
 <p>State of Connecticut Department of Correction</p> <p>ADMINISTRATIVE DIRECTIVE</p>	Directive Number 4.5	Effective Date 01/09/2015	Page 1 of 8
	Supersedes Victim Services, dated 9/1/2011		
Approved By:  Interim Commissioner Scott Semple	Title Victim Services		

1. Policy. The Department of Correction shall provide notification, support, information and the opportunity for input to victims of crime upon request and in accordance with all applicable laws.
2. Authority and Reference.
 - A. Constitution of the State of Connecticut, Article XXIX.
 - B. Connecticut General Statutes, Sections 18-78b, 18-81, 18-81e, 51-286d, 51-286e, 53a-32, 54-126a, 54-203, 54-227 through 54-231, 54-251, 54-255 and 54-258.
 - C. Administrative Directives 1.5, Public Information and News Media Relations; 4.1, Inmate Records; and 9.5, Code of Penal Discipline.
 - D. American Correctional Association, Standards for the Administration of Correctional Agencies, Second Edition, April 1993, Standard 2-CO-4G-02.
 - E. American Correctional Association, Standards for Adult Correctional Institutions, Fourth Edition, January 2003, Standard 4-4447.
 - F. American Correctional Association, Performance-Based Standards for Adult Local Detention Facilities, Fourth Edition, June 2004, Standard 4-ALDF-7F-02.
3. Definitions. For the purposes stated herein, the following definitions apply:
 - A. Business Hours. Monday through Friday, excluding state holidays, from 7:00 am to 4:00 pm, during which the Victim Services Unit is staffed.
 - B. Community Supervision. A collective term that encompasses the release mechanisms of parole, Transitional Supervision, Transitional Placement, community release (Halfway House) and furlough.
 - C. Discharge. The release (i.e., end of sentence, bond out or release from court) of an inmate from the legal custody of the Department of Correction.
 - D. Non-Business Hours. All hours other than the hours listed in Section 3(A) above, including holidays that the Victim Services Unit is not staffed.
 - E. Reentry Furlough. The furlough of an inmate to an approved residence in the community during the final portion of the sentence for the purpose of reintegration of the inmate into the community.
 - F. Victim. An individual who suffers direct or threatened physical, emotional or financial harm as a result of the instant offense for which another individual is incarcerated; a deceased victim's immediate family; or a legal representative of the victim. For purposes of this Directive, all references shall be only to those victims who are registered for notification with the Victim Services Unit.
 - G. Victim Notification Package. Provides information to the facility regarding the victim's address and telephone number(s) to be used in case of an escape or immediate contact.
 - H. Victim Services Unit. A subdivision within the External Affairs Unit responsible for providing inmate status notification to victims of crime.
 - I. Victim Services Unit Database. A Microsoft Access electronic database.

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4. Victim Services Manual. The Victim Services Unit Supervisor shall develop and maintain a manual detailing the operation of the Victim Services Unit. Annually, the Victim Services Manual shall be submitted to the Director of External Affairs for review. Upon completion of the review, the Director of External Affairs shall forward the Victim Services Manual, along with any recommendations, to the Commissioner of the Department of Correction for review and approval.
5. Request for Victim Notification. Any written request received by the Department from a victim, or victim advocate, of an offense attributed to a specific individual committed to the custody of the Department shall be forwarded to the Victim Services Unit for review. The Victim Services Unit shall acknowledge the victim's request by utilizing CN 4501, Letter of Acknowledgement. The Victim Services Unit shall enter a Victim Notification Profile into the RT/ Mocha system, the Victim Services Unit Database, and forward a copy of the Victim Notification Package to the records office of the appropriate facility or Parole and Community Services Unit housing the inmate. The Victim Notification Package shall be located in a secure area in the records office separate from the inmate master file. The Victim Notification Package shall consist of the following forms: CN 4502, Victim Notification Receipt; and CN 4503, Victim Notification.
6. Victim Notification. Victims registered with the Victim Services Unit shall be notified as follows:
 - A. Notification Protocols for Escapes and Return to Custody.
 1. Escape from Correctional Facility. If an inmate with a victim notification escapes from a correctional facility regardless of the time of day, the Shift Commander or designee shall retrieve the victim notification package from the records office and attempt to contact the victim telephonically of the change in status using all contact numbers supplied by the victim as listed in the victim notification package.
 - a. Successful Contact with Victim. If contact with the victim is successful, the contact shall be documented in the victim notification package indicating that notification has been made along with the date and time of notification. In addition, a message shall be left with the Victim Services Unit (888-869-7057) informing the unit of the victim notification.
 - b. Contact via Answering Machine/Voice Mail. If contact cannot be made with the victim directly and the victim has requested notification via answering machine or voice mail, the Shift Commander or designee shall leave a message updating the victim on the inmate's status. The Shift Commander or designee shall then leave a message with the Victim Services Unit (888-869-7057) informing the unit of the status of the victim notification. All answering machine or voice mail contacts shall be documented in the victim notification package.
 - c. Unsuccessful Contact Attempt. If contact cannot be made with the victim directly and the victim does not have an answering machine/voice mail the Shift Commander or designee shall contact the local police agency where the victim resides and request a well-being check from the dispatch center. After contacting the local police agency, the Shift Commander or designee shall attempt to contact the victim one additional time using all contact numbers supplied by the victim as listed in the

