

**MISSOURI DEPARTMENT OF CORRECTIONS
TRAINING ACADEMY
LESSON PLAN**

COURSE TITLE: Inservice

CLASS TITLE: Quality Reports

MODULE TITLE: Quality Reports

Prepared By: Jim Restemayer, Debra Bowe, Fred Cain, Norman Kissinger
Date: June 2006

OVERVIEW

This course is offered to all institutional staff in order to build upon their technical knowledge, skill and overall understanding of the report writing process. The students will review the report writing process and they will practice correcting technical errors on example reports.

PARAMETERS

Hours: 6.0

Space: Large classroom

Number: Varies

Audience: Institutional Staff

PERFORMANCE OBJECTIVES

At the conclusion of this course, participants will be able to:

1. Given a scenario, write a conduct violation and critique it for the essentials of report writing;
2. Using the documents provided, correct any technical errors according to the information provided in this module;
3. Utilizing a picture and the listed phrases, distinguish between facts and opinions and elaborate on the impact of potential consequences; and
4. Develop an individual action plan on ways to improve documentation and report writing skills.

EVALUATION TECHNIQUES

Evaluation techniques utilized by the trainer(s) to determine if the performance objectives have been met.

1. Class Feedback
2. Evaluations

REQUIRED MATERIALS/EQUIPMENT/SUPPLIES NEEDED

	Overheads	X	Projector screen
	Overhead Projector	X	Computer & LCD
X	Slide show		Television(s)
	Videotape Player		Video Camera
	Posters		Masking Tape
X	Markers	X	Easel Pads & Stands

Videotapes:

“Use of Force – Staff Assault” – actual video of an incident for guided practice

Other:

STUDENT HANDOUTS

Title

Training Manual

Completed Sample CDVs and IOCs

INSTRUCTIONAL STRATEGIES

Lecture/discussion/case studies/role play

REFERENCES

The following books and materials were used as a basis for this lesson plan. The instructor should be familiar with the material in these reference documents to effectively teach this module.

TITLE	TITLE
1. IS Policies 19-1.1; 19-1.2; 19-1.3; 19-1.4 effective dates of August 1, 2006.	4.
2.	5.
3.	6.

Prerequisite Training/Certification: Basic Report Writing

Curriculum Content Approved by:

Date Approved:

Cyndi Prudden/Tom Villmer/Ronda Pash

Curriculum Design Approved by:

Date Approved:

Linda Dunbar, Curriculum Design Specialist

Original Date: November 2001

Revised: June 2006 (Norman Kissinger) CDV Policy changes

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ANTICIPATORY SET

Ask Participants: How important is paperwork to the Department of Corrections, do you think? Why or why not?

Possible Responses: None, a lot

Obviously, the Department generates a great deal of paperwork and the quality of that paperwork impacts the manner in which it conducts its business.

Ask Participants: Has anyone had to prepare a report or write a conduct violation? Have you ever had a report or violation returned for a re-write? Have you ever reviewed a report or violation and had to return it to the author for a re-write because it was poorly written or not clear what was being said?

Possible Response: Yes, no,

We all have a stake in writing well because our written communication reflects upon us individually as professionals and upon the Department as a whole. Our reports can also have significant legal and organizational consequences as we will see later in this program.

This course is designed to promote good writing skills by providing you with information and activities that allow you accomplish the following tasks:

PERFORMANCE OBJECTIVES

1. Given a scenario, write a conduct violation and critique it for essentials of report writing;
2. Using the documents provided, correct any technical errors according to the information provided in this module;
3. Utilizing a picture and the listed phrases, distinguish between facts and opinions and elaborate on the impact of potential consequences; and

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4. Develop an individual action plan on ways to improve documentation and report writing skills.

INSTRUCTIONAL INPUT

This course builds upon the fundamental writing skills presented in the Basic Training Report Writing class, so, let's begin with a brief refresher of those fundamentals and how to apply them in our written communication.

At the outset, we should agree on what a report is and what purposes it serves in our business.

DEFINITION AND PURPOSES OF A REPORT

Our definition of a report is:

“ A written summary of events or information that the author has seen, heard or investigated and provides a permanent record of those events or information.”

Some of the purposes or functions of a report include the following:

- Beginning or continuing an investigation
- Informing other staff about an incident
- Documenting compliance with standards or objectives
- Starting disciplinary or legal action
- Preparing court cases
- Evaluating staff performance
- Changing/revising policy or procedure
- Improving safety and security
- Preparing statistics and other information

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- Reminding witnesses or participants of an event

TYPES OF REPORTS IN THE DEPARTMENT

There are a variety of reports utilized by correctional workers that fulfill the functions noted above such as:

- Conduct violations
- Work requests
- Investigative summaries
- Maintenance reports
- Inspections results
- Log entries

Please note that some types of reports listed require the completion of a specific officially sanctioned form, e.g., a Conduct Violation Report and a Log entry.

Now that we have reviewed what a report is and what it does, let's look at the basic elements of writing that are included in a well-written report.

SEVEN BASIC ELEMENTS AND FOUR C's

These elements are:

- Who** - identifies the person or persons involved in or witness to an incident
- What** - identifies the specifics of an event or incident
- Where** - identifies the location of the event or incident
- When** - identifies the date and time an incident occurred.
- How** - identifies the sequences of actions or events that occurred during an incident.
- Why** - identifies the reason an incident or event occurred. This element is included only when such information is verified; it does not include speculation or opinion.
- Action taken** - identifies what measures were taken to resolve the incident

A report can contain all these elements and still not be considered well-written if it cannot be easily read or understood by the

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recipient. Before a finalized report is submitted, it should be checked to ensure that it reflects the following qualities, also known as the '4 Cs':

- Is the report **CLEAR**?
Can the reader easily read and understand the reports? Is it simple, direct and logical?
- Is the report **COMPLETE**?
Does the report include all the basic elements?
- Is the report **CONCISE**?
Is the report to-the-point and free of unnecessary prose or "25 cent" words?
- Is the report **CORRECT**?
Is the report accurate? Does it objectively describe the incident?

TARGETING THE AUDIENCE

One final guideline that facilitates good writing as you prepare a report is to keep your audience in mind, or target your audience. Ask yourself who will be reading your report. It may be your immediate supervisor or it could be for staff in a different section of the institution than your own. In some cases, such as the Inmate Grievance process, it may be the members of the Citizens' Advisory Committee who may not be familiar with the operations, procedures and responsibilities of your particular work area. So remember to fully explain and describe the situation, information or incident you are reporting. Simply put, the reader should be able to read your report and have very few, if any, questions, as to what happened or what you are saying. Remember that your reader was likely not present when the event or incident occurred nor does the reader have the same perspective about your subject matter as you do; it is up to you, the author, to ensure that the reader is given a clear picture of your point.

REFRESHER SUMMARY/PROCESSING QUESTIONS

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Ask Participants: What is a report?

Correct Response: A written summary of events or information that the author has seen, heard or investigated and, once completed and signed by the author, provides a permanent record of those events or information.

Ask Participants: List the seven essential elements contained in a well-written report.

Correct Response: Who, what, when, where, why, how and action taken.

Ask Participants: What information does each of these elements provides in a report?

Correct Response:

- ✓ **Who** - identifies victims, witnesses, author
- ✓ **What** - event occurred, evidence was found
- ✓ **When** - date and appropriate time
- ✓ **Where** - specific location or place an event or incident occurred
- ✓ **Why** - the reason an event occurred, used only when this information can be verified or corroborated
- ✓ **How** - the narrative or body of the report, describes sequence of activities in the event or incident
- ✓ **Action taken** - what was done to conclude or resolve the incident

Ask Participants: What four qualities are reflected in a well-written report, i.e., what criteria can be used to evaluate a report?

Correct Response: The four Cs—concise, clear, complete and correct.

The fundamentals of good report writing that we've just discussed are probably not new information to most of you. However, it can be a daunting task to apply this information in practice even for the best of report writers. Let's take some time at this juncture to give you the opportunity to hone your report writing skills. Please keep in mind that the purpose here is to practice what we have learned

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as well as to learn from each other.

GUIDED PRACTICE

Disseminate one Inter-Office Communications from the following to each group. Ask each group to choose a recorder and a spokesperson. You will have 15 minutes to complete the task. Instruct the groups to:

- Review and critique each report utilizing the four Cs and for grammatical, spelling and general report writing errors;
- List findings on a easel sheet;
- Post the easel sheet; and
- Report out on their respective findings.

Following is the IOC (Narrative section only) to Janet Quade From Richard Stone [IOC Example #1]:

IOC Example #1 Narrative

TO: Janet Quade, CCW I HU #21
FROM: Richard Stone, CO I (Signature)
SUBJECT: In Re: SMITH, John #99
Informal Resolution Request
DATE: 6/27/06

In response to your request for information regarding the Informal Resolution Request filed by offender SMITH #99 he alleges racism, harassment and staff wrong-doing with his treatment here at the correctional center.

My dealings with offender SMITH have always been performed in a professional manner. I do not deviate from, as implied by this offender from the procedures set forth in D5-7.1, Offender Urinalysis Testing. Instead, following the procurement of any specimen from this offender, as with everyone else who is ordered to submit to a sample for urinalysis testing, the sample is sealed, labeled and prior to their leave, the offender is directed to verify that the information on the label is correct. This specimen is then forwarded to the Cremer Therapeutic Center where the urinalysis test is administered. If the sample reflects a positive on the initial test a second test is performed for confirmation. The results of which are then submitted to this office.

Offender SMITH has had a documented past history for his use of Marijuana dating back to when Moses was a baby and has recently displayed malicious intent, with his issuance of various threats including a desire to cause physical harm and/or death to this officer. This, along with the fabricated story and twisting of facts are craftily designed to illicit a reactionary response towards this offender's benefit, by not only the granting of his request to remove the conduct violations from his record, thus insuring his

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relief from the sanctions he has been placed on, but by affording him the transfer to a less restrictive institution.

cc: file

IOC Example #1 Narrative (Corrected)

TO: **Janet Quade, CCW I HU #21**
FROM: **Richard Stone, CO I (Signature)**
SUBJECT: **In Re: (Unnecessary "legalese") SMITH, John #99**
Informal Resolution Request
DATE: **6/27/06**

In response to your request for information regarding the Informal Resolution Request filed by offender SMITH #99 he alleges racism, harassment and staff wrong-doing with his treatment here at the correctional center. (Awkward phrasing - could have been omitted or reworded)

My dealings with offender SMITH have always been performed in a professional manner. I do not deviate from, as implied by this offender, (This phrase could have been placed at the end of the sentence or omitted) from the procedures set forth in D5-7.1, Offender Urinalysis Testing. Instead, following the procurement of any specimen from this offender, as with everyone else so is ordered to submit to a sample for urinalysis testing, the sample is sealed, labeled and prior to their leave, the offender is directed to verify that the information on the label is correct. This specimen is then forwarded to the Cremer Therapeutic Center where the urinalysis test is administered. If the sample reflects a positive on the initial test a (Missing punctuation - a comma should be inserted between "test" and "a") second test in performed for confirmation. The results of which are then submitted to this office.

Offender SMITH has had a documented past history for his use of Marijuana dating back to when Moses was a baby and has recently displayed malicious intent, with his issuance of various threats including a desire to cause physical harm and/or death to this officer. This, along with the fabricated story and twisting of facts are craftily designed to elicit a reactionary response towards this offender's benefit, by not only the granting of his request to remove the conduct violations from his record, thus insuring his relief from the sanctions he has been placed on, but by affording him the transfer to a less restrictive institution. (Unnecessary opinion and editorial comment. This paragraph detracts from an otherwise fairly well-written report)

cc: file

Following is the IOC example (Narrative section only) from Maxine Silver to Whom It May Concern [IOC Example #2]:

IOC Example #2 Narrative

TO: **Whom It May Concern**
FROM: **Maxine Silver**
SUBJECT: **Informal Resolution Request/ Marshall FORCES #123**
DATE: **6-06-06**

As I understand offender FORCES #123 complaint, he says that I refused to submit a transfer for him to any level-2 institution, and that I laughed at him. This reporting staff only stated to offender FORCES that they were not transferring very many people, but that he could submit a written request to the caseworker due to that she does the transfers. Offender FORCES continued to demand he be

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transferred immediately and again this reporting staff tried to explain the steps necessary to get a transfer processed but offender FORCES continued to demand to be transferred now! Transfer of offenders is at the discretion of CTA and not controlled by institutional staff.

IOC Example #2 Narrative (Corrected)

TO: Whom It May Concern
FROM: Maxine Silver
SUBJECT: Informal Resolution Request/ Marshall FORCES #123
DATE: 6-06-06

As I understand offender FORCES #123 complaint, he says that I refused to submit a transfer for him to any level-2 institution, and that I laughed at him. *(The comma is not necessary; the phrase following the comma is not clear, i.e., does not explain context - did staff member laugh at offender because offender requested a transfer or is this an unrelated incident?)* This reporting staff *(3rd person not used in corrections reports)* only stated to offender FORCES that they were not transferring very many people, *(Poor wording and unclear meaning.)* but that he could submit a written request to the caseworker due to *(Wordy. Should utilized "because" for "due to")* that she does the transfers. Offender FORCES continued to demand he be transferred immediately and again this reporting staff tried to explain the steps necessary to get a transfer processed but offender FORCES continued to demand to be transferred now! *(Redundant, run-on sentence. Exclamation point unnecessary. If writer wanted to include the phrase, it could have been written as a new sentence: "However, offender FORCES continued demanding an immediate transfer.")* Transfer of offenders is at the discretion of CTA and not controlled by institutional staff.

Following is the IOC example (Narrative section only) from Joe Bogart to Classification staff [IOC Example #3]:

IOC Example #3 Narrative

TO: Classification Staff
FROM: Joe Bogart, Administrator II
SUBJECT: Electronic Dockets
DATE: Tuesday the 22nd, 2006

Affective immediately, all classification staff who read and adhered to my directive concerning the above mentioned topic, issued last Monday the 15th, may begin utilizing the electronic dockets again.

All classification staff who did not read, or read and chose not to comply with my directive - I no who you are.

