

Parole Officer Survey Results

2012

Survey Methodology

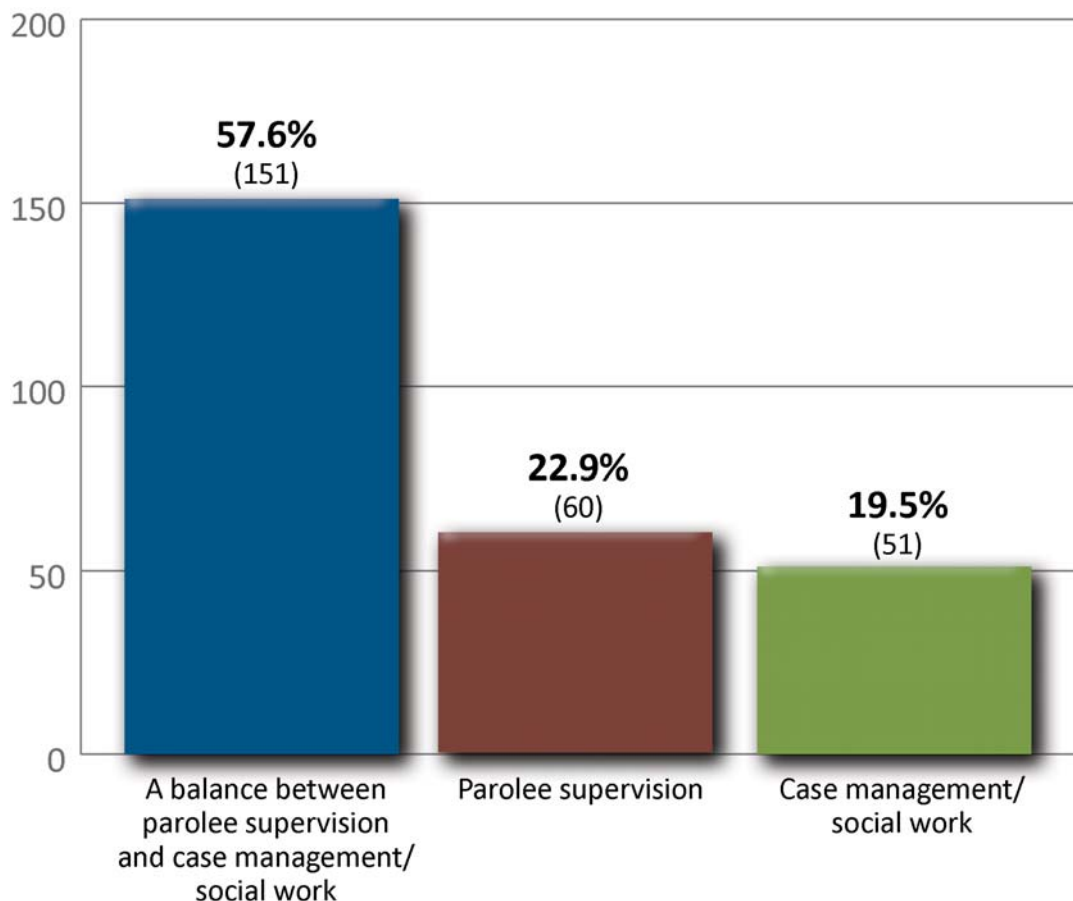
The Texas Criminal Justice Coalition (TCJC) created an 8-question survey for parole officers to gauge needs in the field, both for officers and parolees, and to provide context for ongoing policy discussions regarding reentry reform. We especially sought feedback to inform an interim charge by the Texas House Committee on Corrections to review parole supervision strategies.

TCJC partnered with the Texas Department of Criminal Justice's Parole Division to electronically distribute this survey to parole officers in July 2012. Questions were both open-ended and closed-ended, including scaled and ordinal questions. Ultimately, 282 participants provided responses.

The majority of the questions are reprinted below; questions not included here were strictly demographic. TCJC thanks the Parole Division for their assistance throughout this process, and we thank the survey respondents for providing thorough feedback.

Survey Questions

1. How would you describe your job function?



Other Descriptions of Job Function

- Babysitting
- Case management, social work, and law enforcement liaison
- Case management/social work
- Clerk, secretary, investigator, scheduler, lab tech, legal aide, researcher, housing and employment counselor, stats keeper, punching bag/fall guy.
- Counselor, psychiatrist, technical supper for electronically monitored offenders.
- Data entry personnel
- Data Entry- managing reports
- Data Entry/Social Work/Parolee Supervision – in that order
- Feels more as though it's about oims supervision, and not the offender supervision.
- Management does not give time to do the job correctly
- Management- supervision of employees.
- Most often feels like case management social work\
- Officer oversight
- Parole officer supervisor
- Parole officer that supervises clients released from TDCJ-ID
- Parole supervision administrator
- Parolee supervision and case management are not balanced, more case management/computer work.
- Psychologist
- Record keeping
- Revocation Officer
- Staff supervision
- Stressed to the max due to high caseloads and requirements in sometimes hostile work environment from lower and upper management
- The job of the parole officer has shifted away from supervision and towards case management/ data entry.
- Unit supervisor obligations as a sex offender supervisor
- Unit supervisor/management

2. What do you feel are the most needed resources for the parolees on your caseload? Rate the following resources from the most needed (1) to least needed (7).

