### TEXAS CIVIL COMMITMENT OFFICE

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<th>POLICY AND PROCEDURE</th>
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#### SUBJECT:
CONTACT REQUIREMENTS

#### PURPOSE:
To establish minimum requirements for contacts with clients and collateral contacts.

#### DEFINITIONS:

**“Approved Home Plan”** is an approved residence that has been investigated by the Case Manager, and determined to be an appropriate residential placement. The private residence shall not be located in a child safety zone unless approved by the Executive Director.

**“Calendar Week,”** for the purpose of this policy, begins on Saturday and ends on Friday.

**“Contact with Collaterals”** is a contact, either in-person, by email or by telephone, with family members, significant others, associates, employers, treatment providers, law enforcement, parole officers, federal or community supervision officers, or with any other person or entity who has personal knowledge or information regarding the client or the client’s activities.

**“Face-to-Face Contact”** is an office, home, or field contact between a Case Manager and a client. Telephone contacts may not be substituted for a required face-to-face contact with the client.

**“Field Surveillance”** is an activity that requires the Case Manager to observe the client in the community, without the client’s knowledge, to investigate compliance.

**“Field Visit”** is a face-to-face contact between a Case Manager and a client in the community or at the Texas Civil Commitment Center (TCCC), including, but not limited to, the client’s place of employment or approved activities or in an area of a facility that is not the client’s designated housing area, such as the recreation area, study hall, etc.

**“Global Positioning Satellite Tracking (GPS)”** is technology that incorporates a portable tracking device (PTD) which is a GPS receiver, cellular transceiver, computer, radio frequency receiver, motion sensor, and an electronic radio frequency ankle bracelet.
“Home Visit” is a face-to-face contact between a Case Manager and a client at the client’s residence or in a client’s designated housing area in a facility.

“Office Visit” is a face-to-face contact between the Case Manager and a client in the Case Manager’s office.

PROCEDURES:

I. Clients Residing in a Facility

A. The Case Manager shall conduct face-to-face contacts with clients, unless otherwise approved in writing by the Civil Commitment Manager (CCM).

B. Texas Civil Commitment Center (TCCC)
   1. The Case Manager shall have, at a minimum, a face-to-face visit with the client every other calendar week.
   2. The client shall have at least one (1) office visit and one (1) home visit per month. The home visit shall be unscheduled.

C. Medical Facility, Nursing Home or Supervised Living Facility
   1. For clients who have been temporarily admitted to a nearby medical facility, the Case Manager shall conduct one (1) field visit with the client in the medical facility at least one (1) time per calendar week.
   2. For clients who reside in a nursing home or supervised living facility, the Case Manager shall conduct one (1) face-to-face home visit with the client at least one (1) time per calendar week.
   3. The TCCO Executive Director may authorize fewer face-to-face contacts with clients in a medical facility or nursing home on a case-by-case basis in situations such as the client being non-ambulatory, comatose, or nonresponsive to visits. Authorization from the Executive Director shall be provided in writing utilizing a decision memorandum.
   4. The Case Manager shall have one (1) collateral contact with facility staff a minimum of one (1) time per week.
   5. If the client is not escorted by TCCC security staff, the Case Manager shall conduct one (1) field surveillance per calendar week if there is movement in the community. The field surveillance shall be conducted at one of the locations noted on the TCCO Client Daily Activity Schedule (TCCO-31-16) with the following exceptions:
      a. A law enforcement center (does not include the Department of Public Safety for Identification Card/Driver’s License);
      b. Treatment provider office;
      c. Treatment program testing locations; or
      d. When a client travels by transport with a Texas Civil Commitment Office (TCCO) contracted driver and the driver remains with the client during the transport and subsequent activity.
II. Clients Residing in Approved Home Plans

A. Clients residing in an approved home plan shall have a minimum of five face-to-face contacts per calendar week for the first ninety (90) days, as noted below.

1. Four (4) home visit contacts per week at the client’s approved home plan. During the home visit, the Case Manager shall view the residence for any rule violations or unapproved persons. Upon completion of every home visit contact, an email shall be sent to the Executive Director, Director of Program Operations and CCM detailing the home visit.

2. The four (4) home visit contacts shall be random, unannounced, and conducted at various times throughout the week and day. The Case Manager shall vary the time of the home visits to include times other than the normal business hours of Monday through Friday 8:00am to 5:00pm.