If you have any questions regarding this here matter, which I have addressed many times in the past, please fell free to contact my office.

cc: Roscoe Trowl, Administrator III
Patsy Ferrare, Records Clerk
File

IOC Example #3 Narrative (Corrected)

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TO: Classification Staff
FROM: Joe Bogart, Administrator II
SUBJECT: Electronic Dockets
DATE: Tuesday the 22nd, 2006

Affective immediately, [all classification staff who read and adhered to my directive concerning the above mentioned topic, issued last Monday the 15th,] (*Date in the header and here are not in proper format*) may begin utilizing the electronic dockets agin.

[All classification staff who did not read, or read and chose not to comply with my directive - I no who you are.]

If you have any question regarding this here (*Improper grammar*) matter, whitch I have adressed meny times in the past, please feel free to contact my office.

(*Underlined words not otherwise noted are misspelled*)

(*Brackets: Superfluous phrases - the IOC is clear without these phrases*)

cc: Roscoe Trowl, Administrator III
Patsy Ferrare, Records Clerk
File

Following is the IOC example (Narrative section only) from Darin Toggle to Donald Rock [IOC Example #4]:

IOC Example #4 Narrative

TO: Donald Rock, CCW I
FROM: Darin Toggle, CCA
SUBJECT: IRR # 459; Offender Henry Abels,#2001
DATE: May 10, 2006

On the above date at approx. 3:30 p.m., this reporting staff member asked offender Abels, Henry #2001 17E-22T, if he would like to sign off on IRR #459. Offender Abels stated he would like to get it over with. After opening the food service door, I placed the IRR on the door holding it with my left hand instructing offender Abels where he needed to sign. Offender Abels grabbed the IRR and pulled it into the cell stating, "I'll take care of it." Offender Abels then tore up the IRR and flushed it down the commode.

IOC Example #4 Narrative (Corrected)

TO: Donald Rock, CCW I
FROM: Darin Toggle, CCA
SUBJECT: IRR #459; Offender Henry Abels #2001
DATE: May 10, 2006

On the above date at approx. (*Not an appropriate abbreviation*) 3:30 p.m., this reporting staff member (*3rd person is not utilized in a report*) asked offender Abels, Henry #2001 17E-22T, if he would like to sign off on (*Slang is not used; should be explained, e.g., .."withdraw" or "sign the IRR as satisfactorily resolved."*) IRR #459. Offender Abels stated he would like to get it over with. (*If this is a direct quote, it needs to be enclosed in quotation marks*) After opening the food service door, I placed the IRR on the door holding it with my left hand instructing offender Abels where he needed to sign. Offender Abels grabbed the IRR and pulled it into the cell stating, "I'll take care of it." Offender Abels then tore up the IRR and flushed it down the commode.

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Following is the IOC example (Narrative section only) from Darrell Shore to Michael Broze [IOC Example #5]:

IOC Example #5 Narrative

TO: Michael Broze, Administrator Park Hills Correctional Center
FROM: Darrell Shore, Investigator Park Hills Correctional Center
SUBJECT: Violation Dismissal/Offender Bob Weaver #1976
DATE: March 15, 2006

As I am sure you are aware, for quite some time, Offender Bob Weaver has been writing to both you and I and complaining that he is innocent of the Forcible Sexual Misconduct charges that he received for the alleged rape of Offender Buzz Kuster. As you are also probably aware, I was the investigator regarding that issue and my findings led me to issue Offender Weaver a CDV for the assault of Offender Kuster. However, further investigation conducted since the issuance of that CDV has shown that the supposed victim, Offender Kuster, has been untruthful during the initial portion of the investigation. Therefore, I do not believe that enough evidence currently exists that supports the CDV that I issued to Offender Weaver for violation of rule #7 in June of 2006.

At this point, I am asking for your assistance in having Offender Weaver's conduct violation dismissed and expunged from his permanent record. I believe that this is the only correct course of action whereas the case cannot be positively proven.

Thank you.

IOC Example #5 Narrative (Corrected)

TO: Michael Broze, Administrator Park Hills Correctional Center
FROM: Darrell Shore, Investigator Park Hills Correctional Center
SUBJECT: Violation Dismissal/Offender Bob Weaver #1976
DATE: March 15, 2006

As I am sure you are aware, for quite some time, (If this bit of information is necessary, it needs to be more specific, e.g., "I have received 10 letters since June 2005...") Offender Bob Weaver has been writing to both you and I and complaining that he is innocent of the Forcible Sexual Misconduct charges that he received for the alleged rape of Offender Buzz Kuster. As you are also probably aware, I was the investigator regarding that issue (Wordy and awkwardly phrased. Suggestion: "I investigated that incident" or "I was the investigator in that incident...") and my findings led me to issue Offender Weaver a CDV for the assault of Offender Kuster. However, further investigation conducted since the issuance of that CDV has shown that the supposed victim, Offender Kuster, has been untruthful during the initial portion of the investigation. Therefore, I do not believe that enough evidence currently exists th support the CDV that I issued to Offender Weaver for violation of rule #7 in June of 2005.

At this point, ("Now" can be substituted for "At this point") I am asking for your assistance in having Offender Weaver's conduct violation dismissed and expunged from his permanent record. I believe that this is the only correct course of action whereas ("since" or "because" can be substituted for "whereas") the case cannot be positively proven.

Thank you.

(Underlined phrase not otherwise noted are superfluous)

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Following is the IOC Example (Narrative section only) from Dorothy Powell to Earl Schick [Example #6]:

IOC Example #6 Narrative

TO: Captain Earl Schick
FROM: Dorothy Powell, RN V
SUBJECT: Offenders Who Fail to Keep Their Psychiatric Clinic Appointment
DATE: 11 FEB 06

There has been a gradual increase in the number of offenders who fail to come to Medical at their appointed time to meet with the Consulting Institutional Psychiatrist. Each offender who fails to keep a psychiatric appointment represents a potential loss of about \$35.00 to the Department of Corrections. While many factors probably contribute to the increase in "no show" offenders, a major factor is certainly the apparent inconsistency of Housing Unit staff in posting the Offender Call Out List generated by Medical. This is a list of appointment dates and times for the Offender, as well as the reason for the appointment.

It has been suggested that a simple sign-out sheet could improve accountability in receiving and posting the Offender Call Out Lists in the Housing Units. The runner from Medical who brings the lists to the Housing Units could have the receiving staff sign for the lists and then bring the sign-out sheet back to Medical, where it could be kept in a file for access if needed. In this way, we could feel reasonably sure that an offender who failed to keep his psychiatric appointment, did so for a reason other than ignorance of the appointment.

cc: Flo Widner, Director MHS
Mark Drake, Chief of Custody
Lizzie Black, Chief Psychiatrist
Lorna Boone, Director Medical
Hugh Stone, RN DON

IOC Example #6 Narrative (Corrected)

TO: Captain Earl Schick
FROM: Dorothy Powell, RN XVI
SUBJECT: Inmates Who Fail to Keep Their Psychiatric Clinic Appointment (Subject should be concise, e.g., "Psychiatric Clinic Appointments")
DATE: 11 FEB 06

There has been a gradual increase (*Unclear, no specific numbers provided*) in the number of offenders who fail to come to Medical at their appointed time to meet with the Consulting Institutional Psychiatrist. Each offender who fails to keep a psychiatric appointment represents a potential loss of about \$35.00 to the Department of Corrections. While many factors probably contribute to the increase (*Unnecessary, subjective observation*) in "no show" offenders, a major factor is certainly the apparent (*Confusing and contradictory words. Is the problem certain or apparent?*) inconsistency of Housing Unit staff in posting the Offender Call Out List generated by Medical. This is a list of appointment dates and times for the Offender, as well as the reason for the appointment. (*Redundant. Either the phrase "generated by Medical" or the phrase "This is a list..." could be deleted*)

It has been suggested (*No ownership and unnecessary, i.e., who suggested? Is this really relevant to the subject?*) that a simple sign-out sheet could improve accountability in receiving and posting the Offender Call Out Lists in the Housing Units. The Runner (*Improper capitalization*) from Medical who

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brings the lists to the Housing Units could have the receiving staff sign for the lists and then bring the sign-out sheet back to Medical, where it could be kept in a file for access if needed. In this way, we could feel reasonably sure that an Offender who failed to keep his psychiatric appointment, (*Improper utilization of a comma*) did so for a reason other than ignorance of the appointment. (*Awkward construction*)

cc: Flo Widner, Director MHS
Mark Drake, Chief of Custody
Lizzie Black, Chief Psychiatrist
Lorna Boone, Director Medical
Hugh Stone, RN DON

General: If a legitimate issue exists, it is lost by the writer's use of unquantified terms like "apparently" and "probably" which give the reader the impression that this issue is a matter of the opinion and assumption. The writer's accusatory tone further detracts from the legitimacy of the issue.)

Following is the IOC Example (Narrative section only) from Stanley Cline to Matthew Ordell [IOC Example #7]:

IOC Example #7 Narrative

TO: Matthew Ordell, CS II
FROM: Stanley Cline, CS I
SUBJECT: Offender Jack Oliver #1209
DATE: 3/7/06

On March 7, 2006 during the serving of the noon meal in Ad Seg offender Jack Oliver #1209 threw his styro-foam tray at the officers. Offender did spit on another officer during this time. I requested that this offender be placed on Brown Bag until further notice, the ASO authorized it.

It should be noted that this offender assaulted 3 staff members the night before, caution should be used when dealing with this offender.

IOC Example #7 Narrative (Corrected)

TO: Matthew Ordell, CS II
FROM: Stanley Cline, CS I
SUBJECT: Offender Jack Oliver #1209
DATE: 3/7/06

On March 7, 2006 during the serving of the noon meal in Ad Seg (*Abbreviation without an explanation*) offender Jack Oliver #1209 threw is styro-foam tray at the officers. (*Unclear - which officers?*) Offender did spit on another officer during this time. (*Poorly constructed sentence. Officer is not identified; the phrase "during this time" is wordy and ambiguous*) I requested that this inmate be placed on Brown Bag (*Another abbreviation without an explanation*) until further notice, the ASO authorized it. (*Sentence fragment. A conjunction could have been added*)

It should be noted (*Unnecessary phrase. Obviously the writer thought it was worth noting or wouldn't have*) that this offender assaulted 3 (*numbers less than ten should be written out*) staff members the night before, caution should be used when dealing with this offender. (*Another sentence fragment that could have been joined to the previous sentence with a conjunction, rewritten as a stand alone sentence or omitted since it is unnecessary*)

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Following is the IOC Example (Narrative section only) from Scott Leevin to Joseph Hanley [IOC Example #8]:

IOC Example #8 Narrative

TO: CS I Joseph Hanley
FROM: CO III Scott Leevin
SUBJECT: Investigation/Offender Miller, Manuel #7776
DATE: 1/13/06

SIR:

On 1/13/06 at approximately 7:00PM, offender Miller was placed under investigation for possible drug trafficking upon talking to offender Miller on 1/14/06 at 6:45PM offender Miller requested protective custody due to the fact that he stated that he was being pressured by offenders on the hill to pay drug debts of other offenders for protection. Information from him was that he had paid out around 600:00 dollars in the past six months in stamps and money but would not and did not mention any names to this reporting officer (CO III Scott Leevin). As to further investigation I don't feel that he will have any other information than what is already known by staff at this time. The protective custody committee may be able to get some information when they talk to him.

cc: FUM Ad Seg
Protective Custody Committee

IOC Example #8 Narrative (Corrected)

TO: CS I Joseph Hanley
FROM: CO III Scott Leevin
SUBJECT: Investigation/Inmate Miller, Manuel #7776
DATE: 1/13/06

SIR: *(Unnecessary salutation)*

On 1/13/06 at approximately 7:00 PM offender *(Comma should be inserted between "PM" and offender)* Miller was placed under investigation for possible drug trafficking. *(The word "possible" redundant; "trafficking" is misspelled)* Upon talking to offender Miller on 1/14/06 at 6:45 PM offender Miller *(Awkward sentence construction; comma should be inserted between "PM" and "offender")* requested protective custody due to the fact *(Wordy - "because" could have been used)* that he stated that he was being pressured by inmates on the hill *(Slang not explained)* to pay drug debts of other inmates for protection. Information from him was that he had paid out around 600:00 *(Improper format for a dollar amount - no dollar sign, colon misused)* dollars in the past six months in stamps and money but would not and did not mention any names to this reporting officer (CO III Scott Leevin). *(Unnecessary re-identification and use of third person)* As to further investigation I don't feel that he will have any other information than what is already known by staff at this time. The protective custody committee may be able to get some information when they talk to him. *(Confusing clutter and poorly constructed sentences. Action taken element missing. Suggested alternative: "No further investigation is recommended. The offender was placed in TASC and has been referred to the Protective Custody Committee")*

cc: FUM Ad Seg
Protective Custody Committee

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Following is the IOC Example (Narrative section only) from Jeff Stiles to Shift Commander [IOC Example #9]:

IOC Example #9 Narrative

TO: Shift Commander
FROM: CO III Jeff Stiles
SUBJECT: Emergency Outcount
Offender Howard Dawson #2020
DATE: 5-9-06

On the evening of 5-9-06 at approximately 5:45pm, an offender Howard Dawson claimed to have fallen out of his assigned top bunk in cell # 25F2 and claimed to have hurt his head, neck and right shoulder. The on-call nurse, Clara Barton assessed the offender and transported him to Medical. An ambulance was called and arrived at the institution at 6:52pm and departed at 7:10pm.

At approximately 10:35pm the offender was released from the hospital ER and transported back to Medical.

There seemed not to be any foul play in this incident but reports were written to support the facts.

IOC Example #9 Narrative (Corrected)

TO: Shift Commander
FROM: CO III Jeff Stiles
SUBJECT: Emergency Outcount
Offender Howard Dawson #2020
DATE: 5-9-06

On the evening of 5-9-06 at approximately 5:45pm, an Offender Howard Dawson claimed to have fallen out of his assigned top bunk in cell # 25F2 and claimed to have hurt his head, neck and right shoulder. *(This sentence could have been divided into two more concisely worded statements: "...claimed to have hurt his head, neck and right shoulder when he fell out of his bunk. The offender is assigned to the top bunk in cell #25F2)* The on-call nurse, Clara Barton assessed *(Missing comma between "Barton" and "assessed")* the offender and transported him to Medical. An ambulance was called and arrived at the institution at 6:52pm and departed at 7:10pm. *(The who element missing in the next two underlined phrases - who called the ambulance? Who transported the offender to the institution?)*

At approximately 10:35pm the offender was released from the hospital ER and transported back to Medical.