Resources	Rating Average
Employment options	2.06
Substance abuse programming/treatment	3.09
Employment Services (i.e. resume building, interview preparation, job search classes, workshops)	3.37
Housing options	3.78
Education/vocational training	4.28
Mental health services	4.32
Medical services	4.72

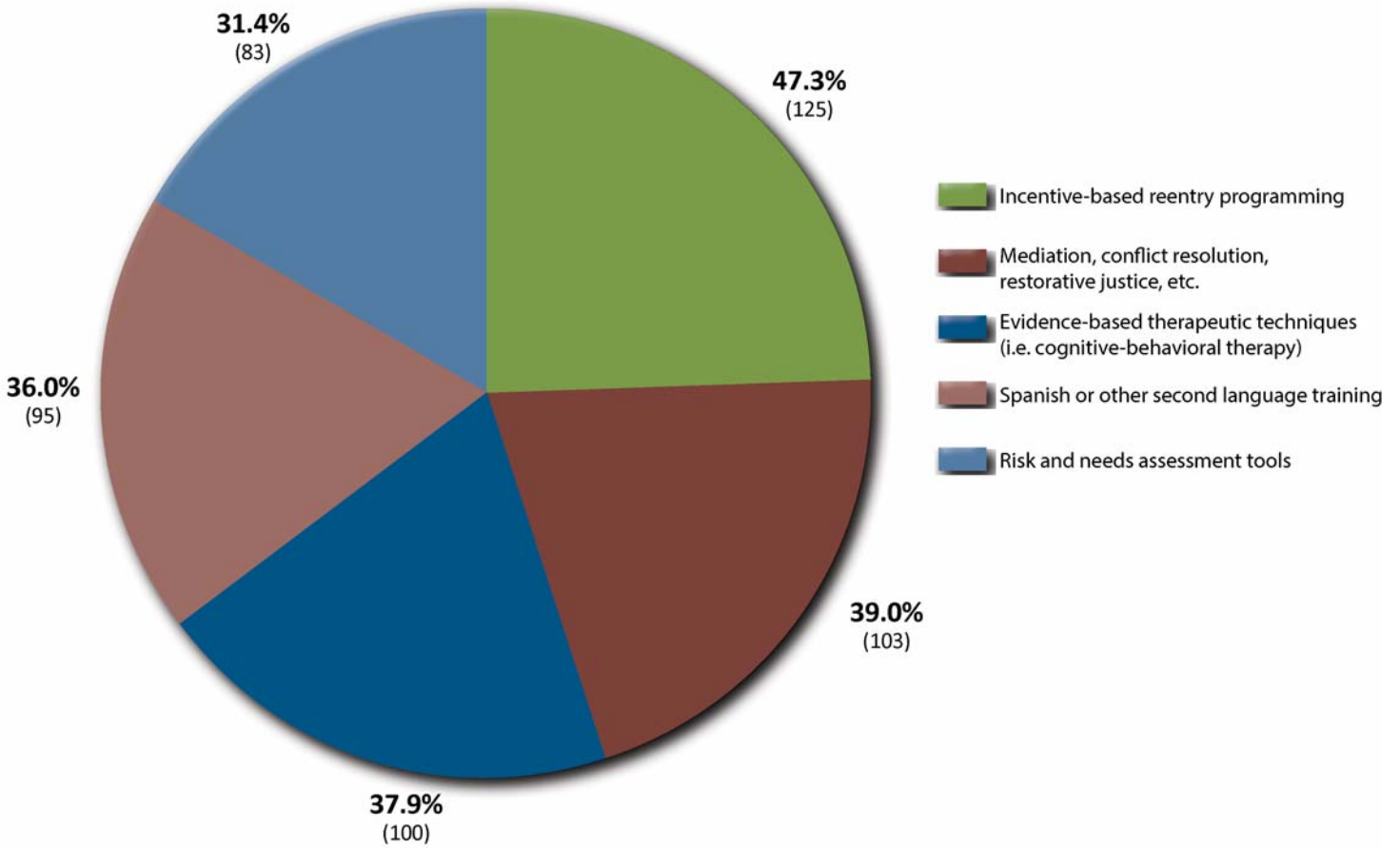
Based on the above information, we can conclude the following:

- Parole officers believe the most needed resources upon release are employment options (2.06 average rating) and substance abuse programming/treatment (3.09 average rating).
- Other important resources include: employment services (3.37 average rating), housing options (3.78 average rating), and educational/vocational training (4.28 average rating).

Other Most Needed Resources for Parolees

- ABE, educational classes
- Assistance in obtaining ID cards (monetary/vouchers)
- Change in policy to prevent arrest merely on sworn affidavit/HPD incident; innocent until proven guilty. Client sits in jail months at a time, losing housing, job, vehicle, etc. as result
- Cognitive behavioral therapy
- Employment opportunities for 3 G offenders denied work due to 3 G offenses
- Employments
- Housing an employment are most important
- In rural areas all of the above are in high demand
- Inform employers of tax breaks for hiring felons
- Jobs. Should already have a job before they are release. This will cut down on offenders committing crime
- Low cost dental services Food, clothing, transportation assistance
- The skills on proper dress and etiquette
- Transportation
- Transportation assistance in rural areas

**3. Which of the following training options would be beneficial for your job?
(Select all that apply)**



Other Responses

- As a supervisor
- Breathalyzer machine for DWI at ear parole office. Recommend mandatory home Breathalyzer with photo technology for 3 more DWI or DUI offenses. Interlock alone is not effective as home breathalyzer machine with photo technology by Smart Start.
- Community, economic and social development assistance hands on, not just talk and referral.
- Insight into human growth and development and arrested development
- Jobs for offenders
- Managing staff
- Mental health counselor certification
- Mental health medical training
- Modern computer and modern software
- More non English speaking offender being released, poor communication skills.
- None of the above

2012 PAROLE OFFICER SURVEY RESULTS

- None they need jobs
- Pay Spanish speaking officers for their resource as an interpreter in an officer setting, at hearing, etc.
- Pre- revocation/hearing process training
- Smaller caseloads
- Time-management
- Training and knowledge of available resources for offenders such as employment, medical, vision, dental, housing options, etc.
- Training in recognizing deception
- Without resources in this area the rest is pointless, if we don't have the resources in our area to send offenders to, what good is it to train officers fir it, unless we are going to start doing it.

