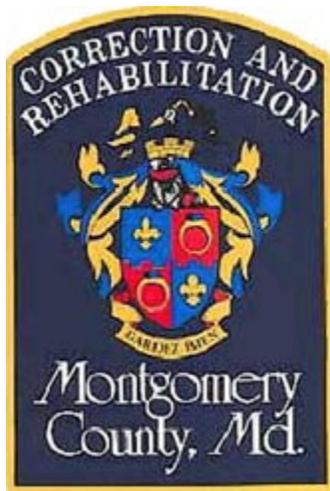


**MONTGOMERY
COUNTY
PRE-RELEASE
AND REENTRY
SERVICES (PRRS)**



Intern Handbook

11651 NEBEL STREET
ROCKVILLE, MD 20852
(240) 773-4200

TABLE OF CONTENTS

- I. INTRODUCTION
 - A. Goals of the Internship Program
 - B. Expectations
 - C. Duties
 - D. Basic PRRS Intern Schedules
- II. ORIENTATION
 - A. Intern Checklist
 - B. Orientation for Volunteers, Contract Persons and Part-Time Staff
 - C. PREA
- III. WORK/TRAINING RESPONSIBILITIES FOR INTERNS
 - A. Training
 - B. Leisure/Recreational “Rec” Trips
 - C. On-Site and Phone Verifications
 - D. Resident Supervision/Housing Unit Support
 - E. Housing Unit Treatment Team Meeting
- III. GENERAL INFORMATION
 - A. Confidentiality
 - B. Dress Code
 - C. Use of County Vehicle
 - D. Use of Phones
 - E. Scheduling
 - F. Holidays/Payroll
 - G. Evaluations
 - H. Termination
 - I. Working with Persons Who Are Incarcerated

INTRODUCTION

Welcome to Montgomery County Pre-Release and Reentry Services (PRRS) and congratulations on your appointment as a Community Corrections Intern! This handbook is provided as an overview of your duties and responsibilities while with PRRS.

This handbook is not inclusive of all of the necessary policies, procedures and processes that you will be responsible to adhere to and encounter. Much of what is provided in this handbook will be supplemented with on-the-job training experiences, formalized training from staff and other interns and your reading of the Policy & Procedure (P&P) Manual.

Please do not hesitate to ask questions or to share any concerns you might have. In addition to the Intern Coordinator, all staff is available to assist and guide you through your internship.

GOALS OF THE INTERNSHIP PROGRAM

1. To provide students with significant on-the-job learning experiences that will aid in education and vocational development.
2. To provide the facility with additional staff resources to accomplish specific functions and assist in providing services to residents.
3. To increase students understanding of community corrections.
4. To assist in the recruitment and assessment of potential professionals in the field of corrections.
5. To develop and maintain collaborative teaching and training relationships with local colleges and universities

EXPECTATIONS

1. You are expected to maintain your schedule (next page) and arrive on time. You are asked to sign in and out on the daily log on your assigned unit.
2. Plan ahead by contacting unit staff and the intern coordinator if you anticipate being late.
3. You must contact the Intern Coordinator and the Unit if you will not be coming to work due to illness. Please inform the Intern Coordinator of any tasks that were assigned to you that will need to be covered by other staff. As a temporary staff member, you will not be paid for time missed due to illness. You may request to make up the time on another day but you must have approval from the Intern Coordinator.
4. Please make requests for other absences at least one week in advance so that your duties can be reassigned during your absence.
5. You are expected to accurately complete your timesheet using MC Time (by Sunday every two weeks).

DUTIES

The tasks, while varying to some degree, generally consist of the following:

1. Participate weekly in the planning of alternative leisure activities in the community for residents and provide transportation and close supervision/control of residents on group outings into the community. This is discussed in the weekly intern meeting meetings and outlined in Policy and Procedure 2000-37/59, Leisure Activities Program.
2. Verify residents' whereabouts in the community through on-site and telephone verification, outlined in Policy and Procedure 2000-13.
3. Attend and participate in intake team meetings as your schedule allows. Intake is currently on Tuesday beginning at 1:30 PM, on each unit.
4. Assist the Resident Supervisors in the supervision and control of the correctional unit (i.e., cover the desk, check residents in and out, administer alco-sensor, collect urine samples.)
5. Transport residents, as requested, to such activities as court hearings, educational activities, medical appointments, or the Detention Center.
6. Report residents' behavior problems to staff both verbally and by using the correct report writing procedure as outlined in Policy and Procedure.
7. Assist in data gathering and research activities.
8. Assist in Assessment and Screening activities, including data entry of criminogenic assessments, records gathering, and interviewing eligible inmates for admission.
9. Participate in group training programs, at least twice monthly per week with the Intern Coordinator/designee.
10. Provide tutorial services to residents.
11. Assist and monitor evening and weekend resident activities in the Career Resource Center, including job search activities and guidance.

BASIC PRRS INTERN SCHEDULES

The following is the basic/typical schedule for PRRS interns. Adjustments are acceptable but must be approved by the Intern Coordinator. **Please post your schedule of weekly hours and duties in the RS office for staff reference.** You are required to work a part of the weekend, either Friday-Saturday or Sunday-Monday. You may elect to work either a 4:00 PM-9:00 PM shift or 5:00 PM-10:00 PM shift 4 of the 5 shifts. The hours that you work on the weekend will be dictated according to the Unit's needs and your particular assignments: Rec. Trips or On-site verifications.