There seemed not to be any foul play in this incident but reports were written to support the facts. *(Poorly worded - sounds like an opinion statement. Also, the phrase "...reports were written..." is unnecessary and states the obvious. Alternative phrasing: "There is no evidence of foul play.")*

Following is the IOC Example (Narrative section only) from Hank Kerchoff to Frank Young [IOC Example #10]:

IOC Example #10 Narrative

TO: FUM Frank Young, Ad Seg Unit

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FROM: Capt. Hank Kerchoff, CS I
SUBJECT: Staff Assault/ROWE, Ross CO I
DATE: 4/10/06

At approximately 12:45am, offender Watts, Doug #3123 refused to return to his assigned cell, 36-A-19. Offender Watts was escorted to Ad Seg because of his behavior. Offender Watts was placed in 20-C-22 and the cell door was closed.

Off. Ross Rowe instructed offender Watts to place his hands through the food service slot so the hand restraints could be removed. When Off. Rowe removed the left hand restraint from offender Watts, offender Watts yanked his right arm through the food service slot in an attempt to pull the hand restraint away from Off. Rowe. Off. Rowe regained control of the hand restraint and held offender Watts right hand against the cell door. Orders were given for offender Watts to bring his right arm back outside the cell through the food service slot so the hand restraint could be removed, he refused to comply with orders. Sgt. Conley Wyatt came to cell 20-C-22 and ordered offender Watts to place his arm outside the cell so the restraint could be removed. Offender Watts complied with Sgt. Wyatt's order. Off. Rowe then removed the hand restraint from offender Watts' right wrist.

I am forwarding this report to you for your information.

IOC Example #10 Narrative (Corrected)

TO: FUM Frank Young, Ad Seg Unit
FROM: Capt. Hank Kerchoff, CS I (Signature)
SUBJECT: Staff Assault/ROWE, Ross CO I
DATE: 4/10/06

At approximately 12:45am offender *(Missing punctuation - comma needs to be inserted between "am" and "offender")* WATTS, Doug #3123 refused to return to his assigned cell, 36-A-19. Offender WATTS was escorted to Ad Seg because of his behavior. Offender WATTS was placed in 20-C-22 and the cell door was closed. *(Pronouns could have ben used. The paragraph could have been rewritten more concisely as: "The inmate was escorted to Ad Seg (Administrative Segregation) and placed in cell 20-C-22)*

Off. *(Improper abbreviation)* Ross P. Rowe instructed offender WATTS to place his hands through the food service slot so the hand restraints could be removed. When Off. Rowe *(Improper abbreviation; pronoun could have been utilized, e.g., "the officer...")* removed the left hand restraint from offender WATTS, offender WATTS *(Again, a pronoun could have been utilized, e.g., "the offender...")* yanked his right arm through the food service slot in an attempt to pull the hand restraint away from Off. Rowe. *(Improper abbreviation; pronoun could have been utilized, e.g., "the officer...")* Off. Rowe regained control of the hand restraint and held offender WATTS right hand against the cell door. Orders were given *(Passive phrasing; the "who" element is missing)* for offender WATTS to bring his right arm back outside the cell through the food service slot so the hand restraint could be removed, he *(Fragment. Either a conjunction or a period and a new sentence would work)* refused to comply with orders. Sgt. Conley Wyatt came to cell 20-C-22 and ordered offender WATTS to place his arm outside the cell so then restraint could be removed. Offender WATTS *(Again, a pronoun would eliminate the redundant utilization of the officer's name)* complied with Sgt. Wyatt's order. Off. *(Improper abbreviation)* Rowe then removed the hand restraint from offender WATTS' right wrist.

I am forwarding this report to you for your information. *(Clutter. Is there some other reason for a report?)*

INSTRUCTIONAL INPUT

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We've talked about the essentials of good writing. Let's now take a look at some other implications or consequences that the quality of writing has for the writer and the reader of DOC written communications.

Ask Participants: Can you think of other types of written communication that may be used as a basis for making a decision?

Correct Response: Written responses to Informal Resolution Requests (IRRs) and inmate grievances; conduct violations, investigations; work orders; requests for supplies, etc.

Let's take a conduct violation as an example.

Ask Participants: What do the hearing officer and the reviewers base the decisions they make upon?

Correct Response: The information contained in the violation report; essentially, the written report.

Ask Participants: Can you think of other types of written communication that may be used as a basis for making a decision?

Correct Response: Written responses to Informal Resolution Requests (IRRs) and offender grievances; investigations; work orders; requests for supplies, etc.

The fact is that a lot of decisions in our organization at all levels are based upon a written report that somebody submitted to another staff member.

Ask Participants: Do you think that a person who is making a decision would, or even could, have a great deal of confidence in making a sound decision based on a poorly written report? Do you think the decision maker would have a good impression of or regard for the person who has submitted such a report? What other perceptions do you think the reader of a poorly written report may have of the author?

Also remember that informal sanctions can be used in place of conduct violations. Institutional Service Policy 19-1.2 says this

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about informal sanctions:

IS19-1.2: Sanctions which are verbal or written that may be utilized as outlined for informal resolution of minor rule infractions. These sanctions may be utilized for up to 16 hours maximum, with the exception of property impoundment, which can only be utilized for the duration of the staff members shift. If the rule violation is a major violation, is serious in nature, threatens safety and security of the institution, is for sexual misconduct, or involves the destruction of state or offender property, the staff member should immediately fill out a Conduct Violation Report (Attachment A) and not utilize an informal sanction.

Informal sanctions are as follows:

1. warning/reprimand,
2. activity restriction
3. living area restriction
4. extra duty, and
5. property impoundment.

Informal sanctions are the best way to handle minor violations of institutional rules. Offenders are held immediately accountable for their actions. Also, staff have less paperwork to do. For many reasons, staff must often work short handed. The Department must keep good records, so there is a lot of paperwork to be completed. Informal sanctions are a benefit to the staff by properly keeping the paperwork manageable.

As we have seen from our previous discussions and exercises, the hearing officer makes a decision on the findings and sanctions of a conduct violation bases primarily upon the violation report. It follows, then, that the quality of the report will have a huge impact on the decision that the hearing officer makes. In other words, the decision the hearing officer makes will only be as good as the report provided by other staff. Further, the quality of a report reflects the author's character. We have all probably received or

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seen reports that leave a lot to be desired and we make assumptions about that author based upon the quality, or lack of it, reflected in the report. Do you trust that person? Do you have a good opinion of them as a co-worker, a corrections professional, or even as someone whom you respect? The quality of the reports you produce definitely affect your reputation.

Now, let me ask you another question:

Ask participants: Other than the quality of your reports, what is the most powerful tool we, as corrections professionals, have at our disposal?

Correct Response: Discretion; our judgement.

We have a great deal of latitude in the decisions we make as professionals, e.g., do you issue a conduct violation every time you see an offender violate a rule? Does your decision to issue a violation or not depend upon the circumstances involved like the seriousness of the violation, the offender's attitude or response to you or previous verbal warnings to a particular offender? How we exercise our discretion heavily influences how others view us as professionals, i.e., our reputation. Again, think about our earlier question: do you trust the discretion or the judgement calls made by someone who does not provide you with well-written reports? Have you formed a poor opinion of another staff person whom you have never met or don't know well based upon the quality of their poorly written reports? Ask yourselves the same question: What opinion as to your judgement, how you use your discretion, do others have of you based upon the quality of the reports you submit?

Remember, when it comes to report writing, remember that it is up to you as the author to "paint the picture" for your audience. You may find that what you have written conveys something to your readers other than what you intended or that it doesn't have the impact you wanted or, try as you might, your written work is often seen as less than satisfactory. It can be frustrating trying to keep all the "dos and don'ts" if good report writing in mind when you put pen to paper. Let me offer you two practical tips that may make report writing a less daunting task:

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- Describe the behavior
- State facts, not opinions

In describing behavior, let me ask you this:

Ask Participants: Can you see an attitude?

Correct Response: No, one makes assumptions about another's attitude based upon the behavior one observes.

That is the first tip. Do not assume or characterize someone's attitude in your report. Instead, describe the behavior. For example, when someone says, "That offender has a bad attitude", what does that mean to another staff person who does not know the offender? Or, when you read a report in which the offender is said to have "become belligerent," do you really know what the author is saying? When a supervisor notes in your EPPA something to the effect that you are or are not a good or productive employee, what does that mean? The point here is that a report needs to describe the behavior, to "paint the picture" so that the reader can draw the same conclusions that you have about an event or a person.

The second tip is a corollary of the first: state the facts. Again, you may have an opinion about an offender's attitude or a co-worker's use of discretion. However, while any opinion is valid to the person who has it, i.e. perception is reality, it needs to be supported by the facts. For example, a staff member reports that an offender became belligerent during a confrontation. What does he/she base that opinion upon? Did the offender take a step toward the staff person with clenched fists and shout, "This ain't right! You're going to have to make me do that!"?

In our next couple of exercises, you'll have the opportunity to practice both of these tips.

GUIDED PRACTICE

Turn to the picture in your manual on page _____. You will be given two minutes to individually very quickly write down all the facts that you know by looking at the picture. After that take five minutes and

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combine all the facts at your table onto a sheet of easel paper. After all the facts are on the sheets we will process to ensure no opinions were given.

Possible responses:

White female

White male

The female is pointing shotgun toward the male

The female is wearing a beret and dress

The male is wearing a hat, tie, white shirt, suit and tie

The man and the woman are facing each other

This exercises illustrates the importance of making sure you write down and report only the facts. It is easy for opinions to get misconstrued as fact. But in our line of work you need to be very aware of what could happen.

Ask Participants: What affect can misinterpreting the facts have on institutional operations.

Possible Responses: Unnecessary paperwork; safety and security of the institutions could be in question, riots or other disturbances.

Lets do another exercise that will help you distinguish between fact and opinion, and the importance of choosing the correct words.

GUIDED PRACTICE

Instruct the groups to read the following phrases and determine whether each phrase is a statement of fact or opinion. Then, for each phrase which the group identifies as a statement of opinion, the group will also make suggestions as to how the phrase could be re-written as a statement of fact. After the groups have completed the exercise, ask each group to report out its conclusions and suggestions. Provide 20 minutes for the groups to complete the task and 20 minutes for processing the exercise in class.

- The offender acted differently...
 - Opinion. How did the offender act differently? Suggested

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change: the offender paced back and forth in his cell and appeared to be talking to himself.

- The offender threatened me...
 - Opinion. What did the offender do that was threatening? Suggest change: the offender clenched both fists and turned his body 45 degrees away from me as if to assume a boxing stance then stated "I am mad enough to kill someone!"

- The staff member is not a team player...
 - Opinion. What did the staff member do to justify this assessment? Suggested change: On several occasions, co-workers have asked the staff member to cover their respective posts during breaks and the staff member has refused, stating: "It's not my job."

- Staff is guilty of insubordination...
 - Opinion. Again, what behavior was observed? Suggested change: Officer Harley Davison did not report to the perimeter as directed by his supervisor. When asked by this supervisor for an explanation for the incident, the officer replied: "I just forgot." This action shows the officer's inability to follow directives and jeopardizes the safety and security of the institution.

- Staff failed to abide by policy...
 - Opinion. What behavior was exhibited? Suggested change: The staff member did not contact the Control Center for a security every 30 minutes as required by the post orders.

- This officer is excellent, outstanding and a great officer...
 - Opinion. What behavior supports this assessment? Suggested change: The officer has volunteered to work overtime when needed. He/She exceeds the required minimum amount of cell searches each week and is sought out by other officers in the unit for information and advice.

- The staff member successfully completed the probationary period...

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- Opinion. What does this mean? Suggested change: The staff member successfully completed his/her probationary period by satisfying all the expectations set forth in the performance expectations given at the beginning of the review period.
- Gets along with officers and offenders...
 - Opinion. Again, what does this connote? Suggested change: Staff member conducts him/herself in a professional manner when interacting with offender and staff.
- The offender doesn't cause a lot of trouble...
 - Opinion. How so? Suggested change: The offender has been conduct violation free for the preceding 90 days and reported to his assigned institutional job in accordance with his work schedule.

After each group has reported out, ask the following questions:

Ask Participants: What did you find out regarding these phrases?

Correct Response: They were all statements of opinion as written.

Ask Participants: What modifications were necessary to change the phrases into statements of fact?

Correct Response: The behavior was described and the reader could then draw his/her own conclusions as to what the behavior represented.

Ask Participants: Is it important to ensure that our reports describe behavior and reflect facts instead of opinion? How so?

Correct Response: It is important because it provides an objective or quantifiable basis as much **as** possible for the reader and can impact our reputations, as well as, our assessment of an offender's character.

It is true that each of the phrases are statements of opinion. Notice the quality they all have in common is that they do not describe

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behavior, i.e., they do not “paint the picture.” Rather, *they are the writer's opinions or interpretations of someone else's behavior*. As such, they provide us with little insight as to what the writer had observed that led him/her to those conclusions. Moreover, it denies the reader the opportunity to make a decision about the incident, event or quality that the writer is reporting, i.e., the reader may not have reached a similar conclusion as the writer. The report, and, by extension the accuracy of the writer then becomes suspect in terms of concisely, completely, correctly and clearly reflecting the subject matter.

PROCESSING QUESTIONS

Let's review the information presented.

Ask Participants: What is the most powerful tool corrections professionals have at their disposal?

Correct Response: Discretion

Ask Participants: What two practical tips can one utilize as a general approach to preparing an acceptable report?

Correct Response: Describe behavior and state facts, not opinions.

Ask Participants: How are these guidelines important to report writing?

Correct Response: They ensure quality of the report, as well as, the author's reliability and accuracy. They provide a sound basis upon which others can make a decision with a great degree of confidence that the content of a report are an accurate and fair description of an event, incident or investigation.

