



DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

DIVISION OF PAROLE AND PROBATION

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GENERAL ORDER NO. 25-001

TO: All Division of Parole and Probation Employees

SUBJECT: FIELDWORK

I. PURPOSE. The purpose of this General order is to establish procedures for:

- (a) Documenting work-related travel and activity by an employee who intends to conduct divisional business outside of the office or another authorized work site;
- (b) Requesting a State or local law enforcement officer escort for fieldwork;
- (c) Conducting employment contacts, home contacts, and other fieldwork activities; and
- (d) Enhancing staff safety.

II. DEFINITIONS.

(a) "Authorized employee" means an employee who is certified and annually trained by the Maryland Correctional Training Commission (CTC) to perform fieldwork. Within the Division of Parole and Probation ("Division") this includes employees in the following classifications:

- (1) Parole and Probation Agent I, II, and Senior;
- (2) Field Supervisor I and II;
- (3) Assistant Regional Administrator;
- (4) Regional Administrator;
- (5) Public Safety and Correctional Services ("PSCS") Social Worker I and II (Criminal Justice); and
- (6) PSCS Social Worker Supervisor (Criminal Justice).

(b) “Employment contact” means a supervision activity performed by an authorized employee involving a positive, collateral, or negative contact with a supervised individual at the individual’s workplace or worksite.

(c) “Fieldwork” means a supervision activity performed by an authorized employee in the community involving a positive, collateral, or negative contact with an individual under criminal supervision, including police district reporting sites.

(d) “Home contact” means a fieldwork interaction at the supervised individual’s residence during which an authorized employee enters the residence and engages with one or more occupants of the residence.

(e) “Offsite divisional business” means attendance at court hearings, community engagement events (e.g., National Night Out), training, or other official State business.

(f) “Panic button” means an electronic device pressed to summon help in an emergency.

(g) “Tracking application (APP)” means the global positioning system application owned by or licensed to the Department of Public Safety and Correctional Services (“DPSCS”) to track the location of an employee while the employee is conducting official State business outside of the employee’s assigned work location.

III. VERIFICATION OF AN INDIVIDUAL'S EMPLOYMENT AND RESIDENCE - GENERALLY.

(a) **Criminal Supervision.** An agent or field supervisor shall:

(1) Inform a supervised individual that employment and home contacts may be conducted in the presence of a State or local law enforcement officer;

(2) Complete a home contact for a supervised individual in accordance with contact standards established by the Division of Parole and Probation; and

(3) Complete a home contact for a supervised individual upon approval from the employee’s immediate, intermediate, or duty supervisor.

(b) **Employment and Home Contact Teams.** Employment and home contacts shall be conducted by contact teams. Contact teams shall require a minimum of two of the following authorized employees, unless one or more of the authorized employees is accompanied by a

State or local law enforcement officer:

- (1) Agent;
- (2) Field Supervisor;
- (3) Assistant Regional Administrator;
- (4) Regional Administrator

(c) **Drinking Driver Monitor Program (DDMP).** A DDMP monitor shall:

- (1) Obtain home verification only for individuals assigned to DDMP for monitoring; and
- (2) Inform the monitored individual that an authorized employee accompanied by a State or local law enforcement officer may conduct a home contact verification if the Division has reason to believe that the individual has absconded from monitoring.

IV. DAILY ACTIVITY WORKSHEET (DPP-ADM-7A).

(a) An employee may not engage in fieldwork or offsite divisional business without the knowledge and authorization of the employee's immediate supervisor or a duty supervisor.

(b) An employee shall request authorization to engage in fieldwork or offsite divisional business by completing a Daily Activity Worksheet (DPP-ADM-7A).

(c) The Daily Activity Worksheet shall contain the following information:

- (1) The name of the employee;
- (2) The date on which the fieldwork or offsite divisional business shall be conducted;
- (3) The work or business to be completed;
- (4) An itinerary listing the order in which the employee plans to complete the fieldwork or offsite divisional business;
- (5) If applicable, the names and telephone numbers of the contact team members accompanying the employee; and

(6) If applicable, the license plate number, make, and model of the vehicle personal or State vehicle used to conduct the fieldwork or offsite divisional business.

