Idaho Department of Correction	**Standard Operating Procedure**	Title: **Program Management for Inmates**	Page: 1 of 16
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Chad Page, chief of the Division of Prisons, approved this document on 05/23/2019.

Open to the public: ☒ **Yes**

SCOPE

This standard operating procedure (SOP) applies to any Idaho Department of Correction (IDOC) staff member, to include contract staff and subcontractors, involved in the program management of inmates.

Revision Summary
Revision date (05/23/2019) version 6.0: Updated terminology, clarified placement criteria for various programs, revised program manager duties, and added quality assurance process information.

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BOARD OF CORRECTION IDAPA RULE NUMBER 607

Public Participation in Program Activities

POLICY CONTROL NUMBER 607

Correctional Education and Programs

PURPOSE

The purpose of this standard operating procedure (SOP) is to establish guidelines and requirements for inmate program management.

RESPONSIBILITY

Division of Prisons Chief

The division of prisons chief is responsible for the following:

- Approving the tools used to assess and screen inmates

- Appointing a program and placement manager

Division of Prisons Deputy Chief

The division of prisons deputy chief is responsible for the following:

- Approving appointments of all program managers

- Reviewing all requests for correctional case managers exempted from general case management duties for special assignments, for example reception and diagnostic unit (RDU) staff

- Ensuring that facilities meet the standards set forth in this SOP

Division of Probation and Parole Deputy Chief

The division of probation and parole deputy chief is responsible for ensuring that community reentry centers meet the standards set forth in this SOP.

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Facility Heads

Facility heads are responsible for implementing this SOP and ensuring that staff members practice the provisions provided in it.

Division of Prisons Quality Assurance Manager

The division of prisons quality assurance manager (hereafter called quality assurance manager) is responsible for the following:

- Providing program exception review (PER) review and approval

- Conducting program grant management

- Managing program contracts

- Overseeing operational audits

- Coordinating the program audit process

- Providing quality assurance audits on assessments

- Providing monthly reports for leadership on individual facility capacity for case management and group facilitation

Program Managers

Program managers are responsible to supervise case managers and oversee program delivery and case management in their respective facilities.

STANDARD PROCEDURES

1. General Statement

The department provides inmates access to programming for a successful transition into the community. Inmates must have an opportunity to complete programming by completion of their fixed sentence or their earliest possible release date.

2. Inmate Assessments

The department uses assessments to place inmates in programs best suited to meet their needs and reduce the risk of recidivism. Only employees trained and/or certified to administer assessments will conduct them. Assessments are conducted on incoming inmates (See SOP 301.02.01.001, *Reception and Diagnostic Procedures for Inmates,*) and during inmates' confinement in accordance with this SOP. The department uses the following assessments:

Level of Service-Revised (LSI-R™)

LSI-R™ is designed to identify an inmate's criminogenic needs and risk of re-offending. The assessment must be conducted through a structured interview with the inmate and additional information such as police reports, arrest records, presentence reports; collateral contact with family, friends, victims, and employers must be used when available.

If an inmate has not had an LSI-R™ completed within 60 days of entry at a reception diagnostic unit (RDU), RDU staff must complete an LSI-R™ assessment and document it in the Offender Management System.

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The case manager must update the LSI-R™ if it will be more than five years old at the time of the inmate's parole hearing.

Static-99R

The Static-99 is designed to assess risk of sexual recidivism among adult males who already have been charged or convicted of at least one sexual related offense against a child or non-consenting adult.

Test of Adult Basic Education (TABE)

The TABE is designed to assess the knowledge and skills of adult learners.

Violent Risk Appraisal Guide-Revised (VRAG-R)

The VRAG-R is designed to estimate the probability of violent recidivism for male inmates. A VRAG will be completed for all male term inmates who have been convicted of a violent offense or a sexual offense within the last ten years.

