



POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

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| Policy Subject: Victim Services | | Policy Number: 1.2.1 |
| Date of Issue: November 3, 2014 | Authority: Signature on File John E. Wetzel | Effective Date: November 24, 2014 |

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections, Department employees, volunteers, contract personnel, visitors and inmates.

III. POLICY

It is the policy of the Department to establish and maintain services to victims of crime to include victim registration and notification, inmate release input and scheduling, victim/inmate dialogue, victim awareness education classes, impact of crime education for inmates, Victim Services Information Exchange Committee, **and an Inmate Apology Bank.**

IV. PROCEDURES

All applicable procedures are contained in the procedures manual that accompanies this policy document.

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary/designee may suspend any provision or section of this policy for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released upon request.

2. Confidential Procedures (if applicable)

Confidential procedures for this document, if any, are not public information and may not be released in its entirety or in part, without the approval of the Secretary of Corrections/designee. Confidential procedures may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

The Department of Corrections' policy and procedures shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution of confidential procedures to other individuals and/or agencies is subject to the approval of the Secretary of Corrections/designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures either in hard copy or via email, whichever is most appropriate.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

1.2.1, Victim Services, issued December 28, 2011 by Secretary John E. Wetzel.

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

- a. DC-ADM 005, Collection of Inmate Debts;
- b. DC-ADM 007, Access to Provided Legal Services;
- c. DC-ADM 802, Administrative Custody Procedures;
- d. DC-ADM 803, Inmate Mail and Incoming Publications;
- e. DC-ADM 812, Inmate Visiting Privileges;
- f. DC-ADM 820, Co-Payment for Medical Services;
- g. 1.1.10, Videoconferences;
- h. 6.3.12, Drug Interdiction;
- i. 6.5.1, Administration of Security Level 5 Housing Units; and
- j. 7.4.1, Alcohol and Other Drug (AOD) Abuse Treatment Programs.

2. ACA Standards

- a. Adult Correctional Institutions: 4-4447, 4-4447-1
- b. Adult Community Residential Services: 4-ACRS-7F-06
- c. Correctional Training Academies: None



PROCEDURES MANUAL
Commonwealth of Pennsylvania • Department of Corrections

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John E. Wetzel**

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Release of Information:

Policy Document: This policy document is public information and may be released upon request.

Procedures Manual: The procedures manual for this policy may be released in its entirety or in part, with the prior approval of the Secretary/designee. Unless prior approval of the Secretary/designee has been obtained, this manual or parts thereof may be released to any Department employee on an as needed basis only.

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Section 1 – Victim Registration and Notification

A. Responsibilities

In accordance with **18 P.S. §11.101, et seq., P.L. 882, No. 111 of 1998**, as amended, comments and personal information shall be kept confidential and any records pertaining to the victim shall be kept separate from the inmate file. Information regarding victim enrollment and participation in the program shall also be kept confidential.

1. Office of the Victim Advocate (OVA)

- a. The OVA shall develop a registration/information brochure for distribution to the Pennsylvania's District Attorney's office. Under **18 P.S. §11.101, et seq. P.L. 882, 111 of 1998**, as amended, it is the responsibility of the District Attorney to notify crime victims of the right to participate in the post-sentencing process.
- b. Registration is voluntary and confidential. It is accomplished by the victim submitting the registration form or contacting the OVA.
- c. The registration database for the OVA shall be housed within the OVA and maintained by the OVA and the Bureau of Information Technology (BIT). The OVA Management System shall be confidential. Only OVA staff may have access. All other access must be approved by the OVA.
- d. In accordance with **18 P.S. §11.101 et seq., P.L. 882, No. 111 of 1998**, as amended, the victim is responsible for notifying the OVA of address and telephone changes. Notification may be done in writing, via electronic means, or by phone.