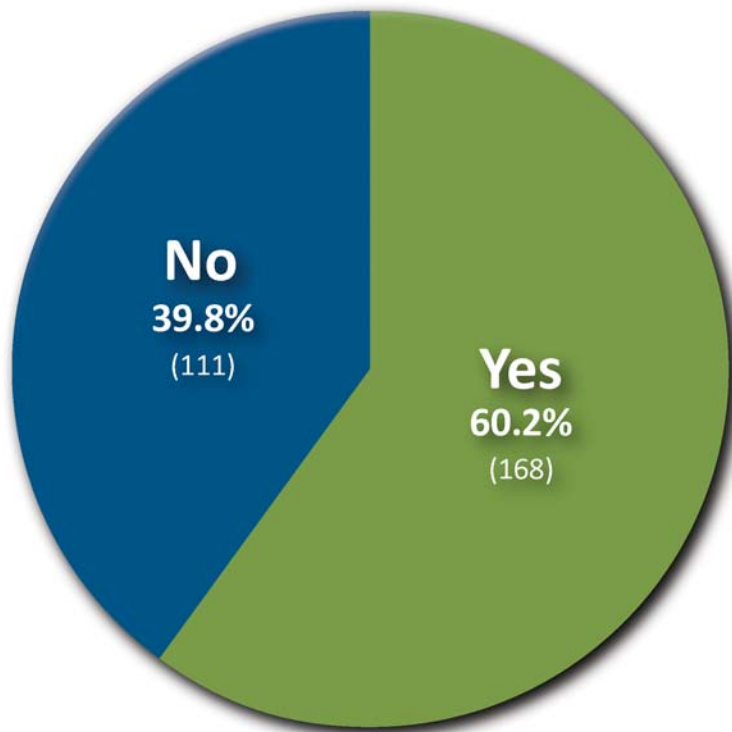
4. What are the key indicators of success for the parolees you supervise? Rate the following indicators from highest (1) to lowest (7).

Resources	Rating Average
Maintaining employment	2.59
Successful completion of supervision	2.76
Avoiding rearrests	2.82
Following all parole conditions	3.12
Maintaining housing	3.65
Completion of education, treatment or other services and programming	3.71
Avoiding revocations based on condition violations	3.96
Avoiding sanctions based on condition violations	4.06

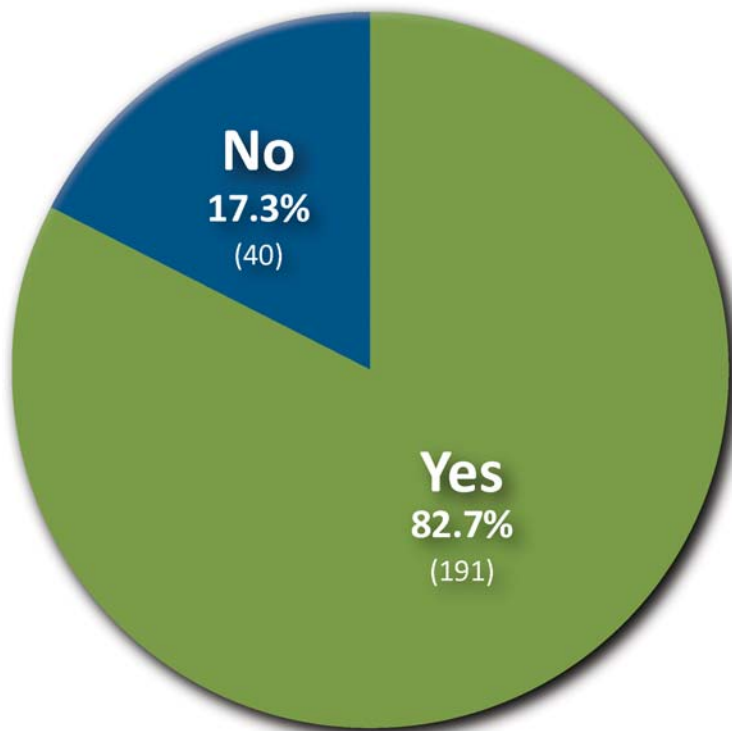
Based on the above information, we can conclude the following:

- Parole officers believe the highest indicators of success are maintaining employment (2.59 average rating), successful completion of supervision (2.76 average rating), and avoiding rearrests (2.82 average rating).

5. Do you receive Parole Division Policies to review for input before they are implemented?



6. If you do not receive Parole Division Policies to review for input before they are implemented, would you like such opportunities?



7. Write any additional comments regarding additional resources that would be beneficial for parole officers.

***NOTE:** In an effort to categorize the general comments provided by parole officers, we have classified each comment under particular sub-headers below. Some comments may have been placed under more than one sub-header, if applicable.*

