

Idaho Department of Correction 	Standard Operating Procedure	Title: Cost of Supervision Account Management		Page: 1 of 11
		Control Number: 707.04.01.001	Version: 3.1	Adopted: 12-01-2008

**Kevin Kempf, deputy director of the Idaho Department of Correction,
 approved this document on 10/03/2013.**

Open to the general public: Yes

SCOPE

This standard operating procedure (SOP) applies to (1) all division of probation and parole staff members supervising probationers and parolees—herein and hereafter referred to as offenders—under the jurisdiction of the Idaho Department of Correction (IDOC), and (2) all division of management services personnel who process and audit cost of supervision (COS) transactions.

Revision history
Revision Date (10/02/2013): Administrative change - Dollar amounts for fees charged were revised from \$50 to \$60 and division name was updated from community corrections to probation and parole throughout the document. Two typographical errors were corrected and general format and leadership was updated.

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BOARD OF CORRECTION IDAPA RULE NUMBER

None

POLICY CONTROL NUMBER 707

Cost of Supervision

PURPOSE

The purpose of this standard operating procedure (SOP) is to comply with Idaho Code, section 20-225, and to establish standards and provide guidance for establishing collection accounts, billing, collecting payments, reviewing/auditing account balances, closing accounts, and in some cases, exempting costs associated with supervising probationers and parolees.

RESPONSIBILITY

Chiefs of the Divisions of Probation and Parole and Management Services

The chiefs of the divisions of probation and parole and management services or designees have oversight responsibility for the COS.

District Managers

District managers are responsible for implementing this SOP and for ensuring probation and parole staff members practice the procedures and guidelines provided herein.

Fiscal Unit Manager

The manager of the fiscal unit is responsible for implementing this SOP and for ensuring fiscal staff members practice the procedures and guidelines provided herein.

COS Supervisor

The designated fiscal unit staff member is responsible for ensuring COS fees are debited and mailed to offenders, referrals for collection are processed, and COS accounts are monitored as provided herein.

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GENERAL REQUIREMENTS

1. Initial Setup of COS Account

An offender placed under the jurisdiction of the IDOC on or after July 1, 1984, is required to contribute towards the cost of his supervision. As a result, each district shall appoint an administrative staff member to enter all new offenders (including those transferred into the state of Idaho through interstate compact) into *Reflections*, which is a statewide, computer-based, automated information system used for recording offender information.

The offender will be expected to pay \$60 a month, unless the supervising probation and parole officer (PPO) recommends otherwise in accordance with section 2 or section 3. However, the offender shall not be charged a COS fee for the first partial month he is under supervision. The offender shall be charged a COS fee beginning the first full month of supervision, continuing thereafter until the offender is no longer supervised (see section 7). In addition, the offender must pay the COS fee for the last month of supervision regardless of the number of days he was supervised during that month.

Process Steps: Initial Setup

Functional Roles and Responsibilities	Step	Tasks
Probation and Parole Officer (PPO)	1	<ul style="list-style-type: none"> Complete appendix A, <i>Admission Worksheet/Face Sheet</i> and submit to the administrative staff for data entry. For offenders who meet the requirements for an exemption (see section 2), complete appendix B, <i>Caseload/Supervision Assessment Form</i>, and submit it to the district manager (or designee) for approval.
District Manager	2	<ul style="list-style-type: none"> Review the exemption request and supporting documentation such as doctor's notes, disability documents, pay stubs, etc., and If the exemption meets the necessary and allowable criteria, submit the form to the administrative staff. <p>Note: The district manager is responsible for confirming that the exemption is necessary and allowable (see section 2). If the district manager does not believe the exemption is warranted, he will discuss with the PPO and may decide to end the process at this step.</p>

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Functional Roles and Responsibilities	Step	Tasks
Administrative Staff	3	<p>Processing Appendix A</p> <ul style="list-style-type: none"> • Activate the new case in accordance with the <i>Reflections Data Entry Manual</i>. (Note: The COS fee amount will default to \$60.) • Return the original to the probation and parole officer (PPO). <p>Processing Appendix B</p> <ul style="list-style-type: none"> • Ensure the district manager (or designee) approved and signed. • Modify the COS fee billing amount in accordance with the procedures outlined in the <i>Reflections Data Entry Manual</i>. • Indicate on the form that the modification has been made and return the form to the PPO.
Probation and Parole Officer (PPO)	4	<ul style="list-style-type: none"> • File copies of the returned forms in the offender's central file (C-file). • Mail originals to the fiscal unit.

