



HCCSCD

Client Handbook

STEPS to Successful Change

49 San Jacinto Houston, TX 77002

Phone: 713-755-2700 | Web: www.harriscountytx.gov/CSCD

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To Success

Supervision

Time

Effort

Progress

Success

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Welcome to Harris County CSCD

Welcome to Harris County Community Supervision and Corrections Department Harris County CSCD. The purpose of community supervision is to help guide you through and successfully complete community supervision. While on supervision, you and your community supervision officer (CSO) will work together to help follow the expectations of the court as well as help you learn ways to stay out of the criminal justice system. It is our hope that you work with us so that you can figure out what happened that led you to getting in trouble and help find ways that will keep you out of trouble in the future. This handbook gives you an overview of our department and provides you with a quick reference guide as well as some tips from past clients on ways to be successful.

To best meet the needs of those under our supervision, we have committed to using interventions that have been shown to have a positive impact on helping individuals on community supervision eliminate future criminal behavior, and become productive citizens, which in turn, creates a safer community with fewer victims.

Vision

To help individuals on community supervision eliminate future criminal behavior, HCCSCD staff commits to:

- Using interventions that are designed to effectively reduce criminal behavior
- Using assessment to accurately identify and target criminal risk and needs
- Recognizing the ability of individuals to change
- Treating all individuals with respect and dignity
- Creating an environment that encourages learning and professional growth

Role and Responsibility of the Community Supervision Officer

Your Community Supervision Officer (CSO) has been assigned to work with you while you are on supervision. Your CSO has two jobs:

1. To support you in staying out of trouble. He or she will meet with you on a regular basis and will work with you to change any behaviors that might lead you back to breaking the law.
2. To let the court know how well you are doing while on supervision. This means that your CSO has the responsibility to tell the court what is going on while on supervision, both when you are doing well and when you are struggling.

You can expect your Community Supervision Officer to:

- Treat you with respect and dignity
- Be fair
- Be available to you by phone, email or in person
- Give you information about your progress on supervision
- Help you be successful in meeting your goals

KEY WORDS

HCCSCD- Harris County Community Supervision and Corrections Department
CSO- Community Supervision Officer and
PO-Probation Officer- used interchangeably (both mean the same thing)
Defendant, Client, Offender and Probationer- used interchangeably (all mean the same thing)
SPN#- unique number given to each client
Case# and Cause#- are interchangeable (both mean the same thing)
COS- Condition of Supervision
POI- Probation Officer Identification
PMR- Probationer Monthly Report
UA- Urinalysis or Drug Screen
CSR- Community Service Restitution

Tips to being successful on community supervision are:

- *Become familiar with your conditions of supervision; know, understand and abide by your conditions of supervision.*
- *Communicate with your CSO; ask questions.*
- *Ask for help if you are struggling.*

"At first I thought it was punishment but now I realize supervision is redirection. CSO's are here to help you." Maura P.

What Steps Are You Going to Take to Help You Be Successful?

Community supervision is designed to help you learn how to make better choices and decisions.

We believe that to help you, we need to know more information about you and your situation. The first phase of community supervision is to get to know you. During this time, we will be asking several questions to better understand your situation. Many of these assessments will be used to help build a plan to help you be successful.

1. One of the assessments you will receive is called the Texas Risk Assessment System (TRAS). This assessment is designed to help determine where your greatest needs are, in order to increase the likelihood that you will stay out of trouble.
2. Once you have completed the assessments, your conditions of supervision will be prepared. Your conditions of supervision are prepared to fit your problems and needs. Your CSO will review the standard set of conditions with you. In addition, you may be asked to participate in treatment based on the results of the assessments.
3. You and your officer will discuss your goals and write a plan of action to help you reach your goals and comply with your conditions of supervision.
4. During ongoing visits you and your CSO will discuss your progress and areas in which you are struggling. On a regular basis you and your CSO will review and update your action plan. You may also be required to appear in court during your term of supervision or your conditions of supervision may change as your problems and/or needs change.
5. After completing all of your conditions of supervision you will successfully complete community supervision.

What About Office Visits?

Reporting is one of the most important conditions of supervision. It is your responsibility to keep up with your appointment date and time. If you miss an appointment, contact your CSO on the next working day to reset an appointment. No matter what happens, we want you to come to your office visit so we can help.

