



**OFFICE OF
STATE INSPECTOR GENERAL**

ADULT PROBATION AND PAROLE

FOLLOW-UP REVIEW

Report by

Inspector General Bill Lynch

Prepared for

Governor M.J. "Mike" Foster, Jr.

August 13, 2001

File No. 1-00-0086



State of Louisiana

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The Division of Adult Probation and Parole has dramatically improved its rate of compliance with its field supervision standards for sex and violent offenders and offenders requiring maximum supervision.

Some offenders were poorly supervised but, in contrast to the findings of a 1999 review of the division, these were few in number.

During the review of maximum supervision cases, a district office supervisor falsely represented that one case with serious problems was classified as a medium case, which would have excluded it from the review process. The misrepresentation was discovered, and the case was included in the review. It is our opinion the supervisor deliberately misrepresented the case.

Also, the division uses two different computer information systems: one at headquarters and another at the district offices. The headquarters system is frequently inaccurate because management has failed to enforce a requirement that field staff properly enter information into the headquarters system.

Background

A previous report by the Office of State Inspector General, dated June 4, 1999, concluded that the Department of Corrections, Division of Adult Probation and Parole failed to properly supervise offenders requiring maximum supervision, including sex and violent offenders, and may have compromised public safety and exposed the state to liability.

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Although Probation and Parole officials blamed the failure on the excessive workloads of field officers, the review, as well as a contracted time study, showed the rate of failure was too great to be attributed to excessive workloads alone.

As a result of that 1999 report, the division has undergone numerous personnel, and policy and procedure changes. The division lowered some of its standards, such as reducing the required number of contacts between the officer and some types of offenders, but the supervision requirements relative to sex and violent offenders were increased.

For the most part, the division classifies offenders as sex or violent offenders or as offenders in need of maximum supervision as determined by the nature of the offense and a Risk/Needs Assessment completed by the Probation and Parole officer. This assessment addresses both the risk the offender poses to public safety and the needs of the offender. The classification of the offender determines the frequency and type of contact with the offender required of the Probation and Parole officer.

The division is responsible for the supervision of about 55,000 offenders, either placed on probation by state courts, paroled by the Parole Board or paroled from state prisons under early release guidelines. Of the offenders under supervision, about 2,400 are sex or violent offenders. About 5,000 are classified as requiring maximum supervision. Another 28,000 are medium or minimum cases with the remainder being IMPACT (“boot-camp”) cases, or offenders no longer actively supervised because they have been transferred to another state, are in jail or have absconded.

