



Operating Procedure

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Subject ELECTRONIC MONITORING PROGRAM	
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Office of Primary Responsibility P&P Procedure Committee	
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I. PURPOSE

This operating procedure establishes protocols for the operation of the Department of Corrections Electronic Monitoring Program using current electronic technologies for offenders on community supervision.

II. COMPLIANCE

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures shall comply with applicable State and Federal laws and regulations, Board of Corrections policies and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

III. DEFINITIONS

Alerts - Notices sent to the P&P Officer and/or offender by vendor electronic monitoring system alerting all parties of a detected violation of the rules or schedule established for each offender

Curfew - A sanction or tool of supervision in which the offender is required to remain at home during specific hours determined by the P&P Officer

Curfew Monitoring - Voice Recognition Curfew Monitoring calls the offender's telephone at random times to confirm that the offender is in the required location.

Electronic Monitoring - A form of supervision in the community utilizing telephone equipment or receiving and transmitting equipment placed on the offender and in their residence; this equipment monitors the offender twenty-four hours per day via private vendors.

Exclusion Zone - An area in which the offender is not allowed to enter (e.g., schools; playgrounds, or victim's location)

Global Positioning Satellite System (GPS) - A means to enhance supervision of high-risk cases that utilizes electronic monitoring and satellite tracking to provide increased surveillance

Inclusion Zone - An area in which the offender must stay within a predetermined period of time (e.g., home or work location)

Notifications - Process of advising the subscribing agency of selected incidents which are recorded by an offender tracking system and that are time-stamped, logged, and reportable

Officer - Any Chief Probation and Parole Officer, Deputy Chief Probation and Parole Officer, Senior Probation and Parole Officer, Probation and Parole Officer, or Probation Officer Assistant (Surveillance Officer)

On-call P&P Officer - The Officer that is responsible for answering all violation alerts received during their shift

Orientation - A face-to-face meeting between the Officer and the offender; during which the Supervising Officer explains the conditions of supervision and the requirements of the Electronic Monitoring Equipment and Program.

Point of Contact (POC) - A single P&P District person designated to manage and secure all the ordering and inventory of all GPS equipment in accordance with DOC procedure and vendor contracts.

Screening Committee - The P&P District authority that assigns offenders to Electronic Monitoring; members can include Chief P&P Officer (or designee) and/or Deputy P&P Officer and a representative from the Intensive Supervision Program staff. The Screening Committee should use all available information to determine the offender's eligibility and priority for placement on GPS or voice recognition monitoring as well as considering the potential risk exposure to the community and the offender's motivation, receptivity, and potential to benefit from the program.

Self-Report - Voice Recognition Self-Reporting enables the offender to call the monitoring system on a predetermined schedule to confirm compliance with supervision requirements.

Supervising Officer - The P&P Officer assigned to supervise the offender

Voice Recognition Monitoring - A means for offenders on supervision to complete required contacts periodically by self-report telephone interviews using biometric voiceprint authentication to verify that the specific offender is the person being interviewed and they are complying with their supervision requirements

IV. ELECTRONIC MONITORING PROGRAM

A. Purpose of Electronic Monitoring Program

1. Among the technologies available, the Electronic Monitoring Program currently provides the following supervision tools:
 - a. Curfew monitoring
 - b. Record of offender movement
 - c. Near real time monitoring of offender location
 - d. Alert to violations
 - e. Self-report mechanism
2. Supervision utilizing Electronic Monitoring may be required by Code of Virginia, Court, or Parole Board.
 - a. Code of Virginia
 - i. COV §19.2-303 provides that offenders under supervision for certain sexual offenses shall be subject to electronic monitoring by means of a Global Positioning Satellite System (GPS) tracking device, or other similar device.
 - ii. COV §19.2-295.2:1 provides that certain sex offenders under post release supervision for failure to register shall be subject to electronic monitoring by means of a GPS tracking device, or other similar device.
 - iii. COV §37.2-908 provides that sexually violent predators under conditional release supervision shall be subject to electronic monitoring of their location by means of a GPS tracking device, or other similar device.
 - iv. COV §53.1-131.2 provides that Courts may assign offenders to a home/electronic incarceration program in lieu of confinement in a state or local correctional facility.
 - b. The Virginia Parole Board may set use of Electronic Monitoring as a special condition for supervision of an offender under Parole Board authority.
 - c. The Chief P&P Officer shall ensure that all sex offenders required to be on GPS Monitoring by law, Court order, or operating procedure are enrolled in GPS Monitoring and their GPS equipment is installed immediately on the same day of offender's sentencing, release from incarceration, or when the court order is received, whichever happens first.
3. Under proper administrative controls, P&P Offices may make discretionary use of Electronic Monitoring as a supervision tool for high-risk cases or as a sanction for violation of Supervision Conditions within the following guidelines.
 - a. Releasing inmates who scored four or more on the Static 99 risk assessment, but were not determined to be eligible as a Sexually Violent Predator (SVP) shall be reviewed for GPS, Home Electronic Monitoring, or comparable electronic monitoring placement.

- i. The expectation would be that this category of offender would be initially monitored for three to six months unless the circumstances of the offender prevent the use of GPS.
 - ii. After a suitable period of supervision and sex offender registration compliance, monitoring may be changed or removed.
 - b. Any other sexual offender, especially violent sexual offenders as defined in COV §9.1-902, should be reviewed for GPS placement.
 - i. The expectation would be that this category of offender would be initially placed on GPS unless the circumstances of the offender do not support the use of GPS.
 - ii. After a suitable period of supervision and sex offender registration compliance, monitoring may be changed or removed.
 - c. Offenders who have been convicted of a serious or violent offense, which is defined as Murder, 1st, and 2nd Degree, Manslaughter, Abduction, Robbery, Weapon charges, or whose behavior or history justifies referral should be reviewed for Electronic Monitoring. Cases should be prioritized as follows:
 - i. Transferred offenders currently on monitoring
 - ii. Offenders referred by a sentencing Court with a special condition of GPS, or comparable monitoring
 - iii. Technical parole, probation, or post release incarceration violators with monitoring imposed as a special condition or sanction
 - iv. State inmates who have been denied parole once and may be released on parole or mandatory release thereafter
 - v. Offenders whose behavior or history justifies referral by the supervising Officer
 - vi. Offenders who are in danger of arrest on technical violations