Schedule A

Sunday	<i>Off</i>
Monday	<i>Off</i>
Tuesday	4:00 - 9:00 PM
Wednesday	4:00 - 9:00 PM
Thursday	4:00 - 9:00 PM (Intern Meeting at 6:00 PM)
Friday	4:00 - 9:00 PM
Saturday	Varies according to schedule (Depending on Rec. Trip or on-sites)

Schedule B

Sunday	Varies according to schedule (Depending on Rec. Trip or on-sites)
Monday	4:00 - 9:00 PM
Tuesday	4:00 - 9:00 PM
Wednesday	4:00 - 9:00 PM
Thursday	4:00 - 9:00 PM (Intern Meeting at 6:00 PM)
Friday	<i>Off</i>
Saturday	<i>Off</i>

**MONTGOMERY COUNTY DEPARTMENT OF CORRECTION AND REHABILITATION
PRE-RELEASE AND REENTRY SERVICES
INTERN CHECKLIST**

Name: _____ **Date:** _____
Social Security No.: _____ **Interviewers:** _____
Address: _____

Telephone No.: **H:** _____ **C:** _____ **E-Mail:** _____

Also see <http://www.montgomerycountymd.gov/ohr/internship/internship.html>

OHR Packet:

- ___ Conditional Offer
- ___ OMS Appt: _____ @ _____
- ___ Resume
- ___ Background Information Request
- ___ Personal Data Form
- ___ I-9
- ___ Copy of Driver's License/ Social Security Card
- ___ Federal W-4 Tax Form
- ___ State Tax Form
- ___ Designation of Beneficiary
- ___ Direct Deposit Authorization/Voided Check
- ___ Agreement to Hold Information Confidential
- ___ Authorization to Deduct Union Dues Limited Scope Employee
- ___ Selection Appointment Letter

Clearances:

- ___ Background Clearance date _____
- ___ Medical Clearance date _____
- ___ OHR Clearance date _____

Needed at Orientation:

- ___ Issue I.D. Badge (call ext 7-6165 to schedule at EOB security) _____
- ___ Name and Information entered on Intern Roster _____
- ___ Meet with Intern Coordinator and Review: _____
- ___ Issue Intern Handbook/Orientation to Job Responsibilities _____
- ___ Orientation for volunteers, contact personnel and part-time staff _____
- ___ Confidentiality limitations and sharing of Information (Confidentiality Form) _____
- ___ Sexual Harassment _____
- ___ Substance Abuse Policy _____

- ___ Assign Supervisor _____

- ___ Assign Keys _____
- ___ Assign Network Access, Email _____
- ___ Parking, Meals, Restrooms, etc _____

Needed at Completion of Internship

- ___ Resignation Letter Received-to DOCR OHR _____
- ___ Exit Interview _____
- ___ Keys Returned _____
- ___ ID Card Returned-to DOCR OHR _____

Date Internship Began _____ **Internship Completion Date** _____

ORIENTATION FOR VOLUNTEERS, CONTRACT PERSONNEL AND PART-TIME STAFF

The following represents the formal orientation of all Pre-Release and Reentry Services volunteers, contract personnel and part-time staff. The orientation will include areas listed below, other areas appropriate to the staff member's assignments and duties, and areas for additional training.

- Volunteer
- Community Corrections Intern
- Contractor
- Part-time

Name: _____

Start Date: _____

The following formal orientation areas have been reviewed and/or received by the above staff member:

- An initial orientation to my job responsibilities and overall PRRS operations.
- Training in the PRRS medical plan.
- Training in the PRRS Fire and Emergency Plan/Evacuation Plan.
- Confidentiality limitations and sharing of information.
- Additional areas specific to my job assignment (such as tutoring protocol, use/ordering of educational materials, coordination of services with unit staff, etc.): _____

- Areas for additional training (such as disciplinary procedures, contraband control, etc.):

I certify that I have received or have had reviewed with me the above areas during my formal orientation to Pre-Release and Reentry Services.

Signature of Volunteer/Contractor/Part-time Staff

Date

SEXUAL MISCONDUCT, SEXUAL ABUSE, AND ASSAULT

PREA: In accordance with the Prison Rape Elimination Act (PREA), it is the policy of the Montgomery County Department of Correction and Rehabilitation to have zero tolerance for sexual misconduct, abuse or assault. This policy applies to all residents and staff. The Department will ensure that all residents and staff members are educated about sexual misconduct/abuse/assault, are informed of prevention strategies, learn how to report sexual misconduct, and are aware how the Department will respond to such allegations.

Education: *The following are descriptions of sexual misconduct, abuse and assault:*

- Sexual behavior directed toward an inmate/resident/defendant in custody or under supervision of the Montgomery County Department of Correction and Rehabilitation
- Acts or attempts to commit an act of sexual contact, which includes intentional touching either directly or indirectly, with an intent to abuse, humiliate, harass, degrade, arouse, or gratify the sexual desire of another
- Subjecting another person to sexual contact by persuasion, inducement, enticement, or forcible compulsion
- Subjecting another person to sexual contact who is incapable of giving consent by reason of their custodial status (inmate, resident, defendant)
- Unwelcome sexual advances, requests for sexual favors, disrobing or requesting that another person disrobe or invasion of privacy beyond what is reasonably necessary for safety and security
- Sexual harassment including demeaning and derogatory comments, jokes, and abusive, threatening or degrading sexual comments
- Raping, molesting, prostituting, or otherwise sexually exploiting another person

Prevention: The following are tips or suggestions for keeping oneself safe:

- Avoid high risk places where it is difficult for staff or other people to see
- Avoid being alone in vulnerable situations
- Do not accept gifts or favors from others
- Avoid borrowing or becoming indebted to someone
- Beware of other inmates or other persons who say they will protect you
- Be aware of your body language. Predators look for people who appear and act vulnerable
- Pay attention to your surroundings
- Do not give out personal information (i.e. friends, family, or financial situation) to those you do not trust
- Avoid talking about sex and avoid unnecessary and/or casual nudity
- Find a staff person with whom you feel comfortable discussing fears or concerns

Report all Incidents:

- If you or someone you know is a victim of sexual misconduct, sexual abuse or assault, report the incident of sexual misconduct, abuse, assault or harassment to a staff member immediately, either verbally or in writing.
- All reports will be investigated immediately by staff who has experience and training in investigations and appropriate and effective interviewing techniques.
- Any person who reports incidents may request and be treated as an anonymous informant.
- All information gathered from the investigation will remain confidential.
- Staff or any individual in a position of authority over a person in the custody or under supervision of the Montgomery County DOCR shall not retaliate against the person making the report. However, the Department reserves the ability to take appropriate disciplinary or prosecutorial action when untruthful allegations are made.