3. Programs

The department has selected the following research-based programs to reduce recidivism and help inmates make a successful return to the community. All inmates will be assigned programming and have the expectation of completion before being released into the community. The only exceptions are inmates sentenced to life with no parole or under the sentence of death.

Thinking for a Change (TFAC)

Thinking for a Change is a cognitive behavioral program which focuses on how inmates think. This program teaches inmates to develop internal controls, cognitive self-change, and social and problem solving skills.

Thinking for a Change Placement Criteria, (one of the two criteria must be met):

1. Overall LSI-R™ score is 24 or above

2. Does not qualify for any other program

Aggression Replacement Training (ART)

ART is a cognitive behavioral program to help improve social skill competence and moral reasoning, better manage anger, and reduce aggressive behavior. It teaches participants to control angry impulses and consider others' perspectives.

ART Placement Criteria (one of the two criteria must be met)

Determining whether a particular offense included violence cannot always be decided solely on the crime category. A file review is often necessary. In difficult cases, follow the procedure for a *Program Exception Request* for an administrative review.

1. Instant offense as defined in the crime category on the enrollment report prepared by the evaluation and compliance unit at Central Office, of assault or murder/manslaughter. If the inmate's 'instant offense' is eluding, possession of a weapon, injury to a child or vehicular manslaughter, review to determine if the offense included violence.

2. Instant offense is a sex offense in the crime category; review to determine if the offense included violence.

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Example #1:

The instant offense is felony injury to a child. The presentence investigation (PSI) description of the offense states that the inmate was driving under the influence with a child in the car. The inmate would not meet the criteria for ART because even though injury to a child falls under the assault category the offense did not include violence.

Example #2

The instant offense is rape. The inmate was 35 years of age at his sentencing. The PSI description of the offense was that he engaged in sexual activity with a minor who was under the age of consent. The inmate will be treated for his sexual offending in other curricula; he would not be assigned ART unless the crime description included violence.

University of Cincinnati Cognitive Behavioral Interventions for Substance Abuse (UC CBI SA)

University of Cincinnati Cognitive Behavioral Intervention for Substance Abusers is a cognitive behavioral program that teaches strategies for avoiding substance abuse. Heavy emphasis is placed on skill building activities to assist with cognitive, social, emotional, and coping skill development.

UC CBI SA Placement Criteria, (one of the two criteria must be met):

1. All inmates must be referred to CBISA if their offense is an alcohol or drug related crime.

2. If the current offense is not drug or alcohol related, the inmate must have an LSI-R™ overall score of 24 or higher and the inmate's most recent Global Appraisal of Individual Needs (GAIN-I) assessment level of care must be outpatient, intensive outpatient, residential, or detox. (If there is no GAIN-I in the offender management system (OMS) or listed in the inmate's latest PSI, the criteria diverts to the Alcohol and Drug Domain score in the inmate's LSI-R™, which must be 0.4 or higher.

Choices

Choices is a cognitive behavioral treatment for females with the following purposes:

- Education about sexual offending

- Education regarding the emotional and psychological process that led to the abusive behavior

- Teach the ability to positively control their own thoughts, feelings, and behaviors by learning to make healthy, informed choices throughout every aspect of their lives

- Teach adequate coping responses

Choices Placement Criteria (both criteria must be met):

1. Female

2. Convicted of a sexual related offense

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University of Cincinnati Cognitive Behavioral Interventions for Sexual Offending (UC CBI SO)

University of Cincinnati Cognitive Behavioral Interventions for Sexual Offending is a cognitive behavioral program that teaches strategies for avoiding sexual reoffending and related behaviors. Heavy emphasis is placed on skill building activities to assist with cognitive, social, emotional, and coping skill development.

Every male inmate with a sexual offense in his history will be assessed using the Static-99R in RDU.

Inmates whose current offense is sexual in nature will be required to complete sex offender-specific programming based on their Static-99R Score. If an inmate's instant offense was plead down from a sexual offense, RDU staff must initiate a clinical review to assess placement in CBI SO.