B. Assignment to Electronic Monitoring Program

1. Each P&P Office should maintain an established practice, i.e. Screening Committee and/or Supervisory review/approval, to review cases to determine placement on the Electronic Monitoring Program, the appropriate technology and supervision requirements, changes in method of Electronic Monitoring, and removal from Electronic Monitoring.
2. The various technologies available for Electronic Monitoring have differing capabilities that should be considered in selection of the appropriate technology for a specific case.
 - a. An offender may be shifted from one technology to another as needed to assist in proper supervision.
 - b. The following technologies are ranked in general order of most restrictive to less restrictive; additional information on capabilities of each technology may be found in the technology specific sections of this operating procedure, training materials, and information provided by the vendor.
 - i. Active GPS - an electronic monitoring tool that allows for “near real time” monitoring of the offender’s location and curfew and is capable of giving immediate alerts to violations.
 - ii. Voice Recognition Curfew Monitoring - randomly confirms the offender’s location based on preset schedules
 - iii. Voice Recognition Self-Reporting - allows the offender to self-report on a preset schedule without requiring a face-to-face meeting with the Officer.
3. To the extent allowed by the authority requiring monitoring, the screening process should select the appropriate Electronic Monitoring technology and supervision requirements based on the offender’s assessed risk level.
 - a. After demonstrating a period of compliance at one level of monitoring, the Screening Committee and or supervisor may step the offender down to a less restrictive technology.
 - i. The COV outlines that failure to register as a sex offender cases are to be monitored by GPS or other comparable electronic means.
 - ii. When an offender has proven compliant on GPS for a minimum of 90 calendar days, the

- Supervising Officer may recommend stepping down to Voice Recognition Curfew Monitoring.
- iii. The intent of the monitoring legislation was to be able to verify an offender's whereabouts, which can be accomplished by establishing a curfew and periodically verifying an offender's compliance via the telephone and voice recognition system.
 - b. If an offender is not fully compliant at one level of monitoring, the Screening Committee and or supervisor may step the offender up to a more restrictive technology in lieu of violation proceedings.
 - c. If appropriate, compliant sex offenders who have been on supervision, completed treatment or successfully completed at least one-half of their supervision period, and a reduced level of supervision is supported by the risk assessment instruments, shall be supervised on Voice Monitoring Self-Report with minimum contacts as follows once documented risk reassessment is completed and approved by a supervisor
 - d. One home visit every 90 days
 - e. One personal contact every 90 days
 - f. Self-report will happen once a month

C. Supervision using Electronic Monitoring

1. Officers must receive training through a formal training session, which is required in order to utilize GPS Electronic Monitoring or on-the-job training in each of the following areas for each technology they utilize.
 - a. Capabilities and limitations of the technology
 - b. Support required from the offender, i.e. landline telephone, facilities to recharge batteries, etc.
 - c. Installation, operation, maintenance, and removal of the equipment
 - d. Enrollment procedures
 - e. Supervision requirements including monitoring, alerts, and responses to alerts
 - f. Integration of Electronic Monitoring with other supervision tools and methods
2. The Officer is responsible for: (Additional information for GPS Electronic Monitoring may be found in technology specific sections of this operating procedure and information provided by the vendor at Smart View under the Help or Help Documents tab.)
 - a. Installation of equipment including any equipment to be placed on the offender and equipment to be installed in the offender's home
 - b. Enrollment of the offender into any monitoring software program
 - c. Offender orientation including signing consent forms, program rules, and agreements; use and operation of the equipment; alert responses; curfews, exclusion zones; etc., as appropriate
 - d. Establishing monitoring requirements and integration with other supervision methods based on the requirements of the authority that placed the offender on Electronic Monitoring, supervision level, and local P&P Office practice
 - e. Recovery of equipment from the offender and the offender's home when it is no longer being used
 - f. Maintain proper documentation and reporting of Electronic Monitoring supervision events, equipment utilization, alerts, responses, etc.
3. The Screening Committee and/or supervisor must authorize Electronic Monitoring removal or step-down to a less restrictive method of Electronic Monitoring.
4. The requirements of the authority that placed the offender on Electronic Monitoring, supervision level, and local P&P Office practices shall guide sanctions to be applied for violation of Electronic Monitoring Program requirements. The Screening Committee or supervisor must authorize step-up to a more restrictive method of Electronic Monitoring Program.

D. Electronic Monitoring Program Fee Collection Procedure

1. Offenders participating in the GPS program must pay a fee of \$100. There is currently no fee for Voice Recognition Monitoring.
2. The Chief P&P Officer or a designated supervisor may waive Electronic Monitoring fees if the fee will impose undue hardship on the offender.
 - a. Each case should be evaluated for the offender's ability to pay Electronic Monitoring fees when the offender is placed on monitoring and again at the conclusion of monitoring.
 - b. Unless the fee is waived with the approval of the Chief P&P Officer, or a designated supervisor no offender shall successfully be removed from the Electronic Monitoring Program until the fee is paid in full.
 - c. The \$100 GPS Monitoring fee for all offenders on Conditional Release cannot be waived by the Chief P&P Officer and shall be collected before the GPS equipment is removed and surveillance is terminated if their supervision status is terminated by the Circuit Court. (NOTE: P&P Officers shall submit the status of payment in each SVP Progress Report.)
 - d. Payments made to P&P Office staff shall be managed in accordance with Operating Procedure 210.2, *Cash Management*, using [Community Corrections Cash Management Log 210_F4](#) and [GPS Fees Submission 210_F5](#).
3. A receipt should be issued and date of payment noted in VACORIS on the *Surveillance* tab under *Community Supervision/ Offender Pages*.
 - a. Payments will be made by certified check, cashier check, or money order made payable to the Virginia Department of Corrections or Treasurer of Virginia.
 - b. Payments that are not distributed to the General Accounting Office in DOC Headquarters shall be deposited in the bank within one working day.
 - c. If the P&P Office is not set up to make State deposits, within one working day they will forward fee payments to the General Accounting Office in DOC Headquarters in accordance with DOC Operating Procedure 210.2, *Cash Management*.