As you can see from our discussion, the quality of decisions made by other staff depends upon the quality of the reports on which those decisions are based and those decisions impact offenders, staff and, ultimately, the Department. It is imperative, then, that the reports we submit are well-written and reflect the facts regarding a situation, event or incident. This is especially true of conduct

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violations.

Ask Participants: How do conduct violations impact offenders, staff and the Department?

Correct Response: The decisions of the hearing officer are based upon the conduct violation report; the sanctions of a conduct violation can significantly change the circumstances of incarceration for an offender, e.g., extension of a minimum release date, assignment to disciplinary segregation, loss of privileges; an offender has the entitlement to grieve the outcome of a conduct violation. If the report is faulty in some way, the decisions and consequences based on the report will likely be faulty.

Now that we've covered a brief review on the fundamentals of report writing, let's look at another aspect of report writing, specifically when it involves writing a conduct violation.

GUIDED PRACTICE

Trainer's Note: The video to be used for this exercise is "Use of Force – Staff Assault" and is an actual video of an incident.

Divide the class into half. Tell the participants that one group will take a break, leave the room, etc. while each member of the other group will watch a short taped incident or vignette and write a conduct violation based on the scenario. Tell the writing group that you will be asking for volunteers to read their reports aloud after the class has reassembled and the group that did not watch the video will critique the reports of the writing group for the seven essentials and four Cs. After processing the first group's reports, have the first group leave the room and repeat the exercise for the second group using a different scenario.

Allow 15 minutes for each writing group to complete the conduct violation and 15 - 20 minutes for the entire class to process the reports. Play the video for the entire class upon reviewing several reports and ask the following questions.

PROCESSING QUESTIONS

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Ask Participants: Now that you who have seen the videos did the reports you hear “paint this picture” for you? Is what you just saw reflected by the reports you heard?

Possible Responses: Varies

Ask Participants: Would those of you who have seen the video re-write your report now that you have seen it again? Why or why not?

Possible Responses: Yes, would add more detail, would make sure only facts were reported.

Ask Participants: What sanctions would you recommend for this conduct violation?

Possible Responses: These will vary.

As we have seen from the exercise, each of you has an unique approach or style of writing and that is not a problem as long as your report contains the fundamentals of good report writing that we've just discussed and practiced in our exercise. As I mentioned at the outset of this exercise, the information presented in this module is probably not new to most of you. However, while it is relatively easy to know what should be included in a well-written report, it is usually quite a different task when it comes to putting it on paper. Report writing skills, like anything else, improve with practice.

We've discussed the fundamentals of good writing and applied those concepts to a conduct violation in the last exercise. We also discussed the impact of our written communication upon the offenders, ourselves and the Department. Now, let's examine another critical aspect of good writing especially when it involves issuing a conduct violation: the disciplinary process for offenders.

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Most of you have probably written a conduct violation and are familiar with this process to some degree, so let me ask you:

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Ask Participants: What difference does it make whether a conduct violation is well-written or not, i.e., what impact can a conduct violation have upon the author, the offender and the Department?

Correct Response: A conduct violation may be the basis for prosecution; the offender may be denied an early release or receive an additional sentence as a result of being found guilty of a violation; the author may have to defend the violation through the Inmate Grievance Procedure; the author may have to testify in court; the quality (or lack of it) impacts the public image and the reputation of the Department as well as the author.

(Policy IS19-1 describes the offender disciplinary process) Because the stakes are high regarding violations, that is, since an offender potentially faces some serious consequences from being found guilty of a conduct violation in an institutional setting, case law has established that offenders are entitled to certain procedural safeguards or due process considerations during the disciplinary process. It may seem as though this process is burdensome and slanted in favor of the offender. However, it is unprofessional and unethical to expect an offender to suffer potentially serious sanctions for alleged misconduct based upon a poorly written or technically incorrect report or conduct violation and the policy and procedures governing conduct violation reporting protects the issuing staff members, as well as, the offender from the appearance of abuse of authority.

In this section, then, we want to examine the disciplinary process to provide you with an overview of the procedural considerations, as well as the steps involved in this process so that you may have a clearer understanding of how to prepare well-written, technically correct conduct violations.

GENERAL INFORMATION AND HEADER OF THE VIOLATION REPORT

Take a look at the blank Conduct Violation Report provided for you in your manuals on page _____. At the outset, let me ask you:

Ask Participants: What gives staff the authority to issue a conduct violation? Who is authorized to issue a conduct violation? What

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“standard of proof” is required before a staff person may issue a violation?

Possible Response: RSMo 217 and IS19-1.2 - Conduct Violation Reporting. *Any staff*, including contracted staff, like CMS personnel, may issue a violation (although contracted staff may provide written information to a staff member who will then issue the formal violation report if they so choose). Policy requires that the staff member have a *reasonable belief* that a violation of the rules has occurred. [Emphasis added]

Ask Participants: Once a staff person has witnessed a violation, how long does he/she have to complete the conduct violation report?

Correct Response: By the end of the shift, unless extenuating circumstances are exist, e.g., the offender is taken on a court out count. The circumstances are noted in the body of the violation.

Please look at the top part of header of the violation report. While all the requested information seems self-explanatory, there are a few points of qualification.

- The “Date” box at the upper right hand corner refers to the date the violation report was issued. Under routine circumstances, the violation report should be completed by the end of the shift during which the incident occurred. However, there are occasions in which this date *may not* be the same date the incident occurred. We'll discuss that more fully in a few minutes.
- The “Name” box refers to the offender's commitment name. This may be different than his/her legal or “real” name.
- The *DOC Number* is for the offenders DOC number.
- The “Assignment” box refers to an offender's work assignment. Each job assignment has a computer code that should be entered into this field, e.g., DRM for dorm worker, STD for student, etc. This is also true of the ‘H.U.’; “Building, Complex, Room” and the “Tracking” boxes. The particular

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codes for these items can vary from institution to institution so the issuing staff needs to ensure he/she is utilizing the correct code. Otherwise, the conduct violation cannot be entered into the OPII program and you may end up re-writing the report.

- ❑ The “*Primary Rule Violation Number and Definition*” box refers to the violation title for which the violation report is being issued. The list of approved titles with their corresponding formal definitions is contained in IS19-1.1 and in the Offender Rule Book. Please note: one and only one violation title is entered in this field. Further:
 - Policy divides the violation titles into one of two categories: major and minor. The first nine violation titles are major violations, the remaining titles are minor violations.
 - There is no distinction made within each category as to level of severity, i.e., a #9.1 (*Organized Disobedience*) is not more or less severe than #1.1 (*Murder/Manslaughter*). Similarly, a #41.1 (*Procedures and Rules*) is not more or less severe than a #10.1 (*Minor Assault*)
 - Staff should write the violation for the title that most appropriately describes the incident according to the definitions in IS19-1.1. For example, if an incident could best be described as a #41.1 *Procedures and Rules*, the author should **NOT** try to write the report in such a way as to justify a #10.1 *Minor Assault* title, thinking that one is more severe than the other. They are **BOTH** minor violations. Also be sure to write out the violation title, e.g., #39.1 *Abuse of Judicial Proceedings*.
 - **Secondary Violations – write the number(s) of the secondary violation(s) in the box.**
- Victim (s) yes or no; and Name and employee or DOC numbers must be include in this box.
- ❑ The “*Time*” box requires that the time of the incident be reported on a 12-hour clock, i.e., A.M. or P.M. Do **NOT** use the 24-hour clock (as in the military) manner of recording time where 1300 refers to 1:00 P.M. and so on.
- ❑ Finally, the “*Date*” box refers to the date the incident occurred.

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As noted previously, this may be different from the date the report is written. For example, an offender submits a urinalysis specimen on 4/02/01 and the lab report showing that the specimen tested positive for an illegal drug returns to the institution on 5/13/01. The appropriate staff person would issue a violation at that point with "5/13/01" recorded in the upper right hand corner "*Date*" box and "4/02/01" recorded in the date of incident box. The staff person would also provide an explanation for the delay in issuing the violation in the body of the report.

THE BODY OF THE VIOLATION REPORT

This the "how" or narrative section of the report in which the incident is described. There is not a lot of technical aspects regarding due process requirements to take into consideration in this section, but policy IS19-1.2 does provide guidelines as to the items that should be included in the report. If the writer utilizes the good writing skills presented in this and the basic Report Writing classes, these guidelines will likely be covered.

Beyond these formal guidelines, there are several generally accepted writing practices that can be utilized when completing this section of the Conduct Violation Report. These practices are not procedural requirements. Rather, they should be considered helpful hints that enhance that "readability" of a conduct violation and can vary from institution to institution. They are presented here simply to provide one manner in which the narrative section of a Conduct Violation Report can be completed. They are:

- The narrative should be written from the first person perspective rather than the third person perspective, e.g., "I observed..." instead of "This reporting staff member observed..."
- The opening sentence could be: "On the above date and approximate time, I..."
- One person writes the report; there are no group reports.

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- Should be typewritten or legibly handwritten in ink.
- Remember to target your audience. The reader was not present during the incident, so it is up to the writer to fully, accurately and completely describe the events. Do not use slang or abbreviations; a reader may not be familiar with them.
- Include any previous verbal warnings.
- Include any relevant statements made by the offender as quotes particularly when those statements are used as evidence supporting the issuance of the violation.
- Include the disposition of seized evidence.
- Include **ALL** applicable violation titles as a concluding sentence, e.g., "The above actions place the offender in violation of Rules #..."
- Remember to describe the behavior factually, not your opinion or speculation of what you think may have happened.

The final task for the writer after completing the header and narrative (or body) sections of the report is signing the report. Please look at the signature line of the report.

- Notice that the writer's signature and printed name are required in the corresponding fields
- The "Title" box refers to job title and may be abbreviated, e.g., CO I for Corrections Officer I, CCA for Corrections Classification Assistant.
- The "Employee ID No." box refers to the writer's ID number on their DOC ID card.

The writer's signature is required on any report a staff member may issue; the other information facilitates entry of the violation into the OP II program. If omitted, you may find yourself re-writing the report.

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THE INTERVIEW SECTION AND CONCLUSION OF THE INITIAL PHASE

Policy requires the reporting staff member and the offender to whom the violation was issued be jointly interviewed by a third staff member not involved in the incident in any manner. There are several procedural requirements that must be included in this section.

- The interviewing staff person **MUST** be a Sergeant (COII) or higher ranking custody staff member OR a Corrections Classification Assistant (CCA).
- The interview **MUST** be conducted within the shift during which the incident occurred unless extenuating circumstances exist. These circumstances will be recorded in the interview section. The time (again using a 12-hour clock, i.e., noting A.M. or P.M.) and date of the interview are entered in the appropriate boxes.
- It cannot be overemphasized that the interviewing staff person should review the violation report to ensure it is properly written and return the violation for a re-write when it contains errors PRIOR to the interview.
- The interview itself is comprised of several actions:
 - The interviewer will read the violation and the section containing the offender's due process rights to the offender.
 - The offender will be (asked whether he/she understands his/her rights during the disciplinary process) allowed to make any comments or statements regarding the violation. The responses to these questions will be recorded in this section of the violation report.
 - The offender is asked whether he/she requests any witnesses and the appropriate box in the "*Witnesses Requested*" is marked by the interviewer accordingly. The top portion of a Witness Request form (i.e., Name of Institution, Date, Name, Number and Housing unit boxes

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for the offender and requested witnesses) is completed and attached to the original violation report. The interviewing staff person also “signs off” in the box provided for signature.

- If offender plead guilty at the interview, note this on the form; mark if informal sanctions were used.
- At the conclusion of the interview, the interviewing staff member signs and prints his/her name in the appropriate boxes and allows the offender the opportunity to sign his/her name and number in the corresponding boxes at the bottom of the report form. If the offender refuses to sign, the interviewing staff person will note “refused to sign” in the offender signature box and both the interviewer and the writer will sign as witnesses to the offender's refusal.
- The interviewer will detach the copy of the report from the original and give it to the offender. The interviewer will also ensure the original and any attachments are forwarded to the disciplinary hearing officer for further processing.

As you can see, a conduct violation is not only a report, it is also a pivotal point in the disciplinary process and therefore must observe all procedural safeguards. Ensuring that a violation report satisfies the fundamentals of good report writing and complies with due process requirements is a lot to keep in mind. It is easy to inadvertently omit some important aspect or element of the report. In this next exercise, you will be given the chance to determine whether a violation meets the criteria we have discussed so far.

GUIDED PRACTICE

Distribute an easel sheet, marker and a copy of the conduct violation report handouts to each group. Have the groups designate a spokesperson and a scribe for their particular group and assign each group a violation report. Instruct the groups to review their assigned violation report and note the writing and procedural errors on the easel sheet. Each group will then post its sheet and the spokesperson for each group will be asked to explain the group's findings after all groups have completed the task.

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Allow 15 minutes for the groups to finish their reviews and 15 minutes to process their findings. After each group has completed its report, ask the class as a whole whether there are any other problems with the violation that were not brought up by the group.

Following is the **CDV** (Narrative section only) for Offender Dusty Lions [CDV Example #1A]:

CONDUCT VIOLATION REPORT EXAMPLE #1A

INSTITUTION: FCC

DATE: 07/03/06

OFFENDER NAME: **DUSTY LIONS** DOC NUMBER: 18549

ASSIGNMENT: 042/042/00102

H.U.: 19/07/07A/T

Primary Rule violation: **#20.1 - Disobeying An Order** Secondary violation **#41.1**

Witness yes no Name and Employee or DOC Numbers

TIME: **7:40 x P.M.** DAY: **Thursday** DATE: **07/03/06**

Building, Complex, Room: **019/001/01A**

Tracking # (from OPII)

PLACE(BUILDING/ROOM/COMPLEX): **019/001/01A**

THE FOLLOWING EVENTS OCCURRED:

On this date and approximate time, I observed OFFENDER LIONS, Dusty #18549, exit cell 19A-1 with a lit cigarette in his hand. He first walked toward the area of cell A-2 then turned towards cell A-4 on the bottom walk area.

NOTE: Offender Lions was just recently written a similar violation for smoking in the wings on Sunday, 05-09-06.