An inmate with a previous sexual offense who returns to prison on a new offense or parole violation that is not sexual in nature (i.e. substance abuse) will not be required to complete sex offender specific programming.

An inmate who has a previous sexual offense and has topped his sentence for the sexual offense returns to prison; he will not have to complete sex offender specific programming if the new charge is not of a sexual nature.

UC CBI SO Placement Criteria (one of the two criteria must be met)

1. Male and Static-99-R score exists while serving time for a sexually based crime.

2. Male and no Static-99-R score but has committed a sexually based crime which is the instant offense. This is determined by:

   - RDU completion of the Static-99-R, or

   - If the crime description is not appropriate for a STATIC-99-R, such as Possession of Child Pornography where there is no identifiable victim, RDU will initiate a clinical review.

Exclusions:

If the inmate completed Sexual Abuse Now Ended (SANE) or Sexual Offender Treatment Program (SOTP) while in IDOC custody, documented in the offender management system, the inmate will not be required to complete UC CBI SO before release. Inmates are not required to repeat UC CBI SO unless they return to incarceration following a new conviction for a sexually based crime. Cognitive Self Change for Sex Offenders (CSC SO) and Sex Offender Assessment Group (SOAG) do not meet the criteria for treatment completion. On rare occasions, there may be circumstances that require further review. In these cases, a *Program Exception Request* must be submitted.

Clinical Sex Offending Treatment CSOT

This program uses a combination of the current Road to Freedom curriculum with the addition of University of Cincinnati Cognitive Behavioral Intervention Advanced Practice sessions. The CSOT program is approximately six months in duration. (Road to Freedom is a comprehensive competency-based workbook for sexual offenders in treatment.)

CSOT Placement Criteria (all criteria must be met):

1. Male termer

2. Score of four or above on the Static 99-R

3. Completed University of Cincinnati Cognitive Behavioral Intervention for Sexual Offending

University of Cincinnati Cognitive Behavioral Interventions Advanced Practices (UC CBI AP)

UC CBI AP, also known as Advanced Practices, provides inmates opportunities to practice skills they have learned in the core curriculums. Advanced Practices is a competency-based program that is not less than 30 days in duration and should last until an inmate shows competency in the skills.

UC CBI AP Placement Criteria (all criteria must be met)

1. Previously completed UC CBI SA, UC CBI SO, ART, and/or TFAC while under the jurisdiction of IDOC during either incarceration or supervision in the community.

2. Do not qualify for any other program.

Note: Probation and parole districts and some provider network partners are using Advanced Practices as aftercare in the community. Facilities primarily use Advanced Practices for those inmates who have completed all assigned programming prior to release or while on supervision, have entered or returned to incarceration, and do not assess for any curriculum they have not already completed.

Inmates, who complete UC-CBI SA in the community with a certified provider or a probation and parole facilitator, will not be required to repeat the course. If completion cannot be certified in the offender management system or by contacting the provider/facilitator, the inmate will not receive credit for completion.

Inmates will not be required to attend a curriculum they have previously completed. On rare occasions, there may be circumstances that require further review. In these cases, a *Program Exception Request* must be submitted.

Example #1

Inmate completed his rider in 2016 and successfully completed UC CBI SA and ART. He violated his probation and because his new LSI-R™ is 26, he is qualified for TFAC. (His LSI is higher than 23 and he qualifies for no other program due to completing CBISA and ART).

Example #2

Inmate completed her rider in 2016 and successfully completed UC CBI SA and ART. She violated her probation, but her LSI-R™ is still not above 23. She gets credit for prior completions and is placed in UC CBI AP (Advanced Practices) to practice those skills she learned in core classes.