V. GLOBAL POSITIONING SATELLITE (GPS) MONITORING

A. Active GPS Monitoring

1. The system records an offender's location once every minute and communicates through cellular technology.
2. The system provides near real time reporting of offender alerts through e-mail, fax, text messages, or pages to the supervising or on-call officer.
3. The unit will call in once every hour to automatically upload stored information.
4. The unit will report the violations as they occur if the unit has current access to cell phone service or the violation will be reported when cell phone service is reestablished.
5. *Download Points* can be performed to upload the most recent tracking points and the officer can call or text the offender on the XT (the Track Group 2 piece communication device) or vibrate the TD4 (the Track Group1 piece transmission device) to alert the offender to perform an action.

B. Training

1. The DOC Sex Offender Program Coordinator or, Sex Offender Program Manager, and the services vendor will provide appropriate training for all Officers utilizing GPS Monitoring of offenders. No staff without this training should utilize GPS Monitoring.
2. All Officers who utilize GPS monitoring for offenders and or serve in GPS on-call positions will be required to complete an annual refresher training approved by the DOC Sex Offender Program Coordinator.

C. Equipment Assignment and Control

1. Each Chief P&P Officer will identify a GPS Point of Contact (POC) in their respective P&P District and provide the name to the Community Corrections Sex Offender Program Coordinator. Subsequently, any changes in the POC should be communicated immediately to the Community Corrections Sex Offender Program Coordinator.
2. Shipment of equipment will occur directly between the P&P District Office and the GPS vendor.
 - a. Requests for equipment will be sent to: VADOCEquipmentOrders@vadoc.virginia.gov.
 - b. The [Track Group Electronic Monitoring Equipment Order 920_F2](#) will be used to place orders.
 - c. Orders will be approved by the Community Corrections Sex Offender Program Coordinator through this web link.
3. The POC will:
 - a. Be responsible for the ordering and managing of GPS inventory in the P&P District.
 - b. Maintain an updated inventory log on all equipment, listing all GPS units by equipment number, and status.
 - c. P&P Districts with nine or more active units will maintain a shelf unit inventory not to exceed 30% of the active units the P&P District has in use.
 - i. P&P Districts with eight or less active units can have 2 units on shelf unit inventory.
 - ii. Requests for equipment return slips will be sent to info@trackgrp.com and CCed to the Sex Offender Program Coordinator.
 - iii. When units have been removed, the POC will complete a [Track Group Electronic Monitoring Equipment RMA Return 920_F20](#).
 - iv. Every effort should be made to have those units returned to the GPS vendor immediately, no later than by the end of the following working day.
 - d. Ensure all equipment at the office site is kept in a secure, locked location if possible.
4. No later than the 5th of each month, the POC and Chief P&P Officer will receive a list of units assigned to their P&P District.
 - a. Within two working days of the 5th of each month the POC or Chief P&P Officer will review the list and report that it is accurate or will identify the discrepancies.
 - b. These reviews will be sent to the Community Corrections Sex Offender Program Coordinator with a copy to the Regional Administrator.
5. Equipment Installation - The Officer will:
 - a. Verify that adequate cellular coverage is present or that phone lines are installed at the offender's residence.
 - b. Establish that equipment is available as soon as possible after sentencing, which includes notifying the Department of Behavioral Health and Developmental Services, Court, or the Parole Board if there is a delay in the installation of the electronic monitoring equipment.
 - c. Attach the 2 piece unit bracelet or TD4 on the offender and activate the equipment.
 - d. If the Base Unit 2000 is used, the Officer shall install it in the offender home.
 - e. Make an entry in VACORIS on the *Surveillance* tab under *Community Supervision/Offender Pages* documenting the date and time that electronic monitoring began.
 - f. Conduct a test of the equipment to verify the equipment is functioning properly.
6. Equipment Retrieval - The Supervising Officer will:
 - a. Ensure equipment is retrieved upon the conclusion of the GPS monitoring period.
 - b. When equipment cannot be retrieved, the Supervising Officer in cooperation with the P&P District's POC shall complete a [Lost/Damaged /Absconder Equipment Report 920_F19](#) which should be submitted to VADOCEquipmentOrders@vadoc.virginia.gov the next working day after discovery.
 - c. File a warrant with law enforcement if equipment is stolen or maliciously damaged by an offender

and copy the Regional Office with an Internal Incident Report. (see Operating Procedure 038.1, *Reporting Serious or Unusual Incidents*)

D. Supervising Officer Responsibilities

1. The Supervising Officer will complete the following tasks for offenders on global positioning satellite (GPS) monitoring:
 - a. Complete an [Offender Electronic Monitoring Program Consent](#) 920_F12 (if appropriate) prior to an offender being placed on GPS.
 - b. Complete new offender enrollment and registration in the GPS database (Smart View).
 - c. Offender Type must be placed on the *Enroll Offender* page in Smart View. Acceptable types to use are Conditional Release, Sex Offender-High Risk, FTR (Fail To Register), Sex Offender (does not fall into the other 3 sex offender categories), Medical Clemency, Domestic Violence, Gang, Drug Related, Parolee, and Sanctioned (does not fall into any other category).
 - d. Include applicable remarks in the Comments section on the Enroll Offender page or in the Offender Case Management section on the Offender Notes line.
 - e. Place a picture of the offender in the Enroll Offender page in Smart View.
 - f. Place curfew schedules in Smart View. The schedule should incorporate adequate time allowances for the offender's travel to and from approved scheduled activities away from the residence.
 - i. If the Officer is unable to develop a curfew schedule in Smart View, the Officer must obtain approval from the Chief P&P Officer or designee to omit a schedule.
 - ii. Approvals should be noted in VACORIS on the *Surveillance* tab under *Community Supervision/Offender Pages* and in Smart View's Offender Case Management section under the *Offender Notes* line indicating approval with an explanation why the curfew plan could not be developed.
 - g. Develop GPS system rules that are specific, realistic, and tailored to the needs of the offender and along with established boundaries and curfews are developed within the restrictions provided by the Court or Parole Board.
2. Offender Orientation - The Supervising Officer will:
 - a. Ensure orientation of an offender placed on GPS monitoring occurs on the first day of monitoring.
 - b. Complete and have the offender sign the [GPS Monitoring Rules](#) 920_F13 including discussion of boundaries, hardware rules, restrictions, schedules, curfews, and off-limit areas as follows:
 - i. Inclusion Zones: These set the curfew, which requires the offender to stay within the zone surrounding the offender's residence or other designated areas in which the offender must be during specified time frames. An *Inclusion Zone Violation* will alert the Supervising Officer and or On-call Officer if the offender violates the Inclusion Zone.
 - ii. Exclusion Zones: These areas which the offender shall avoid must be called by their description when recorded in Smart View so they can be easily identified for example: "school" or "day care center."
 - iii. Establish boundaries and curfews.
 - iv. Explain that the offender must maintain the schedule and request any deviations from the schedule in advance.
 - v. Disclose to the offender that they must follow all of the care and maintenance instructions (e.g., GPS monitoring unit battery recharging).
 - vi. Notify the offender when the offender maintenance procedures are not followed.
 - vii. Discuss with the offender the possible consequences of these violations.
 - viii. Obtain and witness the signature of the offender on the [Electronic Monitoring Equipment Assignment and Receipt](#) 920_F14 and *GPS Monitoring Rules* acknowledging receipt of the rules and equipment.
 - ix. Advise the offender of the requirement to pay a \$100 GPS fee to the Virginia Department of Corrections prior to completion of GPS supervision unless the fee is waived due to undue