2. Notification to Registered Victims¹

All notifications to registered crime victims shall be facilitated by the OVA. The victim shall be notified in writing within three working days for the following unless otherwise noted. The victim shall be notified and given the opportunity to comment by certified mail for Boot Camp and State Intermediate Punishment (SIP) consideration only, and by regular mail for all other notifications.

a. Boot Camp/SIP

- (1) Upon notification to the Judge requesting final approval for an inmate to go to the Quehanna Boot Camp (QBC) and upon entry of the tentative approval in the Inmate Release Scheduling System (IRSS).
- (2) Upon notice that the inmate is undergoing an evaluation for SIP by State Correctional Institution (SCI) Camp Hill or SCI Muncy staff. OVA will determine which cases require notification to crime victims.

¹ 4-4447, 4-ACRS-7F-06

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b. Transfer of the Inmate

- (1) Upon transfer of custody of the inmate to an authority other than the Department. This does not apply to Authorized Temporary Absences (ATAs).
- (2) Upon approval of an inmate's transfer to a Community Corrections Center (CCC)/Community Contract Facility (CCF) for SIP. The notification shall include the location and bed date.
- (3) Upon transfer to the QBC. Notification shall include anticipated arrival date, transfer date, anticipated date of graduation, changes in the inmate's program status, and approximate length of stay at the QBC.
- (4) Upon failure of the inmate to complete the QBC program and the inmate's return to a facility.
- (5) Telephone notification within 24 hours of the transfer due to a commitment to a mental health facility operated by the Department of Human Services under **§302 or §304** of the **Mental Health Procedures Act. 50 P.S. §§ 7302 and 7304.**

NOTE: Notification is not required for other internal Department moves including transfer to the Department's Mental Health Unit and the Forensic Treatment Unit, and temporary transfer to county/state/federal courts, hospitals, or escorted leave.

c. Sentence Issues

Upon modification of sentence as it relates to a change in the place of confinement for medical or humanitarian reasons.

d. Death

Upon the death of the inmate, the facility shall notify OVA within two working days of the inmate's death by calling 1-800-563-6399 or emailing CR-CEN Victim Advocate Staff.

e. Funeral/Deathbed Visits

Upon notification that the inmate has been approved for a funeral/deathbed visit and the money has been obtained by the facility, the facility shall notify OVA by calling 1-800-563-6399 or emailing CR-CEN Victim Advocate Staff. If money is obtained after regular business hours for a visit that will be occurring the next day, the OVA on-call staff shall be notified at 717-773-3397.

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f. Escape and Recapture

- (1) During regular business hours (8:00 a.m. to 5:00 p.m.), the Facility Manager/designee shall immediately notify the OVA by calling 1-800-563-6399 or emailing CR-CEN Victim Advocate Staff within the Department upon confirmation of escape or recapture from a SCI and failure to return/walkaways and recaptures by SIP inmates at CCC/CCF.²
- (2) During non-business hours
 - (a) For SCIs, the Facility Manager/designee shall notify the Department Duty Officer at SCI Camp Hill upon confirmation of escape/recapture from a SCI. The SCI Camp Hill Duty Officer shall immediately contact the OVA on-call staff person at 717-773-3397, as well as the Director of Victim Services at **717-433-3922** and provide specifics of the incident. The following information shall be provided:
 - i. name and associated region of the person making the report;
 - ii. inmate's name;
 - iii. inmate's Department number;
 - iv. location of SCI; and
 - v. type of occurrence (escape or recapture).
 - (b) For SIP residents at CCC/CCF's – during non-business hours (5:00 p.m. to 8:00 a.m. weekdays, weekends, and state holidays), regarding the failure to return/walkaway from a CCC/CCF, the CCC/CCF staff shall immediately contact the PA Board of Probation and Parole's (PBPP) 24/7 unit (24-hours-a-day, seven days-a-week) and provide specifics of the incident. The following information shall be provided:
 - i. name and associated region of the person making the report;
 - ii. inmate's name;
 - iii. inmate's Department number;
 - iv. location of CCC/CCF; and
 - v. type of occurrence (escape or recapture).