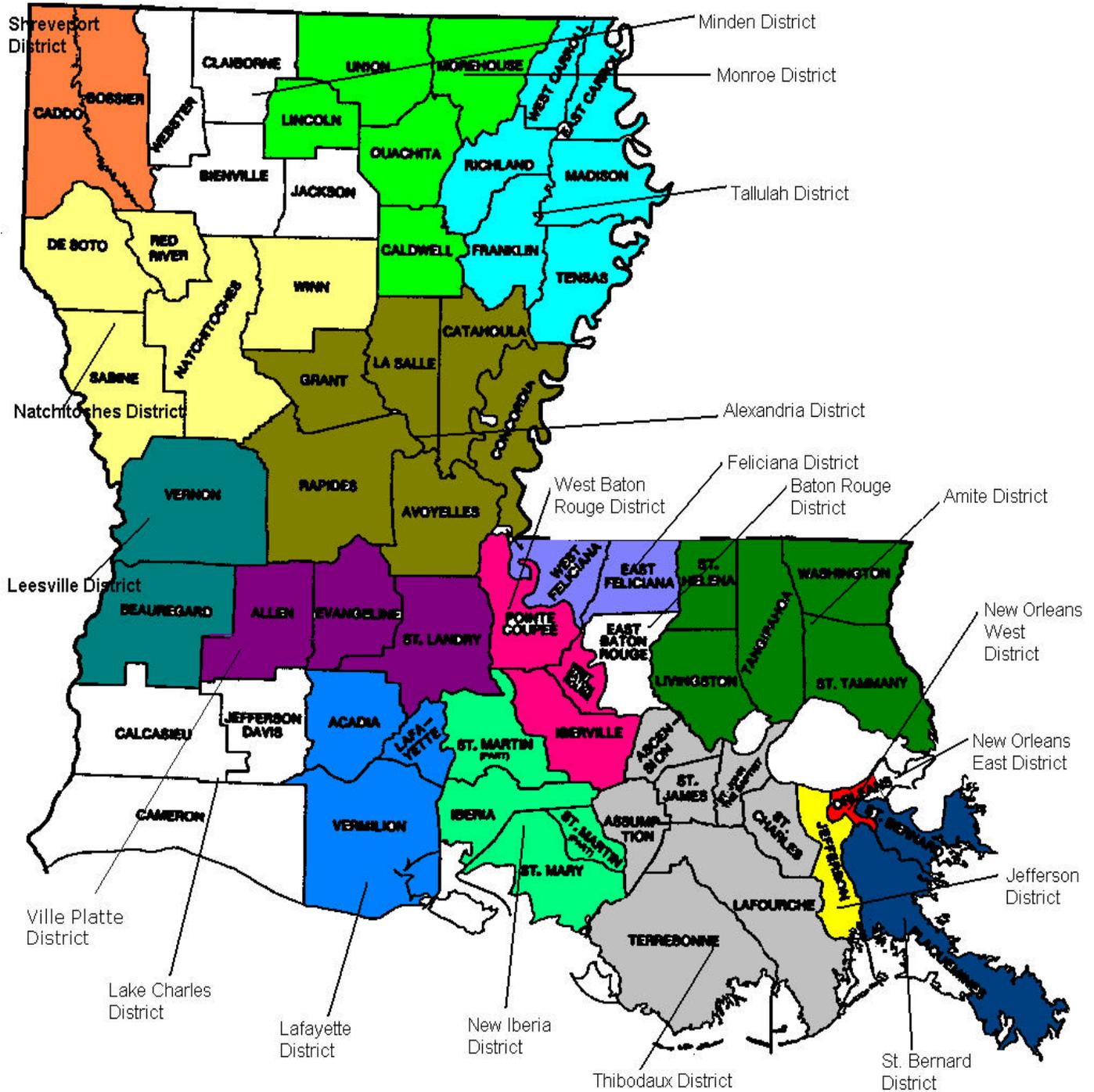
These numbers reflect a reduction in the number of cases classified as requiring maximum supervision. This reduction, along with changes made to the Risk/Needs Assessment, reduced the required number of field contacts with some offenders.

The division remains divided into four regions and 20 districts. In addition to headquarters staff, regional and district management, the division has 527 funded positions for field Probation and Parole officers. About 95 percent, or 503 of these positions are filled.

The division’s primary objective remains the protection of the public safety. Rehabilitation of the offender is also emphasized.

The current director of Probation and Parole is Eugenie Powers. She replaced long-time director Morris Easley, Jr., who stepped down in June, 1999, pending retirement.

PROBATION AND PAROLE DISTRICT OFFICES



Scope of Review

From each district office, a random sample of cases classified as sex offenders, violent offenders and offenders requiring maximum supervision was reviewed to determine the rate of compliance with division policy on the frequency of field contact between the Probation and Parole officer and the offender. The type of cases reviewed are generally considered high-risk cases and the division concentrates on such offenders. A total of 233 cases were reviewed, 114 sex and violent offender cases and 119 maximum supervision cases. The review generally covered the period since the release of the 1999 report.

Division policy states that in supervising sex offenders, the Probation and Parole officer must have personal, face-to-face contacts with the offender at least twice per month. One of the contacts can be in the office of the Probation and Parole officer. The officer must visit the residence of the offender at least once per month.

In supervising violent offenders, the standards are the same except that a visit to the offender's residence is required only every other month.

In maximum supervision cases, the officer must have a personal, face-to-face contact with the offender once per month. Every other month, the contact must take place somewhere other than in the Probation and Parole office.

The standards for sex and violent offenders were increased following the previous report, and the standards for maximum offenders were reduced. Previously, sex and violent offender and maximum cases all required at least one personal, face-to-face contact per month at the offender's residence or workplace.

In June, 1999, about 24,500 offenders, including sex and violent offenders, required maximum supervision or at least one field contact per month by the Probation and Parole officer. Statewide, these offenders required at least 24,500 field contacts per month.

Currently, about 5,000 offenders require maximum supervision, or at least 5,000 field contacts per month, and about 2,400 sex and violent offenders require at least 7,200 field contacts per month. Statewide these 7,400 offenders require at least 12,200 field contacts per month.

Thus, the division has reduced the number of required field contacts by about half. Although this contributed to the division's improved rate of compliance with field supervision policy, the improvement was too great to be the result of this reduction alone.