- hardship on the offender. (Note: the Officer can start collecting the fee in increments prior to the offender being removed from GPS).
- x. Activate the offender in the GPS service provider database.
 - xi. Provide the offender with a copy of the *GPS Monitoring Rules* and *Electronic Monitoring Equipment Assignment and Receipt*.
3. Monitoring Data - The Supervising Officer will:
- a. Verify with the Call Center each offender's electronic monitoring connection and disconnection to ensure proper completion.
 - b. Upon receipt, analyze all of these alerts, phone calls, pages, faxes, text messages, and e-mails on all electronic monitoring cases under their supervision, document all reports of non-compliance in the offender case notes, and investigate reports of violations taking appropriate action.
 - c. Review GPS summaries on a routine basis for offenders under the Officer's supervision by reviewing the tracking points and comparing them with the offender's schedule to confirm that the offender complies with the approved daily schedule.
 - d. Make changes in the Smart View software if offender rules, boundaries, curfews, or schedules change.
- E. Alerts - Due to the various reasons for alerts, the On-call Officers must investigate each alert and determine the appropriate action. The following protocol will be utilized in response to Alerts received.
- 1. For all alerts
 - a. All Officers supervising GPS cases and Chief P&P Officers will ensure their contact information is accurately entered in Smart View for each of the GPS cases under the P&P District's supervision.
 - b. The On-call Officer will log onto the Smart View database to determine the status of the offender alert(s) and whether it has cleared. If no computer or Internet access is available, the On-call Officer can contact the Call Center to inquire about the offender status.
 - c. The Officer will document in VACORIS *Supervision Notes* actions taken to resolve the alert and place the appropriate detail for each violation under Offender Case Management in Smart View. If after investigating the alert, the P&P Officer is unable to resolve the event, the P&P Officer is to note "*addressed*". When the violation has cleared, the P&P Officer should select "*resolved*".
 - d. With the exception of *Unable to Connect*, the suspension of an alert must be approved by the Sex Offender Program Coordinator or Sex Offender Program Manager.
 - e. Each business morning, the GPS vendor will send an Unresolved Report to the P&P District email account if there are violations that have not been resolved. A supervisor will review these reports and address any violations that have not been resolved.
 - f. Each business morning, the Sex Offender Program Coordinator, and the Sex Offender Program Manager as back up, will review unresolved violations.
 - i. For all unresolved violations that are one day old, the Chief P&P Officer and Regional Administrator will be notified.
 - ii. For any violation lingering after three days, the Regional Operations Chief and Chief of Corrections Operations will be notified.
 - g. Any *Tamper Violations* not resolved in accordance with this operating procedure, will be immediately reported to the Chief P&P Officer and Regional Administrator with a copy to the Regional Operations Chief and Chief of Corrections Operations.
 - h. Additional actions for specific alerts are as follows.
 - 2. Motion No GPS - The unit has accumulated between 10-20 minutes of motion within a 60-minute period without receiving a signal from the GPS satellites.
 - a. The On-call Officer will contact the offender and instruct the offender to go outside and take the XT (if on a 2 piece unit) to an area with a clear view of the sky. If on a 1 piece unit, the offender should refrain from covering the TD4 during this process. Staff will do a *Download Points* to see

- if the unit is able to re-establish tracking points.
- b. If the above option does not work, it is recommended that the XT or TD4 be replaced.
 - c. If on a 2 piece unit, the On-call Officer should also find out how the offender is carrying the XT and review the basic rules with the offender.
3. In Charger - The XT is not connected to the wall charger or in the assigned Base Unit 2000 when the In Charger schedule is in effect.
- a. The On-call Officer will send a *Download Points* to verify violation is still in effect.
 - b. The On-call Officer will call or text the offender to determine if the XT is charging and or is in the base.
 - c. If the offender is at home and it is determined that the XT is attached to the wall charger or is in the base, the On-call Officer will ask offender if there is power to the home.
 - i. If there is power in the home, staff will ask offender to check to see if the XT is showing that it is charging (Power LED on top is red).
 - ii. If it is charging, the On-call Officer will instruct offender to check the wall charger to make sure it is properly connected in the wall and properly inserted in the XT. If the offender is using a base, they should remove and re-insert the XT into the base.
 - d. If using a base and the XT is still not charging, the On-call Officer will instruct the offender to check that the power supply is connected from the wall to the base.
 - i. The On-call Officer will verify that the power cord is not connected to a power outlet that is controlled by a light switch.
 - ii. If so, instruct offender to move the base to a different power outlet.
 - e. If there is no power in the home, see *Base Unit A/C Power Disconnect*.
 - f. If the offender is not at home, the On-call Officer will page or call the offender and instruct the offender to return home and charge their XT. The offender is to have it remain charging as instructed by their Officer.
4. Bracelet Gone – The offender has moved beyond the range of the bracelet’s ability to transmit to XT.
- a. The On-call Officer will determine the total time of the *Bracelet Gone* alarm.
 - b. The On-call Officer will call or text the offender and question their activities during this *Bracelet Gone* time period to determine the cause.
 - c. If the violation clears, instruct the offender to stay closer to the XT. (This violation notification often means the bracelet is more than 75 feet away from the XT.)
 - d. If the violation notification is the result of the offender moving away from the XT within the residence or business, the offender will be given instructions to avoid future violation notifications.(e.g., carry the XT when going to problem areas in the residence).
 - e. If the offender is not at home, the On-call Officer should first call or send a text message to the XT and instruct the offender to “Stay closer to the XT”. If the violation does not clear and the offender does not answer the XT or acknowledge the text message the On-call Officer should attempt to contact the offender again including the use of a field visit if necessary.
 - f. If the On-call Officer’s investigation determines that the offender intentionally left the location without the XT, the supervisor will be promptly consulted and the offender may be arrested.
5. Bracelet Battery - The bracelet battery is low and needs to be replaced.
- a. The On-call Officer will call or text the offender and instruct them to report to the P&P Office to have the bracelet changed out. If it occurs after office hours or on the weekend, the On-call Officer will instruct the offender to report by the next working day. (There is enough charge in the battery to last approximately-three days when the notification is received.)
 - b. The Supervising Officer will return the bracelet to the vendor in cooperation with the P&P District’s GPS POC noting the bracelet battery needs to be replaced.

