

# Kentucky Division of Probation and Parole

## Client Handbook

**24/7 Support available from the client  
helpline**

**1-877-466-2834**

### Mission Statement

To enhance public safety and promote offender integration in the community through proactive supervision and referral to community-based resources.

**Welcome to Probation and Parole** Our goal is to provide resources and guidance to help you successfully complete supervision and maintain a productive life. Probation and Parole and our partners in Reentry and Addiction Services will work with you along the way. Together we will develop a supervision plan specific to your needs. You will play a large role in the development of that plan and an even larger role in the success of it.

A **Risk Assessment** will be completed together with your Officer. The risk assessment will be used to determine the best resources to help you, highlight your strengths and assess the level of supervision to aid success while on supervision. As you progress through your period of supervision, risk reassessments are conducted and may be adjusted depending on your successful progress. The number of times you will be required to meet with an Officer will depend on your supervision level and your needs. Your Officer will provide this information during your first visit.

The **Case Management Plan** contains items or goals designed to target your needs and utilize your strengths. Your Officer will discuss this plan with you and ask for input. You and your officer will set goals and tasks to achieve. Together you will set time frames to reach those goals and complete those tasks. Once your Officer is satisfied that you understand the plan and are committed to it, you will be given a copy.

The **Conditions of Supervision** provide information about what you should and should not do while on Probation or Parole. These conditions will be discussed together with your Officer at the first meeting. These will be read and explained to you. You will be given the opportunity to ask questions about them. If you are unsure about any section of your conditions, please ask your Officer to explain. After your Officer is satisfied you understand the conditions of

supervision, they will ask you to sign them. Your Officer will provide you a copy of the conditions of supervision before you leave the office.

**Meeting with your Officer:** This is a time to ask questions, discuss your progress and set new goals. Your Officer will provide you with a date and time for each meeting. These meetings may not always be the same length. Due to security concerns, children are not allowed in our offices. So you are prepared, understand that everyone who enters any Probation & Parole office will go through a security check. We do this by using metal detectors and if warranted, a search of people and property. We ask that you do not bring electronic devices or food and drinks to the office.

**What should you do you if you need to reschedule your report time?** It is always important to follow the terms of your supervision obligation and report as directed. However, if you are unable to meet with your Officer, contact them to reschedule your appointment. Your Officer will provide you with a contact phone number to reach them. You will also be given a phone number to the Probation Office you will report to.

**Meeting with your Officer** There are some routine items that will be discussed and procedures that will be followed. Every client is required to complete a Releasee's Report. This report is available in the office lobby and shall be completed while you are waiting to see your Officer. The report is a way for you to provide basic information to your Officer. You should fill out this report each time you visit, it is important to provide any change of address, phone number or circumstances.

Your Officer will most likely ask if you have made payments towards your **drug testing fees, supervision fees or restitution**. Drug testing fees can be made online by using the Access Corrections App or in some offices, at a kiosk. Options will be discussed during your first meeting with your Officer. Supervision fees and restitution payments are made at your local Circuit Court Clerk's Office. The Clerk will provide you with a receipt. Take the receipt to your Officer who will make a copy and credit your payee accounts.

You may be asked to provide a urine sample for **Drug Testing**. This helps your Officer and Addiction Services Social Service Clinician determine if you are in need treatment or recovery support services to address a substance use disorder. If you have a substance use disorder, there are many treatment and recovery services available. The on-site Social Service Clinician will work with you to determine which treatment and recovery service options will address your specific need. Options range from support group attendance, out-patient treatment, intensive out-patient, to placement in a residential treatment facility.

Your Officer may visit your home on occasion. **Home Visits** are not announced ahead of time. We encourage you to tell those that live with you that we may come to visit so that they are not alarmed. When Officers visit clients in the community or at their home, they will be dressed differently than in the office. They will be wearing bulletproof vests labeled "Parole". Officers are required to work in pairs while visiting homes. Therefore, there will be at least two Officers

present during a visit to your home. It is important that your Officer knows your address. If you change residences, please notify your Officer and add your new address to your next releasee report. Visiting your home gives an Officer an opportunity to assess your living situation. If needed, there are resources available for domestic needs. Officers and our partners in Reentry have a network of providers that can assist with housing, clothing, food and other services.