4. **Program Completion Criteria**

Completion criteria are based on competency, meaning that the inmate demonstrates proficiency in the program content. Staff members are trained to ensure competency is met before an inmate can complete a lesson. If there is concern that an inmate is not demonstrating competency, staff must address the deficit and document in the offender management system what intervention was used. Intervention options include, but are not limited to, assigning homework, skill-building practice, guided practice, staffing with a program manager, providing a tutor or translator, etc.

It is reasonable to expect that inmates will miss classes for medical, parole hearings, or other valid reasons. An inmate must complete at least 90% of the curriculum in the classroom setting in order to receive a certificate of completion. The inmate is still responsible to complete missed lessons. This 10% variance for valid absences may not include the last 14 days of the class section to ensure success plan completion.

Staff must provide a certificate of completion to all inmates who have successfully completed a program.

5. **Program Documentation**

The offender management system and CIS-H are used to document program enrollment, attendance, and completion. Because the CIS-H system will be used by the Commission of Pardons & Parole for program verification and the probation & parole coordinator to verify release readiness, it is imperative that the information in CIS-H is accurate.

Program managers must ensure that all schedules in CIS-H are active and that classes are closed out at completion.

Case managers are responsible to enter program documentation accurately and timely. Program start and end dates must be recorded in class administration in the offender management system.

Programs entered into CIS-H must include no more than a 10% variance in expected completion to account for holidays and class cancelations from training or vacation.

Example: ART is 30 sessions offered 3 times per week for a total of 10 weeks. Adding a 10% variance would require the end date to be 11 weeks from the start date.

Case managers must enter attendance in CIS-H within one business day of the lesson completed.

Group facilitators must enter a formal discharge summary into the offender management system for each offender upon program completion. The summary should include progress in meeting target behaviors and goals, recommendations regarding areas that need continued work, testing results, etc.

6. **Program Exception Request (PER)**

Programs are assigned based on objective assessments of an inmate's risk and need. Use the following steps when inmates have a significant barrier keeping them from participating in or completing treatment.

Functional Roles and Responsibilities	Step	Tasks
Case Manager	1	Meet with staff of applicable work areas, such as education, medical, programs. Determine if accommodations can be made to assist the inmate overcome the barrier(s) to the program.
	2	If after collaborating with involved staff, it is determined that the barrier is sufficient that the inmate needs a program exception, complete a *Program Exception Request Form.* Forward the form to the program manager.
Program Manager	3	Meet with manager of applicable work areas, such as education, medical, programs. Determine if accommodations can be made to assist the inmate in overcoming the barrier(s) to the program.
	4	If after collaborating with involved managers, it is determined that the barrier is sufficient to request a program exception, forward the *Program Exception Request Form* to the quality assurance manager at Central Office.
Quality Assurance Manager	5	Collaborate with the health services director, chief psychologist, and/or education director and make a decision. Document the decision in the offender management system. Notify the facility program manager of the decision
Program Manager	6	Notify the case manager of the decision.
Correctional Case Manager	7	Notify the inmate and make adjustments to the case plan if applicable

7. New Ancillary Program Request

The department focuses its resources on the approved, core curriculum listed in this SOP. However, facility staff may request the implementation of a new program, in addition to the core curriculum, by completing the following steps:

- Conduct a thorough literature review that includes existing outcome studies.
- Submit plan to institutional leadership for review.
- Submit detailed plan to the programs and placement manager for review by department leadership.
- If approved, conduct a formal pilot program for a duration set by the program and placement manager.

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- Report the results of the pilot program to department leadership.
- If final approval from department leadership is granted, implement new ancillary program.

8. Program Delivery

Group Guidelines and Structure

The IDOC is committed to maintaining program fidelity; all programs must be delivered as designed. Group frequency for the population is up to three times per week as determined by the specific curriculum design.

Best practices dictate that there should be one day between classes for inmates to complete homework and internalize program content.

With the exception of CSOT and UC CBI AP, none of the programs require a prerequisite and can be completed at any time during an inmate's incarceration.