Caseload Reductions / Additional Officers

- caseloads are too high. the parolees know it and they do not comply because they can not be monitored very closely
- caseloads ratio(reduction) per policy, cross training in specialized caseloads.
- In our area the caseloads are to high. We need more parole officers.
- LEGISLATURE PASSED 60 TO 1 CASELOAD RATIO 2 SESSIONS AGO. NEED TO PASS FISCAL NOTE TO BRING CASELOADS TO MANAGEABLE SIZE WITHIN 40 HOUR WORK WEEK!! CURRENT 75 TO 1 RATIOS ARE WAY OUT OF LINE FOR PAROLE DIVISION. NEED TO INCREASE PAY UPWARDS OF \$10.000 MORE PER YEAR TO KEEP FOLKS THINKING OF A CAREER IN PAROLE. WE ARE WEARING 5 HATS= UA TECH, SUBSTANCE ABUSE COUNSELOR, PAROLE OFFICER, SOCIAL WORKER, MENTAL HEALTH SPECIALIST, BUT GETTING PAID FOR ONE.
- LOWER CASE LOADS,AND EASE OFF TIME REQUIREMENTS FOR PUTTING UPDATES IN OIMS.TIME REQUIREMENTS ARE GREAT BUT PRIORITY NEEDS TO BE ALLOWED FOR URGENT NEEDS!
- Lower caseloads or lower supervision standards. upgraded computer equipment
- MHMR AND EMPLOYMENT AND CASE LOAD NUMBERS THAT ARE MORE REALISTIC
- more officers, lower caseloads
- More OJT [on-the-job training] Training for new Officers. Reduction of POTA [Parole Officer Training Academy] weeks of training. Assign OJT Parole Office Trainers for DPO [District Parole Offices]; Reduction of Client caseload so that Parole Officers(follow Policies) can work closely and effectively with clients and Motivational Interviewing can be utilized more often.
- More Parole officer's / Better Management / Fair working conditions / Lower caseload so that officers can actually help offender's and not shove them in and out.
- MORE PAROLE OFFICERS ON STAFF DUE TO THE INCREASE OF PAROLEE POPULATION.
- Need to hire more parole officers to reduce caseloads. Too much is expected from one person with assignments being due the day you get them and making all contacts. Plus then you have so many screens to keep up with on OIMS .Time is not spent with the offender like it was 10 plus years ago. It seems now it is more about quantity and not quality in getting to really know your offenders.
- PERFORMANCE BASED INCENTIVES THAT MOTIVATES OFFICER EFFORTS. LOWER CASE LOADS
- Reduction of the number of parolee/officer ratio. Pay raise
- Resources most need for parole officers are updated equipment, vehicles,(more than one), maintain staff.

2012 PAROLE OFFICER SURVEY RESULTS

- Stop making parole officers responsible for the actions of parolees. Since case loads are extremely high and constant change is happening, timelines should be altered for UAs, contacts, etc. +Pay parole officers according to their worth, \$10 a year for hazardous duty pay is a slap in the face plus the basic salary only allows officers to “get by” +The programs do not benefit all parolees, if they don’t want to benefit themselves then there’s nothing I can do to make them go. They are grown men and women.
- Supervision caseloads are extremely too high, a parole officer cannot actively supervise offenders’ due to having more than 75 on a case load. Parole is a waste of tax payers dollars, the recidivism rate is through the roof. In our small office, we average 5 new arrests a week which all include new pending felony charges. Texas Department of Criminal Justice’s budget is too low, and the quality of officers and management lacks knowledge and attributes to successfully complete the job. The GROSS pay for a parole officer caps at 38,000; which is not including inflation. The job market in TDCJ is readily available but still under staffed in a weak economy due to the above stated. A correlation between Federal Probation has a max of two jobs available every few years due to the increased Budget and a starting gross pay of \$40,000.00, which seeks only the most qualified professionals in the industry. The managers in Parole are trained through a quasi-military managerial style theory, which reflects poor leadership and decision making.
- The caseloads are extremely high. Need more parole officers and supervisors to properly supervise and help the offenders. Cannot retain good staff with low pay and no pay increases in the future.
- THE ONLY RESOURCES NEED WOULD BE TO HAVE MORE PAROLE OFFICERS FOR LOWER CASELOADS.

Training Issues

- Better basic training, and weapons training and arrest authority.
- caseloads ratio(reduction) per policy, cross training in specialized caseloads.
- each parole officer has to know the socioeconomic environment that he deals with. if you work inner city know the language and surrounding before you enter the neighborhood. try to prepare for gang territory and be fair to parolees and their family.
- It would be beneficial for all District Parole Officers to be trained by District Parole Officers. Our academy is horrid at best. More time is spent on cognitive aspects of the job and not enough time is spent on the job. Realistic Time Management training would be appreciated. Policies that don’t contradict each other would be beneficial as well as realistic time frames to enter all of our mandatory data. It would also be nice to actually supervise our offenders and not just supervise their paperwork.
- More defensive training, including better firearm training
- More OJT [on-the-job training] Training for new Officers. Reduction of POTA [Parole Officer Training Academy] weeks of training. Assign OJT Parole Office Trainers for DPO [District Parole Offices]; Reduction of Client caseload so that Parole Officers(follow Policies) can work closely and effectively with clients and Motivational Interviewing can be utilized more often.
- Resources for staff(employees) to help them do the job better. The work has increased so much for parole officers that many are barely treading water so to speak. Training on how to manage time, how to handle stressful situations etc..., would be helpful. With all the talk of resources for

2012 PAROLE OFFICER SURVEY RESULTS

offenders (which I understand), what about the parole officers? The parole division is it's own worst enemy due to the amount work it has handed down through the pipeline that ends up on the parole officer's desk. The job is becoming more difficult. It seems that sadly, the higher ups could care less.

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- Training
- training of supervisors on how to work with parole officers. basic management skills are lacking.

Salary / Career Benefits

- 1. \$65,000 annual salary 2. career ladder 3. re-write TDCJ employee policy to give rights, due process and equality to parole officers 4. Cease ongoing" intimidation/harassment" and write-ups
- A significant Raise
- allowing extended time (o/t) for completion of duties.
- Benefits at the county jail, free parking at the county jail, and increase in pay.
- Competitive pay that will retain officers. Being that a college education is required to become a Parole Officer, entry level positions should begin at \$45,000.00. You will get a better quality of work if you invest in officers. Also raise the standards of officers that are hired with the agency. We don't need to get the client and the officer confused.
- extra vehicle, pay increase for specialized officers, schedule flexibility
- HALFWAY HOUSE AND SUBSTANCE ABUSE BEDS ARE NEEDED. REINVENTING AND FUNDING PROJECT RIO OR A SIMILAR JOBS PROGRAM THROUGH TWC. PAY INCREASE FOR PAROLE OFFICERS DOING SPECIALIZED PROGRAMS SUCH AS SISP, EM, SNOP, TC, ETC.
- HIGHER SALARIES
- incentive pay for bi-lingual officers.
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2012 PAROLE OFFICER SURVEY RESULTS