Random cases were also reviewed relative to the frequency of violations of the conditions of supervision and the handling of such violations by field officers, as well as the handling of several specific cases about which complaints were received.

Rate of Compliance with Policy

This office's review showed that Probation and Parole is in compliance with its policy relative to required field officer contacts with sex and violent offenders and offenders requiring maximum supervision at a rate of 80 percent.

Division policy required 3,199 personal, face-to-face contacts between field officers and offenders in the 233 cases reviewed. A total of 2,555 such contacts were made.

The rate of compliance as reported in June, 1999, was only 26 percent. Due to a reduction in the number of offenders in these categories and changes in supervision standards, it was not possible to determine the level of improvement. But, in our opinion, it was dramatic.

The Alexandria District Office showed the highest rate of compliance at 100 percent. The Feliciana District Office was at 92 percent. One of the state's largest offices, the Baton Rouge District Office, was at 89 percent. No district was at less than 69 percent.

The highest rate of compliance as reported in June, 1999, was 63 percent at the Lake Charles District Office. That office's compliance with current standards was 83 percent. As previously stated, due to changes in standards and other factors, an exact rate of improvement between 1999 and 2000 cannot be calculated.

Offices with poor rates of compliance in 1999, showed substantial improvement. The New Iberia District Office was in compliance at a rate of three percent in 1999. Its rate of compliance with current standards was 77 percent. The St. Bernard District Office was at four percent in 1999 and was at 80 percent of current standards. The Jefferson Parish District Office and West Baton Rouge District Office, both at six percent in 1999, were in compliance with current standards at 81 percent and 75 percent, respectively.

The chart below shows the rate of compliance with division field supervision policy in 1999 and 2000 at each district office, as well as the statewide totals.

Sample Results of Probation and Parole Compliance with Field Supervision

District Office	Sex and Violent Offenders		Maximum Supervision		Combined	
	1999 Review	2000 Review	1999 Review	2000 Review	1999 Review	2000 Review
Alexandria	62%	100%	31%	100%	48%	100%
Amite	38%	91%	31%	72%	34%	84%
Baton Rouge	19%	93%	*	70%	19%	89%
Feliciana	4%	94%	*	85%	4%	92%
Jefferson	10%	85%	1%	67%	6%	81%
Lafayette	8%	75%	8%	68%	8%	73%
Lake Charles	70%	87%	52%	77%	63%	83%
Leesville	13%	94%	30%	70%	22%	87%
Minden	25%	90%	28%	54%	26%	83%
Monroe	18%	75%	6%	60%	13%	69%
Natchitoches	34%	71%	33%	76%	34%	72%
New Iberia	6%	86%	0%	69%	3%	80%
New Orleans (East)	36%	78%	19%	71%	29%	76%
New Orleans (West)	73%	84%	43%	77%	61%	82%
Shreveport	63%	95%	29%	79%	51%	86%
St. Bernard	4%	85%	4%	60%	4%	79%
Tallulah	59%	87%	31%	77%	48%	82%
Thibodaux	8%	72%	6%	68%	8%	71%
Ville Platte	36%	86%	13%	59%	28%	79%
West Baton Rouge	6%	88%	*	37%	6%	75%
SAMPLE TOTALS	28%	85%	22%	70%	26%	80%

* Not Sampled

Poorly Supervised Cases

In 1999, supervision deficiencies were noted in virtually all of the cases reviewed. In the current review, most cases had no deficiencies. However, some cases were found where officers failed to achieve division established standards relative to the required field contact with offenders.

For example, in the Baton Rouge District Office, an offender under maximum supervision for theft (by bank fraud) should have had personal, face-to-face contacts with the field officer at least 10 times during the 10-month period of review. The offender was never contacted in such a manner.

In the West Baton Rouge District Office, a drug offender under maximum supervision should have had 10 personal, face-to-face contacts with the field officer during the 10-month period of review. Only one such contact occurred. Another offender under maximum supervision for burglary should have had eight such contacts and had none.

In the Amite District Office an offender under maximum supervision for forgery should have had personal, face-to-face contacts with the field officer at least eight times during the eight-month period of review. The offender was never contacted in such a manner.

In the New Iberia District Office, an offender under maximum supervision for burglary and theft should have had a personal, fact-to-face contact with the field officer at least eight times during the eight-month period of review, but was contacted in such a manner only once.

In the Shreveport District Office, an offender under maximum supervision for aggravated battery should have had personal, face-to-face contacts with the field officer at least 13 times during the 13-month period of review. Only three such contacts occurred.