² 4-ACRS-7F-06

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- (3) OVA staff are responsible for providing current on-call schedules to the SCI Camp Hill Duty Officer and the PBPP 24/7 unit.

3. Training³

- a. The OVA shall coordinate and provide victim services training to designated staff involved in victim issues.
- b. The OVA shall ensure that the established training curriculum includes the following topics:
 - (1) specific services available to crime victims;
 - (2) changes in laws impacting victims;
 - (3) ways of gaining access to the services;
 - (4) confidentiality of victim information;
 - (5) ways for registered victims to communicate complaints and other concerns; and
 - (6) program evaluation measures, which include victim input regarding the effectiveness of services and ways for them to make suggestions regarding policies and practices intended to assist crime victims.
- c. The OVA shall conduct public outreach to increase victim and community awareness regarding the availability of victim services through the Department.

B. Facility Responsibilities

1. The facility is responsible for notifying the OVA of any change in the status of an inmate that requires victim notification as outlined in this manual.
2. The Facility Manager/designee shall name a designee to be the facility contact for the OVA and serve in his/her absence for the purpose of receiving victim comments and other victim related issues.⁴

C. Victim Comments

1. The victim has 30 days, from the receipt of the certified letter, to submit oral or written comments to the OVA each time an inmate is recommended or approved for any Boot Camp or SIP Program or change in programming. In the case of furloughs, the victim shall be notified of each scheduled furlough. The waiting period for comments applies only to the initial furlough approval.

³ 4-4447-1

⁴ 4-4447-1

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2. The OVA shall take all comments, written or oral. Comments shall be summarized. The OVA shall treat registration and victim comments in a confidential manner.
3. The OVA shall forward the comments to the Facility Manager/designee for consideration in final Boot Camp and SIP decisions in accordance with this procedures manual and Department policy **11.2.1, “Reception and Classification,” Section 7**. If the victim decides not to provide comments, the OVA shall contact the Facility Manager/designee by email so Boot Camp and SIP processing can go forward.
4. If the victim objects to Boot Camp, the facility must follow the procedures in Department policy **11.2.1, Section 7**.
5. Victim comments shall be treated as confidential per **18 P.S. §11.101, et seq., P.L. 882, No. 111 of 1998**, as amended.

D. Media Inquiries

To ensure accurate and appropriate responses, all inquiries by the media regarding victim issues shall be handled in accordance with Department policy **DC-ADM 009, “News Media Relations.”**

Section 2 – Inmate Release Scheduling System (IRSS)

A. Central Office Responsibilities

The **Bureau of Information Technology (BIT)** shall be responsible for ensuring that the necessary computer equipment is available to Department employees that use the IRSS for data maintenance and data retrieval.

1. The Division of Computer Services shall:
 - a. develop, maintain, and enhance the IRSS and shall be custodians of the data;
 - b. ensure adequate safeguards are in place to prevent unauthorized access to the confidential victim file;
 - c. ensure information on the following inmate movements can be transferred automatically into the Office of the Victim Advocate (OVA) Management System:
 - (1) escape, within three working days;
 - (2) recapture, within three working days; and
 - (3) death, within two working days.
 - d. be responsible for training designated facility and Community Corrections staff on the IRSS.
2. Office of the Victim Advocate (OVA)

The OVA shall be responsible for approving security clearances for personnel using the IRSS.

B. Facility Responsibilities

The below listed data is to be entered into the IRSS within three working days.

1. When a letter is sent to a Judge for approval for an inmate to go to Quehanna Boot Camp (QBC), the date that the letter was **emailed** must be entered into the IRSS.
2. The date of final facility approval or disapproval for QBC, must be entered **within three working days**.