This action places offender Lions in direct violation of **#20.1 - Disobeying an Order** and **#41.1 - Procedures and Rules**, in reference to S.O.P. 21-1.3

This violation was delayed due to an attempted suicide within the Housing Unit near the end of the shift.

Refer to DHO

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: **Doug Hammond**

TITLE: **CO I**

Employee ID NO: **1324576890**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF TIME: **5:23 X P.M.**

DATE: **07/04/00**

Offender interviewed in the presence of Reporting Officer.

Offender statement: None

Refer to DHO

WITNESS REQUESTED: **x NO** IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty **Y N**

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Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: **Bob Combs, CO II, 1324576891**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #1A (Corrected)

INSTITUTION: FCC DATE: **07/03/06**

OFFENDER NAME: **DUSTY LIONS** (Name format usually last name first and in caps, but not required)
DOC NUMBER: **18549** ASSIGNMENT: **042/042/00102** H.U.: **19/07/07A/T**

Primary Rule violation: **#20.1 - Disobeying An Order** Secondary Violation: **41.1**

Witness yes no Name and Employee or DOC Numbers

TIME: **7:40 x P.M.** DAY: **Thursday** DATE: **07/03/06**

BUILDING/ROOM/COMPLEX: **019/001/01A** (OP II codes should be used for underlined fields as this example shows)

Tracking # (from OPII)

THE FOLLOWING EVENTS OCCURRED:

On this date and approximate time, I observed offender LIONS, Dusty #18549, exit cell 19A-1 with a lit cigarette in his hand. He first walked toward the area of cell A-2 then turned towards cell A-4 on the bottom walk area. (No apparent reason for this phrase being included.)

NOTE: Offender LIONS was just recently written a similar violation for smoking in the wings on Sunday, 05-09-06. (It is a good idea)

This action places offender LIONS in direct violation of **#20.1 - Disobeying an Order** and **#41.1 - Procedures and Rules**. (Good closing statement - includes other violation titles. However, reference to SOP somewhat vague unless reader knows this pertains to Administrative Segregation Housing Unit Rules.)

This violation was delayed due to an attempted suicide within the Housing Unit near the end of the shift. (Unclear as to how this event precluded timely completion of interview; assumes reader will understand. Time/date discrepancies underlined)

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

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PRINT NAME: **Doug Hammond** TITLE: **CO I** Employee ID NO **1324576890**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF TIME: **5:23 X P.M.**
DATE: **07/04/05** Incorrect year.

Inmate interviewed in the presence of Reporting Officer.

Inmate statement: None

Refer to DHO

WITNESS REQUESTED: x NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)
Offender Plead Guilty Y N
Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: **Bob Combs, CO II, 1324576891**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

*Following is the **CDV** (Narrative section only) for Offender Kevin Dunn [CDV Example #2A]:*

CONDUCT VIOLATION REPORT EXAMPLE #2A

INSTITUTION: **PCC** DATE **07-06-06**

OFFENDER NAME: **DUNN, Kevin** DOC NUMBER: **7568001**
ASSIGNMENT: **Capt Crew/Student** H.U.: **11-C-40-B**

Primary Rule violation **#21.1 - Insulting Behavior** Secondary Violation: _____
Witness yes no Name and Employee or DOC Numbers

TIME: **8:43 X P.M.** DAY: **Thursday** DATE: **07-06-06**
BUILDING/ROOM/COMPLEX: **HU 11 Sallyport**
Tracking # (from OPII)

THE FOLLOWING EVENTS OCCURRED:
On above date and approximate time, Offender DUNN, Kevin #7568001 exited the Sgt. Office after being teamed by the caseworker. He came to the sallyport window and demanded to see the Functional Unit Manager. This R/O told him that the caseworker was the acting Functional Unit Manager today and that Mrs. Sippy was not here. At this time Offender Day stated "That's why you honky's are doing this. This places Offender DUNN, Kevin #7568001 in violation of rule **#21.1 - Insulting Behavior.**

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: **Mary Nathan** TITLE: **CCA** Employee ID NO: **1225920012**

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REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF TIME: **10:05 X P.M.**
DATE: **07-06-06**

Interviewed in presence of Reporting Officer, Offender states:
Offender refused to have violation interviewed, became loud and belligerent. Due to his behavior, Reporting Officer was not present during the interview, as an attempt to de-escalate the behavior of the offender.
Referred to DHO

WITNESS REQUESTED: **x** NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259) **Offender Plead Guilty Y N**
Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND **Employee** ID NO.: **Mark Mays, CO III, 1225920013**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE **DOC** NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #2A (Corrected)

INSTITUTION: **PCC** DATE **07-06-06**

OFFENDER NAME: **DUNN, Kevin** Register NUMBER: **7568001**
ASSIGNMENT: **Capt Crew/Student** H.U.: **11-C-40-B**

Primary Rule violation: **#21.1 - Insulting Behavior** Secondary Violation: _____
Witness yes no Name and Employee or DOC Numbers

TIME: **8:43 X P.M.** DAY: **Thursday** DATE: **07-06-06**
BUILDING/ROOM/COMPLE): HU 11 Sallyport (Note underlined areas are not in OP II code; this is usually acceptable. However, writer should check with data entry person before assuming this.)

Tracking # (from OPII)

THE FOLLOWING EVENTS OCCURRED:
On above date and approximate time, offender DUNN, Kevin #7568001 exited the Sgt. Office after being teamed by the caseworker. He came top the sallyport window and demanded to see the Functional Unit Manager. This R/O told him that the caseworker was the acting Functional Unit Manager today that Mrs. Sippy was not here. At this time offender Day stated "That's why you honky's are doing this. This

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places offender DUNN, Kevin #7568001 in violation of rule #21.1 - Insulting Behavior.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: **Mary Nathan** TITLE: **CCA** Employee ID NO: **1225920012**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF TIME: **10:05 X P.M.** DATE: **07-06-05**

Interviewed in presence of Reporting Officer, offender states: *(This phrase obviously written prior to actual interview; not good!)*

Offender refused to have violation interviewed, became loud and belligerent. Due to his behavior, Reporting Officer was not present during the interview, as an attempt to de-escalate the behavior of the offender. *(Two problems: 1) "loud and belligerent" behavior not described; 2) excluding reporting officer from interview violates due process - offender can refuse to cooperate at the interview, but reporting officer needs to be present even though the interviewer was attempting to 'de-escalate' the situation; offender can always be interviewed at the door to the cell if he is a security threat. Consequently, CVR was re-written to resolve the IRR filed by the offender on this omission of due process.)*

Referred to DHO

WITNESS REQUESTED: NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259) **Offender Plead Guilty Y N**

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: **Mark Mays, CO III, 1225920013**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

*Following is the **CDV** (Narrative section only) for Offender Herbert Shrine [CDV Example #3A]:*

CONDUCT VIOLATION REPORT EXAMPLE #3A

INSTITUTION: **MECC** DATE: **03-27-06**

OFFENDER NAME: **SHRINE, Herbert** DOC NUMBER: **4312283**
ASSIGNMENT: **TASC/TASC** H.U.: **34B16T**

Primary Rule violation: #20.1 - Disobeying an Order Secondary Violation: _____

Witness yes no Name and Employee or DOC Numbers

TIME: **2:45 x P.M.** DAY: **Monday** DATE: **03-27-06**

BUILDING/ROOM/COMPLE): **HU 34/B 16**

Tracking # (from OPII)

THE FOLLOWING EVENTS OCCURRED:

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On the above date and approximate time I directed offender SHRINE, Herbert #4312283 to pack his property and move back to HU 40. The aforementioned offender had been released from close observation by Psychologist Mellary and had no reason to remain in the Ad. Seg. Unit. Offender Shrine stated "I'm not going back to H.U. 40." The above actions place offender Shrine in violation of Rule **20.1** - Disobeying an Order.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: **Harry Davis** TITLE: **CO II** BADGE NO: **007007007**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: **3:22 X P.M.**
DATE: **3-27-06**

Offender interviewed in the presence of reporting officer.
Offender states: "I don't feel safe going back to HU #40."

To be seen by DHO at a later date.

WITNESS REQUESTED: X NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND **Employee ID** NO.: **Bess A. Novell, CCA , 008008008**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #3A (Corrected)

INSTITUTION: **MECC** DATE: **03-27-06**

OFFENDER NAME: **SHRINE, Herbert** DOCNUMBER: **4312283**
ASSIGNMENT: **TASC/TASC** H.U.: **34B16T**

Primary Rule violation: #20.1 - Disobeying an Order Secondary Violation: _____

Witness yes no **Name and Employee or DOC Numbers**

TIME: **2:45 x P.M.** DAY: **Monday** DATE: **03-27-06**

BUILDING/ROOM/COMPLEX: **HU 34/B 16**

Tracking # (from OPII) *OP II codes not utilized in underlined areas*

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THE FOLLOWING EVENTS OCCURRED:

On the above date and approximate time I directed offender SHRINE, Herbert #4312283 to pack his property and move back to HU 40. The aforementioned offender had been released from close observation by Psychologist Mellaril and had **no reason to remain in the Ad. Seg. Unit.** Offender **SHRINE stated "I'm not going back to H.U. 40."** (Good descriptive phrase - provides background information and includes direct quote from offender which supports the reason the violation was issued. However, word 'aforementioned' is not necessary) **The above actions place offender SHRINE in violation of Rule 20.1 - Disobeying an Order.**

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: **Harry Davis**

TITLE: **CO II**

Employee ID NO: **007007007**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: **3:22 X P.M.** DATE: **3-27-06**

Offender interviewed in the presence of reporting officer.

Offender states: "I don't feel safe going back to HU #40." (Again, good use of direct quote from offender.)

To be seen by DHO at a later date.

WITNESS REQUESTED: **X NO** IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: **Bess A. Novell, CCA , 008008008**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE

DOC NUMBER

SIGNATURE OF INTERVIEWER

(Intentionally omitted)

(Intentionally omitted)

(Intentionally omitted)

*Following is the **CDV** (Narrative section only) for Offender Kyle Ford [CDV Example #4A]:*

CONDUCT VIOLATION REPORT EXAMPLE #4A

INSTITUTION: **NECC**

DATE: **5-11-06**

OFFENDER NAME: **Kyle Ford**

DOC NUMBER: **5737514040**

ASSIGNMENT: **042 042 00102**

H.U.: **012 12A 0008**

Primary Rule VIOLATION: #15.3 - Sexual Misconduct Secondary Violation: 18.3; Interfering with account

Witness yes no Name and Employee or DOC Numbers

TIME: **11:00 x A.M.** DAY: **Sunday** DATE: **5-11-01**

BUILDING/ROOM/COMPLEX): **012 012A 0009 00B**

Tracking # (from OPII)

THE FOLLOWING EVENTS OCCURRED:

On 5-11-06 at 11:00 am, I, CO I Dobbs,1492, was conducting a Code 20 custody count in HU 12 A Wing

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when I approached cell #12 which is occupied by offender Ford, Kyle, #5737524040. I then observed offender Ford urinating with his genitalia completely exposed. I then told offender Ford I did not care to see this and that count was clearly announced and is at the same time daily and not to do this at this time. Offender Ford kept repeating he did not know it was count and very loudly stated, "I don't care if it is count, write me up if you want to."

Note: The above actions places offender Ford in violation of rules #25.3 Sexual Misconduct #18.3 - Interfering with a count, #19.4 - Creating a disturbance, #21.1 - Insulting behavior.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: **Betty Dobbs** TITLE: **CO I** Employee ID NO: **1492**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: **12:30 X P.M.**
DATE: **5-22-06**

No statement.

WITNESS REQUESTED: **x** NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty **Y N**

Informal Sanctions **Y N**

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: **Calvin Brite, FUM, 1776**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #4A (Corrected)

INSTITUTION: **NECC** DATE: **5-11-06**

OFFENDER NAME: **Kyle FORD** DOC NUMBER: **5737514040**
ASSIGNMENT: **042 042 00102** H.U.: **012 12A 0008**

Primary Rule Violation: **#15.3 - Sexual Misconduct** Secondary Violation: **18.3; interfering with a count**

Witness yes no Name and Employee or DOC Numbers

TIME: **11:00 x A.M.** DAY: **Sunday** DATE: **5-11-06** (areas reflect discrepancy in this date and the date of the interview; no justification recorded)

BUILDING/ROOM/COMPLEX): **012 012A 0009 00B**

Tracking # (from OPII)

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THE FOLLOWING EVENTS OCCURRED:

On 5-11-06 at 11:00 am, I, CO I Dobbs, 1492, (use of name, title and badge number is unnecessary) was conducting a Code 20 custody count in HU 12 A Wing when I approached cell #12 which is occupied by offender Ford #5737524040. I then observed offender Ford urinating with his genitalia completely exposed. I then told offender Ford I did not care to see this and that count was clearly announced and is at the same time daily and not to do this at this time. (Run-on sentence; writer possibly attempting to show pattern of behavior) Offender Ford kept repeating he did not know it was count and very loudly stated, "I don't care if it is count write me up if you want to." (Missing punctuation; should be a comma between 'count' and 'write')

Note: The above actions places offender Ford in violation of rules #25.3 Sexual Misconduct #18.3 - Interfering with a count, #19.4 - Creating a disturbance, #21.1 - Insulting behavior.. (Good closing phrase)

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: Betty Dobbs TITLE: CO I Employee ID NO:1492

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: 12:30 X P.M. DATE: 5-22-06

No statement. (Although this phrase is not a serious problem, it requires the reader to make assumptions, e.g., that this is a quote from the offender; that the reporting staff member was present, although it is not recorded, and that the interviewing staff member was simply too lazy to elaborate.)

