment Intake Process Steps

The employment coordinator must use the following process steps to begin the employment intake process for work release inmates:

Functional Roles and Responsibilities	Step	Tasks
Employment Coordinator (EC) or Designee	1	Obtain the <i>CRC Initial Intake and Orientation Form</i> from the case manager or designee.
EC or Designee	2	<p>Within 14 business days of the inmate's arrival at the CRC meet with the inmate to:</p> <ul style="list-style-type: none"> • Find out if the inmate has any limitations that would prevent him from working • Provide the inmate information related to employment and job searches such as the <i>Work Release Agreement</i>, explain monthly site/visit checks, and the Employer Guidelines (see <i>Work Release for Inmates</i>, SOP 605.02.01.002). • Discuss and explain the CRC's employment rules (the time or effort required for a job search, the location or boundaries for job searches, the type of employment allowed, etc.). • Check SOP 605.02.01.002 to see if all general eligibility criteria have been met.

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Functional Roles and Responsibilities	Step	Tasks
EC or Designee	3	<p>Enter CIS to document the completion of the employment intake process by making a c-note entry. Also, note any findings, concerns, or issues that may be pertinent.</p> <p>Example: Met with inmate Jones today. Employment intake process completed. Explained work release requirements and rules. He has all federal I-9 employment documents and has signed a Work Release Agreement. He is ready to begin looking for employment.</p> <p>The EC must also make c-note entries for other significant employment events such as when the inmate is hired, who hired the inmate, the employer's contact information, workers' compensation claims or injuries, site checks, etc.</p>
EC or Designee	4	Maintain an employment file for each work release inmate in accordance with SOP 605.02.01.002.
EC or Designee	5	<p>Review the 'employment intake' section of the <i>CRC Initial Intake and Orientation Form</i>.</p> <p>Complete all fields that are your responsibility.</p> <p>Initial and date the form.</p> <p>Forward it to the facility head or designee.</p>
Facility Head or Designee	6	<p>Review the <i>CRC Initial Intake and Orientation Form</i> for completeness.</p> <p>Enter CIS and review all c-note entries made by facility intake staff, the case manager or designee, and the EC or designee.</p> <p>Review the pathways/case plan to verify whether the inmate was placed into the correct pathways in accordance with <i>Program Management: Inmate</i>, SOP 607.26.01.014.</p> <p>If the inmate is identified as a work release inmate, make a c-note entry in CIS approving or denying work release for the inmate.</p>
Facility Head or Designee	7	<p>Initial and date the 'employment intake' section of <i>CRC Initial Intake and Orientation Form</i>.</p> <p>Forward the form to facility records staff or designee.</p>
Facility Records Staff or Designee	8	File the <i>CRC Initial Intake and Orientation Form</i> in accordance with 120.03.05.002 , <i>Central and Medical Files: Control, Maintenance, and Disposition of</i> .

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9. Employment Eligibility Verification (federal form I-9)

To meet federal employment eligibility requirements for citizens and noncitizens of the United States, work release inmates must provide documentation that establishes both identity and employment authorization before they can begin work. Although not all-inclusive, the following list of documents is typically used by inmates to meet employment eligibility requirements. (For a complete list of acceptable documents, visit the U.S. Department of Homeland Security's website and download a *Form I-9, Employment Eligibility Verification*.)

- Birth certificate
- State of Idaho identification (ID) card
- A prison ID card
- A driver's license
- A Social Security card

DEFINITIONS

Case Manager: Idaho Department of Correction (IDOC) personnel responsible for developing or monitoring an inmate's individual case plan. Case managers are typically probation and parole officers (PPOs), psychosocial rehabilitation specialists, drug and alcohol rehabilitation specialists, and clinicians.

Reentry: The process by which an inmate prepares (through programming) for release into the community.

REFERENCES

[CRC Initial Intake and Orientation Form](#)

[Emergency Contact Information Form \(Offender\)](#)

[CRC Property Request Form](#)

[CRC Quarterly Package Request Form](#)

[CRC Work Tools](#)

[Offender Placement Matrix](#)

Standard Operating Procedure [114.04.02.001](#), *Funds: Inmate*

Standard Operating Procedure [120.03.05.002](#), *Control, Maintenance, and Disposition of Case Management and Medical Files*

Standard Operating Procedure [303.02.01.001](#), *Classification: Inmate*

Standard Operating Procedure [320.02.01.001](#), *Property: State issued and Inmate Personal Property*

Standard Operating Procedure [320.02.01.002](#), *Property: Religious*

Standard Operating Procedure [325.02.01.001](#), *Prison Rape Elimination*

Standard Operating Procedure [605.02.01.002](#), *Work Release for Inmates*

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U.S. Department of Homeland Security, U.S. Citizenship and Immigration Services
(www.uscis.gov)

[Waiver of Extradition](#)

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