Section 3 – Victim Offender Dialogue (VOD) Program for Victims of Violent Crime

A. Responsibilities

1. The Office of the Victim Advocate's (OVA) responsibilities for initiating the dialogue shall include the following:
 - a. responding to all requests by crime victims for **VOD**;
 - b. providing the crime victim with information on Department policies and procedures on **VOD**;
 - c. providing the selected facilitators with information on the Department's policies and procedures on **VOD**; and
 - d. contacting the facility designee to schedule a preparation meeting between the inmate(s) and the facilitator(s).
2. The crime victim shall be responsible for the following:
 - a. if he/she is interested in dialogue, contacting the OVA directly; and
 - b. working with the assigned facilitators as selected by the OVA.
3. The facilitator shall be responsible for the following:
 - a. contacting the OVA for information and orientation at the request of the crime victim;
 - b. contacting the inmate(s) in writing to request that the inmate(s) meet with the facilitators to discuss the crime victim's request for dialogue;
 - c. meeting with the inmate(s) to discuss the victim's request for dialogue, explore the inmate(s) interest and appropriateness for dialogue, and present the following information:
 - (1) the inmate's participation is voluntary;
 - (2) the inmate shall not receive any credit toward parole, commutation, or pardon for his/her participation. Participation will not affect the inmate's facility status;
 - (3) refusal to participate shall not be used against the inmate in application for parole, commutation, or pardon and will not affect the inmate's facility status;
 - (4) consent to participate by the inmate shall initiate a facility screening for appropriateness for dialogue; and
 - (5) the inmate must comply with this policy on **VOD**.

- d. if the inmate consents to or declines participation, the facilitator shall inform the OVA.

4. Psychological Recommendations

- a. The facility psychologist shall interview the inmate for appropriateness, based on the individual's emotional stability.
- b. Following the interview, the psychologist shall make a recommendation to the facility designee regarding the inmate's appropriateness.
- c. The facility designee shall review the recommendation of the facility psychologist and forward it to the Facility Manager/designee making a recommendation regarding the appropriateness of a meeting and the location for the meeting to take place.
- d. The Facility Manager/designee shall review the recommendation of the facility designee and approve/disapprove the meeting and the location of the meeting.

B. Dialogue Set Up

- 1. The OVA shall be responsible for the following:
 - a. obtaining the necessary criminal background checks on all parties involved in the dialogue;
 - b. providing ongoing assistance to the crime victim and the facilitators as requested;
 - c. being the repository of any and all Department documentation regarding the dialogue;
 - d. monitoring all phases of the implementation of this policy;
 - e. informing the Facility Manager/designee if a support person will be present for the victim and inmate dialogue; and
 - f. informing the Facility Manager/designee if the crime victim decides to withdraw from the process.
- 2. The crime victim's responsibilities shall include the following:
 - a. agreeing to meet with the facilitator prior to the actual dialogue; and
 - b. abiding by all of the rules of the facility, to include a clearance check prior to the actual dialogue.
- 3. The facilitator shall be responsible for the following:
 - a. meeting with both the inmate(s) and the crime victim separately for preparation for the dialogue; and

- b. scheduling any preparation meetings with the inmate through the **VOD designee**.
4. The facility designee shall be responsible for the following:
- a. informing the inmate of the voluntary nature of participation and all other procedures outlined in this policy; and
 - b. if the inmate is deemed appropriate/inappropriate for dialogue or decides to no longer participate in the process, the facility designee shall, through the Facility Manager/designee, notify the OVA.

C. Dialogue

1. Facility Responsibilities
- a. ***The Facility Manager/designee shall name a VOD designee to be the facility contact for the OVA VOD Coordinator. The VOD designee shall assist in scheduling inmate meetings with facilitators, finding an appropriate meeting room, and being available on the day of the face-to-face meeting to ensure all needs are met.***
 - b. The facility shall provide a comfortable, secure location within the facility for the meeting. The primary location for meetings can include but is not limited to, the Visiting Room area using an Attorney Visiting Room, Non-Contact Visiting Room, or Multi-Purpose Room, whichever is appropriate.
 - c. For capital case inmates, the dialogue shall be held in a location **that** provides the necessary security requirements and ensures that the meeting shall be non-contact.
 - d. The facility shall schedule the dialogue during regular business hours.
2. The crime victim(s) shall comply with all rules of the facility during the dialogue session.
3. The facilitator shall be responsible for the following:
- a. complying with all rules of the facility while conducting the dialogue;
 - b. being present during the entire dialogue;
 - c. offering debriefing to the victim(s) after the dialogue and making any necessary referrals through the OVA;
 - d. offering debriefing to the inmate following the dialogue; and
 - e. documenting to the OVA that the dialogue took place.