6. Unable to Connect - The TD4 or XT was prevented from making a check-in call to 3M Electronic Monitoring for example due to due to poor cellular coverage, a damaged unit, or a unit that has no charge.
 - a. The On-call Officer will send *Download Points* to verify the violation is still in effect.
 - b. The On-call Officer will call or text the offender.
 - c. If the violation is still in effect, the On-call Officer will instruct the offender to take the XT or TD4 outside or to a different location in the residence in an attempt to acquire a stronger cellular signal. A *Download Points* should be done while the offender is outside to force the unit to call in.
 - d. If the On-call Officer is unable to talk to the offender, send a *Download Points* and try to force the unit to call in. If the violation does not clear, make further attempts to contact the offender with instructions to report to the P&P District Office.
 - e. If the violation is a continuing problem with an XT and the offender has a landline, the Officer can install a Base Unit 2000 in the residence in order to enable the unit to call-in using the landline.
 - f. In the event a P&P Officer believes an exception to the Unable to Connect notification is appropriate, the Chief P&P Officer shall complete the [Unable to Connect Notification Waiver 920_F21](#) and submit it to the Regional Administer for approval.
 - i. The CPO shall forward the signed waiver to the Sex Offender Program Coordinator or Sex Offender Program Manager if the coordinator is absent.
 - ii. The exception will be communicated to the GPS vendor by the Sex Offender Program Coordinator and/or Sex Offender Program Manager.
 - iii. The Chief P&P Officer reviews all cases in waiver to ensure the status continues to be appropriate on a monthly basis.
7. Exclusion Zone Violation
 - a. The Smart View will provide a date/time stamp and velocity reading for each point obtained. This can be used to determine if the offender is driving through or loitering in an exclusionary area.
 - b. If the alarm has immediately cleared, the On-call Officer will call or text the offender to question their activities and to instruct them to avoid the designated area.
 - c. If the investigation leads to verification that the offender intentionally traveled through an exclusionary area, the Supervising Officer will investigate the violation further.
 - d. The investigation may lead to an immediate arrest, after obtaining approval from the Chief P&P Officer or designee and securing assistance from local law enforcement.
 - e. If the alarm has not cleared, the On-call Officer will call or text the offender and have them immediately leave their current location.
 - f. If there is no response to attempted contacts or if the alarm does not clear, the On-call Officer will contact local law enforcement and/or respond to the location.
 - g. If the On-call Officer verifies that the offender has violated their exclusionary rules, the supervisor will be contacted and the offender may be arrested.
 - h. When there are exceptional, unavoidable circumstances that generate numerous "Exclusion Zone Violations" alerts due to no fault of the offender, the Supervising Officer may consider resizing or relocating the Exclusion Zone if the offender has no other direct travel path around the Zone or if "drifting" occurs.
8. Inclusion Zone Violations
 - a. The On-call Officer will check the offender's approved schedule to verify if the schedule is entered accurately on the database.
 - b. The Supervising Officer should input schedule changes in the Smart View software to avoid future violation notifications, if needed.
 - c. The On-call Officer will check if the offender lost the GPS signal before returning home by checking to see where the last point was obtained.

- d. The On-call Officer will call or text the offender to troubleshoot the problem.
 - e. If the Inclusion Zone Violation is a result of losing the GPS signal, the On-call Officer will instruct the offender to go outside to re-establish GPS contact. This can be done by completing a *Download Points* on the offender while they are outside. If the offender has an XT, they should stand still, with the XT upright in an area with a clear view of the sky.
 - f. If GPS signal was not lost, the On-call Officer will question the offender on their whereabouts and reason for the tracking system to reflect an unauthorized absence, or being out of place without prior permission from the Supervising Officer.
 - g. If the investigation leads to verification that the offender had an unauthorized absence from the approved residence or other approved location, the On-call Officer will investigate the violation further.
 - h. The investigation may lead to an immediate arrest, after obtaining approval from the Chief P&P Officer or designee and securing assistance from local law enforcement.
9. 1 Piece GPS Battery - The-battery is low and the TD4 needs to be charged to avoid shutdown.
- a. Send *Download Points* to verify violation still in effect. The On-call Officer should also check Smart View to verify when the offender last charged the unit and verify it was charged for the required minimum of 2 hours per day.
 - b. If the On-call Officer is able to contact the offender, instruct the offender to check the power supply. If the offender reports that the TD4 is charging:
 - i. The On-Call Officer will instruct the offender to verify that the Power LED on the TD4 is green.
 - ii. If it is not green, instruct the offender to check the wall charger connections to the TD4 and to the outlet. If the Power LED still does not show green, the offender should try a different outlet and/or make sure the outlet is not connected to a switch.
 - iii. The On-call Officer should wait a few minutes before sending another *Download Points* to allow the unit to charge and clear the violation.
 - iv. If the TD4 is still not charging, the TD4 and/or charger should be replaced.
10. 2 Piece GPS Battery - The XT battery is low and needs to be charged to avoid shutdown.
- a. Send *Download Points* to verify violation is still in effect. The On-call Officer should also check Smart View to verify when the offender last charged the unit and verify the unit was charged for the minimum required 4 hours a day.
 - b. If the On-Call Officer is able to contact the offender, instruct the offender to check the power supply. If the offender reports the XT is charging the On-call Officer will:
 - i. Instruct the offender to verify that the Power LED on the top of the XT is red.
 - ii. If it is not red, instruct the offender to check the wall charger connections to the XT and to the outlet. If the light still does not show red, the offender should try a different outlet and/or make sure the outlet is not connected to a switch.
 - iii. The On-call Officer should wait a few minutes before sending another *Download Points* to allow the XT to charge and clear the violation.
 - iv. If the XT is still not charging, the XT and/or charger (or base if applicable) should be replaced.
 - c. If unable to speak to the offender, the On-call Officer should text the offender and instruct them to charge the XT.
11. Base Unit A/C Power Disconnect - The Base Unit 2000 has lost A/C Power and is running on battery back-up.
- a. The On-call Officer will send *Download Points* to verify the violation is still in effect.
 - b. The On-call Officer will call or text the offender and question them to determine the cause of the power loss. (Note: While running on the back-up battery, the base unit will not charge the XT.)
 - c. If there is no power in the home, the offender should be questioned as to when they will be able to have their service restored.