2. Exemptions

An exemption allows the offender to pay less than \$60 per month. The PPO may recommend a lower COS fee (in five dollar increments) if he and the district manager find that any of the following factors exist:

- The offender has diligently attempted but been unable to obtain employment.
- The offender has an employment handicap, as determined by a physical, psychological, or psychiatric examination acceptable to the division of probation and parole.
- The offender is participating in a specialty court, such as a drug or mental health court, for treatment services, substance abuse testing, and other supervision services.

Note: Accounts that have been exempted will be reviewed by the fiscal unit. See section 12 for further details.

3. Adjustments

The supervising PPO may request an adjustment on the offender's account to remedy errors or to allow lower payments. (See Idaho Code, section 20-225.)

The PPO will use appendix B, *Caseload/Supervision Assessment Form*, to request the adjustment, and he must sign the form. The district manager (or designee) must approve and sign the form.

Four (4) types of adjustments may be made:

- **Credit:** A credit is used to correct a billing error. It generally occurs when (1) the offender's account has been charged the COS fee but he has not officially begun probation or parole, **or** (2) the PPO failed to suspend the account in a timely manner

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when the offender is legitimately unable to pay due to jail time, illness, inability to find work, or other reasons pursuant to Idaho Code, section 20-225.

- **Suspension:** The offender's account shall move to suspension if the offender absconds, is incarcerated, or is otherwise legitimately unable to pay temporarily and his account has a balance. The balance must remain in suspension until the offender returns to probation and parole supervision **or** reaches full-term release date.

Note: After the offender returns to supervision, the PPO must submit appendix B to the fiscal unit with instructions to resume the offender's COS fee billing effective the first full month of supervision.

Note: Accounts that have been suspended will be reviewed by the Fiscal Unit. See [section 12](#) for further details.

- **Write-off:** A write-off of the offender's account balance will only occur when the offender dies **or** is released from supervision **and** his account balance is under \$90 **and** attempts by the COS supervisor to collect have been unsuccessful.
- **Refund:** A refund occurs only when the offender overpays his account **and** the account is ready to be archived **or** has been archived.

4. Process Steps: Exemptions and Adjustments

Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Probation and Parole Officer (PPO)	1	<ul style="list-style-type: none"> • Complete appendix B, <i>Caseload/Supervision Assessment Form</i>. (Indicate the effective date of the exemption or adjustment being requested [see section 2 or section 3]. All fields relating to the type of change must be completed. Exemptions must include a reason code.)
		<p>Note: If requesting a reinstatement of a suspended balance, billing shall be resumed at \$60 per month unless the offender meets the criteria for an adjustment (see section 3), in which case indicate the qualifying criteria on the form. When reinstating a suspended balance, attempt to collect the amount owed at the time the account was suspended.</p>