All program delivery staff must use the same curriculum-specific workbooks. Mixed gender groups are not allowed. Group size must not exceed 10 inmates with one facilitator. Group size must not exceed 16 inmates with two facilitators. Co-facilitation requires both facilitators to be consistently present, formally trained, and actively facilitating.

Low and high-risk inmates must be placed in separate program groups.

Based on the overall LSI-R™ scores, inmates must be placed into separate program sections for TFAC, UC CBI SA, ART.

- LSI- R™ scores of 24 and above are placed in program sections together.
- LSI- R™ scores of 23 and below are placed in program sections together.

Based on Static-99-R score, inmates must be placed in separate program sections for UC CBI SO:

- Static-99-R of three and below are placed in program sections together.
- Static-99-R of four and above are placed in program sections together.

The program manager may make an exception to the separate program in extenuating circumstances to accommodate facility needs or to address an inmate's responsivity issues. These exceptions must be documented in the Offender Management System.

9. Training Standards

IDOC staff members delivering program curricula must be formally trained by staff certified as trainers in that specific curriculum. The quality assurance manager coordinates core curriculum training and workshops and maintains and publishes an annual training calendar approved by the division chief or designee.

Staff members are not eligible to attend Advanced Practices training until they have completed at least two full sections of ART, UC-CBISA, TFAC, or UC-CBISO. These sections can run concurrently.

Program staff will receive 40 hours of training relevant to program and service delivery annually. Program managers will ensure that training is made available to staff and track training hours in Relias. Service delivery skills include those associated with case

management, reentry, and program delivery. Training must include an annual review of ethical guidelines for treatment professionals and effects of negative punishers on inmates. Ethical guidelines must be posted where they are visible to both staff and inmates.

10. Inmate Program Management Priorities

Program Entry Priority

Program managers must ensure sufficient sections are offered in each curriculum to provide inmates the opportunity to complete programming before their parole hearing officer interview date.

Program entry will be prioritized based on earliest possible release date (EPRD).

Earliest Possible Release Date

Tentative parole date (TPD): If an inmate has a TPD that is the default EPRD.

Parole eligibility date (PED): If an inmate does not have a TPD, then the EPRD defaults to the PED unless the parole hearing date is dated later than the PED. For example, parole violators' PEDs do not change, so they return to prison past their PEDs.

Parole hearing date (PHD): If an inmate does not have a TPD, then the PHD is the default if the PHD is past the PED.

Full term release date (FTRD): If an inmate has no TPD or PHD, default to the FTRD.

Case Manager Inmate Contact Priorities

Inmate priority levels are based on the earliest possible release date (EPRD).

Priority one: All inmates within 12 months of their EPRD, on a retained jurisdiction sentence, parole violators, and parole violator diversions monthly

Priority two: All inmates 12 months or more from their EPRD annually

11. Refusals and Removals

Program refusals do not preclude inmates from other institutional opportunities such as work projects or community reentry centers (CRCs). Inmates may contact their case manager at any time to retract their program refusal. Staff must revisit program refusals with the inmate no less than every six months.

If an inmate meets priority one criteria, the once per month contact standard is still required even though the inmate refused to program. Programs should be offered at this meeting.

An inmate may be removed from a program for lack of attendance, class behavior, etc. The program manager must approve before removal.

For excused absences (medical, court, etc.) opportunities to make-up missed content will be provided if possible. Inmates removed from a program section for any reason, may reenter the program where they left off at the next available session, if it is within six months to avoid repeating sessions. If more than six months have lapsed since the removal from a program, the program manager will assess the inmate's competency. If the inmate demonstrates the necessary competency he or she may enter the program where they left off. If the inmate does not demonstrate the necessary competency he or she will start the

program over from the beginning. If one year or more has lapsed since removal from a program, it must be restarted from the beginning.