The county that you live in is your **Area of Supervision**. We understand that you may need to travel outside of this area. Notify your Officer if you intend to leave the area for any reason. Extended stays or overnight stays require that the Officer give you written permission in the form of a **travel permit**. The Officer will ask that you provide the address and phone number for the place you will be staying. When the travel permit is complete and approved it will be available for pick up at the Probation and Parole office. You and your Officer will sign the travel permit. Keep the **travel permit** safe, this is your authorization to travel. Upon return, you should contact your officer as instructed.

**Employment** may be one of the goals that you set with your Officer. We will work with our partners in Reentry to help you locate a job. Our Employment Specialist has a network of potential employers available. These employers are willing to hire people with a criminal past.

#### **Incentives Encouraging Positive Outcome:**

##### **Kentucky Revised Statute 439.345 Compliance Credits**

For those eligible Parolees on parole or mandatory reentry supervision as defined by KRS 439.345, who fulfill the terms of his or her case plan, receive no new arrests throughout the period of supervision, make scheduled monthly payments towards restitution, shall receive applicable parole compliance credit upon approval and completion of any of the following:

1. **Compliance Credit** Seven days per month can be earned by maintaining compliance with all conditions set by your parole plan and conditions of supervision.
2. **Education Achievements** Completion of validated educational program classes, getting a General Educational Development (GED), High School Diploma, completion of a two or four year college degree or completion of a vocational or technical education program. Provide the certificate and transcript completion to your Officer. Results will be verified by the Division of Education who will notify your Officer to apply the applicable days.
3. **Program Completion Credit** Completion of an approved drug treatment program, evidence based or life skills program may reduce your time on supervision up to 90 days for each approved program completed. If you are interested in programs in addition to those on your case plan, ask your Officer or Reentry Coordinator for information and how to enroll. Remember to always provide any completion certificates to your Officer.



4. **Work for Time Credit** You are encouraged to maintain employment throughout the supervision process, giving you the added potential to earn one day for every 40 hours you work. Provide your Officer with paystubs or a letter from your employer to verify hours worked.

**If you are on Probation, Probation with an alternative sentence, Shock Probation, Conditional Discharge, Misdemeanant Probation, Misdemeanor Intensive Program, Pretrial Diversion or placed on inactive probation status as defined in KRS 439.268, or placed on COURT authorized Women's Medical Release pursuant to 439.3110 you are eligible to receive probation program credits for the completion of the following:**

1. **Education**: for completion of educational programs while on community supervision: High School Diploma, High School Equivalency Diploma, a college degree, a completed vocational or technical education program or a correspondence post-secondary education which results in a diploma or degree. Certificate of completion should be provided to your officer. Completion documents or certifications and credits applied are validated by the Division of Education prior to the application of credits.

2. **Program Completion Credit**: This includes completion of a **Department of Corrections (DOC) approved** drug treatment program, completion of an evidence based or a life skills program. If you receive a certificate of completion, bring it with you to your next report day, your Officer will copy and note the type in your case notes. Program completion credits must be approved and will vary depending on the type of program you have attended. Credits are validated by either the Division of Addiction Services or the Division of Reentry depending on the type of program completed.

3. **Work for time credit**: Maintaining employment is an important part of the successful completion of the supervision process. For those employed in the public sector you will be able to receive work for time applicable credits. To qualify, provide employment verification such as pay stubs or a letter from your employer each time you report. If you are on mail in status only, mail in your employment details and verification documents for the period of time you would like to be reviewed to attain the applicable credits. You can earn probation credits in the amount of 1 day for every 40 hours worked.

You can begin to accrue these credits as early as **August 1<sup>st</sup> 2020**.

#### **4. Certificate of Employability (New) July 2021**

Inmates/Offenders can earn a **Certificate of Employability** upon release if while in custody you successfully complete:

- 1) An educational course or an approved program, or earn work for time credit,
- 2) Have no major disciplinary violations for a year prior to release, and

3) Receive a level of competency on a job skills assessment such as the NCRC (National Career Readiness Certificate) exam. Educational achievements such as a GED, diploma, degree, or vocational education certifications received prior to incarceration qualify as well.