What Type Of Classes Do I Need To Take?

You may be required to complete other classes such as anger management, family violence, theft classes, sex offender therapy, etc. Your CSO will refer you to these programs.

*"Being on probation has helped me- things are better with my parents."
Allen R.*

Safety and Security

We want to make our offices as safe as possible for you and our staff. Safety and security is important to us. To ensure your safety as well as all of the staff, we have the following expectations:

- No weapons allowed on the premises (e.g. guns, knives, brass knuckles, etc.)
- All visitors will be required to go through a metal detector to gain access to the building
- No one under the age of 17 permitted in the building unless given permission from staff (with unexpected circumstances, exceptions will be made on a case by case basis).
- If you bring any personal belongings with you, they are subject to be searched.

- Clothing should be appropriate for the setting. This means all visitors should not wear clothing that is revealing or in poor taste. This includes halters, short shorts, sagging pants, pajamas, house shoes, swimsuits, low cut revealing shirts/blouses, clothing with vulgar language, etc.
- All interactions should be respectful. Please avoid using profanity as well as any threatening behavior.

Check List

TO DO LIST

✓

- State Identification Card, State Driver's License and Offender Identification Card
- Completed Monthly Report Form
- Verification of High School Diploma or GED
- Proof of Employment or source of income (check stub, disability eligibility letter or Federal Income Tax Return)
- Proof of Liability Insurance (only on DWI cases)
- Documentation of any mental or medical condition/s
- Prescription for all medications

Fees Payments

- Payments may be made with a money order, cashier's check, credit/debit cards or cash.
- Cash is only accepted at the downtown officer at 49 San Jacinto/6th floor, Houston TX 77002 at the cashiers' window.
- **No personal checks are accepted.**

Online Payment Instructions: **Credit/Debit Cards (accepted at all locations and online) website.**

<http://www.go2gov.net/go/hccscd>

*transaction fees apply



What happens if I do not have the money to pay my court ordered fees?

Remember that your fees are court ordered, therefore they must be paid. Fees are a condition of supervision. Failure to pay is a violation of your community supervision and could result in court action. Report for your scheduled office visits even if you do not have your court ordered fees.

Alcohol and Drug Testing

Alcohol/drug testing is a standard condition of supervision. Many times alcohol and/or drugs play a major part in criminal thinking and risky behaviors.

Bribery

It is illegal to offer, give, receive or solicit something of value for the purpose of influencing the action of an official in dismissing his/her public or legal duties.

Know and Understand Your Civil Rights

Civil rights provide protection from discrimination based on race, class, gender, national origin, color, sexual orientation, ethnicity, religion or disability.

Voting

1. Misdemeanor Supervision – A person on misdemeanor supervision is not affected and may vote.

2. Deferred Felony Supervision – A person on this type of supervision is not affected and may vote.

3. Regular or Shock Felony Supervision – A person on either of these may not vote until he/she is discharged from a sentence, including any term of incarceration, parole supervision or a period of community supervision ordered by any court. Once a person has completed the term of community supervision, he/she can immediately register and be eligible to vote in an election.

Some civil rights are affected when you are charged and/or convicted of some criminal offenses.

Holding Public Office

1. Misdemeanor Supervision – A person on misdemeanor supervision may hold public office.

2. Deferred Felony Supervision – A person on this type of supervision may hold public office.

What If I Have An Alcohol/Drug Problem Or Have Been Ordered To Complete Treatment?

Our agency is here to help you if you have an alcohol or drug problem. We will work with you to find treatment and if you qualify, help you pay for that treatment. Sometimes our clients need more intensive treatment while other times they can change their behavior with just some support. Your level of need will be determined through a series of assessments- so make sure you are honest with the assessor so we can make the appropriate recommendations.

Will I Be Tested For Alcohol/Drugs?

Yes, you will be required to submit to drug testing. Drug testing is a condition of your supervision ordered by the courts. Your CSO will advise you on how often you must be tested. Harris County CSCD may use testing, breathalyzers, and/or other forms of approved drug testing methods such as the SCRAM Bracelet to test for alcohol/drug use. You will be monitored when submitting urine samples for testing.