Response:

- Any resident making allegations of sexual misconduct, abuse or assault will be provided appropriate mental health counseling and medical services. Referrals to community resources can be coordinated. Within the detention facilities, the Chaplain is also available for counseling services.
- If deemed necessary and appropriate by investigating authorities, the victim will be requested to consent to the collection of forensic evidence which might include a standard "sexual assault kit."
- Victims and witnesses may have their location transferred to other units or jails to prevent further harm, abuse or retaliation.
- As the result of any investigation into sexual misconduct, abuse or assault, criminal charges may be filed against the perpetrator of the offense.

WORK/TRAINING RESPONSIBILITIES FOR INTERNS

1. Training
 - a. Meet with Intern Coordinator bi-weekly.

2. Leisure Activity Program
 - a. Present sign-up rules and regulations for recreation trips, (one hour).
 - b. Supervision of at least one PRRS rec. trip weekly, (approximately four hours per trip).
 - c. Submit weekly ideas to PRRS recreational trip coordinator, attend rec. trip meetings, and make posters, (approximately two hours).
 - d. Plan and organize holiday parties.

3. On-site and Phone Verification (approximately four hours weekly)
 - a. On-site verifications (jobs & meetings) for residents from all units
 - b. Phone verification's for passes, on-going, leisure slips, home passes, and A. A. / N. A. slips
 - c. Logging verifications

4. SMART Drug Testing (up to one hour)

Each intern testing one to two times per week

5. Resident Supervision/Unit Coverage/Adjustment Hearings
 - a. Assist Resident Supervisor in covering the Unit at peak hours, during emergencies and transports, (collect urine samples, and administer alco-sensor, time-stamp people in and out.)
 - b. Participate in adjustment board hearings
 - c. Provide resident transportation when requested, (doctor appointments, Court, hospital, etc.)
 - d. Walk-Throughs (Unit Supervision)

6. As Requested By Staff or Intern (as assigned)
 - a. Assisting Work Release Coordinator
 - b. Providing individual tutoring to residents
 - c. Special projects

7. Unit Intake Team Meeting (two hours per week)

Each Tuesday afternoon: staff assessment and reentry planning, level movement, house meeting, etc.

TRAINING

Much of your experience at Pre-Release and Reentry Services will be “on-the-job” training. However, there will be formal training experiences available as well.

All interns are assigned to work on a unit. Your supervisor will meet with you weekly to discuss the on the job training check list, answer questions and address any concerns you might have. If you have a special interest, your supervisor may be able to help you develop a project specific to your interests.

INTERN GROUP MEETINGS

- All interns are required to attend a bi-weekly intern meeting, which is held every other Thursday afternoons at 4:00 PM and typically last an hour. It is imperative that everyone be prompt for the meeting. If you are going to be late or miss a meeting, you need to contact the Intern Coordinator as soon as possible. During this time, there will be an opportunity for interns to share experiences and concerns with each other, to learn from and get positive support from their peers. Staff will also be scheduled to present information on various treatment topics such as addictions, relapse prevention, family systems, etc.
- You must bring at least TWO Rec. Trip ideas to the intern meeting. This will prevent two interns from doing the same trip on one week and will enable us to discuss any concerns, transportation availability (vans) or questions as a group.
 - a) Day, date and time of the trip
 - b) Locations and directions
 - c) Price

SPECIAL ASSIGNMENTS

- Tutoring: Residents who score below GED level on an assessment test are sometimes assigned a volunteer tutor to work with weekly. If you have an interest in serving as a tutor, see the Programs Manager for further information.
- Special Projects: Occasionally, the Unit may have a special project that needs to be completed. You may be called upon by the Community Release Coordinator, Work Release Coordinator or the Unit Supervisor to provide support.

NAME: _____

COMMUNITY CORRECTIONS INTERN TRAINING GUIDE
MONTGOMERY COUNTY PRE-RELEASE AND REENTRY SERVICES

	<u>DATE</u>	<u>INITIALS</u>
WEEKS ONE AND TWO		
Tour of the Facility		
Assignment of Intern Supervisor		
Receive Guidebook and Organizational Chart		
Schedule New Resident Orientation attendance		
Learn system for answering phones		
Learn system for releasing residents into community, work, AA, doctor's appointments, etc.		
Administer an alco-sensor		
Begin shadowing in intern training and Rec trip meetings		
Attend a Rec. Trip with a trained intern (3 Required for training purposes)		
Attend an Onsite verification with a trained intern (3 Required for training purposes)		
2000-58 Attend MVA and Social Security trip with a trained intern		
Collect a urine sample from a resident		
Watch a Resident Supervisor perform a personal search		
Discuss vehicle P & P's and complete vehicle training		
Review kitchen operations, meals (P&P 2000-90)		
Review MCTime		
Network Sign-On's (MCG, email/webmail, PMS, E-Files)		
Assigned Keys		
Begin writing a journal and update it daily/weekly		
2000-0 State and County law		
2000-7 Fire and Emergency Procedures		
2000-10 Duties of Resident Supervisors		
2000-11 Standards of Staff Conduct and PRRS Code of Ethics		
2000-12 Insuring Respect and Resident Rights		
2000-15 Daily Log		
2000-36, 2000-80 Orientation of Residents to PRRS Program		
2000-37 Leisure Activities Program		
2000-46 Medication, Distribution, Logging		
2000-92 Utilization of County Vehicles		