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Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Probation and Parole Officer (PPO)	2	<ul style="list-style-type: none"> • Enter a case update in the Corrections Integrated System (CIS) with the note titled “COS ADJUSTMENT REQUESTED”, and provide a brief summary stating why the adjustment was requested and that the Caseload/Supervision Assessment Form was submitted. For example: “Caseload form submitted to credit COS fee in the amount of \$100 as client was in jail January and February 2010.” (The same process applies when requesting a monthly COS fee lower than \$60 a month, or when requesting reinstatement from suspension.) • Submit the form to the district manager (or designee) for approval.
District Manager	3	<ul style="list-style-type: none"> • Review the exemption or adjustment request to determine if it is necessary and allowable. (See section 2 or section 3), • Indicate approval by signing the form, and • Return the form to the probation and parole officer (PPO). <p>Note: The district manager is responsible for confirming that the exemption or adjustment is necessary and allowable (see section 2 or section 3). If the district manager does not believe the exemption or adjustment is warranted, he will discuss with the PPO and may decide to end the process at this step.</p>
Probation and Parole Officer (PPO)	4	Submit the signed form to the administrative staff.
Administrative Staff	5	<p><u>For Exemptions and Adjustments</u></p> <ul style="list-style-type: none"> • Ensure the district manager (or designee) approved and signed. • Modify the COS fee billing amount in accordance with the procedures outlined in the <i>Reflections Data Entry Manual</i>, and • Indicate on the form that data entry has been completed and return the form to the PPO. (Proceeds to step 7.) <p><u>For a Reinstatement of a Suspended Balance</u></p> <ul style="list-style-type: none"> • Ensure the district manager (or designee) approved and signed. • Forward the signed form to the fiscal unit. (Proceeds to step 6.)

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Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Fiscal Unit Staff	6	<u>For a Resumption of Billing</u> <ul style="list-style-type: none"> • Ensure the district manager (or designee) approved and signed. • Resume the COS fee billing to the approved amount in accordance with the procedures outlined in the <i>Reflections Data Entry Manual</i>.
Probation and Parole Officer (PPO)	7	<ul style="list-style-type: none"> • File copies of the returned forms in the offender's central file (C-file). • Mail originals to the fiscal unit..

For further assistance with CIS, see your designated CIS Subject Matter Expert.

5. Referral for Collection

A referral for collection will occur only when the offender is discharged or his supervision expires **and** he has a balance on his COS account. (See section 10 for details regarding discharges and expiration of supervision.)

6. Past Due Accounts

Sanction Process

Unpaid COS fees become past due on the 15th day of the month. When the offender's account becomes three (3) months past due, the PPO will initiate sanctions against the offender. Sanctions may consist of the following:

- Requiring the offender to attend budgeting classes,
- Increasing the amount of face-to-face reporting,
- Imposing a curfew on the offender,
- Revoking the offender's travel,
- Imposing discretionary jail time on the probationer,
- Sending the parolee a warning letter (with a copy to the Commission of Pardons and Parole),
- Sending the probationer a warning letter from the PPO, or
- Submitting a Report of Violation. (See SOP 701.04.02.001)

Note: All efforts made to collect COS fees will be **documented in the supervision contact screen of the Corrections Integrated System (CIS) using the appropriate dropdown menu selections based on the type and location of the contact.**

In addition, if an intermediate sanction is imposed, **a case update will be completed with the note titled "COS SANCTION" and a brief summary of what type of sanction was imposed.** For example: "2200 hour curfew imposed until COS account is brought current."

Note: Sanctions are separate from the financial process. (see Fiscal Process below.)

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Fiscal Process

If the central office COS supervisor elects to mail a letter to the offender to remind him that his account is three (3) months past due, he will **enter a case update in CIS with the note titled “COS LETTER SENT” and a brief summary of the letter.** For example: “COS warning letter sent to 1234 Smith Ave., Boise, 83704. Current balance is \$300.”

7. Billing Process

On the first (1st) of each month, the central office COS supervisor will debit COS fees from the offender’s account and mail him a bill. *Reflections* will generate the bill, which will reflect the previous month’s COS fees (e.g., A bill generated on December 1st will reflect COS fees for November).

The fiscal unit, will be responsible for developing written instructions (manuals or guides), detailing what billing data is to be entered into *Reflections* and how.

8. Payments

Monthly payment must be in the form of a money order or cashier’s check (no other form of payment will be accepted).

Offenders must mail COS payments to the central office. Should an offender try to deliver payment to district staff, the staff member shall first encourage the offender to use the postage-paid envelope received with his bill before giving the offender another postage-paid envelope to mail payment. The staff member shall instruct the offender to ensure his name and IDOC number are clearly marked on the money order or cashier’s check, seal the envelope, and place it in a U.S. Postal Service (USPS) mailbox.

