

Coconino County Adult Probation COVID-19 Response Protocols

UPDATE, March 26: Situation A.2, Effective Immediately

All of Situation A is still in effect, with one modification. ALL RESIDENTIAL AND IN PERSON CONTACTS are now approved to be conducted via technology. No in person contacts shall be conducted unless an eminent public safety risk exists. Please staff all in person client contacts with a super. At this time, this change is related to existing clients and code requirements. Some individuals will still report to the office for intakes. Residence verifications can also creatively be done via technology. The client can walk around on video conferencing to confirm their living space. You can even meet their family this way.

March 18: Situation A (Required Changes to Protocols, in Effective Immediately until April 1st unless otherwise notified):

Current status: emergency declaration; no or minimal public or staff illness;

Low risk clients: telephonic/video conferencing contacts only. No office contacts, no field contacts unless there is an emergency situation. Staff with super.

Medium-low: All contacts can be done through video conferencing. Curfews, and other documentation can be done over email, text or mail. No field contacts unless approved by a super. If field contacts are done, they should be outside. It is acceptable to call a client and ask them to come outside to see them. Contacts can be made from the car.

Medium high to high risk, including IPS. Half of required contacts can be done via video conferencing (half in person). When field contacts are done, they should be outside. It is acceptable to call a client and ask them to come outside to see them. Contacts can be made from the car.

- All video conferencing calls are to be logged as a face to face with an explanation in the notes about the state of emergency due to COVID-19. If video conferencing is unavailable due to technology limitations or lack of access, each supervisor may authorize phone calls to meet minimum contacts and case record shall be documented.
- Residence verification requirements, where mandated by a client's status, are still in effect.

If you have noncompliance behavior or public safety concerns, a field contact is required. Staff with your super and take necessary precautions. Use good judgement.

Situation B:

Significant disruption due to illness. Must be authorized by a member of management. All low risk contacts are waived pursuant to authority granted to Chief Probation Officer by code.

For medium and high-risk clients on standard pursuant to authority granted to Chief Probation Officer by code:

- Contacts are required for high risk clients of any kind – all can be done video conferencing.
- Contacts are required for sex offenders, DUI and DV offenders. All can be done video conferencing.
- All other standard probation types contacts waived, including Medium risk, non-sex offender, non-DV, non-DUI.

IPS levels of all kinds. All contacts done via video conferencing. Waiver is not available for IPS cases.

- If video conferencing is unavailable due to technology limitations or lack of access, each supervisor may authorize phone calls to meet minimum contacts and case record shall be documented.
- All video conferencing calls are to be logged as a face to face with an explanation in the notes about the state of emergency due to COVID-19.
- If you have noncompliance behavior or public safety concerns, a field contact is required. Staff with your super and take necessary precautions.

Any member of the management team can authorize a switch to plan B if the Chief Probation Officer is unable to do so.

A copy of the directive email shall be placed in every client file impacted by the emergency situation brought on by COVID-19.