(d) Except as provided in subsection (f) below, an employee shall electronically submit a completed Daily Activity Worksheet to the employee's immediate supervisor or to a duty supervisor for review and approval not later than 48 hours before conducting the fieldwork or offsite divisional business.

(e) Except as provided in subsection (f) below, a supervisor shall respond to a submitted Daily Activity Worksheet not later than 24 hours before the planned fieldwork or offsite divisional business and, if applicable, confirm the names and contact information for the home or employment contact team.

(f) Circumstances that require immediate fieldwork are not subject to the timeframe(s) in (d) and (e) of this section. A circumstance that requires immediate fieldwork may include, but is not limited to:

(1) The receipt of law enforcement intelligence; and

(2) A request from the releasing or sentencing authority.

V. LAW ENFORCEMENT OFFICER REQUESTS.

(a) If an authorized employee requests that a law enforcement officer accompany the employee on a home or employment contact, the supervisor shall:

(1) Establish the reason for the request; and

(2) Staff the case with the Field Supervisor II not later than one business day after the request.

(b) If the request is approved, the supervisor shall:

(1) Place the request on the field office's list of joint law enforcement home contact requests;

(2) Schedule the date of the contact with the partnering law enforcement agency or DPSCS Warrant Apprehension Unit (WAU); and

(3) Enter a case note into OCMS documenting the actions completed.

(c) If the request is denied, the supervisor shall:

(1) Enter a case note into OCMS documenting the reason for the denial;

(2) Notify the intermediate supervisor of the reason for the denial; and

(3) Accompany the authorized employee on the home contact or home contact verification or schedule another authorized employee who is also a member of management to do so.

VI. TRACKING APPLICATION.

(a) **Supervisor's Responsibilities.** Upon approving an employee to engage in fieldwork or offsite divisional business, a supervisor shall:

(1) Document the date of approval on the Daily Activity Worksheet that was electronically submitted by the employee; and

(2) Confirm that the employee activates and deactivates the tracking application by:

(i) Accessing the tracking software application on state-issued equipment to confirm an employee has started sharing the employee's location through the App on the employee's State-issued mobile device prior to the employee leaving the field office or remote worksite to conduct fieldwork or offsite divisional business; and

(ii) Instruct the employee to start the tracking application if the tracking software does not reflect location sharing has been activated.

(b) A supervisor designated to track an employee's location while the employee is conducting fieldwork or offsite divisional business shall:

(1) Access the tracking application software to view the designated field employee's start and stop location(s);

(2) Track the activity no less than every 30 minutes; and

(3) Document the time the employee confirms completion of fieldwork or offsite

divisional business in the Comments Section of the approved Daily Activity Worksheet associated with the fieldwork or business activity.

(c) A supervisor shall access the tracking application software to confirm the employee has deactivated the tracking application upon notification that the employee has:

- (1) Ended the day at the fieldwork or offsite divisional business location; or
- (2) Returned to the designated field office.

(d) If the tracking application software reflects the tracking application has not been deactivated, the supervisor shall initiate contact with the employee and, if contact is established, shall instruct the employee to deactivate the tracking application on the employee's State-issued mobile device.

(e) **Employee Responsibilities.** An employee shall:

- (1) Start the tracking application on the employee's State-issued mobile device prior to beginning fieldwork or offsite divisional business;
- (2) Contact the employee's immediate supervisor or duty supervisor upon:
 - (i) Ending the day at the fieldwork or offsite divisional business location; or
 - (ii) Returning to the designated field office.

(f) Upon completion of paragraph (2) of subsection (e), an employee shall deactivate the tracking application on the State-issued mobile device.

VII. EMPLOYEE SAFETY REQUIREMENTS FOR FIELDWORK. When conducting fieldwork, an authorized employee shall:

- (a) Ensure that Daily Activity Worksheet is approved and signed by supervisor;
- (b) Wear the employee's Division-issued multi-threat body armor;
- (c) Carry the employee's Division-issued oleoresin capicum (OC) spray;
- (d) Carry the Division-issued panic button;

(e) Activate the tracking application;

(f) Comply with training and policy requirements intended for the use and care of the multi-threat vests and OC spray; and

(g) Comply with training and policy requirements for field agent safety.