District staff may assist the offender by mailing the sealed envelope through the USPS. Sealed envelopes shall not be delivered through any other means, including department inter-agency or statehouse mail.

Note: When the offender sends payment, he must include a portion of the bill for identification and processing purposes. For his record, he should retain the other portion of the bill and money order receipt.

When payment is received, a financial support technician will enter the following information into *Reflections*: the money order number, the offender’s IDOC number, and payment amount. (The fiscal unit will be responsible for developing written instructions [manuals or guides], detailing what other payment data is to be entered into *Reflections* and how.) The financial support technician will not send the offender a receipt of payment.

9. Monthly Reports

On the first (1st) of each month the accounting system in *Reflections* automatically provides a COS report of delinquent accounts, per district, per PPO. Each month, district managers (or designees) will review the reports and note concerns with overdue COS fees, high balances, and exemptions that are no longer appropriate.

PPOs will be responsible for reviewing the reports to ensure the accuracy of the COS fee and offender’s contact information (see section 11 for further details).

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10. Discharges and Expiration of Supervision

Upon the offender's discharge or expiration of supervision, the PPO must review the offender's account and record on appendix B, *Caseload/Supervision Assessment Form*, any adjustments needed to correct the account (see section 3). In addition, the PPO must indicate on appendix B his intent to close the account by marking the status field "closed." Administrative staff working in the district office shall update the status change in *Reflections*. However, only accounts that have a zero dollar (\$0) balance can be officially closed, which can only be achieved by making adjustments (see section 3) or requesting collection (see section 5).

Note: The PPO who closes and moves the case to history will **enter a case update in CIS with the note titled "CASE CLOSED" and a brief summary stating why the case is closed and—when applicable—document the recommendation to send the COS account balance to collection.** For example: "Case H0102345 expired this date. A caseload form was submitted to close the case and request that the COS account balance of \$300 be sent to collection."

When the PPO refers the account for collection (see appendix B), the COS supervisor must manage the COS account and give the offender an opportunity to settle the account. The COS supervisor must inform the offender in writing of the amount owing and allow the offender 30 days to respond to the collection letter. If the offender allows the 30 days to elapse without responding, the COS supervisor may begin collection.

Note: The COS supervisor will **enter a case update in CIS with the note titled "COS COLLECTION LETTER" and a brief summary of the letter.** For example: "COS collection letter sent to 1234 Smith Ave., Boise, 83704. Current balance is \$300. Offender has 30 days to respond."

11. Updating the Offender's Contact Information

Central office receptionists will receive all returned/undeliverable COS bills.

The division of management services, evaluation and compliance unit, will maintain an electronic database for the purpose of tracking returned COS bills. The database will be made available to central office receptionists for data entry **and** to the division of probation and parole's central office administrative staff for reporting purposes. The database will have the capacity to report the following information in real-time:

- Date the envelope was returned,
- Whether or not the original address on the envelope matches the address currently in the database,
- Whether or not the returned envelope includes a forwarding label,
- The offender's IDOC number,
- The offender's name,
- The offender's PPO's name,
- The PPO's supervisor's name, and
- The supervising district.

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The chief of the division of probation and parole (or designee) will monitor returned/undeliverable COS bills to ensure the following procedures are followed.