3. Regular or Shock Felony Supervision – A person on either one of these types of supervision may not hold public office until discharged with rights restored. If rights are not restored, the offender may not hold public office.
4. Exception: A person who is on Felony D.W.I., Involuntary Manslaughter, or Intoxication Manslaughter supervision may not hold public office, even after discharging.

Serving on a Jury

1. Misdemeanor Supervision – A person on misdemeanor supervision may serve on a jury.
2. Exception: An offender on supervision for misdemeanor theft or moral turpitude, until he/she is discharged and his/her rights are restored, may not serve on a criminal jury but can serve on a civil jury.
3. Felony Supervision – A person on any type of felony supervision may not serve on any jury until he/she is discharged and rights are restored.
4. Exception: A person who is currently on supervision, or who has ever been on supervision, for Felony D.W.I., Involuntary Manslaughter, or Intoxication Manslaughter may never serve on a jury.

STEPS



Handling Complaints and Concerns

Harris County CSCD takes all client concerns seriously. There are occasions when conflicts and misunderstandings occur. No one should be harassed, coerced, threatened and ridiculed.

Typical duties of an ombudsman are to investigate client complaints and attempt to resolve them, usually through recommendations and mediation.

1. Make an attempt to talk to your Community Supervision Officer and resolve the problem if possible.

2. If your complaint or concern cannot be handled with your Community Supervision Officer, speak with a supervisor. You can obtain supervisors' names and phone numbers from the receptionist at the office (office locations and phone numbers are also located in the front of this handbook).

3. Some complaint or concerns may require resolution at the Administrative level (Branch Director, Program Manager, Program Coordinator or Facility Director).

4. If complaints and concerns are not resolved at the Field Administrative level, the complaint or concern will be referred to the Ombudsman for investigation and possible resolution will be

discussed with Executive Administration.

Harris County CSCD Office of Ombudsman

Harris County CSCD Ombudsman is the voice of the client. The Ombudsman represents the client to ensure the client is kept in mind when decisions are made. Contact the Ombudsman if your rights are being violated. When necessary, investigations will be conducted and the Harris County CSCD Ombudsman will work diligently to provide a timely response.

Harris County CSCD Ombudsman Can:

- Act as a liaison between the client and staff
- Facilitate problem resolution
- Act as a contact and information resource for client and staff

What Happens If I Fail To Comply With Conditions of Supervision?

If you fail to comply with your conditions of supervision set forth by the court or the probation department, sanctions may be imposed. Each case is handled individually and sanctions are imposed with several things taken into consideration: court policies and procedures, Harris County CSCD policies and procedures, caseload guidelines, type of offense, etc.

Can I Bring Children To My Office Visit?

Bringing children to an office visit is highly discouraged. Make arrangements for child care prior to your office visit.

What If I Need Other Resources?

In addition to making court ordered referrals, your CSO can provide you with information regarding a variety of programs that may meet your needs. Harris County CSCD does not necessarily endorse these programs or services. If you need a referral, you should ask your CSO for assistance.

Harris County CSCD Ombudsman Cannot:

- Override decisions made by appropriate authorities (i.e. Judges, Executive Administration, etc.)
- Handle issues outside the oversight of Harris County CSCD

Ombudsman Contact Information

Harris County CSCD Office of Ombudsman
49 San Jacinto/6th Floor
Houston, Texas 77002
Direct Phone# 713-755-1751
Main Phone# 713-755-2700
ombudsman@csc.hctx.net

Resources

There are many community based resources available to you as well as to family members who might be in need of services. Some community based programs provide assistance with: education/employment, health/mental health service, shelter/housing, substance abuse, education, legal services, emergency social assistance, transportation, etc.

**The list below does not include all available resources in the community.*

Employment/Education

Harris County	http://www.harriscountytexas.gov
Houston Area Urban League	http://www.haul.org
Goodwill Industries	http://www.goodwillhouston.org
United Way of Greater Houston	https://www.unitedwayhouston.org
Worksource Solutions	http://www.wrksolutions.com
Texas Workforce Commission	http://www.twc.state.tx.us
Department of Assistive and Rehabilitative Services (DARS)	http://www.dars.state.tx.us
Harris County Department of Education	http://www.hcde-texas.org
Houston Community College	http://www.hccs.edu
Lone Star College	http://www.lonestar.edu
San Jacinto College	http://www.sanjac.edu