4. The OVA shall be responsible for the following:
 - a. being present at each dialogue to take care of logistical requirements with the facility designee for all parties involved; and
 - b. sitting in close proximity to the dialogue, but not in the same room as the facilitators.

D. Restrictions

1. No minor children (under the age of 18) shall be eligible for dialogue with an inmate under the jurisdiction of the Department.
2. Capital Case inmates in Phase II and Phase III and Disciplinary Custody (DC) status inmates shall not be eligible for mediation. Administrative Custody (AC) status inmates shall be reviewed on a case-by-case basis.
3. An inmate or his/her agent may not contact victims of crime in an attempt to solicit participation in dialogue.
4. Meetings held with the facilitator and/or the actual dialogue shall not be counted as official visits in accordance with Department policy **DC-ADM 812, “Inmate Visiting Privileges.”**
5. The Facility Manager/designee and/or the Director of the OVA shall have the authority to terminate the dialogue at any time.

Section 4 – Victim Awareness Education Classes (Formerly Act 143)

A. Identification of Inmates

The facility Records Office is responsible for identifying inmates who have committed a crime of violence pursuant to **42 Pa. C.S.A. §9714(g)** as amended and for informing the Education School Principal of the name and number of the inmate.

B. Victim Awareness Classes [61 Pa. C.S.A. §6137(f)]

1. The Education School Principal of each facility's school, under the direction of the Deputy Superintendent for Centralized Services (DSCS), is responsible for the overall coordination and implementation of Victim Awareness Education Classes.
2. Instructors
 - a. The Facility Manager/designee is responsible for approving staff within the facility's Education Department to provide instruction to inmates identified as requiring Victim Awareness Education Classes, pursuant to **61 Pa. C.S.A. §6137(f)**.
 - b. Instructors shall follow the standard Department lesson plans for conducting Victim Awareness Education Classes.
 - c. Instructors must participate in training developed by the Department's Bureau of Education prior to teaching Victim Awareness Education Classes.
3. Inmate Scheduling
 - a. The Education School Principal/designee is responsible for scheduling the number of Victim Awareness Education Classes to be conducted. However, a minimum of one Victim Awareness Education Class shall be scheduled for each calendar quarter, if there are inmates meeting the criteria.
 - b. Whenever possible, inmates required to attend Victim Awareness Education Classes shall be scheduled for Victim Awareness Education Classes within the first year following commitment to the Department.
 - c. The classes shall be provided prior to the inmate's processing for parole and/or Community Corrections Center (CCC)/Community Contract Facility (CCF) placement consideration. The inmate shall not be referred to a CCC/CCF or paroled until the class is completed.
 - d. If a backlog of eligible inmates exists, priority shall be given to inmates closest to their anticipated release date.

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- e. In the event that an inmate fails to attend or successfully complete a scheduled class, it is the inmate's responsibility to apply for rescheduling by completing a **DC-135A, Inmate Request to Staff Member**, and sending it to the Education Counselor.