2000-100 Staff Working Hours		
2000-104 PRRS Internship Program		
2000-106 Staff Dress for the PRRS Environment		
WEEKS THREE AND FOUR		
Begin participation in adjustment hearings (3 hearings)		
Learn the process for on-site verifications		
See Community Release Coordinator regarding verification for Home Visitation and Community Releases		
Perform a count and “walk-through”		
Write in the files in team		
Attend a housing unit morning meeting		
Complete training and begin recreational trips		
Complete training and begin on-site verifications		
Reentry Assessment and Screener- Screening Interview/ Wednesday Meeting		
2000-60, 61, 62, 19 Work Release Coordinator		
2000-25, 30, 30A, 51, 57, 71, 120 Case Manager		
Resident Supervisor		
2000-13 Resident counts and “walk-throughs”		
2000-16 Visiting		
2000-18 Control of Co-educational Correctional Environment		
2000-23 Initial Team Meeting		
2000-24 Routine Treatment Team Meeting		
2000-25 Rating Standards for Resident’s Performance Evaluations		
2000-26 Tuesday Staff Team Meeting and Schedule		
2000-27 Staff Community Responsibility Concerning Resident’s Behavior		
2000-32 Confidentiality and Secrecy of Information Concerning Residents		
2000-35 House Meeting		
2000-40 Alcohol Control		
2000-42 Drug Control		
2000-71 Home Visitation Pass System		
2000-72 Contraband Control and Search Plan		
2000-70, 75 Adjustment Procedure and Disciplinary Action		
WEEKS FIVE AND SIX		
Tour of MCDC/MCCF		
Attend a contracting session at MCCF with a staff member		

2000-20 A System for Screening, Assessing, and Placing Residents on the Pre-Release Program		
Begin to assist Correctional Screener at MCCF (as applicable)		
2000-5 Use of Force		
2000-77 Outside Recreation Area-Grounds		
2000-78 Cleanliness at Pre-Release and Reentry Services		
WEEKS SEVEN AND EIGHT		
Attend an open AA/NA meeting		
2000-31 Observe a sponsor group meeting		
Complete job checks (if applicable)		
2000-45 Wellness		
2000-71 Home Visitation Pass System		
2000-29 Communications, Coordination, and Decision-Making at Pre-Release and Reentry Services		
Remaining P & P's		

LEISURE/ RECREATIONAL “REC” TRIPS

- We should have approximately 3-6 Rec. Trips a week (if the interns are fully staffed):
 - ✓ Friday Evening – 1 Rec. Trip
 - ✓ Saturday – 2 Rec. Trips
 - ✓ Sunday – 2 Rec. Trips
 - ✓ 1 weekday evening trip
- The posters should be made Thursday and brought to the Intern Coordinator or Lead Intern to be reviewed and signed off. You do not need to spend more than 10-15 minutes on each poster. Just remember that the posters need to be appropriate to hang on the wall in the PRRS hallway.
- The posters should include:
 - ✓ Name of the activity
 - ✓ Description of the trip (pictures or words)
 - ✓ Meeting time and location (Dining Hall)
 - ✓ Time leaving PRRS and time returning back to PRRS
 - ✓ Intern’s assigned Rec. Trip number
 - ✓ Cost
 - ✓ The day that the money must be turned in by (if needed)
- Before making your poster, make sure you have verified the event date, time, and cost. Along with verifying the event, make certain you have the correct address and directions to the event. The intern assigned to take the trip out is responsible for this information.
- All posters must be posted on the Rec Trip Board every Friday at 6:30 PM. Interns working Friday evening have the responsibility for collecting posters from the intern office and posting them on the Rec Trip Board. They should make sure the posters have all the appropriate information and have been initialed by the Intern Coordinator. The initial list of residents schedule to go on each trip that week should be made and posted by Wednesday. This is to make sure that the same residents are not being omitted or duplicated on any list for that week. Also, if trips are continuously filled-up, the interns should check previous Rec Trip lists/reports to make sure that the same residents are not making the list every week and prohibited others from attending.
- You are responsible for punching all the residents in/out on your trip. Plus, you are responsible for ensuring that the residents are aware of the policies and procedures.
- Upon returning from a Rec Trip, make sure you write a Rec Trip Report and submit it to the Lead Intern by Monday afternoon. Include any details/problems about the trip in your report. The report is then passed on to the CRC on each unit for their review and accredits those residents who attended any of the trips. If any 75A’s were written for those residents who did not properly cancel from a trip, include those with your report as well.

*****See attached Rec. Trip Poster Sample*****



SATURDAY, FEBRUARY 17, 2007

COME JOIN US FOR AN EXCITING SAFARI ADVENTURE IN 3D!!!!!!



This is the powerful story of a lion king who must wage the battle of his life against a young nomadic lion determined to oust him from his throne. *Lions 3D: Roar of the Kalahari* brings audiences face-to-face with all of the natural inhabitants of the African desert who play a role in this drama. Stunning 3D visuals combine with the film's powerful soundtrack to transport audiences to the middle of the African wilderness as the lion's thunderous roar literally shakes their seats.

COST: \$8.50

REG TRIP #50

WE WILL MEET IN THE CAFETERIA AT 12:15 PM

WE WILL RETURN TO PRRS BY 5:30 PM.



PROBLEM SOLVING WHILE ON REC TRIPS

Proper procedures/hints in case of an unplanned incident:

- ❖ Interns are required to carry a cell phone at all times, whether it be their own or one of PRRS's.
- ❖ Always provide Central with a list of residents attending the Rec trip, location, approximate time of return, and the cell phone number that the intern can be reached.
- ❖ Interns are not to stop anywhere before or after the event (cigarettes, food, etc.).
- ❖ If residents are not behaving properly or cooperating, you are allowed to cancel the trip and return to PRRS at anytime. The intern is in charge of the trip, not the residents.
- ❖ Public display of affection, fighting, verbal or physically abusive behavior is prohibited.
- ❖ Residents are required to participate in the specified activity otherwise they will not receive leisure credit.
- ❖ Residents are not to engage in extensive conversation with outsiders. They may acknowledge them, but that is the extent of contact.
- ❖ If a resident arranged to meet with family or friends while out on the trip, the intern is permitted to cancel the Rec Trip on the spot and return to PRRS.
- ❖ If a resident can not be located, call PRRS to notify that a resident is unaccountable.
- ❖ Female residents are to sit in the front of the van near the intern. If possible, no male residents should be seated in the same seat (i.e. metro).
- ❖ Interns should never show favoritism.
- ❖ When making your list, try to distribute the spaces as evenly as you can among the different units.
- ❖ Trips are first come, first serve to residents who sign-up properly after the posters are posted at 6:30 pm on Fridays (however use discretion).
- ❖ Do not accept Rec trip slips which are stamped before the time the actually poster was posted (Sometimes residents get their slips stamped early and then retrieve it again afterwards when they learn the trip number in order to be first).