- i. The On-call Officer will question the offender as to an alternate location for charging the base unit, i.e. at a relative's or friend's house, in the lobby of the P&P Office, in their automobile, etc.
 - ii. Once a suitable location is determined, staff will give the offender specific instructions regarding charging times and daily schedule if necessary.
 - iii. If the base is to be moved to another location, it should be set up for "charging only" and not to transmit data or the offender should be given a wall charger to charge his/her XT.
 - d. If the power loss is due to widespread weather related outages, the On-call Officer will refer to the Inclement Weather section of this operating procedure.
12. Base Unit 2000 Battery- The Base Unit 2000 has been running on the back-up battery and is about to lose power (see Base Unit A/C Power Disconnect).
13. Base Unit 2000 Unable to Connect- The Base Unit 2000 has not called 3M Electronic Monitoring in 6.5 hours.
 - a. The On-call Officer will send *Download Points* to verify the violation is still in effect.
 - b. The On-Call Officer will call or text the offender to verify that the phone line is securely connected to the Base Unit 2000 and a phone outlet and the telephone service is not disconnected or malfunctioning.
 - c. If the alert does not clear, the On-Call Officer should check to see whether the base unit has been correctly activated.
 - d. If the base unit has been correctly activated and the telephone line is functional, the base should be replaced.
14. Phone Line Disconnect - The phone line has been removed from the Base Unit 2000. (You will not get this alert unless the phone line has been re-connected because the Base Unit 2000 requires a phone line to report violations.)
 - a. The On-call Officer will send *Download Points* to verify the violation is still in effect.
 - b. If the violation is still in effect, the On-call Officer should call or text the offender and question whether the offender has made any changes to the phone line connections to the base unit.
 - c. If the offender verifies no changes have occurred and the violation does not clear, a field visit may be necessary.
15. Tamperers
 - a. All tamper violations require an immediate response within one hour of notification to the On call Officer.
 - i. The Chief of Corrections Operations authorizes overtime as needed for On-call Officers to ensure a timely response to Tamperers. (see Operating Procedure 110.2, *Overtime and Schedule Adjustment*)
 - ii. On-call Officers are eligible for personal vehicle mileage reimbursements for response related travel. (see Operating Procedure 240.1, *Travel*)
 - iii. All P&P Offices should have a quarterly rotating duty schedule of On-call Officers for GPS coverage on file with the Regional Administrator and Sex Offender Program Coordinator.
 - (a) Any schedule changes within the quarter should be submitted on the P&P District's current "on schedule" and emailed to the Sex Offender Program Coordinator with a copy to Regional Administrator.
 - (b) Use of state vehicles by On-call Officers is governed by Operating Procedure 323.1, *Commuting in a State Vehicle*.
 - b. Tamper violations include
 - i. 1 Piece GPS Strap - The strap on the TD4 has been compromised or removed from the TD4.
 - ii. 1 Piece GPS Tamper- The TD4 has been compromised in some form.
 - iii. 2 Piece GPS Tamper - The XT case has been opened and should be inspected for signs of tamper.
 - iv. Base Unit Tamper - The Base Unit has been compromised and/or tampered with.

- v. Bracelet Strap - The bracelet strap for the 2 piece unit has been compromised or removed from the bracelet.
- c. The On-call Officer will complete the following actions in the event of a tamper.
 - i. Call or page the offender and question their activities that lead up to the alert to determine the cause of the violation notification.
 - ii. Instruct the offender to report for an inspection of the strap, XT, bracelet, or TD4.
 - iii. Offenders should report to the P&P District Office for inspections when notifications occur during normal business hours.
 - iv. Contact with offenders after normal business hours and weekends must be held at a public location that is chosen by the On-call Officer to ensure their safety is not compromised. If the contact cannot be held in a public place deemed safe, the On-call Officer should be accompanied by another Officer or local law enforcement.
 - v. If the inspection verifies that, the offender has tampered with the equipment. The supervisor should be promptly consulted and the offender may be arrested.
 - vi. If the inspection verifies that the offender did not tamper with the equipment, the On-call Officer will install new equipment. Install a new XT, strap, and bracelet for the 2 piece unit or for the 1 piece unit a new TD4 and strap on the offender.
- d. Any Tamper violation that cannot be resolved shall be reported to the Chief P&P Officer and documented.

F. Absconders

1. When the Officer has reasonable belief that an offender with GPS monitoring has absconded from supervision, the Officer shall immediately contact the Operations and Logistics Unit (see Operating Procedure 038.1, *Reporting Serious or Unusual Incidents*) and law enforcement and provide any relevant information to aid in apprehension.
2. The Officer should contact a supervisor for approval to issue a PB-15 *Arrest Authority* for the offender and manage the case in accordance with Operating Procedure 920.6, *Violation of Supervision Conditions*.