In the Monroe District Office, a sex offender under supervision for molesting an eight-year-old girl should have had personal, face-to-face contacts with the field officer at least 16 times during the eight-month period of review. Only seven such contacts occurred. Additionally, two drug offenders under maximum supervision should have had personal, face-to-face contacts with the field officer a total of at least 14 times. No such contacts occurred.

In the Thibodaux District Office, a sex offender under supervision for attempted rape had not had a personal, face-to-face contact with the field officer other than in the Probation and Parole office in six months.

Also, during this review, only a few cases were found where probation or parole violations were not addressed by Probation and Parole officers. When violations did occur, such as an offender testing positive for illegal drug use, or failure of an offender to be employed or to pay supervision fees or fines, field officers typically did not seek revocation of probation or parole.

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For example, in the New Orleans West District Office, an offender under maximum supervision for robbery and illegal possession of a firearm was arrested for careless driving and public intoxication, was associating with other felons, was working for a felon, exceeded the time limits on a permit to travel out of state and was substantially in arrears on supervision fees and restitution. The offender was only reprimanded for these violations of supervision.

Division policy does allow officers discretion and does not require officers to seek revocation when violations occur. In most cases, violations other than felony crimes were considered by officers, supervisors and management as minor, and revocation was not pursued. However, in two cases, offenders who were not arrested after violating parole are alleged to have committed additional serious crimes.

Amite District Office

A four-time felony offender under maximum supervision on parole for drug offenses should have had personal, face-to-face contacts with the field officer at least eight times. None of the three different field officers assigned the case during the period of supervision ever contacted the offender in such a manner.

The offender also violated numerous conditions of parole. None of the field officers sought revocation for these violations until learning the offender had been arrested by police for auto theft and released from jail on bond. The field officer assigned the case at that time obtained an arrest warrant for parole violation, but failed to attempt to locate or take the offender into custody, even though division policy required the officer to attempt to locate and arrest him.

With supervisory and management knowledge of the status of the case, the warrant remained unexecuted for nearly three months, and the offender remained free. It was during that time the offender allegedly committed multiple murders. He was arrested by police and remains in jail.

At the time the file was reviewed by the Inspector General's Office, there was no documentation of any effort by the field officer to locate the offender. However, the officer told the reviewer that police led him to believe the offender was "on the run." Therefore, he did not visit the offender's residence or make any other effort to locate or arrest him.

Probation and Parole officials stated that policy allowed the officer 90 days to execute the arrest warrant, and only 84 days had passed from the time the warrant was received to the time the offender was arrested by police. However, policy states that once a warrant is

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issued, it “must be executed as soon as possible.” Also, policy states attempts to locate the offender must be made, “not only at the last known address, but through the employer and relatives. Each attempt so made must be documented in the case narratives... .”

As stated, according to the file at the time of the review, the officer made no visits to the offender’s home, had no knowledge where or if the offender was working and did not document any efforts to locate him until after the file was reviewed by the Inspector General’s Office.

Jefferson Parish District Office

An offender on parole for attempted murder and armed robbery had received personal, face-to-face contacts in excess of that required by division policy. However, the offender violated parole when he was jailed by police for allegedly breaking into his girlfriend’s residence and beating her. The field officer, unaware the offender had been arrested, made no effort to detain him for parole violation, and he was released on bond.

A month later, the officer learned of the offender’s arrest. Still no effort was made to obtain an arrest warrant because a jailer incorrectly informed the officer that the offender had been arrested for misdemeanors only, according to the officer. The officer did not obtain a police report on the incident, which would have shown the offender had been arrested for a felony. Several weeks later, the offender’s girlfriend notified the officer that the offender was harassing her. The officer warned the offender by telephone to stop harassing his girlfriend.

Three days later, the offender allegedly shot and killed his girlfriend’s stepfather, wounded her teenage brother, kidnapped his girlfriend and was later himself shot and wounded by state police trying to arrest him. He remains jailed on charges including kidnapping, murder and attempted murder.

The officer said that had she known the offender had been arrested for a felony, she would have detained him. The district manager said, although it is not required by policy, the officer should have been certain of the circumstances of the offender’s arrest by getting a copy of the written police report.

Falsely Represented Case

A supervisor in the Baton Rouge District Office falsely represented to the Inspector General’s Office that an offender’s case selected for review was classified as medium and

did not fall within the scope of the review. In fact, the case was maximum, and it is our opinion based on the following circumstances that the supervisor misrepresented the case deliberately.