- ❖ Interns are encouraged to review residents' standing cards to see the number of Rec trips they have participated.
- ❖ Interns are also encouraged to note if residents have any write-ups or extra duty while making their list of residents.
- ❖ Free trips are always encouraged. Every week, at least one free trip should be available.
- ❖ Notify residents that they should make sure that the RS on duty time-stamps their slip otherwise that slip goes towards the end of the pile.
- ❖ Make sure you plan ahead – collect money and buy tickets in well in advance. If residents decide to cancel at the last minute, they do not receive a refund if the tickets were already bought.
- ❖ Residents who have ideas for future Rec Trips should write them on the Suggestion Board located next to the Rec Trip board. In the event the idea develops into a trip, the resident is guaranteed a space on the trip.
- ❖ Failure to attend a Rec Trip without follow one of these cancellation procedures will result in a 75A (informational) and may result in a 75B (write-up) depending on the number of times this happens. Two ways to cancel for a Rec Trip:
 - (1) Residents may find the intern taking the trip and cancel in person to him or her. This must be done at least 24 hours in advance of the scheduled date of the trip,
or
 - (2) Residents may turn in a written notice of cancellation to the RS office at least 24 hours before the trip to leave. Residents should ask the RS on duty to post the notice on the intern's locker to ensure that he or she receives it before the trip is to leave
- ❖ Interns will not look for any residents. Anyone not in the cafeteria at the scheduled time will not go on the trip and may lose their spot to an alternate who is ready to go

WRITING THE REC TRIP REPORT

Remember to include:

- Date of the trip
- Activity and location
- Time out of PRRS and time returning to PRRS
- List of residents who participated in the Rec. Trip, listed by Unit 1, 2, 3, and 4
- Cost per resident
- Number of spaces not filled
- Reason the trip was cancelled
- 75A's written
- Staff signature
- Comments/Problems:

This section is written to inform those staff member the events that occurred on a particular Rec. Trip.

Examples: “Activities”-what activities?

Songs, games, exhibits – be specific!

“The game was long”-how long? 5 minutes or 2 hours? Be specific!

“The trip was fun, boring, etc...”-why? Explain, be specific!

Address any behavioral issues that the Unit needs to be aware of, such as any 75A's written.

Example of a good report:

This trip was really fun! When we got to the stadium everyone bought food and ate. Then, we went to our seats behind third base. John Smith won a duffel bag filled with two large bottles of spring water, a tee-shirt and one pair of sunglasses. The next section over, a group of guys were having a bachelor party and a stripper showed up at the stadium to entertain someone. The residents got quite a kick out of this. The stripper did not remove all of her clothes, but she did get thrown out of the stadium by a police officer! The Orioles did win. We had to wait about 20 minutes in the parking lot because we parked in a bumper to bumper parking lot across the street from the stadium, and we had to wait for other people to clear out from in front of the van. Overall, everyone behaved very well and we enjoyed ourselves.

Remember: Staff, who did not go on the trip, should have a good understanding of what the trip was like after they read your Rec Trip report.

REC TRIP IDEAS

<http://www.montgomeryparks.org/calendar/events/>
<http://www.strathmore.org/fineartexhibitions/exhibitions.asp>
<http://www.rockvillemd.gov/>
<http://www.rockvillemd.gov/events/thingstodo>
<http://www.rockvillemd.gov/recreation/>
<http://www.blackrockcenter.org/>
<http://www.visitmontgomery.com/events-calendar/>
<http://www.guestservices.com/recreation>
<http://www.culturaltourismdc.org/>
<http://www.nps.gov/rocr/planyourvisit/index.htm>
<http://www.dnr.state.md.us/publiclands/western/cunningham.asp>
<http://www.dnr.maryland.gov/>
https://www.nvrpa.org/park/temple_hall_farm
http://www.nvrpa.org/park/hemlock_overlook
<http://nvrpa.org/bullrunpark.html>
<http://nvrpa.org/greatwaves.html>
<http://nvrpa.org/events.html>
<http://www.calleva.org/activities>
<http://www.washingtonpost.com/gog/>
<http://www.creativemoco.com/>
<http://www.barracks.marines.mil/Parades/GeneralInformation.aspx>
[http://www.sugarloafmd.com/ \(hiking\)](http://www.sugarloafmd.com/)
<http://www.montgomerycountymd.gov/cultmpl.asp?url=/content/culture/parks.asp>
<http://localdc.com/events.htm>
<http://netscape.digitalcity.com/washington/>
<http://www.arlingtoncemetery.org/>
<http://www.rockvillesports.com/>
http://www.mdsoccerplex.org/dsc/open-play/index_E.html (Open gym for basketball, \$5 per person)
<http://www6.montgomerycountymd.gov/rectmpl.asp?url=/content/rec/index.asp>
<http://www.culturecapital.com>
<http://www.bethesdamagazine.com/Bethesda-Magazine/Calendar/>
<http://www.eventbrite.com/>
<http://rockville.patch.com/>
<http://www.pepparent.org/index.html>
<http://recoverypartnersmontgomery.com/>

ON-SITE AND PHONE VERIFICATIONS

Verifications of the resident's community release activities need to be accomplished to ensure their accountability. Generally, interns make on-site verifications and phone verifications.