12. Program Management

This section details many, but not all of the department's standards and expectations for program management. Program managers must be directly involved with the hiring, training and supervising of case managers. Program managers must do some aspects of programs to include group facilitation, managing a small caseload, or conducting assessments. The program manager must submit a written exception request to division of prisons leadership if an exception is needed.

Program managers must do the following:

- Ensure that each case manager is facilitating 100% of required groups (four groups per case manager).

- Monitor at least one class/group per facilitator twice a year to provide quality assurance assessments and feedback, reflecting results of group observation and service delivery. Assessments and feedback will be recorded in facilitator's annual evaluation under "Quality of Work".

- Hold regular documented staff meetings at least twice per month.

- Randomly review one case per quarter of each case manager to include:

    - Quality and frequency of inmate contacts

    - Parole hearing officer (PHO) summaries are completed timely

    - Assessments are complete and updated as needed

    - Inmates are being released in accordance with their TPDs

    - Reentry and discharge planning tasks are completed timely

    - CIS-H documentation of attendance is accurate and timely

13. Case Management

Case management duties are extensive. This section details many, but not all of the department's standards and expectations for case management.

All case management staff, unless exempted by division leadership, will share group facilitation, case management, and reentry duties. Case managers must be assigned a minimum of four different groups to facilitate, two times per week, or the equivalent thereof. For example, a case manager may be assigned to a UC CBI SA group that meets three times per week, an Advanced Practices group that meets one time per week, and two TFAC groups that meet two times per week. An exception may be granted if inmate needs at the facility or facility capacity dictates less facilitation can adequately meet the inmates' needs.

To request an exemption to the four-group facilitation requirement, evenly distributed case management, discharge planning duties, etc., the program manager must submit a written request to the facility head. The facility head, if in agreement, will provide the request to a deputy chief of prisons for approval. If approved, division of prisons leadership will provide an operational memo to the facility head outlining the exception and timeframe of the exception.

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Facility need dictates case manager work schedules. This may result in program staff being assigned non-traditional hours.

General Case Managers' Responsibilities

Offender Management System notes indicating an inmate did not show for an appointment is not sufficient to meet contact standards.

1. Meet with inmates within 14 days of the inmate being assigned to their caseload.

2. Meet with all priority-one inmates monthly and document the meetings in the offender management system.

3. Meet with priority-two inmates at minimum once per year during classification or more often if reclassifications occur.

4. Review the following, as applicable, with inmates during case management appointments:

   • That the inmate is in the correct case management priority

   • Previous Offender Management System entries for updates

   • That the inmate's assigned programs are accurate

   • Disciplinary behavior (disciplinary offense reports)

   • Inmate's participation in programs

   • Inmate's education, medical, and/or mental health needs

   • Inmate worker assignments or opportunities

   • Self-initiated progress report (SIPR) and commutation options

   • Inmate's classification and update if needed

   • Inmate's emergency contact information and updated if needed

5. Discuss inmate's discharge of release plan. (This discussion will include a conversation about using money that is earned or sent to the inmate being saved for release.)

6. Discuss the inmate's obligation for child support payments and options to modify them.

7. Discuss how to obtain documents needed for employment: birth certificate, social security card, and other documents.

14. Parole Hearing Preparation

Case Managers' Responsibilities

1. Complete parole hearing officer interview summaries in the offender management system four months before scheduled parole hearings.

2. Complete an update to summaries if indicated one week before parole hearings.
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3. Monitor the parole hearing interview schedules posted on the Electronic Department of Correction (E-DOC).

4. Ensure that the inmates on their caseloads are given a Commission of Pardons and Parole *Personal History Questionnaire* four months before the inmate's parole hearing. Document the date(s) the questionnaires were delivered to the inmate in Offender Management System.

5. Review the date of the inmate's LSI-R™ score. If the LSI-R™ score will be five years old or more by the date of the parole hearing, update the LSI-R™ score.