WITNESS REQUESTED: x NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N
Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Calvin Brite, FUM, 1776 (FUMs cannot interview a conduct violation)

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Following is the CDV (Narrative section only) for Offender Terry Carns [CDV Example #5A]:

CONDUCT VIOLATION REPORT EXAMPLE #5A

INSTITUTION: MECC DATE: 4-22-06

OFFENDER NAME: Terry CARNs DOC NUMBER: 802
ASSIGNMENT: DRM/STD H.U.: 54-B-8b

Primary Rule Violation: #26.1 - Tampering with Locking or Safety Devices Secondary Viol 41.1

Witness yes no Name and Employee or DOC Numbers

TIME: 8:30 x A.M. DAY: Wed DATE: 4-22-06

BUILDING/ROOM/COMPLE): 54-B-8

Tracking # (from OPII)

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THE FOLLOWING EVENTS OCCURRED:

On the above date and approximate time, during a routine wing check, I, CO I Collins, discovered the following: The cell door of 3-D-8 had been tampered with. At the top of the door, I found an Irish Spring soap box that had been jammed in such a manner as to prevent the cell door from locking. I tried to open the cell door, but was unable to do so. It took myself and Offender Jones 23456789 several attempts to finally pry the cell door open. CO I Phillips questioned offender Carns concerning the tampering of the cell door. Offender Carns admitted at that time, he had jammed the cell door so that it would not close.

The above action places offender in violation of #26.1 -Tampering with Locking Devices and #41.1 -Procedural Rules.

SIGNATURE OF REPORTING EMPLOYEE

PRINT NAME: **Frank Collins** TITLE: **CO I** Employee ID NO: **11223344556**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: **8:25 X P.M.**
DATE: **4-22-06**

Offender interviewed in the presence of the reporting officer and states: "No statement at this time."

To be senen by DHO at a later date.

WITNESS REQUESTED: NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty **Y N**

Informal Sanctions **Y N**

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: **Toni Smith, CO II, 1010102210**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC **NUMBER** SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #5A (Corrected)

INSTITUTION: **MECC** DATE: **4-22-06**
OFFENDER NAME: **Terry CARNs** DOC NUMBER: **802**
ASSIGNMENT: **DRM/STD** H.U.: **54-B-8b**
TIME: **8:30 x A.M.** DAY: **Wed** DATE: **4-22-06**

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Witness yes no Name and Employee or DOC Numbers

Primary Rule violation: #26.1 - Tampering with Locking or Safety Devices Secondary Vio: 41.1

Tracking # (from OPII)

(There is a 12 hour gap between this time and the time of the interview - no justification for the delay is noted)

THE FOLLOWING EVENTS OCCURRED:

On the above date and approximate time, during a routine wing check, I, CO I Collins, discovered the following: The cell door of 3-D-8 had been tampered with. At the top of the door, I found an Irish Spring soap box that had been jammed in such a manner as to prevent the cell door from locking. I tried to open the cell door, but was unable to do so. It took myself and Offender Jones 23456789 several attempts to finally pry the cell door open. CO I Phillips questioned offender Carns concerning the tampering of the cell door. Offender Carns admitted at that time, he had jammed the cell door so that it would not close. (Overall, an acceptably written report. The first underlined phrase is a good description that supports the that violation title. Two minor problems: Who is CO I Phillips and why is this officer questioning the offender. It really doesn't make much difference, but a little more elaboration as to why this officer was involved would have provided more clarity. Secondly, the last highlighted phrase is okay, but would have more impact if it had been framed as a quote. Also, the phrase "at that time" is wordy and could have been omitted, e.g., 'Offender Carns admitted, "I jammed the cell door so that it wouldn't close."')

The above action places offender in violation of #26.1 - Tampering with Locking Devices and #41.1 - Procedures Rules.

SIGNATURE OF REPORTING EMPLOYEE

PRINT NAME: Frank Collins TITLE: CO I Employee ID NO: 1223344556

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:

TIME: 8:25 X P.M DATE: 4-22-06

(The interview occurred almost 12 hours after incident with no explanation)

Offender interviewed in the presence of the reporting officer and states: "No statement at this time." (This phrase is widely used and is acceptable)

To be seen by DHO at a later date.

WITNESS REQUESTED: x NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Toni Smith, CO II, 1010102210

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER (Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Following is the CDV (Narrative section only) for Offender Oliver Kidling [CDV Example #6A]:

CONDUCT VIOLATION REPORT EXAMPLE #6A

INSTITUTION: NECC DATE: 5-18-06

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OFFENDER NAME: Oliver KIDLING	DOC NUMBER: 2345678921	
ASSIGNMENT: MNT/MNT	H.U.: 13-E-13-b	
Primary Rule Violation: #12.3 - Threats	Secondary Violations: 19.1	
Witness yes no	Name and Employee or DOC Numbers	
TIME 3:50 x P.M.	DAY: Saturday DATE: 5-18-06	
PLACE (BUILDING/ROOM/COMPLEX): 029 029 00120		
Tracking # (from OPII)		
THE FOLLOWING EVENTS OCCURRED:		
On the above date and approximate time, offender Kidling, Oliver #2345678921, approached offender Pidgeon, Stuart #1967, and told him that he was going to take care of him for snitching to the COs about another offender. At this time, offender Kidling had restraints placed on him and escorted out of the Dining Hall, this happened in the presence of several offenders and staff.		
These actions place offender Kidling, Oliver #2345678921 in violation of rules #12.3 -Threats and #19.1 - Creating a Disturbance.		
SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)		
PRINT NAME: Sam Owens	TITLE: CO I Employee ID NO: 098	
REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:	TIME: 4:25 X P.M. DATE 5-18-06	
Offender interviewing in presence of reporting staff.		
Offender states: "I didn't threaten anybody."		
To be seen by DHO at a later date.		
WITNESS REQUESTED <input type="checkbox"/> YES <input type="checkbox"/> NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)		
Offender Plead Guilty Y N		
Informal Sanctions Y N		
PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Robert Posh COII, 086		
I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.		
OFFENDER SIGNATURE (Intentionally omitted)	DOC NUMBER (Intentionally omitted)	SIGNATURE OF INTERVIEWER (Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

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CONDUCT VIOLATION REPORT EXAMPLE #6A (Corrected)

INSTITUTION: NECC

DATE: 5-18-06

OFFENDER NAME: Oliver KIDLING

DOC NUMBER: 2345678921

ASSIGNMENT: MNT/MNT

H.U.: 13-E-13-b

Primary RULE Violation: #12.3 - Threats

Secondary Violations: 19.1

Witness yes no Name and Employee or DOC Numbers

TIME 3:50 x P.M. DAY: Saturday DATE: 5-18-06

PLACE (BUILDING/ROOM/COMPLEX): 029 029 00120

Tracking # (OP II)

THE FOLLOWING EVENTS OCCURRED:

On the above date and approximate time, offender Kidling, Oliver #2345678921, approached offender Pidgeon, Stuart #1967, and told him that he was going to take care of him for snitching to the COs about another offender. (Good to include a paraphrase of what the offender stated, it would have more cogency as a quote) At this time, (Wordy; could be re-phrased as "Then" or omitted) offender Kidling had restraints placed on him and escorted out of the Dining Hall, this happened in the presence of several offenders and staff. (Run-on sentence that could be divided into two complete sentences)

These actions places offender Kidling, Oliver #2345678921 in violation of rules #12.3 -Threats and #19.1 - Creating a Disturbance.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: Sam Owens

TITLE: CO I

Employee ID NO: 098

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:

TIME: 4:25 X P.M.

DATE 5-18-06

Offender interviewing in presence of reporting staff.

Offender states: "I didn't threaten anybody."

To be seen by DHO at a later date.

WITNESS REQUESTED YES NO (This is a due process issue: offender's response not indicated; cannot verify that offender was even asked this question)

IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Robert Posh, CO II, 086

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE

DOC NUMBER

SIGNATURE OF INTERVIEWER

(Intentionally omitted)

(Intentionally omitted)

(Intentionally omitted)

Following is the CDV (Narrative section only) for Offender Steve

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Short [CDV Example #7A]:

CONDUCT VIOLATION REPORT EXAMPLE #7A

INSTITUTION: **WMCC**

DATE: **3-27-06**

OFFENDER NAME: **SHORT, Steve**

DOC NUMBER: **3313**

ASSIGNMENT: **L15/E27**

H.U.: **06-06B-221-T**

TIME: **7:23 x P.M.**

DAY: **Monday**

DATE: **3-27-06**

Primary RULE Violation: **#10.1 - Minor Assault** Secondary Violations: **10.1, 12.3, 20.1,31.1, 30.3**

Witness yes no Name and Employee or DOC Numbers

PLACE (BUILDING/ROOM/COMPLEX): **HU 6 B Wing Bay in front of door**

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

On the above date and approximate time, this reporting officer observed offender SHORT, Steve #3313, chasing offender COZENER, William # 1989 with a mop handle. Offender SHORT, Steve was yelling, "I'm gonna kill you!" He then swung the handle, missing offender COZENER and striking the pole in B Wing breaking the mop handle. This reporting officer yelled, "Hey, that's enough." and entered the wing. Mr. SHORT yelled " I'm gonna get you! I'm gonna kick your ass!" He swung the handle, again missing offender COZENER, and struck the rail of the stairway. This officer gave offender SHORT the directives to handover the handle and cuff up. Offender SHORT complied with the directives. Please note that offender SHORT, Steve #3313 was on room restriction until 11-4-00. All of the above actions place offender SHORT in violation of #**10.1 - Minor Assault**, #**12.3 - Threats**, #**20.1 - Disobeying an Order**, #**30.3 - Out of Bounds** and #**31.1 - Destroying Property**.

NOTE: Mop handle and pieces were taken to the Captain's office.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: **Jack Webb**

TITLE: **CO I**

Employee ID NO: **2001**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:

TIME: **9:47 X P.M.** DATE: **3-27-06**

Officer and offender jointly interviewed.

Offender statement: No statement taken due to offender Short not signing waiver of rights.

To be seen by unit team at a later date.

WITNESS REQUESTED: **X NO** IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty **Y N**

Informal Sanctions **Y N**

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: **Bob Waite, CO III, 357**

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE

DOC NUMBER

SIGNATURE OF INTERVIEWER

(Intentionally omitted)

(Intentionally omitted)

(Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

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Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #7A (Corrected)	
INSTITUTION: WMCC	DATE: 3-27-06
OFFENDER NAME: SHORT, Steve	DOC NUMBER: 3313
ASSIGNMENT: L15/E27	H.U.: 06-06B-221-T
TIME: 7:23 x P.M.	DAY: Monday DATE: 3-27-06
Primary RULE Violation: #10.1 - Minor Assault Secondary Violations: 10.1, Threats Only one is listed	
Witness yes no Name and Employee or DOC Numbers	
PLACE (BUILDING/ROOM/COMPLEX): HU 6 B Wing Bay in front of door	
Tracking # (OPII)	
THE FOLLOWING EVENTS OCCURRED:	
<p>On the above date and approximate time, this reporting officer observed offender SHORT, Steve #3313, chasing offender COZENER, William # 1989 with a mop handle. Offender SHORT, Steve was yelling, "I'm gonna kill you!" He then swung the handle, missing offender COZENER and striking the pole in B Wing breaking the mop handle. This reporting officer yelled, "Hey, that's enough." and entered the wing. Mr. SHORT yelled " I'm gonna get you! I'm gonna kick your ass!" He swung the handle, again missing offender COZENER, and struck the rail of the stairway. This officer gave offender SHORT the directives to handover the handle and cuff up. Offender SHORT complied with the directives. Please note that offender SHORT, Steve #3313 was on room restriction until 11-4-00. All of the above actions place offender SHORT in violation of #10.1 - Minor Assault, #12.3 - Threats, #20.1 - Disobeying an Order, #30.3 - Out of Bounds and #31.1 - Destroying Property. (List all violations here; only one in secondary box. <i>(This is a well-written CDV. Writer clearly identifies victim and aggressor , uses quotes and factually describes behavior instead of interpreting it. Also adds an informational note re: room restriction which could have been omitted, but does describe the context of the behavior, i.e., the offender not only was attempting to assault someone, he was violating a sanction on another violation to do it.)</i>)</p>	
<p>NOTE: Mop handle and pieces were taken to the Captain's office. (Excellent note on deposition of weapon used in the incident.)</p>	
SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)	
PRINT NAME: Jack Webb	TITLE: CO I Employee ID NO: 2001
REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: 9:47 X P.M.	
DATE: 3-27-06	
Officer and offender jointly interviewed.	
Offender statement: No statement taken due to offender Short not signing waiver of rights. (This is an excellent disclaimer. Reflects protection of offender's due process entitlements during disciplinary process of a major violation title.)	
To be seen by unit team at a later date.	
WITNESS REQUESTED: X NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)	
Offender Plead Guilty Y N	
Informal Sanctions Y N	

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PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Bob Waite, CO III, 357

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE (Intentionally omitted) DOC NUMBER (Intentionally omitted) SIGNATURE OF INTERVIEWER (Intentionally omitted)

Following is the CDV (Narrative section only) for Offender Henry Jones, Jr. [CDV Example #8A]:

CONDUCT VIOLATION REPORT EXAMPLE #8A

INSTITUTION: MECC DATE: 4/13/06

OFFENDER NAME: JONES, JR., Henry DOC NUMBER: 98812 ASSIGNMENT: Std/Cap Crew H.U.: 4-A-30b

Primary RULE violation: #35.1 - Malingering Secondary Violation:

Witness yes no Name and Employee or DOC Numbers

TIME: 9:00 x P.M. DAY: Friday DATE: 4/13/06

PLACE (BUILDING/ROOM/COMPLEX): Education Bldg. Room 201

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

Offender Henry Jones, Jr. # 98812 declared a medical emergency for head pain at 9:00 am. I wrote the pass to medical. The medical officer called at 10:10 to tell me that Offender Jones had refused treatment because he had to wait. He returned with the signed pass, then wanted to leave again to return to the house for his asthma medicine (which he is supposed to carry with him.)

This action places Offender Jones in violation of Rule #35.1 - Malingering.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: Ida Burns TITLE: AT III Employee ID NO: 1010101010

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: 10:00 x A.M. DATE: 4-13-06

Offender states: She is lying, I did not say I had a headache. I am not lying.