During the review of cases in that district, a number of maximum supervision cases were randomly selected for review from a headquarters computer-generated list. The supervisor retrieved the case files for the reviewer from the field officers to whom the cases were assigned.

In one instance, the supervisor looked through the file before delivering it to the reviewer and found the case had not been supervised in compliance with division standards. The field officer had not had a single personal, face-to-face contact with the offender since the offender was placed on probation for theft (by bank fraud) in October, 1998.

According to the field officer, the supervisor came to his office, asked for the particular file, briefly reviewed it and told the officer the case was “a bad case with no contacts.” He said the supervisor told him she would “handle it” and “find a reason why it could not be reviewed” by the Inspector General’s Office.

When interviewed, the supervisor said she recalled locating the requested case file, briefly reviewing the case and finding it was not handled properly by the officer. She said she told the officer she would “handle it.” She said she left the field officer’s office knowing the case was a maximum supervision case, but she could not recall what caused her to think the case was a medium supervision case and to report that incorrect information to the reviewer from the Inspector General’s Office.

It was confirmed the requested case was a maximum case in which the field officer had never seen the offender. The case was subsequently included in the review.

The incident was reported to Department of Public Safety and Corrections Secretary Richard Stalder, who ordered an internal investigation of the matter. That investigation concluded the supervisor had mistakenly given incorrect information to the Inspector General’s Office, but did not conclude that her actions were intentional.

We conclude the supervisor’s actions were intentional based on the following:

- She told the reviewer the specific file was a medium supervision case outside the scope of the review only moments after she learned from the officer that it was an inadequately supervised maximum case.
- She admitted she told the officer she would “handle it.”

Computer Systems

Probation and Parole uses two data/information computer systems. One, called the Corrections and Justice Unified Network system (CAJUN), is used primarily at headquarters. The other, called the Case Management system, is used primarily at the district offices by field staff. Because the two systems do not communicate with each other, field officers must enter certain data, including the classification of a case, in both systems.

However, officers often failed to enter the required classification information (*i.e.*, maximum, medium or minimum) into the headquarters system, which automatically classifies cases as maximum unless a different classification is entered. This has resulted in incorrect classification of numerous medium and minimum supervision cases as maximum in the headquarters system, making data reports from that system inaccurate.

Probation and Parole officials were aware of this during the 1999 review and said the problem would be corrected. However, during this review, numerous cases listed as maximum on the headquarters system were actually correctly classified as medium or minimum cases on the Case Management system. In fact, reviewers found that all of the maximum supervision cases of some field officers were actually medium or minimum cases. A comparison of this data established that the number of cases classified as maximum in the CAJUN system is about 22 percent higher than that in the Case Management system.

Since Probation and Parole management and headquarters personnel use data and information from the CAJUN system almost exclusively, this has resulted in falsely inflated workloads for field officers.

Field Staff

Probation and Parole officials in 1999 asserted that lack of field staff was a primary cause of the division's failure to supervise sex, violent and maximum supervision offenders in accordance with policy. However, based on a 1996 workload study commissioned by

Probation and Parole which contradicted that assertion and based on our 1999 review, which showed inadequate field supervision even in district offices with lesser workloads, this office concluded heavy workloads alone did not explain the lack of compliance with field supervision policy.

Probation and Parole officials continue to assert that additional field staff is needed in order to achieve 100 percent compliance. In 1999, the division had 538 funded positions for field officers with 516 of the positions filled. As previously stated, the division currently has 527 funded positions for field officers with 503 of the positions filled, fewer than in 1999.

In 1999, officers logged about 2,000 hours of overtime per month. Currently, officers log about 3,000 hours of overtime per month. That difference equates to only about six additional positions, statewide.

Thus, even with fewer field officers, the division has improved its compliance with policy relative to required field contacts.

Most district managers and field officers interviewed said that the improvement was generally the result of more effective management. They said the improvement was also the result of the new Case Management computer program, the availability of lap top computers and the willingness of management to allow officers to work flexible schedules. The use of flexible work hours enables officers to contact offenders after normal business hours.

Conclusions:

1. Since the release of a 1999 report by the Inspector General's Office criticizing the Division of Adult Probation and Parole for failure to properly supervise certain offenders, the division has dramatically improved the rate of compliance with its policy relative to required field contacts.