**Upon release, the Certificate of Employability** can be provided to prospective employers to aid in an employment search. The Certificate of Employability is subject to revocation if convicted of a subsequent felony. Presenting a false Certificate of Employability is a misdemeanor.

**Transferring Out of State:** If you are a probated or pretrial individual with a Kentucky case and you have been granted permission to relocate to another State by your Officer with interstate compact approval, you may be eligible for applicable credits. An outline of the Kentucky probation credit program and work for time credit information will be sent with your initial interstate transfer request application to your new supervising officer through ICOTS. If your transfer is accepted and you transfer out of state, these are the documents you will need to retain and submit to your new Officer should you complete a program or want to earn work for time credit.

1. If you complete an education program, retain your certificate of completion and provide to your new officer.
2. If you are employed, retain all of your pay stubs or verification from your employer noting the hours and days worked. Provide these to your new officer.
3. If you are required to complete a treatment program, evidence based or life skills program, the program you attend in the new state may be eligible for program credit. (Prior approval by either the Kentucky Division of Addiction Services or Kentucky Division of Reentry shall be requested before enrollment to determine the validated program meets the program credit criteria).
4. Information will be sent through ICOTS to your KY supervising Officer or designee.
5. Your KY Officer will submit program credits attained to the sentencing court.

**All probation program achievements or work for time credit, whether in or out of state, shall be applied at the discretion of the sentencing court judge. The sentencing court judge has the right to apply, deny or object to any program credits, they will make the final decision.**

**KY Department of Corrections Program Enrollment:**

**KRS 197.045** provides for the establishment of sentencing credits applied to the sentence of eligible persons convicted of criminal offenses.

**My signature indicates** I have received this handbook, and also serves to acknowledge my understanding of the following:

- Information outlining the details of each available course is located within the KY DOC Course Catalog. I have been provided an opportunity to review the course catalog.

- I will only receive sentence credits for completing a program if:
  - ❖ I have not previously completed this program; OR
  - ❖ I have been ordered by the Kentucky Parole Board or other Sentencing Authority to complete this program; OR
  - ❖ I have received prior approval by an authorized official to complete this program in response to criminogenic needs identified in my risk/needs assessment; OR
  - ❖ An authorized KYDOC staff member deems it necessary in order to fulfill unmet clinical needs.
- I understand that upon a formal completion of a program, I will be awarded sentence credits (number of credits as predetermined by KYDOC and **outlined in the KY DOC Course Catalog**).
- **Check the course catalog available online on the KY DOC website, posted in the office lobby or ask your Officer for details.**
- I have been offered the opportunity to discuss any questions regarding programs with a KY DOC staff member.

#### **General Questions and Answers:**

**Where do I find the policies for public access?** The policies are available online through the Kentucky DOC website <https://corrections.ky.gov>

**Where do I find additional Community Resources?** Each P&P lobby will have a community resource manual with updated contacts for your area; these manuals are also available online on the DOC website under Reentry Division. Ask your Reentry Coordinator for further details.

**What should I do if I have contact with law enforcement or the court system due to an incident or issue?** If for any reason you find you have contact with law enforcement or the Court system, you should report the incident to your Officer. This includes any traffic violations or citations.

**Supervision violations** occur when a client violates the condition of supervision contract. In some cases, we have the ability to apply sanctions. In other cases, the releasing authority determines the repercussion for violations. Those repercussions range from verbal warnings to incarceration.

**What should I do if I have a grievance?** If you feel that you are not being treated equitably, there is a **Grievance Procedure** available. You can report a grievance to your Officer or a District Supervisor or Regional Manager. You should report a grievance, in writing, within five days from the date that it occurred.

The Commonwealth of Kentucky and the Division of Probation & Parole adheres to a non-discrimination policy. The Division of Probation & Parole does not discriminate based on political or religious affiliations, race or ethnic origin, sexual orientation, gender identity, age, disability, or veteran's status.

**Communication Pathway to Success:** During the meeting with your officer, please let them know if you are experiencing any barriers to the success of your supervision. At this time, your officer may refer you to the **Reentry Coordinator, located in your reporting office.** The following resources are always available to promote successful supervision:

- Employment Application Assistance
- **Employment Advancement Training Assistance including job training programs to build work experience.**
- Referral to hiring agencies
- Employment Clothing or tools
- Other Employment Related Needs

Be sure to obtain the Reentry Coordinators name and number from your officer so you can contact them at any time you need resource assistance. Additional information is located on the KY DOC website- Reentry Division. For all Division of Reentry queries, call (502) 782-2347.