WITNESS REQUESTED: X NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Alfred E. Neumann, CO II, 362438

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE (Intentionally omitted) DOC NUMBER (Intentionally omitted) SIGNATURE OF INTERVIEWER: (Intentionally omitted)

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Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #8A (Corrected)

INSTITUTION: MECC

DATE: 4/13/06

OFFENDER NAME: JONES, JR., Henry

DOC NUMBER: 98812

ASSIGNMENT: Std/Cap Crew

H.U.: 4-A-30b

Primary RULE Violation: #35.1 - Malingering Secondary Violation:

Witness yes no Name and Employee or DOC Numbers

TIME: 9:00 x P.M. (Compare with time of interview - report reflects interview occurred before incident)

DAY: Friday DATE: 4/13/06

PLACE (BUILDING/ROOM/COMPLEX): Education Bldg. Room 201

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

Offender Henry Jones, Jr. # 98812 declared a medical emergency for head pain at 9:00 am. I wrote the pass to medical. (This refers to a form completed by staff granting offender permission to leave assigned job or unit to go to another part of the institution. The writer assumes that the reader is familiar with this procedure which may or may not be the case. It could have been written more clearly or omitted completely, although this is not a serious error.) **The medical officer called at 10:10 (A.M./P.M. is not noted) to tell me that Offender Jones had refused treatment because he had to wait. He returned with the signed pass, then wanted to leave again to return to the house for his asthma medicine (which he is supposed to carry with him.)** (This phrase is an excellent example of providing the reader with relevant information regarding the incident)

This action places Offender Jones in violation of Rule #35.1 - Malingering. (This is not a serious problem, but there are other violation titles that more appropriately describe the incident, e.g., #19 - Creating a Disturbance. Further, it is a practice at some institutions that only medical staff can write a violation for this title because (a) malingering connotes a physical health component which only trained medical personnel are qualified to determine and (b) offenders are granted the right to request emergency medical services for themselves and to refuse medical treatment.)

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: Ida Burns

TITLE: AT III

Employee ID NO: 1010101010

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:

TIME: 10:00 x A.M. DATE: 4-13-06

Offender states: She is lieing, I did not say I had a headache. I am not lieing. (Misspelled words)

WITNESS REQUESTED: X NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

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Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Alfred E. Neumann, CO II, 362438

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER:
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Following is the CDV example (Narrative section only) for Offender Nathan Brown [CDV Example #9A]:

CONDUCT VIOLATION REPORT EXAMPLE #9A

INSTITUTION: MECC DATE: 2-16-06

OFFENDER NAME: Brown, Nathan DOC NUMBER: 6754321
ASSIGNMENT: DRM/STD H.U.: 17-B-61t

Primary RULE violation: #27.1 - Fraud Secondary Violation: 28.1

Witness yes no Name and Employee or DOC Numbers

TIME: 8:45 x A.M. DAY: Monday DATE: 2-16-06

PLACE (BUILDING/ROOM/COMPLEX): Bldg 86 - Clothing Issue

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

On this date and approximate time offender Brown 6754321 tried to get 3 tee shirts and 1 grey shirt from me here at him clothing issue. He attempted to get these through fraudulent methods until he finally admitted to giving the ones issued to other offenders to pay off gambling debts. He admitted to me that he had been gambling which is in violation of rule 28.1 - Gambling. Storekeeper Mack DeWitt also heard these admissions.

Cost of T-shirts are \$2.50 each and grey shirt is 8.25.

SIGNATURE OF REPORTING EMPLOYEE:

PRINT NAME: Sally Hart TITLE: Stk II Employee ID NO: 4312283

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME: 8:30 X A.M.
DATE: 2-16-06

Offender interviewed in the presence of Stk. Hart.

Offender states: "No statement."

To be seen by the DHO

WITNESS REQUESTED: X NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Barry Allen, CO II, 8770300

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I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) *(Intentionally omitted)* *(Intentionally omitted)*

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #9A (Corrected)

INSTITUTION: MECC

DATE: 2-16-06

OFFENDER NAME: Brown, Nathan

DOC NUMBER: 6754321

ASSIGNMENT: DRM/STD

H.U.: 17-B-61t

Primary RULE violation: #27.1 - Fraud

Secondary Violation: 28.1

Witness yes no Name and Employee or DOC Numbers

TIME: 8:45 x A.M.

DAY: Monday

DATE: 2-16-06

PLACE (BUILDING/ROOM/COMPLEX): Bldg 86 - Clothing Issue

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

On this date and approximate time offender Brown 6754321 tried to get 3 tee shirts (*Consistency - each use of the word "tee shirts" is spelled differently*) and 1 grey shirt from me here at him clothing issue. He attempted to get these through fraudulent methods (*This phrase is vague - what methods is the writer referring to? It is explained later on in the report, but this particular phrase could probably have been omitted*) until he finally admitted to giving the ones issued to other offenders to pay off gambling debts. He admitted to me that he had been gambling which is in violation of rule 28.1 - Gambling. (*This phrase is somewhat awkwardly written. An alternative, more fluid phrasing could have been "The offender's admission of gambling also places him in violation..."*) Storekeeper Mack DeWitte also heard these admissions.

Cost of T-shirts are \$2.50 each and grey shirt is 8.25. (*Consistency - no preceeding dollar sign, although it is understood this number refers to a price.*)

SIGNATURE OF REPORTING EMPLOYEE:

PRINT NAME: Sally Hart

TITLE: Stk II

Employee ID NO: 4312283

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:

TIME: 8:30 X A.M.

DATE: 2-16-06

Offender interviewed in the presence of Stk. Hart.

Offender states: "No statement."

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To be seen by the DHO

WITNESS REQUESTED: NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Barry Allen, CO II, 8770300

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Following is the CDV example (Narrative section only) for Offender Jacob Moore (CDV Example # 10A)

CONDUCT VIOLATION REPORT EXAMPLE #10A

INSTITUTION: FCC DATE: 5-5-06

OFFENDER NAME: Moore, Jacob DOCNUMBER: 212

ASSIGNMENT: STD am/PC pm H.U.: 2F3

TIME: 11:15 x A.M. DAY: Tuesday DATE: 5-5-06

Witness yes no Name and Employee or DOC Numbers

Primary RULE Violation: #19.1 - Creating A Disturbance Secondary Violation: 20.1

PLACE (BUILDING/ROOM/COMPLEX): 00101/Serving Line

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

While offender Moore was coming thru the serving line on the above date and approximate time, He told an offender line server that "You are all talk, You ain't nothing just all talk" Offender Moore said this in front of several other offenders during the serving of the lunch meal. This action places offender Jacob Moore212 in violation of rule #19.1 - Creating a Disturbance also rule #20.1 - Disobeying an Order.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: Manny Lammers TITLE: Cook II Employee ID NO: 5946686

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME 1:30 X P.M.
DATE: 5-5-06

Offender states: That 's a lie, I asked that gentleman what was the sub and he said these nuts.

Offender to see the DHO at a later time/date.

WITNESS REQUESTED: YES NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Shirley Koates, CCA, 4386007

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I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) *(Intentionally omitted)* *(Intentionally omitted)*

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #10A (Corrected)

INSTITUTION: **FCC** DATE: **5-5-06**

OFFENDER NAME: **MOORE, Jacob** **DOC NUMBER: 212**
ASSIGNMENT: **STD am/PC pm** H.U.: **2F3**

TIME: 11:15 x A.M. **DAY: Tuesday** **DATE: 5-5-06**

Primary **RULE Violation: #19.1 - Creating A Disturbance** Secondary Violation: **20.1**

Witness yes no Name and Employee or DOC Numbers

PLACE (BUILDING/ROOM/COMPLEX): **00101/Serving Line**

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

While offender Moore was coming thru the serving line on the above date and approximate time, He told an offender ("Shorthand" spelling should not be used; improper capitalization in the middle of a sentence) line server that "You are all talk, You ain't nothing just all talk" Offender Moore said this in front of several other offenders (Improper capitalization of "You"; missing punctuation - comma is needed between "nothing" and "just") during the serving of the lunch meal. This action places offender Jacob Moore 212 in violation of rule #19.1 - Creating a Disturbance also rule #20.1 - Disobeying an Order. (Without further information, e.g., talking to the servers is not permitted, it is not entirely clear how this violation title applies in this case.)

SIGNATURE OF REPORTING EMPLOYEE: *(Intentionally omitted)*

PRINT NAME: **Manna Lammers** TITLE: **Cook II** **Employee ID NO: 5946686**

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF: TIME **1:30 X P.M.**

DATE: **5-5-06**

Offender states: That's a lie, I asked that gentleman what was the sub and he said these nuts. (This statement is probably a direct quote, but it is poorly punctuated. Proper punctuation would be: "That's a lie. I asked the gentleman, 'What was the sub?' and he said, 'These nuts.'")

Offender to see the DHO at a later time/date.

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WITNESS REQUESTED: YES NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259) (No indication whether offender requested witnesses.)

Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee ID NO.: Shirley Koates, CCA, 4386007

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE (Intentionally omitted) DOC NUMBER (Intentionally omitted) SIGNATURE OF INTERVIEWER (Intentionally omitted)

Following is the CDV example (Narrative section only) for Offender Dewey Carter [CDV Example #11A]:

CONDUCT VIOLATION REPORT EXAMPLE #11A

INSTITUTION: PCC DATE: 02-28-06

OFFENDER NAME: Carter, Dewey DOC NUMBER: 786876

ASSIGNMENT: FDS H.U.: 1-A-9t

Primary RULE Violation: #27.1 - Fraud Secondary Violation: 41.1

Witness yes no Name and Employee or DOC Numbers

TIME: 3:39 x P.M. DAY: Wed DATE: 2/28/06

PLACE (BUILDING/ROOM/COMPLEX): HU #1 CCW I Office

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

On the above date and approximate time I received an envelope containing a letter from the PCC mailroom. The envelope had a return address to Tyrone Shultes #314. Upon checking his housing unit assignment he is assigned to 2E32T. Mailroom documented the envelope was retrieved from the Housing Unit #1 mailbag. The letter was directed to "Tyrone" and signed by Dewey Carter. Offender Carter was assigned to 1A9t. As there was no stamp on the envelope, it was concluded that it was Carter's attempt at getting correspondence to offender Shulte knowing the envelope would be returned to the sender for proper postage. Offender's attempt of obtaining privilege through pretense or trickery (corresponding with another offender without using postage) places himself Carter, Dewey 786876 in direct violation of rule #27.1 - Fraud and CDV #41.1 - Procedures and Rules.

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: Sarah West TITLE: CCW I Employee ID NO: 1945

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:

TIME: 4:19 A.M. P.M. DATE: 2/28/06

Interviewed in the presence of reporting staff and offender.

Offender states: "No statement"

To be seen by DHO at a later date.

WITNESS REQUESTED: X NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-

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0259) Offender Plead Guilty Y N

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND Employee IDNO.: Edward Fitzgerald, CO II, 63640

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE DOC NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Ask Participants: What do you see as a problem with this Conduct Violation Report?

Possible Responses: Answers will vary. Correct responses are placed in parenthesis in italics in corrected copy of each Conduct Violation Report Example.

CONDUCT VIOLATION REPORT EXAMPLE #11A (Corrected)

INSTITUTION: PCC DATE: 02-28-06

OFFENDER NAME: Carter, Dewey DOC NUMBER: 788676
ASSIGNMENT: FDS H.U.: 1-A-9t

Primary RULE Violation: #27.1 - Fraud Secondary Violation: 41.1

Witness yes no Name and Employee or DOC Numbers

TIME: 3:39 x P.M. DAY: Wed DATE: 2/28/06

PLACE (BUILDING/ROOM/COMPLEX): HU #1 CCW I Office

Tracking # (OPII)

THE FOLLOWING EVENTS OCCURRED:

On the above date and approximate time I received an envelope containing a letter from the PCC mailroom. The envelope had a return address to Tyrone Shultes #314. Upon checking his housing unit assignment he is assigned to 2E32T.

Mailroom documented the envelope was retrieved from the Housing Unit #1 mailbag. The letter was directed to "Tyrone" and signed by Dewey Carter. Offender Carter was assigned to 1A9t As there was no stamp on the envelope, it was concluded that it was Carter's attempt at getting correspondence to offender Shultes knowing the envelope would be returned to the sender for proper postage. Offender's attempt of obtaining privilege through pretense or trickery (corresponding with another offender without using postage) places himself Carter, Dewey #788676 in direct violation of rule #27.1 - Fraud and CDV #41.1 - Procedures and Rules. (Although it may have been a little more fluid, i.e., fewer choppy sentences, this is a fairly well-written report. The word "himself " could have been omitted.)

SIGNATURE OF REPORTING EMPLOYEE: (Intentionally omitted)

PRINT NAME: Sarah West TITLE: CCW I Employee ID NO: 1945

REPORT OF JOINT INTERVIEW BY INTERVIEWING STAFF:

TIME: 4:19 A.M. P.M. (A.M./P.M. not noted)
DATE: 2/28/06

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Interviewed in the presence of reporting staff and offender.

Offender states: "No statement"

To be seen by DHO at a later date.

WITNESS REQUESTED: NO IF "YES", COMPLETE WITNESS REQUEST (MO 931-0259) **Offender Plead Guilty Y N**

Informal Sanctions Y N

PRINT NAME OF INTERVIEWER, TITLE AND **Employee ID** NO.: Edward Fitzgerald, CO II, 63640

I UNDERSTAND MY RIGHTS AND HAVE RECEIVED A COPY OF THIS CONDUCT VIOLATION REPORT.

OFFENDER SIGNATURE **DOC** NUMBER SIGNATURE OF INTERVIEWER
(Intentionally omitted) (Intentionally omitted) (Intentionally omitted)

Ask Participants: What challenges did you encounter with the exercise?

Possible Responses: Knowing for sure what was important enough to include so as not to include too much; being aware of the impact incorrect dates may have on the process.

Ask Participants: What aspect will be helpful in your job?

Possible Answer: Knowing the best way to write clear, concise reports

The writer's involvement in the disciplinary process is essentially finished at this point. However, the violation and the offender continue through the remaining phases of the disciplinary procedure.

INSTRUCTIONAL INPUT

Let's review those phases to get an idea of what each entails and how the quality of a conduct violation can affect due process.

DISCIPLINARY HEARINGS

The next phase in the disciplinary process entails the hearing in which the violation is reviewed and recommendations as to guilt and sanctions are determined. It is a critical juncture in the process and the responsibility for ensuring that the hearing is expeditiously

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conducted in accordance with due process guidelines falls to the disciplinary hearing officer (DHO).