Legal Services

Houston Bar Association	http://www.hba.org
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Health and Mental Health

Harris Health System

<https://www.harrishealth.org>

Mental Health Mental Retardation Authority

<http://www.mhmraharris.org>

Social Services/General

Harris County Community Services Department

<http://www.csd.hctx.net>

United Way of Greater Houston (3-1-1)

<https://www.unitedwayhouston.org>

City of Houston (2-1-1)

<http://www.houstontx.gov>

Harris County Dispute Resolution Center

<http://www.harriscountytexas.gov>

Transportation

Houston Metropolitan Transit Authority (METRO)

<http://www.ridemetro.org>

Frequently Asked Questions

Why Do I Need An Offender ID Card?

You will be asked for your Offender ID Card at the Reception Desk, in the Lab when you submit to drug testing, and when you report to do your community service work. The Offender ID will properly identify you. It has your picture, Date of Birth (DOB), Cause# and SPN# on the card. This information is important to have when making payments, checking in for Community Service Restitution (CSR), etc. to ensure proper credit is given to you when you make fee payments and complete community service.

What If I Need Help With My Education, Would Like to Get a GED Or A GED Is Ordered By The Courts?

There are a number of educational programs in the Houston, Harris County area. If you have trouble reading and writing, your CSO can refer you to a basic adult literacy class. If you would like to learn how to speak English better, your CSO can refer you to English as a Second Language class (ESL). If you do not have a high school diploma or General Equivalency Diploma (GED), your CSO can also refer for GED preparation classes and testing. Ask your CSO about these resources.

What Can I Do If I Don't Have A Job Or Lose My Job?

Your CSO will also be able to refer you to resources to help you find employment. Ask your CSO for employment resources that may help you.

Do I Need to Bring Anything To My Office Visit?

Bring your fees if they are due any paperwork requested by your CSO to each office visit. In addition, always have your TX Driver's License or TX ID and your Offender ID card with you each time you visit with your CSO.

Can I Leave Town?

You can only leave Harris County if approved by your CSO or the court. Discuss any travel needs with your CSO to obtain permission to travel.

Can I Move?

Within Harris County:

All clients must notify their CSO of a change of address by their next office visit date.

Outside of Harris County:

All clients must get permission from their court through the CSO before they move to another city in Texas outside of Harris County. Permission must also be granted by the court before moving to another state. You must also understand that you have to be approved by the jurisdiction you are moving to before you will be allowed to move to that location. Due to these requirements, be aware that transferring your community supervision to another jurisdiction can be a time consuming process.

What If I Have Been Prescribed Medications By My Doctor?

Each time you report to see your CSO, you are to provide an updated list of any and all medications you are currently taking. This includes those prescribed by a physician as well as those purchased over the counter. If requested by your CSO, you are to bring in the actual medication pills/tablets/capsules, etc. when you report. They must be in the original bottles and/or packaging.

What If The Court Requires Electronic Monitoring (ELM)?

Electronic Monitoring is an ankle bracelet that detects your whereabouts. If ordered by the courts, you are required to wear it for the length of time required by the judge. While on ELM, you will only be allowed to leave your home as approved by your CSO and/or the court. Your CSO will assist you in having the bracelet installed by ELM unit or company.

What Must I Do If Ordered To Complete DNA Testing?

There are two types of DNA submission; saliva swab and blood. If you are ordered to submit a DNA specimen, your CSO will refer you to have this completed. If you are on community supervision for a sexual offense some fees may be associated with having this completed.

Can I Get My Criminal Record Expunged, Sealed or Deleted?

For information regarding expunctions refer to Chapter 55 of the Texas Code of Criminal Procedure and the law regarding non-disclosure refer to Article 411 of the Texas Government Code. It is further suggested that you speak with an attorney to review your case and the applicable rules to determine eligibility.

Can I Own a Firearm?

As provided in Title 18, United States Code, section 922(n), it is unlawful for any person under **indictment** or **information** of a crime punishable by imprisonment for a term exceeding one year to **ship, transport, or receive** any firearm or ammunition. A person who receives **Deferred Adjudication** is considered to be under indictment for the offense charged during the community supervision period. There are State and Federal laws regarding shipping, transporting, or receiving of firearms.