The rate of compliance currently is 80 percent. In 1999, the rate of compliance was 26 percent. However, the exact level of improvement and performance cannot be determined due to a reduction in the number of the relevant offenders and changes in supervision standards.

The division has made this improvement without an increase in field staff.

2. Individual cases continue to be poorly supervised regarding field contacts and other requirements.
3. Field officers failed approximately 22 percent of the time to enter classification data into the headquarters computer information system resulting in headquarters using inaccurate classification information.
4. A supervisor in the Baton Rouge District Office falsely represented to the Inspector General's Office that a maximum supervision case was medium supervision. It is our opinion she did so deliberately.

Recommendations:

1. The Division of Adult Probation and Parole should continue its efforts to improve the rate of compliance with field supervision policy.
2. The division should insure that case classification data in the CAJUN computer system is accurate. Until this is corrected, the department should not use classification data from CAJUN for any purpose.
3. The division should take appropriate disciplinary action against the supervisor for deliberately providing the Inspector General's Office with false information.

Management Response:

A response from Probation and Parole Director Eugenie Powers is attached.

SUMMARY OF PROBATION AND PAROLE FIELD CONTACTS (2000 REVIEW)

District Office	Cases Reviewed			Sex and Violent Offenders			Maximum Supervision			Total		
	Sex & Violent Offenders	Maximum Superv.	Total	Required by Policy	Field Contacts Made	Rate of Policy Compliance	Required by Policy	Field Contacts Made	Rate of Policy Compliance	Required by Policy	Field Contacts Made	Rate of Policy Compliance
Alexandria	4	2	6	70	70	100%	15	15	100%	85	85	100%
Arnte	8	9	17	130	118	91%	76	55	72%	206	173	84%
Baton Rouge	10	5	15	180	168	93%	43	30	70%	223	198	89%
Felciana	3	2	5	66	62	94%	20	17	85%	86	79	92%
Jefferson	8	5	13	124	105	85%	33	22	67%	157	127	81%
Lafayette	6	9	15	150	113	75%	91	62	68%	241	175	73%
Lake Charles	6	8	14	114	99	87%	77	59	77%	191	158	83%
Leesville	3	3	6	66	62	94%	27	19	70%	93	81	87%
Minden	3	2	5	50	45	90%	13	7	54%	63	52	83%
Monroe	11	16	27	190	143	75%	140	84	60%	330	227	69%
Natchitoches	3	2	5	48	34	71%	17	13	76%	65	47	72%
New Iberia	5	5	10	80	69	86%	42	29	69%	122	98	80%
New Orleans (East)	11	5	16	170	132	78%	45	32	71%	215	164	76%
New Orleans (West)	6	7	13	122	103	84%	64	49	77%	186	152	82%
Shreveport	6	16	22	132	125	95%	149	118	79%	281	243	86%
St. Bernard	3	2	5	48	41	85%	15	9	60%	63	50	79%
Tallulah	3	7	10	62	54	87%	69	53	77%	131	107	82%
Thibodaux	7	7	14	154	111	72%	80	54	68%	234	165	71%
Ville Platte	4	3	7	84	72	86%	29	17	59%	113	89	79%
West Baton Rouge	4	4	8	84	74	88%	30	11	37%	114	85	75%
STATE TOTALS	114	119	233	2,124	1,800	85%	1,075	755	70%	3,199	2,555	80%

SUMMARY OF PROBATION AND PAROLE FIELD CONTACTS (1999 REVIEW)

