USE OF TECHNOLOGY FOR MEETING SUPERVISION STANDARDS

I. **Purpose:** Coconino County Adult Probation recognizes that the use of approved technology (such as Skype, FaceTime, or other tools) can enhance pretrial and probation supervision, in addition to facilitating the completion of Court reports. The use of technology can be effective to reduce travel time, maintain more frequent contact with remote clients and build rapport with clients who are accustomed to the use of technology for communication. The use of technology is not intended to replace in-person, face-to-face supervision, nor is it intended to be the sole means of communicating with our clients. Probation Officers shall remember that there is more to supervision than meeting minimum contact standards. All other policies remain in effect whenever we utilize technology as a part of our supervision plan. Telephonic/video conferencing are not appropriate if public safety would be compromised.

In addition to routine supervision, technology can be a helpful tool when dealing with a community crisis, such as a health emergency or other public disaster. A separate section below outlines CCAPD’s procedure in such an event. As these situations are often fluid, other direction may be provided by the Chief Probation Officer or designee in such an event. Our responsibility to public safety remains during a community crisis, but the following plan attempts to mitigate further impact.

II. **Routine supervision:** The following protocols are appropriate for routine supervision contacts to supplement existing strategies during the course of normal operations.

   a. **Pretrial supervision:**

      Pretrial/Probation Officers, where possible, with approved technology, may substitute an in-office contact with a substantive phone call or video chat to cover the same matters that would be addressed during the office visit.

   b. **Deferred Prosecution:**

      Due to the extremely low risk of Deferred Prosecution clients, once identity of the Deferred Prosecution client is confirmed, appointments and contacts may be substituted with a substantive phone call or video chat to cover the same matters that would be addressed during the office contact. In-person contact is required is there is an immediate public safety risk or there is not a viable technology solution for the situation.

   c. **Standard Probation:**

      - Low risk clients: telephonic/video conferencing contacts may be appropriate but cannot substitute an in-person residence verification. Telephonic/video conferencing may substitute routine face-to-face contacts. If there is noncompliant behavior or public safety concerns, an office or field contact may be required.
Section XX

- Medium -low: telephonic/video conferencing contacts may be appropriate but cannot substitute an in-person residence verification. Telephonic/video conferencing may substitute a portion of routine face to face contacts, but does not substitute a face to face contact at a person’s residence when required by policy or code. If there is noncompliant behavior or public safety concerns, an office or field contact is required. Routine face-to-face contacts shall also be used in the course of supervision, even for probationers in compliance.

- Medium-high to high risk: telephonic/video conferencing contacts may be appropriate but cannot substitute an in-person residence verification. Routine face-to-face contacts shall be used as the primary method of supervision, even for probationers in compliance. Telephonic/video conferencing may substitute a portion of routine face to face contacts, but does not substitute a face to face contact at a person’s residence when required by policy or code. If there is noncompliant behavior or public safety concerns, an office or field contact is required.

d. Intensive Probation:

- Telephonic/video conferencing contacts may be appropriate but cannot substitute an in-person residence verification or mandatory minimum contacts. Routine face-to-face contacts shall be used as the primary method of supervision, even for probationers in compliance. Telephonic/video conferencing may augment, but not replace face-to-face contacts. If there is noncompliant behavior or public safety concerns, an office or field contact is required.

Declared public emergency or another crisis:

In addition to any plan implemented in alignment with CCAPD’s COOP plan, the following measures may be authorized with explicit direction from the Chief Probation Officer or designee.

**Situation A:**

Situation A may be appropriate with an Emergency declaration (e.g. a situation with no or minimal public or staff illness, etc.). The following apply to Situation A:

- Low risk clients: telephonic/video conferencing contacts only. No office contacts, no field contacts unless there is an emergency situation. Staff with supervisor.

- Medium -low: All contacts can be done through video conferencing. Curfews and other documentation can be done over email, text or mail. No field contacts unless approved by a supervisor. If field contacts are done, they should be outside. It is acceptable to call a client and ask them to come outside to see them. Contacts may be made from the car.

- Medium high to high risk, including IPS. Half of required contacts can be done via video conferencing (half in person). When field contacts are done, they should be outside. It is acceptable to call a client and ask them to come outside to see them. Contacts may be made from the car.
Section XX

- All video conferencing calls are to be logged as a face to face with an explanation in the notes about the state of emergency. If video conferencing is unavailable due to technology limitations or lack of access, each supervisor may authorize phone calls to meet minimum contacts and case record shall be documented.

If there is serious noncompliant behavior or public safety concerns, a field or office contact is required, depending on the situation. Staff with a supervisor and take necessary precautions. Use good judgement.

Pretrial Emergency Measures:

During any time that Situation A or B are in effect, the in-person check-in requirement on our standard Conditions of Release (for the higher levels of supervision) will be substituted with phone check-in or video conferencing, when available to the defendant, unless specifically ordered by the Court to have an in-person check-in. If the in-person check-in is specifically ordered by the Court, once Situation A or B are declared, the officer will file a report with the Court asking if the Court will change the in-person check-in during the situation and allow for a telephonic or video chat check-in. APETS entries will indicate the current situation when entering contact notes. When a report is filed with the Court asking for a change to the in-person check-in, an APETS entry will be made noting the report was filed and another with the Court’s ruling.

The Division Manager at the Sawmill office is authorized to make needed changes to PTS based on the situation. Since these are not code requirements, the changes can be handled in-house and will be appropriate to the situation.

Situation B:
Situation B may be appropriate with an Emergency declaration (e.g. a situation with significant public or staff illness, etc.). The following apply to Situation B:

All low risk contacts are waived pursuant to authority granted to the Chief Probation Officer by code.

For medium and high-risk clients on standard pursuant to authority granted by code:

- Contacts are required for high risk clients of any kind – all can be done video conferencing.
- Contacts are required for sex offenders, DUI and DV offenders. All can be done video conferencing.
- All other standard probation types contacts waived, including Medium risk, non-sex offender, non-DV, non-DUI.

IPS levels of all kinds. All contacts done via video conferencing. Waiver is not available for IPS cases.

- If video conferencing is unavailable due to technology limitations or lack of access, each supervisor may authorize phone calls to meet minimum contacts and case record shall be documented.
- All video conferencing calls are to be logged as a face to face with an explanation in the notes about the state of emergency due to declared emergency.
Section XX

For all supervision levels: If you have noncompliance behavior or other public safety concerns, a field contact or office contact required, depending on this situation. Staff with your super and take necessary precautions.

Any member of the management team can authorize a switch to plan B if the Chief Probation Officer is unable to do so.

A copy of this addendum A below shall be placed in every client file impacted by the emergency situation.
Addendum A

Emergency Declaration/Waiver of Standards

Waiver of Minimum Supervision Requirements. a. The chief probation officer may waive minimum supervision requirements, in writing, for a specified period of time only if exigent circumstances exist. The supervising probation officer shall place a copy of the written waiver of minimum supervision requirements in the case file of each probationer for whom a waiver has been granted. b. The chief probation officers shall not grant a waiver for minimum supervision for probationers on high risk supervision level and convicted of a sex offense as defined by A.R.S. § 13-1402 through 13-1412, 13-1417 through 13-1419, 13-3552 through 13-3556, a domestic violence offense under A.R.S. § 13-3601 or 3601.02, or an offense involving driving under the influence under A.R.S. § 28-1381 through 28-1383. c. The chief probation officer shall not waive minimum requirements when doing so would compromise public safety.

Situation A

Situation B

Other approved waiver plans:

__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________

Approved:

_____________________________________
Sarah Douthit, Chief Probation Officer