G. Transfer of Supervision between P&P Districts

1. GPS cases should not be transferred until the home plan has been investigated.
2. If the investigation cannot to be done prior to the move due to the person not having a suitable residence in the sending P&P District or the person already living in the receiving P&P District, the receiving P&P District is to assume supervision (to include GPS monitoring) of the case immediately. The originating Supervising Officer will instruct the offender to report to the receiving P&P District within one working day.
3. In order to maintain continuity of GPS monitoring, an offender currently on GPS monitoring who transfers to another P&P District should have his equipment "moved" with him to the receiving P&P District. The receiving P&P District will contact the Track Group Account Manager or Sex Offender Program Coordinator to request the offender be assigned to their P&P District. The receiving P&P District is also responsible for ensuring their district's contact information is accurately entered in Smart View to receive alerts.
4. The receiving P&P District will complete the transfer investigation within seven working days. If the home plan is denied and there is no other home plan in that P&P District, the offender is to return to the originating P&P District within one working day where they will follow the instructions in the previous section to have the GPS equipment re-assigned to their P&P District.
5. Sex Offenders have additional requirements for transfer and supervision. (see Operating Procedure 735.3, *Supervision of Sex Offenders in Community Corrections*)

H. Inclement Weather

1. In cases of inclement weather (hurricanes, tornadoes, earthquakes, and flooding) where there may be significant power outages and accompanying GPS issues, the Sex Offender Program Manager will work with the GPS Call Center in determining how to handle notifications.
2. Information will be sent out to staff via email regarding appropriate actions to take.

I. Legal Inquiries

1. DOC is the owner of the GPS records; however, the GPS vendor is the custodian. If the vendor receives a subpoena for records, they will contact DOC prior to releasing them.
2. If an Officer receives a request for GPS records, they should contact the Sex Offender Program Manager or Sex Offender Program Coordinator to get approval to release those records.

- J. Access to Smart View - When an Officer no longer needs access to Smart View (e.g. termination of employment), the Chief P&P Officer or Supervisor/Designee will send an email to VADOCEquipmentOrders@vadoc.virginia.gov indicating the person no longer needs access to Smart View.

VI. VOICE RECOGNITION MONITORING PROGRAMS

A. Initiating Voice Recognition Monitoring

1. When connecting an offender to the surveillance module in VACORIS, the P&P Officer is to select the *type* Shadowtrack and the *service* INTERVIEW in all Level Low cases. Additionally, unless the telephone used by the offender is a landline, the officer is to select the *service* INTERVIEW and the *service* LOCATE CELLULAR in all Level Low cases.
2. If the offender's cell phone and cell phone provider are locatable by the surveillance vendor the offender will always need to "opt-in" when registering with the surveillance vendor.
3. Upon confirmation of the new LOCATE CELLULAR capable cellular provider the P&P Officer shall amend the VACORIS surveillance module and add *service* LOCATE CELLULAR in the VACORIS.
4. Offenders using landlines or LOCATE CELLULAR capable cellular providers should be transferred to the Voice Verification Biometric Unit at the earliest possible time thereafter.
5. In the event an offender is using a NON-locatable cell phone the supervising P&P Officer should:
 - a. Enter "non-locatable cell phone" in the VACORIS surveillance module, *type* Shadowtrack, *service* INTERVIEW, COMMENTS.
 - b. Transfer the offender to the Voice Verification Biometric Unit at the earliest possible time thereafter.

B. District Voice Verification/Supervision Program

1. Cases supervised in the P&P District may be placed in the District Voice Verification/Supervision Program in addition to the other supervision requirements with a supervisor's approval.
2. Any offender under supervision that is experiencing compliance problems may be placed in the District Voice Verification/Supervision Program as a sanction or enhancement on a limited basis for:
 - a. Curfew
 - b. Self-Reporting
 - c. Cell Phone Locate
3. The offender's supervision will remain with the supervising P&P Officer to monitor compliance.
4. Assignments to the District Voice Verification/Supervision Program will be administered according to P&P District practices documented in an Implementation Memorandum (see Operating Procedure 001.1, *Operating Procedure Development*) for this operating procedure.
5. Enrollment
 - a. The Officer shall create or update the offender's information in the Voice Recognition Monitoring

services vendor's internet database.

- b. The Officer shall provide to the offender instruction and orientation using written, verbal, and/or video resources.
 - c. The Officer shall review and have offenders being placed on Voice Recognition Curfew Monitoring sign the [Shadowtrack Curfew Monitor - Offender Registration](#) 920_F16, or [Spanish](#) 920_F16S outlining compliance requirements for voice recognition monitoring.
 - d. The Officer shall obtain the required voiceprint to complete enrollment.
6. Monitoring
- a. The Voice Recognition Monitoring vendor will alert the Officer if the offender fails to properly complete a required curfew check or self-report.
 - b. Based on supervision requirements, the Officer should respond to the alert to confirm the offender's location and take appropriate actions to ensure public safety. (see Operating Procedure 735.3 *Supervision of Sex Offenders in Community Corrections* and Operating Procedure 920.1, *Community Case Opening, Supervision, and Transfer*).

C. Voice Verification Biometric Unit

1. Eligibility criteria for transferring new cases
 - a. Sex Offender cases are excluded.
 - b. Gang Members with a COMPAs risk/needs assessment or Case Supervision Review that supports Level Low supervision will be eligible after six months of supervision at Level Elevated.
 - c. A COMPAS risk/needs assessment that supports Level Low Supervision
 - d. All initial case opening documentation shall be reviewed and pertinent offender information entered into VACORIS (i.e. current address, phone number, urine screen results, Live Scan, confirmed SID Number, Photo, height, weight, hair and eye color, DNA, environmental summary, Court order (or documented request for one, and documentation of any P&P District procedures reviewed). (see Operating Procedure 920.1, *Community Case Opening, Supervision, and Transfer*).
 - e. A Home Visit does not need to be completed, prior to referral, if submitted within the first 90 days of supervision.
 - f. Offenders cannot be in treatment programs, on color code, nor have any special condition outstanding other than Court costs or restitution.
 - g. If restitution is ordered, the offender must have an established method of payment approved by the sentencing P&P District and entered in VACORIS Supervision Notes.
 - h. A VCIN check shall be conducted no more than 30 calendar days prior to referral. The supervising Officer should confirm and document no new arrest or convictions in the offender's VACORIS Supervision Notes.
 - i. The offender is deemed capable of participating; unless approved by a supervisor for exemption due to incarceration, speech or hearing impediment, inability to speak or understand English or Spanish, cognitively challenged to the point of not being able to understand the program.
2. Cases on active supervision, except sex offenders and gang members, not initially in Level Low supervision should be transferred to the Voice Verification Biometric Unit if they meet the following criteria:
 - a. There is a current Case Supervision Review (COMPAS/CSR) supporting Level Low supervision.
 - b. VACORIS Supervision Notes document the offenders has at least four consecutive months of satisfactory adjustment to supervision.
 - c. All initial case opening paper work shall be reviewed and pertinent offender information entered into VACORIS (i.e. current address, phone number, urine screen results, Live Scan, confirmed SID Number, Photo, height, weight, hair and eye color, DNA, environmental summary, Court order (or documented request for one), and documentation of any P&P District procedures reviewed) (see