Functional Roles and Responsibilities	Step	Tasks
Central Office Receptionists	1	<p>Within two (2) business days of receipt, compare the original mailing address (not the address on the forwarding address label) against the mailing address in the database.</p> <ul style="list-style-type: none"> • If the original mailing address on the envelope does not match the address in the database, document that information in the database, and • If the envelope has a forwarding address label, proceed to step 2.
		<p>Note: The management assistant for the division of management services has oversight over central office receptionists.</p>
Central Office Receptionists	2	<p>If the returned envelope: Does not have a forwarding address label</p> <ul style="list-style-type: none"> • Remove the business reply envelope from the returned/undeliverable envelope and save it for future mailings. • Discard the returned/undeliverable envelope and COS bill. <p>Does have a Forwarding Address Label</p> <ul style="list-style-type: none"> • Save the returned/undeliverable envelope for collection by division of probation and parole's central office administrative staff.
		<ul style="list-style-type: none"> • Collect returned/undeliverable mail that has forwarding address labels from central office receptionists. • On the 15th day of the month, create a detailed report of returned COS bills. (Sort the report by district and by PPO name.) • Email the report to the district managers (or designees)
Division of Probation and Parole's Central Office Administrative Staff	3	<ul style="list-style-type: none"> • Ensure that probation and parole officers (PPOs) update <i>Reflections</i> with the new forwarding address by the last day of the month.
District Manager (or designee)	4	<ul style="list-style-type: none"> • Ensure that probation and parole officers (PPOs) update <i>Reflections</i> with the new forwarding address by the last day of the month.

12. Monitoring of COS Accounts

Each month, the COS supervisor will conduct a review to ensure that accounts due for reinstatement from suspension have been reinstated and to review accounts with exemptions. The COS supervisor will report any discrepancies to the district manager. The district manager (or designee) will ensure that the account is reinstated as appropriate, and that the exemption is appropriate.

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13. Offender Concerns

Offenders have the right to file a concern about COS billing errors by completing an IDOC *Offender Concern Form* and submitting it to the proper authority for resolution. (See SOP 316.02.01.001)

DEFINITIONS

Standardized Terms and Definitions List

None

REFERENCES

Note: Unless attached to this SOP, appendixes will be maintained and provided by the division of probation and parole. Please contact the division for any appendix listed below that is not attached to this SOP.

Appendix A, *Admission Worksheet/Face Sheet*

Appendix B, *Caseload/Supervision Assessment Form*

Idaho Code, Title 20, Chapter 2, section 20-225, *Payment for Cost of Supervision*

Idaho Department of Correction Reflections Data Entry Manual

– End of Document –

IDAHO DEPARTMENT OF CORRECTION
Caseload/Supervision Assessment Form

Part I. Caseload Change

Type case (please √ one): New or Existing

Offender's Name: _____

IDOC No: _____

Mailing Address: _____

DNX: _____

PSI No: _____

√ if this is a new address

Offender Classification (please √ one):

Drug Court Sex Offender Mental Health High Moderate Low

PPO's Name: _____

Employee No: _____

Case (Mittimus) Change Information (Please √ the appropriate choices)

Case #1

Type case (please √ one): Interstate Probation

Parole

Court # _____

Effective Date: _____ Close Mitt: _____

- Interstate Interest Closed (History Move 915)
- Probation Dismissed/Vacated (History Move 913)
- Probation Early Discharge (History Move 918)
- Probation Period Expired (History Move 914)
- Deceased (Hist Mv 921, 922, 923, 924, 925, 926) Date: _____
- Commuted (History Move 903)
- Drug Court (Mittimus / Case Selection / Law Code)
- New Expiration Date: Mo. _____ Day ____ Yr. ____
- Probation **Revoked** (Note: Close, Credit COS, Place Green Sheet in File, and complete violation reasons, type, and sanctions below.)

Case #2

Type case (please √ one): Interstate Probation

Parole

Court # _____

Effective Date: _____ Close Mitt: _____

- Interstate Interest Closed (History Move 915)
- Probation Dismissed/Vacated (History Move 913)
- Probation Early Discharge (History Move 918)
- Probation Period Expired (History Move 914)
- Deceased (Hist Mv 921, 922, 923, 924, 925, 926) Date: _____
- Commuted (History Move 903)
- Drug Court (Mittimus / Case Selection / Law Code)
- New Expiration Date: Mo. _____ Day ____ Yr. ____
- Probation **Revoked** (Note: Close, Credit COS, Place Green Sheet in File, and complete violation reasons, type, and sanctions below.)