District Office	Cases Reviewed			Sex Offenders			Maximum Supervision			Total		
	Sex Offen.	Max. Superv.	Total	Required by Policy	Field Contacts Made	Rate of Policy Compliance	Required by Policy	Field Contacts Made	Rate of Policy Compliance	Required by Policy	Field Contacts Made	Rate of Policy Compliance
Alexandria	5	6	11	144	89	62%	119	37	31%	263	126	48%
Amite	6	8	14	198	75	38%	219	68	31%	417	143	34%
Baton Rouge	6	0	6	177	33	19%	*	*	*	177	33	19%
Feliciana	6	0	6	100	4	4%	*	*	*	100	4	4%
Jefferson	7	5	12	117	12	10%	99	1	1%	216	13	6%
Lafayette	8	5	13	378	30	8%	77	6	8%	455	36	8%
Lake Charles	5	5	10	137	96	70%	96	50	52%	233	146	63%
Leesville	6	5	11	100	13	13%	106	32	30%	206	45	22%
Minden	9	5	14	283	70	25%	229	65	28%	512	135	26%
Monroe	5	5	10	83	15	18%	64	4	6%	147	19	13%
Natchitoches	5	5	10	91	31	34%	30	10	33%	121	41	34%
New Iberia	5	5	10	197	11	6%	152	0	0%	349	11	3%
New Orleans (East)	5	5	10	116	42	36%	85	16	19%	201	58	29%
New Orleans (West)	6	4	10	84	61	73%	53	23	43%	137	84	61%
Shreveport	5	5	10	193	122	63%	106	31	29%	299	153	51%
St. Bernard	5	5	10	96	4	4%	91	4	4%	187	8	4%
Tallulah	5	5	10	86	51	59%	58	18	31%	144	69	48%
Thibodaux	7	5	12	202	17	8%	71	4	6%	273	21	8%
Ville Platte	6	5	11	202	73	36%	103	13	13%	305	86	28%
West Baton Rouge	5	0	5	105	6	6%	*	*	*	105	6	6%
STATE TOTALS	117	88	205	3,089	855	28%	1,758	382	22%	4,847	1,237	26%

DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS

M. J. "MIKE" FOSTER, JR., GOVERNOR



RICHARD L. STALDER, SECRETARY

January 11, 2001

Bill Lynch
State Inspector General
Post Office Box 94095
Baton Rouge, LA 70804

Dear Mr. Lynch,

We appreciate the Office of State Inspector General recognizing the progress that the Division of Probation and Parole has made since the June 1999 report. The progress is significant, pervasive, and sustained. We believe, however, that some of the observations and conclusions arrived at in the current report fail to accurately portray the Division and its attempts to provide effective and efficient probation and parole services.

On the positive side, we acknowledge that changes over the past year have shifted our priorities to those cases which pose the greatest threat to public safety. This shift has resulted in an improvement in required contacts which is reflected in the Inspector General's report. However, while the number of field contacts may have been reduced from what they were in 1999, the designation of certain cases as "specialist" and "maximum" means that officers have the same, if not more, face-to-face contacts with offenders.

Some of the cases cited in the "Poorly Supervised Cases" section failed to give a complete picture of the situation. The Division would like to note several of the cases that were cited as poor were assigned to officers who had been already identified as having work problems and were in work plans or some other action. Appropriate action will be taken on those problems the report brought to light. In addition, the Division has developed some, and is working on other, staff performance tracking reports using our case management system that will quickly identify potential work problems resulting in action plans designed to improve performance.

Amite Case - We disagree with the summarization and conclusion regarding the supervision of this case by the officer in question. During the period of time discussed in this report this offender was supervised by three individual officers. The officer referred to in the report was supervising a full caseload of approximately 140 offenders and was "monitoring" a second full caseload. This officer was required to "monitor" the second caseload due to the extremely high turnover rate and the difficulty of hiring new personnel in Amite District at that time. It should be noted that AMD lost

sixteen (16) officers in the eighteen month period discussed in this case from September 24, 1998 to February 4, 2000. An officer "monitoring" a caseload is not responsible for normal supervision requirements, but only emergencies and very serious problems. This case was not officially assigned to this officer until after offender's arrest on September 28, 1999.

However, even with this extra workload, the officer requested a warrant for this offender on October 5, 1999, promptly after learning of the offender's September 28, 1999 arrest. On October 8, 1999, prior to receiving the warrant and having already determined the offender had absconded and was not living at his stated place of residence, the officer notified the local police chief of the situation and asked him to assist in locating and arresting this offender. The chief advised him the offender was not living in this area and word was he had moved to another city.

On October 18, 1999, the officer received the warrant and promptly notified the sheriff offices of the two surrounding parishes of the situation and requested their assistance in locating and arresting this offender. At this time, the officer also flashed the warrant with the National Crime Information Center and advised the local Chief of Police of the existence of the warrant and again requested the chief's assistance in locating and arresting this offender.

Jefferson Case - The incident which occurred in the Jefferson District was the result of conditions locally as well as the failure of the agent to follow through on information. Had a detainer been filed when the subject was first arrested, it would not have guaranteed that he would have remained in jail and therefore been unable to commit the second offense. As a result of that incident, measures have been taken which hopefully will improve the Division's effectiveness in handling such offenders. We continue to work with officials in Jefferson Parish to improve the local detention of offenders.