Texas Penal Code (State Statute)

As provided by Section 46.04, Texas Penal Code, it is unlawful for a person who has been convicted of a felony to possess a firearm for a period of **five years** after release from confinement of supervision and, after that period, **prohibits the possession of firearms by felons at any location other than their residence**. Additionally it is unlawful for a person convicted of a Class A misdemeanor for Assault involving a member of that person's family or household to possess a firearm **for a period of five years after release from confinement or community supervision**.

For additional questions or concerns regarding owning or possessing firearms speak with your Community Supervision Officer.

Harris County CSCD Locations

Administration

1201 Franklin Street, Houston, Texas 77002
Phone# 713-755-2700

Downtown Location

49 San Jacinto Street, Houston, Texas 77002
Phone# 713-755-2700

North Region

9111 Eastex Freeway, Houston, Texas 77093
Phone# 713-696-8700

South Region

3330 Old Spanish Trail, Houston, Texas 77021
Phone# 713-440-4700

West Region

10585 West Office Drive, Houston, Texas 77042
Phone# 713-953-8200

East Region

1000 Lee Drive, Baytown, Texas 77520
Phone# 281-425-6100

Houston Food Bank

535 Portwall Street, Houston, Texas 77029
Phone# 713-676-1465

Christian Outreach

4333 West Little York, Houston, Texas 77091
Phone# 713-683-0843

Residential Facilities

Women Helping Ourselves- Atascosita (WHO-A)

2312 Atascosita Rd. Humble, Texas 77396
Phone# 281-459-8070

Women Helping Ourselves- Santa Maria Hostel (WHO-SMH)

2005 Jacquelyn, Houston, Texas 77055
Phone# 713-263-0513

Substance Abuse Treatment Facility- Atascosita (SATF)

2310 Atascosita Rd. Humble, Texas 77396
Phone# 281-459-8000

Substance Abuse Treatment Facility- Peden (SATF- Peden)

600 San Jacinto, Houston, Texas 77002
Phone# 713-368-2800

Young Men About Change (YMAC)

2310 Atascosita Rd. Humble, Texas 77396
Phone# 281-459-8000



HARRIS COUNTY COMMUNITY SUPERVISION & CORRECTIONS DEPARTMENT (HCCSCD) Initial Report Form

- TIPS FOR MEETING YOUR CSO FOR THE FIRST TIME
- Arrive at least 15 minutes before your appointment time
- Plan to meet with your CSO for at least 1 hour minimum
- Remember, no minors or children at appointment
- Appropriate attire
- Bring this completed form
- Bring your Offender ID card
- Bring Proof of Employment
- Prescriptions and Medications

My reporting location is: _____

My CSO is: _____

My first appointment is scheduled for: _____ at _____

Name _____

Address: Street _____ Apt. # _____

Check if this is a new address

City/State _____ Zip Code _____

Telephone: () _____ My phone Parents' Phone Other number(s) _____

Check one box here

Email: _____ SPN: _____ Cause: _____

With whom are you living? _____

Name(s)

Relationship (Family, Spouse, Friend, etc.)

Employer _____ Address _____

Check if this is a new job

Occupation: _____ Employer's Phone Number (_____) _____

How long on this job? _____ Monthly earnings \$ _____ Supervisor's Name _____

PROOF OF ALL EARNINGS MUST BE ATTACHED TO THIS FORM

What days of the week do you work? Please circle: Mon., Tues., Wed., Thurs., Fri., Sat., Sun.

What hours do you work? From _____ a.m./p.m. to _____ a.m./p.m.

CIRCLE THE APPROPRIATE ANSWER (If yes to any question, explain on the back of this form.)

Have you been arrested since your last report? Yes No

Have you violated any other conditions of your probation since your last report? Yes No

Do you own or drive a car? Yes No

Make/Model: _____ Year _____ Color _____ License Plate # _____

Do you receive child support/welfare/food stamps or any other source of income? Yes No : If yes amount: _____

Are you currently participating in any programs (alcohol treatment, community service, etc.)? Yes No

Do you have any problem you would like to discuss with your Probation Officer? Yes No

I acknowledge that the above information is true and correct. I further acknowledge that I understand I am to report

in person on: _____ x put your initials here after the office visit

Client Signature _____ Probation Officer _____ Date: _____