3. At least two (2) home visit contacts per month shall be conducted on a weekend and/or holiday.

4. At least two (2) home visit contacts per month shall be conducted between the hours of 12:00am and 5:00am.

5. One (1) face-to-face contact per week with the client at the client’s place of employment, if employed.

6. If the client shares a private residence with one or more individuals, the Case Manager shall conduct a collateral contact with those persons a minimum of one (1) time per month.

7. Clients shall have one (1) field surveillance per calendar week, if there is movement in the community. The field surveillance shall be conducted at one of the locations noted on the Texas Civil Commitment Office Client Daily Activity Schedule (TCCO-31-16) with the following exceptions:
   a. A law enforcement center (does not include the Department of Public Safety for Identification Card/Driver’s License);
   b. Treatment provider office;
   c. Treatment program testing locations; or
   d. When a client travels by transport with a TCCO contracted driver and the driver remains with the client during the transport and the subsequent activity.

B. Clients residing in an approved home plan who have complied with all the rules and requirements for a minimum of ninety (90) days may have the number of contacts reduced with the approval of TCCO management. To request approval to reduce contacts, the Case Manager shall utilize a decision memorandum routed to the Executive Director through the Case Manager, Civil Commitment Manager, and Director of Program Operations.

C. Upon approval, the frequency of the face-to-face contacts shall be as follows:

1. Two (2) home visit contacts per week, at the client’s approved home plan. During the home visit, the Case Manager shall view the residence for any rule violations or unapproved persons.
2. The home visit contacts shall be random, unannounced, and conducted at various times throughout the week and day. The Case Manager shall vary the time of the home visits to include times other than the normal business hours of Monday through Friday 8:00am to 5:00pm.

3. One (1) face-to-face contact per week at the client’s place of employment, if employed.

4. At least one (1) contact per month shall be conducted on a weekend and/or holiday.

5. If the client shares a private residence with one or more individuals, the Case Manager shall conduct a collateral contact with those persons a minimum of one (1) time per month.

6. At least one (1) home visit contact per month shall be conducted between the hours of 12:00am and 5:00am.

7. Contact requirements for home visits may be reduced further with TCCO Management written.

8. Field surveillance shall be conducted in accordance with II.A.7 above.

D. A client may be returned to a more restrictive setting if TCCO considers the transfer necessary to further treatment and protect the community based on the client’s behavior or progress in treatment. In such an instance, the Case Manager may recommend the client be returned to a more restrictive environment, after staffing the case with TCCO Management utilizing the procedures set forth in TCCO Policy 4.4 *Sexually Violent Predators Transferred from the Community to a More Restrictive Setting.*

III. Clients Residing in State Hospitals or State Supported Living Centers

If the client resides at a State Hospital or a State Supported Living Center, the Case Manager shall contact the client’s facility Case Worker a minimum of one (1) time per month to inquire on the progress of the client.

IV. Other Contacts

A. The Case Manager shall participate in the monthly case staffing with the Treatment Provider to discuss the client’s progress in treatment.

B. The Case Manager shall communicate with at least one approved collateral contact one (1) time per calendar month, if applicable. When clients have multiple collateral contacts, the Case Manager shall vary the contacts.

C. If the client is on community supervision or parole, the Case Manager shall conduct a minimum of one (1) collateral contact per month with the Supervising Officer. Additional contacts shall be as required by TCCO Policy 3.19 *Dual Supervision.*

D. If the client is receiving mental health services, or any additional services, the Case Manager shall contact the client’s Case Worker or service provider a minimum of one (1) time per month to inquire on the progress of the client.
E. If the client is employed in the community, the Case Manager shall conduct at least one (1) face-to-face contact with the employer every other calendar week for the first ninety (90) days of employment. After the first ninety (90) days of employment, the Case Manager shall conduct a face-to-face contact with the employer at least one (1) time per calendar month.

F. Collateral contacts at the client’s residence shall be made on a day other than the home visit day with the client.

G. Collateral contacts for clients residing in a supervised living center or nursing home may be conducted on the same day as the visit with the client.

V. **Contact Documentation**

The Case Manager shall provide detailed documentation of all contacts and work completed for each client in the case management automated system within two (2) working days of the contact or work completed.

**SIGNATURE ON FILE**

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Marsha McLane
Executive Director

Associated Forms
- Daily Activity Schedule (TCCO-31-16)