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victim notification package. The Shift Commander or designee shall then leave a message with the Victim Services Unit (888-869-7057) informing the unit of the status of the victim notification. All attempts to contact the victim shall be documented in the victim notification package.

2. Escape/Abscond from Community Supervision during Business Hours. If an inmate with a victim notification escapes or absconds from community supervision during the time the Victim Services Unit is staffed in accordance with Section 3(A) of this Directive, the supervising parole officer shall contact the Victim Services Unit via phone at 888-869-7057 and update the Victim Services Unit of the inmate's change of status.
3. Escape/Abscond from Community Supervision during Non-Business Hours. If an inmate with a victim notification escapes or absconds from community supervision during the non-business hours of the Victim Services Unit, the supervising parole officer shall then leave a message with the Victim Services Unit (888-869-7057) notifying the unit of the status of the inmate. At this point, the Victim Services Unit shall attempt to make contact with victim on the following business day.
4. Return to Custody. If an inmate with a victim notification is returned to custody from either an escape from a correctional facility or escape/abscond from community supervision, the following shall occur:
 5.
 - a. Return from escape from a correctional facility. If an inmate with a victim notification escapes from a correctional facility and is returned to the Department of Correction, regardless of the time of day, the Shift Commander or designee shall retrieve the victim notification package from the records office and contact the victim services unit (888-869-7057) regarding the status of the inmate.
 - b. Return from escape/abscond from Community Supervision. If an inmate with a victim notification escapes/absconds from a community supervision placement and is returned to the Department of Correction, regardless of the time of day, the Parole Manager or designee shall contact the Victim Services Unit (888-869-7057) regarding the status of the inmate.

Once the Victim Services Unit is notified, by the appropriate authority, of the escape/abscond status of the inmate, the victim services unit shall notify the victim regarding the inmate's return to custody. During hours when the records office is closed and victim notification is required, the Shift Commander or designee shall retrieve the victim notification package and attempt to contact the victim telephonically of the change in status using all contact numbers supplied by the victim as listed in the victim notification package. If contact is not made with the victim, a message may be left in accordance with Section 12(A) (1) (b) of this Directive; otherwise the Victim Services Unit shall notify the victim via U.S. mail. All attempts to contact the victim shall be documented in the victim notification master file and the Victim Services Unit Database.

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- B. Notification during Business Hours. The Victim Services Unit shall provide written and/or telephonic notification to the victim within 45 calendar days, but not later than 14 calendar days, prior to an inmate's discharge or when the Victim Services Unit is notified of an inmate's pending release to pardon or community supervision. The Victim Services Unit shall advise the victim that the inmate may be granted community supervision and could be released prior to the scheduled discharge.

When an inmate with a victim notification is released at court or bonds out, the records office or the Shift Commander (or designee) shall immediately contact the Victim Services Unit telephonically (888-869-7057). The Victim Services Unit shall then attempt to contact the victim telephonically to inform the victim of the change of the inmate's status using all contact numbers supplied by the victim as listed in the victim notification master file. If contact cannot be made, the Victim Services Unit shall notify the victim in writing advising him/her of the inmate's status. The Victim Services Unit shall document all actions taken in the victim notification master file and in the Victim Services Unit Database.

- C. Notification during Non-Business Hours. If an inmate with a victim notification is released from court or bonds out during non-business hours as outlined in Section 3(D) of this Directive, the records office or the Shift Commander (or designee) shall retrieve the victim notification package and attempt to contact the victim telephonically and advise them of the change in status using all contact numbers supplied by the victim as listed in the victim notification package. If contact is made, the records office or the Shift Commander (or designee) shall contact the Victim Services Unit telephonically (888-869-7057) and leave a message indicating that contact was made with the victim.