- Pay incentives based on caseload and other tangible factors that encourage success and discourage turnover.
- PAY INCREASE , REFLECTIVE OF ALL THE RESPONSIBILITIES FOR WHICH WE ARE ACCOUNTABLE
- PERFORMANCE BASED INCENTIVES THAT MOTIVATES OFFICER EFFORTS. LOWER CASE LOADS
- Reduction of the number of parolee/officer ratio. Pay raise
- Stop making parole officers responsible for the actions of parolees. Since case loads are extremely high and constant change is happening, timelines should be altered for UAs, contacts, etc. +Pay parole officers according to their worth, \$10 a year for hazardous duty pay is a slap in the face plus the basic salary only allows officers to “get by” +The programs do not benefit all parolees, if they don’t want to benefit themselves then there’s nothing I can do to make them go. They are grown men and women.
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- The caseloads are extremely high. Need more parole officers and supervisors to properly supervise and help the offenders. Cannot retain good staff with low pay and no pay increases in the future.
- There is little chance of advancement in this agency. When we do make comments or suggestions regarding policy or what can be changed to make things better, they do not listen and continue to do what they want. Most of the people making decisions regarding offenders and PO’s have never worked in the criminal justice system.

Parole Operations, Policies, and Management

- 1. \$65,000 annual salary 2. career ladder 3. re-write TDCJ employee policy to give rights, due process and equality to parole officers 4. Cease ongoing” intimidation/harassment” and write-ups
- Arrest rights. Unscheduled home, work and field visits. Carry weapon unconcealed. More of a smooth flowing revocation process.
- Better equipment, such as computers, state cars. Policies should be re-written on Home visit Policies. That would save the State a lot of time and money.
- Data entry clerks so Parole Officers may spend more time with Offenders in the community; versus using a majority of time inputting data into the computer system.
- Don’t care to review policies, because believe policies will be implemented regardless of my input. Nor do I have the time, too much data entry to do.

2012 PAROLE OFFICER SURVEY RESULTS

- excessive write-up by upper management by ps.
- extra vehicle, pay increase for specialized officers, schedule flexibility
- FOR ALL OFFICES TO FOLLOW PAROLE DIVISION POLICY AND STOP ALLOWING MANAGEMENT TO MAKE THEIR OWN POLICY IN DIFFERENT OFFICES AND REGIONS THAT CONSUME A LOT OF A PAROLE OFFICER'S TIME TO DO WHAT THE BOARD NEEDS DONE IN THE FIRST PLACE. ALSO THE ORIGINAL [offender-related incident] SITUATION OF BLAMING A PAROLE OFFICE WHEN AN OFFENDER DOES SOMETHING REALLY BAD NEEDS TO STOP. WE ARE NOT SCAPGOATS AND A REASONABLE PERSON WOULD NOT BELIEVE A PAROLE OFFICER IS LIABLE FOR WHAT AN OFFENDER DOES WHEN THEY ARE ON PAROLE.
- GIVE US ARREST AUTHORITY
- Having arrest authority, at least on parolees.
- Having managers that are empathetic to plight of officers under their supervision
- I feel like the amount of time we spend in the field is unwarranted. Home visits should not be conducted so frequently. Distance, gas and travel is a very big issue for me due to where I reside and the areas I cover, such as Polk to Houston county as far as Grapeland Texas.
- In working with the sex offender population, there are limited resources for these individuals. It would be great tool to have some type of transitioning program for these individuals and their families. This would improve the validity of the collateral contact form after the offender is released. It would encourage successful completion of parole and it would be a proactive example of how to promote our mission statement.
- It would be beneficial for all District Parole Officers to be trained by District Parole Officers. Our academy is horrid at best. More time is spent on cognitive aspects of the job and not enough time is spent on the job. Realistic Time Management training would be appreciated. Policies that don't contradict each other would be beneficial as well as realistic time frames to enter all of our mandatory data. It would also be nice to actually supervise our offenders and not just supervise their paperwork.
- It would be beneficial for management to not treat us like we're on Parole. It seems that since they don't have caseloads any more, they treat Officer's as their releasee's. It would be immensely helpful if supervisors also accepted some of the responsibilities for officer's who are out or for assignments that can be easily completed without leaving their desk, instead of just piling more and more on others who are already severely overburdened. For example: If it's something that just takes a phone call, then just make the call. By the time it is taken to an Officer, who is most likely scrambling as it is, and explained, the supervisor could have had it completed already. It would be very helpful if they used the available reporting from our IT to find ways to help us get everything done and to back us up instead of using the reports solely as ways and reasons to get us in trouble.
- LESS CLERICAL WORK, LESS REPORTS,GETTING THE SUPPLIES WE NEED WHEN WE NEED THEM! PRINTERS THAT WORK.WE NEED A SCANNER BADLY.IF WE ARE REQUIRED TO SCAN PAPERWORK, WE SHOULD HAVE A SCANNER! AS IT IS, WE HAVE TO FAX HEARING PAPERWORK AND OTHER IMPORTANT PAPERS TO A DIFFERENT OFFICE, THEN WAIT FOR THEM TO SCAN THE PAPERWORK, THEN WAIT...IT IS CRAZY, AND A BIG WASTE OF TIME