There are two types of hearings: minor violation and major violation which are governed by IS19-1.3 and 1.4 respectively. While the procedures are essentially similar for both, there are some important distinctions between them. Let's begin by looking at what is involved in minor violation hearings.

DISCIPLINARY HEARINGS - MINOR

The job of the DHO after receiving the violation from the interviewing officer entails reviewing the violation for errors or any "gaps" in the narrative of the report; determining whether the violation should be referred to the Adjustment Board (which we will discuss more fully in a few minutes); reviewing any evidence relating to the violation, e.g., contraband, witness statements, corroborating documentation; scheduling the hearing and ensuring the offender is notified about the time and date of hearing.

The Disciplinary Hearing may be tabled due to extenuating circumstances; however, documentation must be made on the Disciplinary Action Report Form.

Offenders may plead guilty and waive their rights to a hearing either during the interview or at the scheduled hearing for minor violations only. However, formal hearings must be held when an offender is placed on Temporary Ad Seg Confinement (TASC) status, refuses to sign or for those violations heard by the adjustment board. If the offender admits guilt and chooses to waive his/her rights to a formal hearing, the conduct violation report (CDV) will be forwarded to the appropriate disciplinary hearing officer for review. The disciplinary hearing officer has the options of:

1. Scheduling a formal hearing for the offender and proceed with the formal hearing; **Note:** (if the offender pleads guilty during the initial interview, and due to extenuating circumstances a formal hearing takes place, the previous guilty plea will be discarded.)
2. Assigning the offender appropriate sanction(s) and completing the disciplinary action report; or
3. Referring the CDV to the adjustment board.

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If during the disciplinary hearing, the disciplinary hearing officer finds that the violation charge and the information in the body of the violation are in conflict, the disciplinary hearing officer may change the charge to one which corresponds with the facts, but shall not increase a minor charge to a major charge. In the event additional information is received which would make a minor charge a major charge, the disciplinary hearing officer shall refer the conduct violation with all additional supporting information to the adjustment board. The receipt of additional information shall be noted on the disciplinary action report.

Policy is specific as to who can act as a disciplinary hearing officer and how a disciplinary hearing must be conducted. These requirements are as follows:

- The hearing proceedings are recorded on the Disciplinary Action Report (DAR) form. We'll talk about the particulars of completing this form in a few minutes. A Corrections Caseworker (CCW, or SAC-Substance Abuse Counselor) can act as a hearing officer on minor violations.
- The hearing ***MUST*** be conducted *no sooner than 24 hours AND no later than seven (7) working days* after the violation is interviewed unless extenuating circumstances prevent it. The circumstances causing the delay should be noted in the body of the DAR.
- The offender is afforded the opportunity to appear in person at the hearing (unless security considerations prohibit the appearance). After the violation is read to the offender by the DHO, he/she is allowed to present evidence on **his/her own behalf**. If the offender refuses to or cannot appear, the hearing is conducted in absentia and the reason is noted in the DAR.
- The DHO records the offender's statements and all evidence presented (including that evidence noted in the violation report, as well as, that proffered by the offender) and enters a recommendation of either guilty or not guilty in the body of the DAR. Please note that the DHO must cite the specific evidence relied upon to support his/her findings.

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- ❑ The DHO then enters his/her recommended sanctions in the appropriate section of the DAR and has some latitude in determining which sanctions to impose:
 - The DHO may find the offender not guilty and recommend that the violation be dismissed and expunged from his/her file.
 - The DHO may amend the violation title specified in the header to another title based upon the information and evidence presented during the hearing. This does **NOT** include elevating a minor violation title to a major violation title.
 - Recommended sanctions must be within the approved range of sanctions corresponding to the particular violation title for which the offender is found guilty. The range of sanctions for all violation titles is listed in IS19-1.1, and in the Offender Rule Book.

- ❑ The recommendations are reviewed with the offender. The offender signs the DAR in the appropriate box and is provided with a copy of the hearing report. All sanctions are effective immediately.

- ❑ The Conduct Violation Report, the Disciplinary Action Report and any attachments are forwarded to the Functional Unit Manager (FUM) for review.

These are the basic steps in the phase for hearing minor violations. As I mentioned earlier, there are two types of hearing: minor and major. Let's examine the procedures for major violation hearings.

DISCIPLINARY HEARINGS - MAJOR

The procedures for major violation hearings are fundamentally the same as those for minor hearings with the following salient differences:

- ❑ Upon receiving a major violation report (or a minor violation report which can be considered a major violation by virtue of the circumstances of the incident), the DHO refers it to the **Adjustment Board**. The Adjustment Board is a two member team consisting of a functional unit manager or substance

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abuse unit supervisor and a lieutenant (or higher ranking custody staff person) who will be assigned to conduct hearings on major conduct violations. More than 2 people may be assigned this duty. The functional unit manager or supervisor will serve as the chairperson.

- The role of the Adjustment Board must be fulfilled by a FUM/SAUS as a chairperson and at a COIII or higher ranking staff member.
- The Adjustment Board must conduct the hearing within seven (7) working days after the referral from the initial interview.
- The Adjustment Board conducts a hearing following the same guidelines as a minor violation hearing and has the added responsibility of ensuring the offender is advised of his/her Miranda warnings in cases where the violation is also considered a felony, e.g., murder, assault.
 - The Statement of Rights form is utilized and signed by both the offender and a member of the Adjustment Board
 - The offender may either waive his/her rights and make a statement regarding the violation report to the Adjustment Board or decline to waive the rights.
 - In either case, the offender's choice is noted on the form and the Adjustment Board proceeds with the hearing
- The Adjustment Board may impose the same sanctions as a DHO. The Adjustment Board can also recommend the following sanctions:
 - Impose living area restriction or disciplinary segregation up to 30 days
 - Make a recommendation whether to refer the violation for prosecution
 - make a recommendation whether the offender's conditional release date (CR date or minimum release date) should be extended.
 - The DHO and Adjustment Board can refer to the Administrative Segregation Committee.

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At the conclusion of the hearing, the **Adjustment Board** forwards the conduct violation, DAR and all attachments to the **associate** superintendent/designee.

This concludes the overview of the hearing process for minor and major violations. At this point, it should be clear that a poorly written report or one that fails to reflect the requisite due process considerations would be unacceptable in this context. It is the responsibility of the conduct violation writer and the interviewer to ensure the report is technically correct and “paints a picture” of the incident described in the report, i.e., the hearing officer should be able to read the violation report and have no question as to what happened or that full due process has been afforded to the offender.

GUIDED PRACTICE

Distribute a copy of a Blank Disciplinary Action Report handout and a copy of a completed example Conduct Violation Report to each group. Have the groups designate a spokesperson, a scribe and a person who will role play the offender for their particular group.

Instruct the groups to review their assigned violation report in the role of the hearing officer and process the violation on the Disciplinary Action Report utilizing the format discussed during the Instructional Input section above. Instruct the person role-playing the offender to provide a statement(s) to the effect that he/she is not guilty for the violation during the process. The spokesperson for each group will be asked to read the group's completed Disciplinary Action Report to the class after all groups have completed the task.

Ask the class as a whole to critique the reports for the report writing fundamentals and procedural conformity after each group has completed its presentation. Ensure all points are covered by the discussion.

Allow 15 minutes for the groups to finish their reviews and 15 minutes to process their findings.

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Let's now wrap up our examination of the disciplinary process by looking at the review phase.

INSTRUCTIONAL INPUT

REVIEW PHASE

After the hearing officer has completed the hearing process, the violation is forwarded for review. This phase is essentially similar for both minor and major violations but involves different hierarchical levels, i.e., minor violations are forwarded to the FUM for initial review; major violations are forwarded to the **associate** superintendent/designee. We'll clarify this aspect shortly. For now, let's focus on the options and responsibilities all reviewers have in common regardless of level/position.

Reviewers are authorized to elect one of the following options:

- Override and modify the findings and recommended sanctions;
 - The reviewer must provide justification for the modification
 - This option includes amending the violation title
- Approve and order the recommended sanctions; and/or;
- Return the violation packet and order a new hearing.

Please bear in mind that a reviewer may **NOT** elevate a minor violation title to a major violation title. Due process requires that an offender is afforded a hearing when circumstances warrant elevation of a minor violation title to a major violation title because the consequences are more severe. Therefore, the reviewer may order a new hearing if he/she believes the minor violation title should be elevated to a major violation title.

Let's return to the different levels involved in the review process that were mentioned earlier. The flow of review for the two types of violation titles are:

- Minor
 - DHO
 - FUM

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- Assistant Superintendent
- Major
 - Adjustment Board
 - Associate Superintendent
 - Superintendent

Finally, please note that although this effectively concludes the disciplinary process, the offender still has the right to appeal the final decision through the offender grievance process should he/she elect to do so. Again, the importance of writing good and technically correct conduct violations cannot be over-emphasized. It makes more sense to do the report right the first time around instead of spending additional time re-doing it. Further, following the guidelines provided in policy certainly makes responding to an offender grievance a less anxiety-provoking experience than attempting to justify actions taken that are beyond the scope of authority.

PROCESSING QUESTIONS

Ask Participants: What is the time period in which a conduct violation must be written after an incident occurs?

Correct Response: By the end of the shift during which the incident occurred unless extenuating circumstances exist.

Ask Participants: What would be an allowable extenuating circumstances for delaying the issuance of a conduct violation?

Correct Response: Out count

Ask Participants: Who is authorized to interview a conduct violation?

Correct Response: A CCA or a CO II or higher ranking custody officer.

Ask Participants: Is a CO II authorized to interview a violation written by a CO III?

Correct Response: Yes. Rank makes no difference as long as the

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interviewer is a CCA or CO II or higher ranking custody officer.

Ask Participants: Is a #19.1-Creating A Disturbances more serious than a #20.1-Disobeying An Order because it is a lower number?

Correct Response: No. The only distinction among violation titles are major violation, Rules #1 - #9, and minor violation titles. A minor violation title may be considered a major violation by virtue of the severity of the circumstances of the incident.

Ask Participants: What chapter of Institutional Services policy covers the disciplinary process?

Correct Response: IS 19-1

Ask Participants: What rights does an offender have during the disciplinary process?

Correct Response:

- ✓ The right to written notice of the alleged violation prior to a hearing;
- ✓ The right to a hearing;
- ✓ The right to present documentary evidence at the hearing;
- ✓ Witnesses may be allowed;
- ✓ You have the right to the written findings and decision; and
- ✓ The right to appeal the decision as set forth in D5-3.2 Offender Grievances.

It is one thing to discuss report writing in training and provide opportunities to practice the concepts and tools in the exercises we have done throughout this session. However, it is quite another thing to actually put it into practice on the job. In our final exercise, then, I'd like to give you the chance to reflect on how can apply what you have learned today on your particular job.

INDEPENDENT PRACTICE #1

Instruct the participants to individually make an action plan that

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reflects specific things each of them can do to improve writing skills at their respective job sites. For example, a supervisor may plan to recommend this training to a colleague or someone he/she supervises or to present some of the information from this training in a staff meeting; a line staff member could plan to ask colleagues and his/her supervisor for constructive criticism on his/her written communication. Provide 10 minutes for the participants to complete the action plan and conclude the exercise by asking for volunteers to share their plan with the group.

EVALUATION/CLOSURE

We've covered a lot of material, so let's take a moment to review some of the more salient points that were made in this training.

Ask Participants: What is the definition of a report?

Possible Response: A written summary of events or information that the author has seen, heard or investigated and provides a permanent record of those events or information.

Ask Participants: What are the four Cs that can be utilized to evaluate a report?

Possible Response: Correct, clear, concise and complete.

Ask Participants: What are the seven essentials that are contained in good report?

Possible Response: Who, what, when, where, why, how and action taken.

Ask Participants: Besides the seven essentials and the four Cs, what is one other important consideration for writing an acceptable conduct violation?

Possible response: Due process aspects.

Ask Participants: Who is authorized to write a conduct violation?

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Possible Response: Any staff, including contracted staff, like CMS personnel, may issue a violation (although contracted staff may provide written information to a staff member who will then issue the formal violation report if they so choose). Policy requires that the staff member have a reasonable belief that a violation of the rules has occurred.

Ask Participants: What is the time deadline by which a conduct violation must be written?

Possible Response: The end of the shift in which the violation occurred unless extenuating circumstances exist.

Ask Participants: When must a conduct violation be interviewed?

Possible Response: By the end of the shift in which the violation is written unless extenuating circumstances exist.

Ask Participants: Who is authorized to interview a conduct violation?

Possible Response: A CCA or a CO II or higher ranking custody officer.

Ask Participants: What rights or entitlements does an offender have during the disciplinary process?

Possible Response:

- ✓ The right to written notice of the alleged violation prior to a hearing;
- ✓ The right to a hearing;
- ✓ The right to present documentary evidence at the hearing;
- ✓ Witnesses may be allowed;
- ✓ You have the right to the written findings and decision; and
- ✓ The right to appeal the decision as set forth in D5-3.2 Offender Grievances.

Ask Participants: What are the two types or categories of conduct violation titles?

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Possible Response: Major and minor (or, serious and not-so-serious)

Ask Participants: What are two tips that can provide a framework for preparing an acceptable report?

Possible Response: Describe behavior and state only facts.

Ask Participants: Why is good report writing important to us as corrections professionals?

Possible Response: Written communication in the Department of Corrections can be used as evidence in court. It also reflects upon the professionalism as the department as a whole and the individual.

Let's see whether we accomplished what we set as our goals for this training at the beginning of the session:

1. Given a scenario, write a conduct violation and critique it for the essentials of report writing;
2. Using the documents provided, correct any technical errors according to the information provided in this module;
3. Utilizing a picture and the listed phrases, distinguish between facts and opinions and elaborate on the impact of potential consequences; and
4. Develop an individual action plan on ways to improve documentation and report writing skills.

As a final note, let me again call your attention to the fact that report writing pervades everything we do in corrections. Those of you who have ever had to submit a report for a use of force report or for an Informal Resolution Request know the importance of good report writing and certainly almost everyone has had the opportunity to issue a conduct violation. We encourage you all to apply what you have learned here at your respective jobs and to avail yourselves of other training courses we offer such as Use of Force, Selected Policies, Constitutional Law and Court/Testifying Skills to gain further expertise in these specific topics.

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