C. Documentation

1. The Education School Principal/designee shall:
 - a. ensure the inmate and the inmate's counselor is notified when the inmate is scheduled for Victim Awareness Education Classes; and
 - b. meet with each scheduled inmate to review the **Classroom Consent Form (Attachment 4-A)** and to have the inmate sign a copy of the form.
2. The Victim Awareness Education Class teacher is responsible for completing the bottom portion of the **Classroom Consent Form** to indicate each inmate's completion, failure to complete, and/or refusal to attend the required Victim Awareness Education Class and forwarding the form to the Education School Principal/designee.
3. The Education School Principal/designee shall ensure that an inmate's required participation and involvement in Victim Awareness Education Class is properly documented in the inmate's automated **DC-47C, Academic and Vocational Cumulative Record**, indicating whether the inmate successfully completed, failed to complete, and/or refused to participate in the required Victim Awareness Education Class. This information shall be noted under the heading Victim Awareness Education Class.

**VICTIM AWARENESS EDUCATION
CLASS REQUIREMENTS**

1. Inmate Name: _____
2. Inmate Number: _____
3. Facility: _____
4. Instructor(s): _____

Start Date for Class: _____ Class Location: _____

Class Schedule: _____

Inmate Participant:

As a participant in the Victim Awareness Education Class, I agree to abide by the following rules of conduct of this class and understand that the teacher may remove me from class for any violations of facility or program rules, regulations, and/or violations of requirements of the program.

1. Students will be allowed no absences from the class except for a medical lay in. In case of a medical lay in, if the lay in results in missing more than two classes, the student will not be permitted to complete this class and will be required to make up the entire class at another time.
2. The student is responsible to arrange his/her schedule appropriately so as not to experience conflicts of schedule in attending this class. This includes, but is not limited to, visits and commissary.
3. Students will not disrespect the views of other students and will not use inappropriate classroom behavior. Participation is encouraged in each of the classes.
4. Students must arrive at the class on time. Failure to do so will result in being marked absent, as well as possible dismissal from the class.
5. Students who receive any misconducts while enrolled in the class will be dismissed from the class and shall not be credited with completion of the class.

Inmate's Signature: _____

Date: _____

| |
|-------------------------------|
| COMPLETED COURSE |
| Teacher's Signature: _____ |
| Date: _____ |

| |
|--|
| DID NOT COMPLETE COURSE |
| Teacher's Signature: _____ |
| Date: _____ |
| <input type="checkbox"/> Refused to attend |
| <input type="checkbox"/> Attendance |
| <input type="checkbox"/> Disruptive |
| <input type="checkbox"/> Other |

Copies: DC-14, DC-15, and Education Files

Section 5 – Impact of Crime Classes for Inmates

A. Curriculum

1. Department staff shall develop the curriculum in conjunction with the Victim Services Information Exchange Committee and the Office of the Victim Advocate (OVA).
2. The OVA must approve any changes to the curriculum/videos.
3. The OVA must approve any use of the curriculum/videos outside of the facility.

B. Class Size

Classes shall run from 20 to 30 hours with a recommended class size of 15 to 20 participants. Each facility shall determine the length of the classes, number of times per week, etc. based upon the availability of space, other work assignments, and the curriculum.

C. Use of Outside Presenters

1. Instructors shall attempt to supplement the curriculum by using local victim service agencies and victims/survivors for personal presentations when possible.
2. The OVA shall develop a selection process for victim/survivor presenters and a procedure for victims/survivors entering the facility including a briefing and debriefing before and after his/her presentations.
3. The OVA must approve any speaker not affiliated with a victim service agency.

D. Offender Selection Criteria

1. Sign up shall be voluntary on the part of the inmate with support from the unit management treatment staff.
2. Each inmate shall be oriented by the class instructor in order for him/her to understand the guidelines and expectations of the program.
3. Inmates who participate in this program shall have sufficient incarceration time left on his/her sentence to complete the program as scheduled.
4. Department instructors shall review the inmate's case file history in an attempt to select a diverse group of mixed offenses, group affiliations, and lengths of sentence.
5. The inmate shall not receive any credit toward parole, commutation, or pardon for his/her participation. Participation will not affect the inmate's facility status. The inmate cannot have any misconducts in the past 12 months.