VIII. EMPLOYMENT CONTACT AND HOME CONTACT DUTIES.

(a) Upon arrival at a supervised individual's place of employment or residence and prior to exiting the vehicle, the authorized contact team shall:

(1) Observe the area for potential hazards;

(2) Send notification of arrival to the designated supervisor; and

(3) Determine whether the residence is within one mile of the victim's residence, place of employment, or school.

(b) Upon entering the place of employment or residence, the authorized employee(s) shall:

(1) Check for potential safety concerns;

(2) Immediately exit the place of employment or residence if drugs, drug paraphernalia, or one or more weapons are visible; and

(3) Engage in conversation with the supervised individual and any other occupants of the place of employment or residence as needed.

(c) The authorized employee(s) shall observe the conditions of the supervised individual's employment and living environment for the presence of:

(1) One or more victim(s) whom the supervised individual is not permitted to contact; and

(2) Items prohibited by the supervised individual's order of supervision.

(d) The authorized employee(s) shall provide:

(1) The supervised individual or occupants of the place of employment or residence with

contact information for resources to include but not limited to emergency energy or housing, food, or substance abuse treatment providers if requested; and

(2) The supervised individual with the next report date and time, as well as any additional instructions.

(e) A Parole and Probation Agent, Field Supervisor, and PSCS Social Worker are required by law to report suspected child abuse, suspected child neglect, or, in the case of PSCS Social Worker suspected abuse or neglect of a vulnerable adult. If an authorized employee suspects that a child or a vulnerable adult in the place of employment or residence of a supervised individual is being abused or neglected (including the supervised individual), the employee shall:

(1) Return to their vehicle, drive to a secure location, and call 911;

(2) Follow any instructions received from the 911 operator; and

(3) Follow the procedures established in Operations Manual Chapter 07 Section 05 - Child Abuse and Child Neglect Reports.

IX. SUPERVISOR DUTIES WHILE AUTHORIZED EMPLOYEES CONDUCTS FIELDWORK.

(a) Using the approved Daily Activity Worksheet, the immediate supervisor or duty supervisor shall:

(1) Monitor the authorized employee's location using the location tracking software and application; and

(2) Call the authorized employee's State-issued mobile device if the employee does not clear the location within 30 minutes after arrival.

(b) If the immediate supervisor or duty supervisor is unable to establish contact with the authorized employee, the supervisor shall:

(1) Call the DPSCS employee or law enforcement officer accompanying the employee, if applicable;

(2) Call 911 to request a wellness check at the employee's last known location; and

(3) Notify the intermediate supervisor or the next highest-ranking supervisor immediately if contact cannot be established.

(c) Upon receipt of an employee's panic button being activated, the receiving employee shall:

(1) Call 911 and provide the last known location; and

(2) Notify the intermediate supervisor or the next highest-ranking supervisor immediately.

X. SUPERVISOR FIELDWORK OBSERVATIONS.

(a) During each Performance Evaluation Program (PEP) six-month cycle, a supervisor shall complete a minimum of four separate fieldwork observations for each authorized employee under their supervision who is required to complete home and employment contacts. A supervisor shall:

(1) Comply with the requirements listed in Sections VII and VIII of this General Order; and

(2) Observe whether the employee complies with the all applicable requirements of this General Order.

(b) Upon completion of each observation, a supervisor shall:

(1) complete a matter of record containing the following information:

(i) Date of observation;

(ii) Name of the employee observed;

(iii) Number of home or employment contacts attempted; and

(iv) Notes related to the employee's performance; and

(2) Review and provide a copy of the fieldwork observations matter of record to the:

(i) Employee observed;

(ii) Field Supervisor II; and

(iii) Employee's working file.

(c) Supervisor Field Observations shall include a minimum of one of the listed contacts based on the employee's caseload or assignment for each PEP cycle for:

(1) Home or employment contact; and


(2) Court or parole violation of probation hearing.

XI. CONFIDENTIALITY. An employee authorized to access location tracking software shall be subject to disciplinary action for accessing location tracking software for a purpose that does not relate to State business.


XII. EFFECTIVE DATE: July 1, 2025

XIII. RESCISSION: This DPP General Order rescinds and replace the Secretary's June 1, 2024 Order suspending all home contacts.

XIV. APPROVED:



Yolanda Bethea, Director



Carolyn J. Scruggs, Secretary