Phone verifications are:

- ❖ Made after the fact by phoning the person listed on a verification slip and inquiring about a resident's attendance at a particular activity
- ❖ Phone verifications are made for on-going leisure activities and twelve step meetings
- ❖ Ensure that confidentiality is maintained, particularly for leisure activities

An on-site verification means:

- ❖ Intern will travel to the location of a resident's activity
- ❖ Check to be sure the resident is accountable (present)
- ❖ Log verification slips into a unit file and to keep track of required attendance
- ❖ Many residents are required to attend three anonymous meetings per week during their first month on the program
- ❖ Failure to attend the required number of meetings results in an adjustment
- ❖ Interns are responsible for logging and monitoring the number of meetings and writing the appropriate reports when a resident fails to do so

P & P's about the PRRS Community Release System should be read to get a better understanding of what we look for in terms of verification.

HELPFUL HINTS FOR PERFORMING ON-SITE VERIFICATIONS

When performing on-sites it is important to keep in mind:

- ❖ The privacy of AA/NA meetings
- ❖ Residents are interacting with other community members
- ❖ We should help them to feel as comfortable as possible. Do not cause any unnecessary embarrassment.

When looking for the residents, you should:

- ❖ Enter the meeting, sit down, and gradually glance through the room
- ❖ Try to go to a variety of meetings and never get stuck into a routine. Residents can recognize the pattern and work around it to avoid being caught
- ❖ Verify residents at different points in the meeting. If you always come in the beginning of meeting, residents know they are free to leave because you have already verified their accountability
- ❖ Keep in mind that some meetings are smaller and more crowded than others, so you should always act respectful
- ❖ Remember to conceal your ID card before you enter the meetings
- ❖ Recommend sitting down for a few minutes and listening to some of the stories told. It could be a valuable learning experience.
- ❖ Residents may sometimes be in the bathroom when you walk into a meeting. You should wait around at least 10 minutes if you don't see people
- ❖ Check the bathroom if you can (in a respectful, inconspicuous way, of course)
- ❖ Use the *Where & When* book to verify that the meetings are open to outsiders. Some meetings may be "closed" therefore you will not be able to enter
- ❖ Residents hanging outside for most of the meeting or leaving during the meeting to get food, do not count as attending an AA/NA meeting
- ❖ If you see any behavior of this sort, you should make the RS on duty aware when you return from on-sites
- ❖ If you have to write a resident up for not attending an AA/NA meeting, check with the RS on duty to make sure that person actually used his/her pass
- ❖ If a resident chooses not to attend a meeting and does not leave the building, then he/she is not unaccountable

LOCATIONS AND DIRECTIONS TO COMMON AA/NA MEETINGS

➤ **Rockville Metro**

12319 Washington Avenue, Rockville

DIRECTIONS: From the PRRS parking lot take a right onto Nebel Street. Follow until Nebel ends at Randolph Road. Take a right onto Randolph Rd. At the signal, which is Parklawn Dr., make a left. Follow until you see Washington Ave and make that left. The meeting is in a white house on the left towards the end of the road.

➤ **Del Ray Club**

4828 Del Ray Avenue, Bethesda

DIRECTIONS: Head south on Rockville Pike (MD-355) into Washington D.C. Just after you pass NIH on the right hand side, take a right onto Woodmont Ave. Follow for ½ mile, take a right onto Rugby Ave. and then a quick left onto Del Ray Ave. The meeting is about 100 yards down on the left hand side.

➤ **Grace Church**

119 North Frederick Avenue, Gaithersburg

DIRECTIONS: Head north on Rockville Pike. As you cross Montgomery Village Ave, Rockville Pike turns into N. Frederick Ave. Grace Church is immediately on your right.

➤ **Pearl Street**

7300 Pearl Street, Bethesda

DIRECTIONS: Head South on Rockville Pike towards Washington D.C. After about 4.6 miles, make a left onto E. Montgomery Ave (MD-410). Make a quick right onto Pearl St.

➤ **Emory Grove Church**

8200 Emory Grove Road, Gaithersburg

DIRECTIONS: Head North on Rockville Pike. Take a right at Shady Grove Rd. Shady Grove Rd. then becomes Shady Grove Dr. Make a left onto Midcounty Hwy. After about a mile, make a right onto Washington Grove Lane. (MD-124). Make a quick left onto Emory Grove Rd. The church is on the left. The meeting is in the basement with a back entrance.

➤ **Montgomery Hill Baptist Church**

9727 Georgia Avenue, Silver Spring

DIRECTIONS: Take Rockville Pike (MD-355) north towards D.C. Take the

beltway (I-495) East towards Baltimore/Silver Spring for about 4 miles. Then take Exit # 31A to Georgia Avenue (MD-97) north towards Wheaton for about .2 miles. The church is on your right across from the Forest Glen Metro station.

➤ **Aspen Hill-Phoenix**

13501 Georgia Avenue, Wheaton

DIRECTIONS: Follow Nebel St. to Randolph Rd. Take a right onto Randolph Rd. Follow Randolph to Viers Mill Rd. Take a right onto Viers Mill Rd. Follow for about 4 miles and take a left onto Georgia Ave. Aspen Hill is about 5 miles down on the right.

➤ **Dupont Circle Club**

1623 Connecticut Avenue, NW

DIRECTIONS: Head South on Rockville Pike towards Washington D.C. Make a left onto Center Lane/Jones Bridge Road next to NIH. Travel straight until you reach Connecticut Ave. and make a right turn. At the roundabout/circle, take the third exit in order to continue on Connecticut Ave. Turn left onto Q St, NW. Make another left onto Connecticut Ave soon after.

➤ **Trinity Lutheran Church**

11200 Old Georgetown Road, Rockville

DIRECTIONS: From the PRRC parking lot, make a left onto Nebel St. Take a right onto Nicholson Lane and cross over Rockville Pike. Follow Nicholson to Old Georgetown Rd. Take a left onto Old Georgetown Rd. Trinity Church is about a mile on the right.

➤ **Good Shepard Lutheran Church**

16420 S. Westland Drive, Gaithersburg (at MD-355)

DIRECTIONS: Head north on Rockville Pike for about 7 miles. At S. Westland Drive, make a left. The church should be visible soon after.