Violation Reasons & Intermediate Sanctions

(Please √ all violation reasons & intermediate sanctions that apply to each Bench Warrant move or revoked probation)

Violation Reasons

- New Crimes Substance Abuse Failure to Report Fail to Program Move/No Permission
- Positive Urinalysis Unemployed Fail / Agreement Supervision Absconder Other

Type

- Abscond Misdemeanor Conviction Felony Conviction Pending Misdemeanor Pending Felony Technical

Intermediate Sanctions

- Additional Number of Face-to-Face Contacts Establish Curfew Place on Curfew or EMP Daily Job Search Update
- Day Reporting Program Send to Additional Classes/Training Groups / Counseling / UAs Write Letter of Apology
- Community Service Hours Discretionary Jail Time Book Report Video Report Present/ Explain to Group
- Thinking Report

Movements / Transfers

Effective Date: _____

(Please √ one)

- Move to Court Probation (CP) (Note: Use Correct Judicial District in Location Field.)
- Deported (Note: CP & Use Deported in Location 708.)
- Transfer from District # _____ and PO # (i.e., employee #) _____ to District # _____ and PO # _____
- Transfer PO # _____ to PO # _____ (Note: Use for Transfers within the District.)
- Transfer to State (e.g., FL) _____
- Transfer - Return from Out-of-State to PO # _____ Location / Office _____
- Idaho Parolee Moved to State (e.g., FL) _____
- Move to Bench Warrant (BW) Supervised or Unsupervised
- Move from BW back to Living Unit (i.e., office) _____ and to PO # _____

Discharges-Close Cost of Supervision Account

Inform offender that he must pay the final month of COS fees, which is billed the first (1st) day of the month **after** the discharge date.

- Close Account. (Please √ one):
 - Balance is zero dollars (\$0). Bill for final month and close account.
 - Balance will be **ninety dollars (\$90) or less** after final billing. Submit **part II** of form to write off balance.
 - Account will be overpaid (i.e., have a credit) after the final billing. Submit **part II** of form to refund balance.
- Refer to collections. Balance will be **ninety-one dollars (\$91) or more** after final billing. Submit **part II** of form to refer account for collection.

Part II. COS Change

All changes are effective on the 1st day of the next month.

Offender Name: _____ **IDOC #:** _____

Exemption – Obtain signature and place in C-file

Charge \$ _____ (in \$5 increments) starting Mo. _____ Yr. _____ because

- Code 1: Employment - legitimately unable to find work (Active status)
- Code 2: Disabled (Active status)
- Code 3: Paying specialty court fee (Active status)
- Code 4: Out-of-state transfer (Inactive or Closed status)

District Manager: _____ Date: _____

Adjustments – Obtain signature, send original to Fiscal, place copy in C-file

Credit COS account \$ _____. The current balance is \$ _____. Offender should not have been charged COS fees from Mo. _____ Yr. _____ to Mo. _____ Yr. _____ (check reason below)

Suspend COS billing starting Mo. _____ Yr. _____ (check reason below)

Note: PPO must resume billing when appropriate.

Reason for credit or suspension:

- Legitimately unable to find work
- Temporary illness or disability
- Incarcerated as of (date) _____
- Absconded. Bench warrant issued on (date) _____
- Other. Explain: _____

Reinstate \$ _____ effective Mo. _____ Yr. _____

Refund \$ _____. Offender has a credit balance because (give reason and dates):

(CCD billing error, offender overpaid, etc. Please explain.)

Write Off \$ _____ because

- Deceased
- Moved to HISTORY and balance is **under \$90**

Send to Collections – Offender discharged and balance is **over \$90**

Charge COS account \$ _____ because offender should have been invoiced from Mo. _____ Yr. _____ to Mo. _____ Yr. _____ (attach explanation if needed).

Print PPO FI/Last Name: _____

PPO's Signature: _____ Date: _____

Section Supervisor Signature: _____ Date: _____

Print SS FI/Last Name: _____ Data Entry Staff Initial: _____

For Fiscal Use Only: TC Number _____ Code Comment: _____

Description note: _____

Amount: _____ Date: _____ COS Supervisor Signature: _____