6. Review the inmate's history to determine if a VRAG-R is needed (male inmates only). If indicated and no VRAG-R is present, complete a VRAG-R assessment four months before the parole hearing.

7. Ensure the inmate knows the date and time of parole hearing officer (PHO) interview and the PHO's name.

8. Case managers will not attend the PHO Interview, unless specifically assigned by their program manager.

9. Review the parole hearing officer's recommendations, inform the inmate of the recommendations, and document in Offender Management System the date the information was provided to the inmate. (If inmate chooses to write a response to the recommendation, the inmate has three days to complete the response and give to the case manager.) Forward the inmate's response to the parole commission before the parole hearing.

15. Parole Hearing:

Program Managers' Responsibilities

The program manager or designee is responsible to:

1. Attend all regular parole hearings. If this is the program manager's designee, this designee must remain consistent.

2. If the hearing results in an inmate no longer meeting the placement matrix for the assigned facility, or results in a change in classification, inform the shift commander immediately.

3. Communicate parole hearing and parole revocation hearing results to the case managers on a daily basis or within 24 hours of the scheduled hearing date.

16. Post-Parole Hearing

Case managers have the following responsibilities:

1. Meet with assigned inmates within five business days of the Commission of Pardons and Parole's *Notice of Action Taken* list being posted in Reflections. Do not disclose or act upon executive session decisions until the official action-taken list is posted.

2. Write a post parole-hearing summary in the offender management system C-notes outlining the results of the hearing.

3. Conduct a reclassification if applicable.

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4. If the results of the hearing move the inmate to priority one, begin the discharge planning process outlined in Structured Reentry Case Management, SOP 607.26.01.002.

5. If the result of the hearing does not move the inmate to priority one, review the inmate's classification status and manage at the applicable priority.

6. Notify the facility move coordinator and/or inmate placement group of any moves that are necessary because of the hearing (see *Inmate Placement Process*, SOP 322.02.01.002).

7. If applicable, discuss the inmate's self-initiated progress report (SIPR) options.

Self-Initiated Progress Report (SIPR) and Commutation Forms

Inmates have an opportunity to ask the Commission of Pardons and Parole to reconsider them for parole six months after the initial parole hearing or revocation hearing and annually thereafter. This is done by completing the SIPR form and submitting to the Commission of Pardons & Parole for review. All SIPR's must be submitted electronically.

17. Quality Assurance

Closed (single mission) programs such as retained jurisdiction, work camps, and CRCs receive a University of Cincinnati Correctional Program Checklist (UC CPC) audit every two years. Open programs receive a University of Cincinnati CPC Group Assessment (UC CPC GA) audit every two years.

Facility heads are responsible to identify and recommend staff member to be trained to serve on audit teams. The quality assurance manager is responsible for training the identified staff members for services on audit teams.

The quality assurance manager is responsible to coordinate the UC CPC & UC CPC GA audit process. Upon completion of an audit, the quality assurance manager provides the facility head with a copy of the audit results. Within 60 days of receiving the audit report, the facility head will provide a written response with a detailed plan of action to address the issues identified in the audit report and will forward it to the quality assurance manager. After receiving the facility head's response, the quality assurance manager will forward it to the division leadership. A follow up audit may be conducted as determined by the quality assurance manager. The quality assurance manager also provides quality assurance audits on assessments.

18. Reporting

The quality assurance manager must complete monthly reports for IDOC leadership that include:

- Core waitlists by facility
- CIS-H program report by facility
- Group capacity percentage by facility
- Duration of programs
- Monthly facility tracking lists that include TPD reports

DEFINITIONS

None

REFERENCES

Program Exception Request Form

Self-Initiated Progress Report

Standard Operating Procedure 322.02.01.002, *Inmate Placement Process*

Standard Operating Procedure 301.02.01.001, *Reception and Diagnostic Unit for Inmates*

Standard Operating Procedure 607.26.01.002, *Structured Reentry Case Management*

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