2012 PAROLE OFFICER SURVEY RESULTS

- LOWER CASE LOADS,AND EASE OFF TIME REQUIREMENTS FOR PUTTING UPDATES IN OIMS.TIME REQUIREMENTS ARE GREAT BUT PRIORITY NEEDS TO BE ALLOWED FOR URGENT NEEDS!
- Lower caseloads or lower supervision standards. upgraded computer equipment
- More Parole officer's / Better Management / Fair working conditions / Lower caseload so that officers can actually help offender's and not shove them in and out.
- MORE RESOURCES FOR EMPLOYMENT THE MOST UPDATED EQUIPMENT TO USE IN THE FIELD WHERE IT IS NEEDED THE MOST , IE COMPUTER/LAPTOPS. THIS IS A HUGE HELP CONSIDERING THE TIME CONSTRAINTS FOR COMPLETION OF JOB TASK/SUSPENSINGOF DUTIES.
- Parole Division is hopelessly backward in its approach to this entire process. The use of smart phones, tablets, scanable cards and other twenty-first century technologies could speed the process from fee payment to UA monitoring to chrono entries, freeing officers to actually supervise offenders. The offenders are almost universally better equipped with the latest technologies, yet the State of Texas is wasting money on paper forms and maintenance of ancient laptops.
- Parole division policies should not be written by those that have no idea of what goes on in field. That have no practical experience. All policies should be written in collaboration with field officers.
- Parole Officers rights in sanctions taken against them
- PO's should have more say in policy and our opinions should be given more thought. We are the ones in the field and the ones who know how things are happening as of now.
- PO'S WOULD BENEFIT GREATLY, TIME WISE, IF THEY HAD A PRINTER IN THEIR OFFICE INSTEAD OF HAVING TO GET UP AND WALK TO THE OTHER SIDE OF OUR BUILDING EVERYTIME WE PRINT OUT DOCUMENTS WHICH IS ABOUT 95% OF OUR DAILY WORK. ALSO, WE NEED A FASTER SYSTEM THAT WORKS AS IT SHOULD AND DOES NOT "FREEZE" EVERY OTHER DAY. WE ARE CONSTANTLY BEING GRADED ON OUR EFFICIENCY AND PRODUCTIVITY AND YET THAT IS NOT ENOUGH REASON TO PROVIDE US WITH THE RESOURCES WE NEED TO DO OUR VERY BEST. I HOPE THIS SURVEY HELPS IN CORRECTING SAID PROBLEMS AND DOESNT END UP BEING A WASTE OF MY TIME AS IS USUALLY THE CASE WITH THESE THINGS. THANK YOU.
- policy and procedures should be written by experience parole officers that can tell what will be successful for the parolee.
- QUIT MICRO MANAGING AT LET US DO OUR JOB!
- reduce contact standards (home visits) on non violent offenders. not to make regional policies regarding DWI and Restitution case to make them stay on Higher supervision even when they are in compliance.
- Resources for staff(employees) to help them do the job better. The work has increased so much for parole officers that many are barely treading water so to speak. Training on how to manage time, how to handle stressful situations etc..., would be helpful. With all the talk of resources for offenders (which I understand), what about the parole officers? The parole division is it's own worst enemy due to the amount work it has handed down through the pipeline that ends up on the parole officer's desk. The job is becoming more difficult. It seems that sadly, the higher ups could care less.

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- There is little chance of advancement in this agency. When we do make comments or suggestions regarding policy or what can be changed to make things better, they do not listen and continue to do what they want. Most of the people making decisions regarding offenders and PO’s have never worked in the criminal justice system.
- Time is the most valuable resource we have to supervise parolees effectively. I would like to see a different model for risk, needs, assessment, and supervision status, one that would allow more discretion by the supervising officer and have a wider range of options than minimum, medium, and maximum. Among the options for minimum, we have quarterly, annual, and early release; the problem is very few offenders meet the qualifications for these options. The criteria is too stringent and leaves little room for parolees to make mistakes early on in their parole or earlier in their lives. I would like to see a model that more involves recent, although clearly demonstrated and consistent, success - a system with that offers more short-term incentives and can be flexible towards the individual with discretion by supervising officers.
- To be able to take files to the other office in other county maintain 100% supervision. Rather than leaving them at the main office. You forget what you need to tell the person items that you need for the file if it is in front of you.
- TOO FEW SUPERVISORS HAVE ANY KNOWLEDGE OF PRE-REVOCATION PROCESS. THERE ARE TOO MANY OFFICERS WHO ARE GETTING AWAY WITH OPENLY FALSIFYING AND THERE IS NO FEAR OF REAL SANCTIONS OR REPRISALS.
- training of supervisors on how to work with parole officers. basic management skills are lacking.
- We are constantly being hounded for offenders who are not able to obtain their Texas ID’s. We get penalized during office reviews and in turn get punished because an offender doesn’t have an ID. It is sometimes impossible especially for offenders who reside in a Halfway house because they are usually from a different county than where they are placed and often times these offenders are unable to obtain the necessary paperwork to get an ID or even money for the ID. DPS makes it very difficult. I would like to see the Legislature pass a law where the State of Texas would issue some type of voucher to the offender upon release from Prison or a State Jail that he/she will be able to take with them to DPS and exchange for a valid ID. There has to be an easier way.

Office, Technical, and Resource Needs

- A better network. With tablets to be used in the field. Data fields that share more information so officers do not have to re peat it in another screen. Also incorporate the time and daily travel computation into the tablet. Paperless is the key.
- A BETTER WORK ENVIROMENT AND BUILDING
- A way to edit OIMS entries. More sanctions to implement against offenders