Operating Procedure 920.1, *Community Case Opening, Supervision, and Transfer*)

- d. The offender must be at least six months from MED or potential release from supervised probation.
 - e. Offenders cannot be in treatment programs, on color code, nor have any special condition outstanding other than Court costs or restitution.
 - f. If restitution is ordered, the offender must have an established method of payment approved by the sentencing P&P District.
 - g. A VCIN check shall be conducted no more than 30 days prior to referral. VACORIS Supervision Notes should document no new arrest or convictions.
 - h. The offender shall have a confirmed SID number.
 - i. The offender is deemed capable of participating; unless approved by a supervisor for exemption due to needs requiring monitoring by the supervising P&P Officer (i.e., treatment, education, mental health services, drug testing), speech or hearing impediment, inability to speak or understand English or Spanish, cognitively challenged to the point of not being able to understand the program.
3. The P&P Officer shall update VACORIS and make the appropriate Supervision Notes to provide a summary of the offender's current supervision adjustments.

D. Transfer Process to Voice Verification Biometric Unit

1. Officers should submit all cases on active supervision with a COMPAS or Case Supervision Review supporting Level Low supervision to a supervisor for case review and consideration for transfer to the Voice Verification Biometric Unit.
2. When a supervisor approves the level change, the case should be assigned to Level Low supervision.
3. The supervising Officer should complete the offender's "voiceprint" according to the vendor's specification.
4. The supervising Officer should establish the monitoring schedule for the offender.
5. The supervising Officer should transfer the case to the Operations and Logistic Unit for supervision by the Voice Verification Biometric Unit.
6. The Voice Verification Biometric Unit staff will assign the case to the program if accepted or notify the referring P&P District of the denial, cause, and any relevant follow up instructions by Special Entry in the offender's VACORIS Supervision Notes.

E. Supervision Protocol - Voice Verification Biometric Unit staff will:

1. Upon notification from the Voice Recognition Monitoring vendor of the offender's failure to properly complete a required contact, the Officer should respond to the alert to confirm the offender's location and take appropriate actions to ensure public safety. (see Operating Procedure 920.1, *Community Case Opening, Supervision, and Transfer*).
2. Routinely review the dashboard and manage the review and resolution of exceptions, or review unresolved infractions with the sentencing P&P Office's District Voice Verification/ Supervision Program Coordinator.
3. Conduct an annual review of each case to assess eligibility for early release.
4. Consult with the sentencing P&P District at least 60 days prior to the offender's MED regarding release plans.
5. Record case activities in accordance with the Operating Procedure 920.1, *Community Case Opening, Supervision, and Transfer*) for:
 - a. New arrests and convictions
 - i. Notify the sentencing P&P District.
 - ii. Develop case handling response with sentencing P&P District which may include transfer of

the case to the P&P District of the current residence, if requested by the sentencing P&P District.

- b. Changes in employment, phone number, or address
- c. Documentation and use of prescribed medication
- 6. Ensure each offender has a current confirmed SID number.
- 7. At the time of transfer in the Voice Verification Biometric Unit, the offender will be notified that they are not to travel outside of the State of Virginia without the permission from Voice Verification Biometric Unit staff.
 - a. Travel requests will be considered on a case by case basis.
 - b. The P&P District of current residence will be responsible for issuing the travel permit submitted by the - Voice Verification Biometric Unit staff.
- F. Transfer from Voice Verification Biometric Unit back to the Referring P&P District
 - 1. After a consultation with the sentencing P&P District, an offender can be removed from Voice Verification Biometric Unit and be transferred back to the sentencing P&P District if:
 - a. The offender has a new arrest or conviction.
 - b. The offender needs treatment services (i.e. mental health, substance abuse etc.).
 - c. An Interstate case supervised in Virginia is arrested for new criminal charges.
 - d. The offender cannot be located by Voice Verification Biometric Unit staff after missing three consecutive check-ins.
 - e. The Voice Verification Biometric Unit staff establishes a pattern of infractions that supports a recommendation that the offender is better served under a higher level of supervision.
 - f. The case is reviewed and a higher level of supervision is recommended.
 - i. A case conference shall be submitted in VACORIS to the receiving Officer's supervisor for level review and reassignment if necessary.
 - ii. The case conference should detail why Voice Verification Biometric Unit staff recommend that the case should be transferred back to the P&P District of current residence.
 - 2. The Voice Verification Biometric Unit Supervisor may override the above criteria in extenuating circumstances. Documentation should be placed in the offender's VACORIS Supervision Notes noting the reasons for retaining the case on Voice Recognition Monitoring.

VII. REFERENCES

Operating Procedure 001.1, *Operating Procedure Development*
Operating Procedure 038.1, *Reporting Serious or Unusual Incidents*
Operating Procedure 110.2, *Overtime and Schedule Adjustment*
Operating Procedure 210.2, *Cash Management*
Operating Procedure 240.1, *Travel*
Operating Procedure 323.1, *Commuting in a State Vehicle*
Operating Procedure 735.3, *Supervision of Sex Offenders in Community Corrections*
Operating Procedure 920.1, *Community Case Opening, Supervision, and Transfer*
Operating Procedure 920.6, *Violation of Supervision Conditions*

VIII. FORM CITATIONS

[Corrections Cash Management Log](#) 210_F4
[GPS Fees Submission](#) 210_F5
[Track Group Electronic Monitoring Equipment Order](#) 920_F2
[Offender Electronic Monitoring Program Consent](#) 920_F12

[GPS Monitoring Rules](#) 920_F13

[Electronic Monitoring Equipment Assignment and Receipt](#) 920_F14

[Shadowtrack Curfew Monitor - Offender Registration](#) 920_F16, or [Spanish](#) 920_F16S

[Lost/Damaged Absconder Equipment Report](#) 920_F19

[Track Group Electronic Monitoring Equipment RMA Return](#) 920_F20

[Unable to Connect Notification Waiver](#) 920_F21

IX. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years from the effective date.

The office of primary responsibility reviewed this operating procedure in July 2017 and no changes are needed at this time.

Signature Copy on File

6/9/16

A. David Robinson, Chief of Corrections Operations

Date