- **Calvary Lutheran Church**
6545 Georgia Avenue, Silver Spring

DIRECTIONS: Head south on Rockville towards Washington D.C until you see signs for 495 East. Take 495 East for about 5 miles until the Georgia Ave. exit going south (first exit). As soon as you merge into Georgia Ave. traffic, you will see the church directly to your left. Make a U-turn and pull into the church parking lot. The meeting entrance is around back.

- **St. Luke's Episcopal Church**
6030 Grosvenor Lane, Bethesda

DIRECTIONS: Turn right out of the parking lot onto Nebel St. Take a left onto Old Georgetown Rd. The road name eventually changes into SR-187. After 2.5 miles, make a left onto Cheshire Dr. and then another right onto Grosvenor Lane.

- **Cedar Lane Unitarian Universalist Church**
9601 Cedar Lane, Bethesda

DIRECTIONS: Head south on Rockville Pike towards Washington, DC. After about 2.5 miles, make a left onto Locust Hill Rd. Make a quick right onto Elmhirst Lane and then another quick right onto Elmhirst Pkwy. Make a left onto Cedar Lane and the Church is about a half a mile down the street.

- **Christ Lutheran Church**
8011 Old Georgetown Road, Bethesda

DIRECTIONS: Head south on Rockville Pike towards Washington, DC. After about 4 miles, make a slight right onto Woodmont Ave. Turn right onto Rugby Ave. and then left onto Glenbrook Rd. Finally make a quick right onto Old Georgetown Rd and the church will be visible.

RESIDENT SUPERVISION/HOUSING UNIT SUPPORT

Interns assist Resident Supervisors in covering the Unit during busy times. Resident Supervisors will train and supervise you concerning these duties.

Some of the ways you will provide assistance will include, but are not limited to:

- ❖ Collecting urine samples
- ❖ Administering alco-sensors
- ❖ Punching residents in and out on the time clock
- ❖ Supervising the unit during emergencies
- ❖ Sitting on adjustment boards

ADJUSTMENT HEARINGS

Interns can observe adjustment board hearings. You should read P & P's 2000-75, Adjustment Procedures and Disciplinary Action for more information.

- ❖ Minimum of 2 and a maximum of 3 staff members serve as Adjustment Board members
- ❖ CSIV or above will act as chairperson
- ❖ Interns will sit in only on cases which would not result in a change of custody status if the resident is found responsible

RESIDENT TRANSPORTATION

The Unit Supervisor may request that you provide residents with transportation to:

- ❖ Doctor's appointments/ Hospital
- ❖ Court
- ❖ Home to pick up personal belongings

During those transports, you will drive a county vehicle. Central Supervision personnel will train you in the use of county vehicles. P & P's 2000-92, Utilization of County Vehicles, outlines the guidelines and should be read.

PLEASE BE ADVISED THAT AT NO TIME SHOULD INTERNS BE HANDLING RESIDENTS CHECKS AND/OR MONIES, AND SHOULD NOT BE DISPENSING RESIDENTS ANY MEDICATIONS.

HOUSING UNIT TREATMENT TEAM MEETING

Staff on each unit comprises the treatment team for that unit. Each Tuesday, the day is spent participating in the treatment team meeting. The purpose of “Team” is for staff members to share information and observations about residents with each other, and to reach a consensus on a course of action to be taken with a particular resident.

Staff will discuss operational issues, present progress reports on residents, rate resident performance, refine and discuss treatment strategies, consider home visitation issues, evaluate and develop release plans and plan individual treatment programs with and for new residents (intakes).

The usual routine for the day is:

- ❖ Resident ratings
- ❖ Review progress of residents not being rated
- ❖ Review unit/facility information as necessary
- ❖ Meet with residents who were rated and discuss their progress

As an intern, you will be involved in the team process and may have some or all of the following duties:

- ❖ Prepare a list of the number of anonymous meetings attended during the rating period for residents being rated that day
- ❖ Share behavioral observations of residents
- ❖ Record a rating summary into resident’s base file.

There are several P & P’s directly related to the team process which should be read to provide more detailed information:

- ❖ 2000-23 Initial Team Meeting
- ❖ 2000-24 Weekly Treatment Team Meeting Activities and Special Classification Procedures
- ❖ 2000-25 Rating Standards for Resident Performance Evaluation

GENERAL INFORMATION

A. CONFIDENTIALITY

The only information which may be released to the general public is a resident's presence in the program, charge, sentence and the date of transfer to the PRRS. When residents transfer to PRRS, they sign a confidentiality waiver. The waiver states that the PRRS may disclose information for the purpose of obtaining and maintaining employment, training, education, treatment services and a sponsor. If you are unsure that releasing specific information meets the "need to know" standard, speak to another staff member before proceeding.

B. DRESS CODE

Interns are to wear their staff ID at all times on PRRS grounds. They must be visible and worn above the waist. Interns are expected to dress in a professional manner in keeping with the atmosphere of Pre-Release and Reentry Services. It is important that females avoid skirts with high hemlines, low cut blouses, and other provocative and tight clothing at all times. Thong style sandals are also prohibited. Jeans are allowed on causal Fridays. When taking out a rec. trip, interns are to dress appropriately and comfortably for that particular activity. However, please keep in mind that you are still on the clock.

C. USE OF COUNTY VEHICLE

Interns transport residents on rec. trips and on special transports in the community. Although you will be trained in the use of a county vehicle, please keep the following in mind: obey all traffic laws, use a seat belt and insist that your passengers use them as well. You are representing not only PRRS, but Montgomery County Government, so conduct yourself accordingly. Interns are not permitted to allow residents into their own personal vehicles. It is important to carry a cell phone at all times in case of an emergency.

D. USE OF PHONES

Always be polite when answering phones and use good judgment when giving out any information concerning residents (remember confidentiality). Even though someone may identify themselves on the phone, we can't always be sure that they are who they say. When in doubt about releasing information, turn the call over to a staff person. Remember that this is a professional setting; personal calls need to be kept to a minimum. For further information regarding professional standards, please read P & P 2000-11 Standards of Staff Conduct and Code of Ethics, and P & P 2000-12 Ensuring Respect and Resident Rights.