If contact cannot be made, the records office or the Shift Commander (or designee) shall contact the Victim Services Unit telephonically (888-869-7057) and leave a message indicating the notification status. All attempts to contact the victim shall be documented in the victim notification package. The Victim Services Unit shall notify the victim in writing advising him/her of the inmate's status. The Victim Services Unit shall document all actions taken in the victim notification master file and in the Victim Services Unit Database.

- D. Notification to the Judicial Office of Victim Services. The Department shall notify the Judicial Office of Victim Services through an automated process whenever there is a release of an inmate from a correctional facility.

- E. Notification of institutional inmate transfers to victims. Individuals registered with the Department of Correction Victim Services Unit will not be notified of inmate transfers that occur WITHIN the Department of Correction. The inmate's location can be accessed through the DOC Website at www.ct.gov/doc under "Offender Information." The only information authorized for release to individuals registered with the DOC Victim Services Unit will be that information listed on the RT-80 screen in accordance with Administrative Directive 1.5, Public Information and News Media Relations.

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7. Readmission. When an inmate is readmitted into the Department, and still owes an obligation to the Department of Correction for an offense requiring victim notification, such notification shall remain active. The Victim Services Unit shall follow the procedure outlined in Section 5 of this Directive, the records office shall then follow the procedure detailed in Section 6 of this Directive.

8. Removal of Victim Notification. If the victim of a previous incarceration has not requested notification for the current incarceration, in accordance with Section 7 of this Directive, the Victim Services Unit shall remove the Victim Notification Profile. The Victim Services Unit shall advise the records office staff of the discontinuation of the Victim Notification Profile. The records office staff shall remove the Attachment B, Master File Victim Notification Card from the inmate's master file and forward the confidential Victim Notification Package to the Victim Services Unit.
 - A. Removal Protocol due to notification return to the Victim Services Unit.
 1. Return of notification from US Postal mailing. If the Victim Services Unit receives a return to sender or unable to forward notification letter from the US Postal service, the Victim Services Unit will immediately attempt to establish contact with the registered victim(s) for the purpose of updating their contact information. If the victim is unable to be contacted, by phone or email address if provided, and a notification message is able to be left, then the victim will have fourteen (14) calendar days to update the Victim Services Unit with the appropriate contact information. If contact is attempted by the Victim Services Unit and there is no working contact information or the fourteen (14) calendar days have passed with no information update by the registered victim(s), then the Victim Services Unit will immediately remove the victim for the victim notification process due to inability to make proper, adequate, and timely notifications in accordance with section 12 of this directive. Any and all removal of victim(s) from victim notifications shall be documented in the victim notification file and in the Victim Services database.

9. Notification of Application. A victim shall be notified when an inmate files a notice of application for any of the following:
 - A. Pardon;
 - B. Parole;
 - C. Transitional Supervision;
 - D. Transitional Placement;
 - E. Community Release (Halfway House);
 - F. Furlough;
 - G. Sentence Reduction;
 - H. Sentence Review;
 - I. To be exempt from sex offender registration requirements; and,
 - J. To restrict dissemination of sex offender information or remove such a restriction.

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10. Records Office Procedures. An Attachment B, Master File Victim Notification Card with the inmate's name and number on it shall be placed on top of Section 4 of the inmate's master file, in accordance with Administrative Directive 4.1, Inmate Records. For high visibility, Attachment B, Master File Victim Notification Card shall be pink in color. CN 4502, Victim Notification Receipt, shall be signed as acknowledgment of receipt and a copy returned to the Victim Services Unit. All victim information shall be maintained separately from the inmate master file in a secured confidential file in the records office.

Upon discharge, the records office staff shall place the victim notification package in a sealed envelope, affix the envelope to Attachment B, Master File Victim Notification Card and forward the package to the Victim Services Unit.

11. Removal of Inmate Master File from the Records Office. Whenever a file containing an Attachment B, Master File Victim Notification Card is to be removed from the records office, the Attachment B, Master File Victim Notification Card shall be removed from the file and remain with a records office staff member. The records office staff member shall immediately replace the Attachment B, Master File Victim Notification Card in the inmate's master file when the file is returned to the records office.

12. Transfer of File. Upon transfer of an inmate to another correctional facility or Parole and Community Services Unit whose file contains a victim notification card, the sending facility's records office staff shall place the Victim Notification Package in a sealed envelope, and affix the envelope securely to the Attachment B, Master File Victim Notification Card which shall be forwarded with the inmate master file. The receiving facility or the Parole and Community Services Unit shall immediately detach the envelope and file it as detailed in Section 6 of this Directive. If the inmate is transferred out of Connecticut's jurisdiction, then the victim notification package shall be transferred to the Interstate Management Unit and shall be processed in accordance with section 6 of this directive.