Computer System - Input into both information systems is primarily by the district offices. The Division's emphasis in the past 18 months has been the case management system and, as noted, the two systems do not "speak yet", thus requiring double entry. The Division is now aware of the problem with the differences in the level of supervision in both systems, and has identified possible solutions to address the issue. We would like to note the number of cases in CAJUN is correct, and the Division does not use levels of supervision (except specialized sex offenders/violent offenders) to request officers or allocate positions.

Field Staff - The Division believes that the improvement in required contacts is due to more effective use of available personnel. During the 1996 time study that is mentioned in this year's and last year's report, there were fewer than 50,000 cases under supervision with the same number of agent positions that the Division has today. Now, there are over 55,000 cases with fewer filled agent positions due to turnover caused by our salaries compared to other law-enforcement agencies and the 3000 plus hours of overtime that our agents put in each month to make the required contacts on

their caseloads to reach the Division's revised supervision standards. There is so much more to an officer's job than "making contacts". Good supervision requires listening to offenders, family and friends, detecting possible problems, early intervention, referrals as needed to hopefully prevent violations and crime as well as responding to violations, etc. More officers would result in better and more intensive supervision of offenders, thus enabling the Division to more effectively carry out its mission of public safety.

In reference to page ten of the IG's report labeled "Falsely Represented Case", we disagree with the report's conclusion. This agency conducted an investigation into this matter, found no proof that the supervisor intentionally misrepresented information regarding the case in question and took appropriate action on this personnel matter. Due to the seriousness of the allegation the following information regarding the incident is presented.

On the date of the Baton Rouge District audit, Mr. Wilsford brought a CAJUN list of maximum supervision cases generated at Headquarters with him. He requested that the case files for these cases be brought to him for his review. The supervisor and several clerical employees set about collecting the requested cases. Meanwhile, BRD personnel set Mr. Wilsford up in an office and instructed him on the use of our Case Management System. While collecting the case files, the supervisor and the clerical personnel discovered that many of the cases were incorrectly identified in CAJUN as maximum cases because the supervising officers had not updated CAJUN to reflect the reduction in supervision level after the last Risk/Needs Evaluation had been conducted.

In the process of collecting these cases, the supervisor would ask the officer the condition of the case. One officer responded by indicating the case was not being supervised according to required standards. The supervisor indicates she advised the officer the case was a "mess" and that she would "handle it with the IG". She indicates she continued collecting the requested cases and at some point brought him a stack of cases. She indicates she advised him many of the requested cases were incorrectly identified on his CAJUN list as maximum when they were medium and instructed Mr. Wilsford on how to look this information up in Case Management on the computer made available to him.

The supervisor gave Mr. Wilsford the requested files and identified the ones that were medium. She states that over half the cases requested by Mr. Wilsford were incorrectly identified as maximum and she made numerous trips around the office and back to Mr. Wilsford collecting and bringing him the cases he asked for. She indicates it was very confusing and she inadvertently placed the case file in the stack of cases with inaccurate supervision levels, but absolutely did not attempt to mislead Mr. Wilsford.

The IG's report indicates that the officer of the case stated that the supervisor advised him that she would "handle it" and that he assumed she meant that she was going to keep the case from being audited.

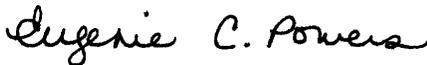
An investigation into the incident determined there was insufficient information to conclude that the supervisor had intentionally misled Mr. Wilsford. This was based on the following facts.

1. Over half of the cases initially requested by Mr. Wilsford and many of the alternate cases he selected reflected incorrect supervision levels in CAJUN. This caused considerable confusion, which could have easily lead to an honest error on her part.
2. The case file in question was given to Mr. Wilsford and he was instructed on how to verify the information in case management relative to the supervision levels. BRD personnel made a serious effort to provide the auditor with complete access to all information.
3. The supervisor admits stating she would "handle it with the IG". Taken in the full context of this statement, the most logical interpretation is that she was cooperating and working with the IG, not against him.
4. No motive for the supervisor's actions could be found. She does not supervise the officer of this case and its condition did not reflect in any way on her job performance.

The supervisor referred to in the IG's report has reviewed the Division's response to the incident as stated above and is in agreement with that response.

In conclusion, the Division will continue its efforts to comply with field supervision policy. Many significant improvements in virtually all of the agency's operations have occurred in the past 18 months. The Division intends to continue on that positive track and provide the most effective services possible with the available resources in accordance with our mission, goals and objectives.

Sincerely,



Eugenie C. Powers
Director

ECP/dgr