2012 PAROLE OFFICER SURVEY RESULTS

- Access to Interstate Compact System, more simplified access to court documents.
- better computer equipment and faster server
- Better equipment, such as computers, state cars. Policies should be re-written on Home visit Policies. That would save the State a lot of time and money.
- Data entry clerks so Parole Officers may spend more time with Offenders in the community; versus using a majority of time inputting data into the computer system.
- extra vehicle, pay increase for specialized officers, schedule flexibility
- HAND HELD UNIT FOR ENTERING CONTACT AND UPDATING INFO, BIG TIME SAVE!!!!!!!
- I would recommend that we have at least 1 breathalyzer machine at each parole office verses the strip test. The breathalyzer machine is more accurate since I am the DWI officer at Dallas IV District Parole Office. I feel ignition interlock devise is not sufficient for 3 or more DWI's because they offend do not get one and state, they do not operate a vehicle, then we find out latter when the police arrest them for DWI and without ignition interlock device with Photo Technology. The Home Breathalyzer device with Photo Technology is much much better than an Ignition Interlock with photo device. The Home Breathalyzer machine with photo technology by Smart Start Monitors repeat DWI offender 3 times a day/7 days a week and takes their pictures. This technology is much more effective and we may review the photos and the offenders have to breath on the device 3 times a day/7 days a week. This device would check for alcohol level more frequent whether or not they are operating a vehicle. In my opinion, this would minimize alcohol use 7 days a week as opposed to the offender coming in 1 time a month to test for alcohol on their system. To me, the Home Breathalyzer machine is more likely to be ZERO TOLERANCE for DWI offenses as opposed to the ignition interlock device with the photo technology.
- In the Pre Revocation Task Unit we need our own individual printer.
- Information from Corrections yearbook to compare Texas with other 49
- LESS CLERICAL WORK, LESS REPORTS,GETTING THE SUPPLIES WE NEED WHEN WE NEED THEM! PRINTERS THAT WORK.WE NEED A SCANNER BADLY.IF WE ARE REQUIRED TO SCAN PAPERWORK, WE SHOULD HAVE A SCANNER! AS IT IS, WE HAVE TO FAX HEARING PAPERWORK AND OTHER IMPORTANT PAPERS TO A DIFFERENT OFFICE, THEN WAIT FOR THEM TO SCAN THE PAPERWORK, THEN WAIT...IT IS CRAZY, AND A BIG WASTE OF TIME
- Lower caseloads or lower supervision standards. upgraded computer equipment
- MAKE OIMS WORK FASTER. SYSTEM IS SLOW.
- More funding for better benefits to assist the resources that we do have.
- More input on upgrading OIMS as to what information is actually needed and what information is unnecessary.
- MORE RESOURCES FOR EMPLOYMENT THE MOST UPDATED EQUIPMENT TO USE IN THE FIELD WHERE IT IS NEEDED THE MOST , IE COMPUTER/LAPTOPS. THIS IS A HUGE HELP CONSIDERING THE TIME CONSTRAINTS FOR COMPLETION OF JOB TASK/SUSPENSINGOF DUTIES.
- MORE STATE VEHICLES FOR OFFENDER VISITS AND TO EXPAND THE NETWORK WITH THE WORKFORCE FOR THE OFFENDERS
- need computer programs to be running non stop, plus reliable printers and office supplies.

2012 PAROLE OFFICER SURVEY RESULTS

- Parole Division is hopelessly backward in its approach to this entire process. The use of smart phones, tablets, scanable cards and other twenty-first century technologies could speed the process from fee payment to UA monitoring to chrono entries, freeing officers to actually supervise offenders. The offenders are almost universally better equipped with the latest technologies, yet the State of Texas is wasting money on paper forms and maintenance of ancient laptops.
- PO'S WOULD BENEFIT GREATLY, TIME WISE, IF THEY HAD A PRINTER IN THEIR OFFICE INSTEAD OF HAVING TO GET UP AND WALK TO THE OTHER SIDE OF OUR BUILDING EVERYTIME WE PRINT OUT DOCUMENTS WHICH IS ABOUT 95% OF OUR DAILY WORK. ALSO, WE NEED A FASTER SYSTEM THAT WORKS AS IT SHOULD AND DOES NOT "FREEZE" EVERY OTHER DAY. WE ARE CONSTANTLY BEING GRADED ON OUR EFFICIENCY AND PRODUCTIVITY AND YET THAT IS NOT ENOUGH REASON TO PROVIDE US WITH THE RESOURCES WE NEED TO DO OUR VERY BEST. I HOPE THIS SURVEY HELPS IN CORRECTING SAID PROBLEMS AND DOESNT END UP BEING A WASTE OF MY TIME AS IS USUALLY THE CASE WITH THESE THINGS. THANK YOU.
- Proper equipment and resources
- Resources for staff(employees) to help them do the job better. The work has increased so much for parole officers that many are barely treading water so to speak. Training on how to manage time, how to handle stressful situations etc..., would be helpful. With all the talk of resources for offenders (which I understand), what about the parole officers? The parole division is it's own worst enemy due to the amount work it has handed down through the pipeline that ends up on the parole officer's desk. The job is becoming more difficult. It seems that sadly, the higher ups could care less.
- Resources most need for parole officers are updated equipment, vehicles,(more than one), maintain staff.
- state car
- Up-to-date software and equipment.
- updated software/computers would be extremely beneficial for parole officers as data entry is a key function in the job.
- WORK RESOURCES

Parolee Assistance Needs

- As an officer with the SNOP caseload, my biggest concern and issue is COC [continuity of care] or the lack there of. The issue is that people who need Mental Health services are coming out on supervision without a TCOOMMI referral most of the time.
- Dedicated job placement assistance badly needed.
- Employment assistance for Parolees
- EMPLOYMENT RESOURCES
- Generally a parole officer can tell very quickly which offenders will make it and which will not. A third of those released from prison will successfully complete their parole, a third will be revoked and a third are fence sitters: offender that can go either way. This is the group that need the services the most.