13. Access to Records. All victim information is confidential and shall not be released to anyone except as indicated in this section. For the purposes of victim notification, the Department may make available to the Judicial Office of Victim Services, Board of Pardons and Paroles, States Attorney's Office, Law Enforcement Agencies and the Office of the Victim Advocate, direct access to any records in its custody, including computerized Criminal History Record Information. No inmate or inmate representative shall have access to any portion of a victim's personal information.

When responding to inquiries from the general public requesting the status of an inmate, the Victim Services Unit shall only release information that is on the Department's Public Information Screen (RT-80) or refer the inquiry to the Department's Public Information Office.

14. Record Retention for the Victim Services Unit: In accordance with Administrative Directive 4.7, Records Retention and the Connecticut State Library, Records Retention Schedule Department of Correction (RC-050), the Victim Services Unit shall retain all Victim Notification Master files and information in the Victim Service Unit database for five (5) years from the date of the inmate discharge, or until all litigation is resolved, whichever is later. The Victim Services Unit shall also follow the guidelines outlined by the Connecticut State Library, Records Retention Schedule Department of Corrections (RC-050) and utilize the appropriate documentation, Records Disposition Authorization- State Agencies form (RC-108) in regards to the destruction of Victim Notification records.

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15. Victim Notification Update of Contact Information. Upon receipt of a request from a registered victim to update their contact information with the Victim Services Unit, the Victim Services Unit shall update the information in the Victim Services Unit Database, as well as notify the records office of any victim notification update utilizing CN 4504, Victim Notification Update. The records office shall record the information and place a copy of the notice in the victim's separate confidential file, and return a signed copy of CN 4504, Victim Notification Update to the Victims Services Unit acknowledging receipt of the updated information.
16. Disciplinary Action. In the event that a victim notifies a Department of Correction Official or the institution discovers that an inmate contacted or attempts to contact his/her victim, whether they are or are not registered with the Victim Services Unit, in accordance with Administrative Directive 10.7, Inmate Communications, the inmate shall be issued a Direct Order to Cease Contact (CN100703). If after the direct order, the inmate contacts or attempts to contact his/her victim, the facility shall issue the inmate a Class A disciplinary report for Flagrant Disobedience in accordance with Administrative Directive 9.5, Code of Penal Discipline. If there are any active orders of protection imposed on the inmate for the victim, then the inmate could be subject to criminal action brought forth by the institution and/or registered victim, as well as disciplinary action resulting in a disciplinary report for Flagrant Disobedience in accordance with Administrative Directive 9.5, Code of Penal discipline.
17. Victim Notification Audits. The Victim Services Unit shall conduct monthly and annual audits of all facilities. The purpose of these audits shall be to ensure compliance with this Directive.
- A. Monthly Audit. On a monthly basis the Victim Services Unit shall fax CN 4505, Victim Notification Audit Receipt along with a list of names of inmates that have a victim notification on file with the Victim Services Unit, to the facility Records Specialist for review. The Records Specialist shall determine if the facility has a Victim Notification Package for each of the listed inmates and shall indicate by placing a check in the appropriate box of CN 4505, Victim Notification Audit Receipt to indicate that all files are in order. If there is a discrepancy, the Records Specialist shall indicate by checking the appropriate box to indicate action needs to be taken. The Records Specialist shall indicate in the comments section the action taken. This receipt shall be faxed back to the Victim Services Unit within seven (7) business days.
- B. Annual Audits. The Victim Services Unit Audit Coordinator shall inspect all Victim Notification Packages at each facility annually for the following:
1. Attachment B, Master File Victim Notification Card in the inmate's master file;
 2. A copy of CN 4502, Victim Notification Receipt; and,
 3. A copy of CN 4503, Victim Notification.

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18. Forms and Attachments. The following forms and attachments are applicable to this Administrative Directive and shall be utilized for the intended function:
- A. CN 4501, Letter of Acknowledgment;
 - B. CN 4502, Victim Notification Receipt;
 - C. CN 4503, Victim Notification;
 - D. CN 4504, Victim Notification Update;
 - E. CN 4505, Victim Notification Audit Receipt;
 - F. Attachment A, Master File Victim Notification Card.
19. Exceptions. Any exceptions to the procedures in this Administrative Directive shall require the prior written approval of the Commissioner.