E. SCHEDULING

Work in accordance with the schedule you have established with your supervisor. If you need to make any changes, be sure to clear it with your immediate supervisor and the Unit Supervisor. Also check to be sure that your schedule change will not interfere with on-site verifications or rec. trips. If it does, please be sure to check with the other interns and work things out so that responsibilities are taken care of. Submit your schedule to your immediate supervisor and post a copy in the Resident Supervisor's office so that other staff is aware of your schedule for the week. If you cannot make it to work due to illness, contact your

immediate supervisor. If he or she is not available, contact the Unit Supervisor or the Intern Coordinator. Seasonal employees do not accrue annual leave, sick leave, are not paid for time off, and do not receive overtime pay. Interns may be given compensatory leave at the discretion of their Unit Supervisor.

F. **HOLIDAYS/PAYROLL**

Your Unit Supervisor will instruct you on how and when to fill out payroll/time sheets. Paychecks are received every two weeks and direct deposit is available. Generally, a 24-hour week is required.

G. **EVALUATIONS**

Your individual supervisor will provide regular verbal evaluations. At the conclusion of the internship or at the four month mark, you will receive a written evaluation following the format of a Performance Appraisal Plan or following the requirements of your University.

H. **TERMINATION**

Resignation:

- A. Three to two weeks prior to the conclusion of their internship, an Intern shall submit a letter of resignation to the Organizational Development Manager.
- B. The Intern shall complete an exit interview with the Intern Coordinator in their last two weeks prior to resignation.
- C. The Intern Supervisor shall collect their Identification Card and any other Pre-Release and Reentry Services property on the Intern's last day of employment. The personnel file shall be forwarded to the Intern Coordinator.

Dismissal:

If an intern is determined to not be responsible for the position or is responsible for an act that causes harm to a resident, staff member, or the integrity of the PRRS Program, they may be dismissed by the Intern Coordinator, after concurrence has been obtained from the PRRS Chief .

WORKING WITH PERSONS WHO ARE INCARCERATED

Many persons who are incarcerated have had more than their share of frustrations in their early lives. Most have experienced repeated failure and are, at least at the outset, suspicious of any offer of assistance or guidance.

Working with offenders cannot be reduced to “cookbook” form. Much will be left to the good judgment of the volunteer. The guidelines below provide a frame of reference for the volunteer in relating to the offender.

- **BE YOURSELF** – There is no need to establish a façade or to create some kind of special status for yourself in relationship to the offender. Express your feelings genuinely. An honest and unmasked expression of feelings is one important way for the volunteer to show concern.
- **MEAN WHAT YOU SAY** – Never make a promise unless you’ve thought it through first and are prepared to carry it out. The resident will test you, call your bluff, and see if you will deliver. This is an important part of the residents learning to trust you (which will come slowly in any case).
- **BE SUPPORTIVE, ENCOURAGING, FRIENDLY, BUT ALSO FIRM** – It’s part of your job to be honest and objective, disapproving when this is warranted, as well as praising, supporting and encouraging when that is warranted.
- **RESPECT** – Respect is the keystone. The resident will not be open with you until he or she respects or trusts you. Conversely, you must respect the resident’s individuality and basic rights as a human being. There is no room for narrow prejudices or feelings of superiority. Respond to the resident’s needs and interests, not to your own. *RESPECT OPENS DOORS*
- **DON’T PROBE** – Let the resident tell you in his or her own good time about the offense committed, the family left behind or any other deeply help guilt-associated matters.
- **ACCEPT THE RESIDENT**- Accept him or her as an individual who is no better or worse than anyone else. To pigeonhole or categorize a person is, in a way, to dehumanize the person.
- **BE PATIENT** – Do not expect overnight miracles. When things have been going wrong for years and years with a person, these things cannot be corrected in a few weeks or months. The positive effects of your relationship with the offender may not have a decisive effect until long after you’ve stopped working with a person.
- **WIN RESPECT FOR YOURSELF** – The resident will never respect you, until it is clear that you cannot be conned or manipulated. The resident’s manipulations may be expressed in requests for you to influence staff, or a witness, or for you to bring something in or out of the

facility which may not be allowed. Never give out your home address or phone number, never loan money or offer a ride to a resident. If the resident asks you to do something which you consider “borderline,” say that you will check to see if it is all right. Then ask the appropriate staff member.

- **EXPECT HOSTILITY** – There will be a time when the resident, overwhelmed by troubles, will confront you with hostility. At such times, do not force conversation upon the person and above all, do not respond in a hostile, sarcastic, or anxious manner. Do not act shocked. Retain your composure, ignore the hostility or withdraw for a while, and chances are that the person will regain his composure.
- **DON'T OVER-IDENTIFY** – You cannot take the burden of the other person's problems on yourself. They are the resident's problems, not yours.
- **DON'T EXPECT THANKS** – You may not receive thanks or any show of gratitude from the resident. He or she may feel it, but may not know how to express it. They may actually feel embarrassed by it. You may never hear a “thank you” but your effort will be in the long run appreciated, probably more than you or anyone will ever know.
- **EMPHASIZE PERSONAL ABILITY TO CHANGE** – Understanding the experience of poverty with its powerlessness, anxiety, and frustration is also important to the volunteer. But the volunteer must avoid an “ain't it awful” relationship with the resident. To offer only sympathy is to suggest that the offender is an absolute victim of unmanageable forces. Instead, the volunteer may assist the resident to discover his options, the resources available, and the decisions to be made...thus emphasizing the power available to the resident with the limit of present conditions. To identify these possibilities and to expect the resident to decide and follow through is to confirm him or her as an able human being.
- **CAUTION** – It is important to keep in mind certain behaviors, such as dress and actions, can be misread by residents. Although this may not be your intention, interns need to be cautious of their work environment and behaviors.