2012 PAROLE OFFICER SURVEY RESULTS

- HALFWAY HOUSE AND SUBSTANCE ABUSE BEDS ARE NEEDED. REINVENTING AND FUNDING PROJECT RIO OR A SIMILAR JOBS PROGRAM THROUGH TWC. PAY INCREASE FOR PAROLE OFFICERS DOING SPECIALIZED PROGRAMS SUCH AS SISP, EM, SNOP, TC, ETC.
- having the opportunity to have better substance abuse places that the offender can attend if they are having problems, have a counselor they can talk to if they are having problems at home to help them from using drugs or alcohol or both.
- Help from IPO with placement plans - getting valid phone numbers. Maybe having a pre-revocation unit to help with all the arrests we are having.
- I would like to obtain resources available for parolees in Bell, Coryell, Hamilton, and Lampasas counties such as food pantry, clothing, medical, and assistance obtaining TX ID, birth certificates, etc. I know there is help out there but most of the time that information is not available to us to help the parolees achieve their goals.
- In working with the sex offender population, there are limited resources for these individuals. It would be great tool to have some type of transitioning program for these individuals and their families. This would improve the validity of the collateral contact form after the offender is released. It would encourage successful completion of parole and it would be a proactive example of how to promote our mission statement.
- It would be really helpful if parole could be a stakeholder in the community needs assessment of each community, to include education, transportation, employment, substance abuse, etc.
- Job information for the parolees
- job,job,job
- knowledge of all available resources in the area
- List of apartment locators that accept offenders on parole who show proof of Income.
- Mental health services both for evaluation and for offenders who are not classified as special needs, but may be facing family and adjustment issues.
- MHMR AND EMPLOYMENT AND CASE LOAD NUMBERS THAT ARE MORE REALISTIC
- more bus passes and employment opportunities along with training is needed, housing is also an important need
- More Community Resources
- More funding for better benefits to assist the resources that we do have.
- More OJT [on-the-job training] Training for new Officers. Reduction of POTA weeks of training. Assign OJT Parole Office Trainers for DPO [District Parole Offices]; Reduction of Client caseload so that Parole Officers(follow Policies) can work closely and effectively with clients and Motivational Interviewing can be utilized more often.
- MORE RESOURCES FOR EMPLOYMENT.
- More resources in general are needed in rural areas. Rural areas are being more populated due to work in the Oil field but offenders that find jobs in these areas don't have even the simplest resources such as AA/NA.

2012 PAROLE OFFICER SURVEY RESULTS

- MORE STATE VEHICLES FOR OFFENDER VISITS AND TO EXPAND THE NETWORK WITH THE WORKFORCE FOR THE OFFENDERS
- need more resources in our seven counties to assist parolees with special needs
- Offenders need jobs and maintain them. That will help them avoid use of drugs and alcohol. I believe if they are not productive in work they will be dependent and continue to cause a strain on the courts. Sanctions can handle most matters except the most serious of crimes. Parole officers can verify all the programs that are required, but a productive working offender is much better.
- One resource that would be beneficial would be a life skills class for out offenders, many come out of serving 8+ years and it's a shock to be out here. They don't know how to use a computer and other things we take for granted. Also more bus passes would help, many can't afford transportation and are reduced to riding illegally on the public transportation to get to the parole office. More contact with the local community so that we can direct offenders on where to get food, clothing and other essentials that they need.
- Our offenders (all caseloads) would benefit GREATLY from having a qualified. LPC [Licensed Professional Counselor] contacted w/ the state so they can receive counseling 1-on-1 to deal with life outside of prison. The chaplain cannot offer that kind of service successfully, as he/she only offers religious points of view and is not a Licensed Professional Counselor and has no curriculum for a structured program. Also, a class that teaches daily living needs would be very beneficial. Many offenders do not know how to cook, open a checking/savings account, etc. In my 6 years of supervising a variety of offenders, I believe both of these things would reduce recidivism by helping the offender realize that life outside of prison is not "too hard" and it would keep them from giving up and going back to TDCJ-ID.
- residential treatment programs for longer periods of time at least 90 days with intensive aftercare.
- Seeking stable employment
- Some parolee need educational programs, help with interviewing skills, clothes to wear to an interview and 90% need substance abuse treatment programs. Some need housing placement and several have transportation issues.
- The placement of a HWH [halfway house] in Hunt County for TC offenders.
- Time is the most valuable resource we have to supervise parolees effectively. I would like to see a different model for risk, needs, assessment, and supervision status, one that would allow more discretion by the supervising officer and have a wider range of options than minimum, medium, and maximum. Among the options for minimum, we have quarterly, annual, and early release; the problem is very few offenders meet the qualifications for these options. The criteria is too stringent and leaves little room for parolees to make mistakes early on in their parole or earlier in their lives. I would like to see a model that more involves recent, although clearly demonstrated and consistent, success - a system with that offers more short-term incentives and can be flexible towards the individual with discretion by supervising officers.
- Transportation for reporting and attending program referrals

2012 PAROLE OFFICER SURVEY RESULTS

- We are constantly being hounded for offenders who are not able to obtain their Texas ID's. We get penalized during office reviews and in turn get punished because an offender doesn't have an ID. It is sometimes impossible especially for offenders who reside in a Halfway house because they are usually from a different county than where they are placed and often times these offenders are unable to obtain the necessary paperwork to get an ID or even money for the ID. DPS makes it very difficult. I would like to see the Legislature pass a law where the State of Texas would issue some type of voucher to the offender upon release from Prison or a State Jail that he/she will be able to take with them to DPS and exchange for a valid ID. There has to be an easier way.
- We are needing more assistance with integrating Sex Offender's back to society, if they have completed Sex Offender treatment in prison why are they having to continue treatment on the outside. In rural areas offenders have no money, transportation to achieve the conditions that are imposed on them. We are setting them up for failure. We have some subsidy providers, but do we expect a offender to drive over 1 hour weekly to seek treatment when these offender's have no money, job, or family support. Yes we want public safety, but we also want reintegration into society.

Miscellaneous

- I feel that it would help parole officers if the offenders would get their EA [educational achievement] score up before being released.
- N/A
- no comment
- no more surveys
- None
- we must remember that every institution in the society has failed to reach the offender including prison. We must under human nature and how to correct it