E. Staff Instructor Selection Criteria

Each Facility Manager/designee shall nominate staff to be instructors for the Impact of Crime Classes for inmates using the following guidelines:

1. the instructor staff member shall be a permanent employee of the Department;
2. the staff member shall volunteer to participate as an instructor;
3. the staff member shall complete the required training for the Impact of Crime Classes developed by OVA; and
4. listed below are guidelines for the selection of instructors:
 - a. assertive, confrontive, and able to assist inmates in getting at his/her own attitudes and beliefs regarding crime and victimization;
 - b. able to keep discussions on track, not being diverted so that the inmate moves the discussion away from serious subjects because he/she is uncomfortable or does not know how to deal with his/her feelings and tries to blame others for his/her behavior;
 - c. able to understand the conflicting attitudes of both inmates and victims, but not allowing the inmate to rationalize or justify crime in any way;
 - d. practiced in using experiential learning (inmate participation) through written work, discussion, activities, and exercises that facilitate learning in the classroom;
 - e. able to assist or direct inmates whose own victimization is disclosed or revealed in the classroom, by ensuring that the student is appropriately referred to counseling staff.
THIS IS NOT A THERAPEUTIC MODEL, BUT AN EDUCATIONAL MODEL; and
 - f. able to debrief inmates and make referrals if problems or issues occur (to the inmate).

F. Staff Instructor Responsibilities

1. ***The instructor must provide the OVA Impact of Crime Class Coordinator with a schedule prior to the class starting.***
2. ***The instructor must provide the OVA Impact of Crime Class Coordinator with a list of any victim speakers used during the course of the class as well as their contact information.***
3. ***At the conclusion of the class, the instructor must provide the OVA Impact of Crime Class Coordinator with a list of the names and numbers of all inmates who have completed the class as well as the Impact of Crime Class Surveys (Attachment 5-A).***

Impact of Crime Class

1. What was your impression of the class?
2. What did you learn from this class?
3. Do you feel that you have changed since taking this class? Yes ____ No ____
Please comment
4. What part of the class had the biggest impact on you?
5. Which speaker had the biggest impact on you and why?
6. How would you rate the following?

| | EXCELLENT | GOOD | FAIR | POOR |
|-------------------|-----------|------|------|------|
| Use of Speakers | | | | |
| Use of Videos | | | | |
| Lectures | | | | |
| Group Interaction | | | | |
| Instructors | | | | |

7. What would you do to improve the class?

Additional Comments:

Section 6 – Inmate Apology Bank (IAB)

A. Responsibilities

1. The Office of the Victim Advocate (OVA) shall:
 - a. respond to all requests from crime victims regarding the IAB;
 - b. respond to all requests from inmates regarding the IAB;
 - c. provide all crime victims with information on the IAB;
 - d. provide all facilities with information on the Department's policies and procedures on the IAB;
 - e. contact the OVA facility designee to **ensure** they have all the IAB program flyers and handouts;
 - f. review all apology letters for appropriateness before being forwarded to victims;
 - g. send the apology letter back to the inmate if it is deemed **to be** inappropriate. The inmate shall have the opportunity to rewrite an appropriate letter to be included in the IAB;
 - h. keep all received apology letters on file to be included in the IAB;
 - i. notify the registered crime victim that an apology letter has been received from the inmate and ask **the victim** if/how they wish to receive it; and
 - j. notify the inmate that the victim has chosen to read **the inmate's** apology letter. (This is at the victim's request and does not happen with every letter).
2. The facility shall be responsible for the following:
 - a. contacting the OVA for information and updates about the IAB;
 - b. displaying IAB program material throughout the facility and having it be accessible for all inmates; and
 - c. having a general understanding of the IAB to include:
 - (1) inmate participation is voluntary;
 - (2) the inmate shall not receive any credit toward parole, commutation, or pardon for his/her participation. Participation will not affect the inmate's facility status;
 - (3) letters are mailed directly to the OVA; and

1.2.1, Victim Services Procedures Manual
Section 6 – Inmate Apology Bank (IAB)

- (4) guidelines are provided by OVA to help inmates in the letter writing process.
3. The crime victim shall be responsible for the following:
 - a. contacting the OVA directly to register if interested in the IAB;
 - b. advising the OVA of how **the victim** wishes to receive the letter (mail, email, read over the phone) and determine:
 - (1) if/when they view the apology letter; and
 - (2) if the inmate is to be informed that the letter was requested, received, and/or read by the victim.