**Our employees** are trained in Department of Corrections Policies and Procedures. We are professionals that are dedicated to the delivery of fair and equitable supervision services. The Commonwealth of Kentucky and the Division of Probation & Parole adheres to a nondiscrimination policy. The Division of Probation & Parole does not discriminate based on political or religious affiliations, race or ethnic origin, sexual orientation, gender identity, age, disability, or veteran's status. You can expect to be treated fairly without bias or discrimination.

Information to all offenders on community supervision is available 24 hours a day, 7 days a week 1-877-INMATE4, 1-877-466-2834.

We work diligently to foster an environment free of **Sexual harassment or Sexual abuse**. We have a "zero tolerance" policy in regards to sexual harassment or sexual abuse. Sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature are not tolerated and should be reported. If at any time, you feel as though you have been the victim of sexual harassment or sexual abuse you can report this by contacting the District Supervisor or Regional Manager or Internal Affairs.

Prison Rape Elimination Act

**PREA Hotline toll free at 1-833-DOC-PREA (1-833-362-7732).**

**Lastly,** sign your acknowledgement of receipt of this handbook. If you need further clarification on any details contained within this handbook or if you have general questions concerning your supervision, ask your Probation & Parole Officer.

Your success is our primary goal.



# Kentucky Division of Probation & Parole

## New Client Checklist

Client name: \_\_\_\_\_ Case Number: \_\_\_\_\_

- ☐ I have received the following items from my officer:
- ☐ A copy of the current Client Handbook
- ☐ A copy of my Reentry Plan & Conditions of Supervision
- ☐ Information on contacting my officer in case of an emergency after hours.
- ☐ The 24 hour support hotline-Call toll free 1-877-466-2834.
- ☐ Sexual harassment or sexual abuse can be reported to the

District Supervisor or Regional Manager

1-833-DOC-PREA (1-833-362-7732).

- ☐ Court Ordered Offenders

I understand that under KRS 439.268 court ordered offenders are able to earn program credits for approved programs, educational achievements and work for time credit.

- ☐ Parole Offenders

I understand that under KRS 439.345 parole offenders are able to receive parole compliance credits to be applied towards my sentence.

- ☐ I was provided information and details about the KY DOC Course Catalogue
- ☐ Community Supervision Orientation has been scheduled. Date: \_\_\_\_\_
- ☐ Signed the Authorized Release of Information.
- ☐ Appropriate Referrals:

\_\_\_\_\_ Social Service Clinician Appointment- Date: \_\_\_\_\_

\_\_\_\_\_ Reentry Employment Specialist- Date: \_\_\_\_\_

\_\_\_\_\_ Reentry Assessment-Date: \_\_\_\_\_

\_\_\_\_\_ Skills U Referral-Date: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_





# Make Payments *the easy way!* ≡

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## Pay fees conveniently and on time.

*Pague cargos convenientemente y a tiempo.*



### Access Corrections App



Make payments on the go with our free mobile app.

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### accesscorrections.com

Easy online payments.

*accesscorrections.com—Pagos fáciles por internet.*



### Kiosk

Make payments from any of 800+ kiosk locations.

*Quióscos—Haga pagos desde cualquiera de nuestras más de 800 locaciones de quioscos.*



### 866.345.1884

Speak with a live, bilingual agent.

*866.345.1884—Hable con un agente bilingüe en vivo.*



### Walk-in Retailer

Register at [cashpaytoday.com](https://cashpaytoday.com), get a barcode and make a cash payment where you shop, including Dollar General, Family Dollar, CVS, 7-Eleven, Speedway & Walgreens.

*Ubicación de Pago en Efectivo—Regístrese en [cashpaytoday.com](https://cashpaytoday.com), obtenga un código de barras y haga un pago en efectivo donde hace compras, incluyendo Dollar General, Family Dollar, CVS, 7-Eleven, Speedway y Walgreens.*



### Lockbox

Mail money orders to our secure lockbox.

*Caja de Seguridad—Envíe giros postal a nuestra caja de seguridad.*