B. Restrictions

1. If the victim has an active Protection from Abuse (PFA), the OVA will hold the apology letter until the PFA expires. If the victim is still interested in receiving the letter at that time, the letter will be forwarded to the victim.
2. An inmate or a third party may not contact the crime victim in an attempt to notify him/her of the IAB or send his/her apology letter directly to the victim.

C. Special Circumstances

If an apology letter is delivered to a victim and he/she requests a desire to reply to the inmate in writing, he/she may do so only if done in conjunction with and permission by the OVA. OVA will review the letter from the crime victim for appropriateness before forwarding the letter to the prison. OVA will contact the inmate's counselor to let him/her know a letter is coming and the letter will be sent directly to the counselor who will then deliver the letter to the inmate. This is a one-time letter exchange and should not be interpreted as a lifting of the formal "no contact" restriction with the victim on the part of the inmate.

1.2.1, Victim Services Procedures Manual
Glossary of Terms

Facility – A State Correctional Institution (SCI), Motivational Boot Camp, Community Corrections Center (CCC), Training Academy, or Central Office.

Facility Manager – The Superintendent of a SCI, Commander of a Boot Camp, Director of a CCC, or Director of the Training Academy.

Forensic Treatment Center – The forensic psychiatric hospital operated by the Department. The unit is located at SCI Waymart, and its operation is guided by the Regulations for Inpatient Forensic Psychiatric Hospitals, Chapter 5333 of Title 55, published by the Office of Mental Health.

Furlough – An officially approved absence from a CCC/Community Contract Facility (CCF) for a defined period to a specific location.

Inmate Apology Bank (IAB) – The IAB was created for victims of crime who have an interest in receiving an apology letter from the inmate in their case. Victims often wonder whether or not the inmate has taken responsibility and/or is sorry for their criminal actions. Likewise, inmates sometimes seek to put into words acceptance of fault, responsibility, and/or pain caused by their actions. They may wish to write a letter of apology to the victim(s) of their crime. However, if they are incarcerated in a SCI, the Department prohibits inmates from directly contacting their victims. The IAB allows for the letters to be written and received without violating the Department rules.

Mental Health Unit – A housing area or group of cells designated for inmates confined in a facility-based mental health unit licensed by the PA Department of **Human Services**, Office of Mental Health.

Office of the Victim Advocate (OVA) – Created by the Victim Advocate Law, Act 8 of the 1995 Special Legislative Session on Crime. The purpose of the OVA is to represent the rights and interests of crime victims before the Board of Probation and Parole and the Department of Corrections. In addition, the OVA provides notification to crime victims of the potential for inmate release and opportunity to provide testimony, notification of the inmate's movement within the correctional system, referrals for crime victims to local programs, basic crisis intervention and support, general information on the status and location of the inmate as allowed by law, and notification of the expiration of an inmate's maximum sentence or date of execution, if applicable, as well as preparation of a victim who chooses to witness an execution.

State Intermediate Punishment (SIP) – An alternative sentencing program provided by the Department that treats eligible inmates who have been sentenced under the SIP Act (Act 2004-112).

Victim – A person who suffers harm or death from another person or is deceived or cheated by another person.

Victim Offender Dialogue (VOD) Program – A victim initiated program. Serves as an opportunity for the victim to ask questions about the crime, tell the inmate how it affected their lives, and express their feelings directly to the inmate. Furthermore, the process empowers the crime victim to hold the inmate directly accountable.