



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-052400 PPD 24-Hour Services available to Offenders	Issued: 02/21/94 Effective: 02/21/94	Reviewed/Revised: 04/07/22
Alisha Tafoya Lucero, Cabinet Secretary		

AUTHORITY:

Section 31-21-7 (A), NMSA 1978, as amended.

REFERENCE:

ACA Standard 4-APPFS-2A-15, *Performance Based Standards for Adult Probation and Parole Field Services*, 4th Edition.

PURPOSE:

To develop guidelines to provide for 24-hour availability of supervisory services to meet the offender's needs.

APPLICABILITY:

All New Mexico Corrections Department (NMCD), Probation and Parole Division (PPD) staff responsible for the supervision of offenders.

FORMS:

None

ATTACHMENTS:

None

DEFINITIONS:

Offender: An adult placed under, or made subject to, supervision, probation, and/or parole, as the result of the commission of a criminal offense and released to the community under the jurisdiction of courts, paroling authorities, corrections, or other criminal justice agencies, and who is required to request transfer of supervision under the provisions of the Interstate Compact for Adult Offender Supervision.

POLICY:

The PPD will provide PPD offenders with services on a twenty-four (24) hour basis. Offenders shall be made aware of how to access the twenty-four (24) hour services. [4-APPFS-2A-15]



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Policy *CD-052400*

PROCEDURES: [4-APPFS-2A-15]

- A. District offices shall be opened for services between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday (excluding holidays). The district offices will also remain open between the hours of 12:00 p.m. and 1:00 p.m., unless otherwise authorized by the region manager.
- B. The PPD Director may authorize, as-needed, other work schedules for district offices.
- C. The telephone numbers of all Probation/ Parole Division (PPD) staff members must be given to the respective supervisor, PPOs, district supervisors, region managers, the Community Corrections Administrator, the Deputy Director, and the Director, who are subject to call 24 hours each day. If cell phones are available and issued to staff, staff shall maintain the device in their possession and respond to calls in a timely manner.
- D. The PPD shall maintain a statewide toll-free telephone number, (505) 841-4910 in the Albuquerque Metro Area, or 1-866-416-9867 statewide, available to offenders, all law enforcement, and the general public for 24-hour access of Probation/Parole needs and inquiries.
 1. The PPD Response Center will receive all calls made to these numbers. These calls may be recorded if deemed necessary. Upon receiving a call on these numbers, the Response Center staff member answering the call will log the following information into the Offender Management System:
 - a. The time and date of the call;
 - b. The caller's name and agency or association;
 - c. The telephone number from which the caller is calling and can be contacted,
 - d. The caller's supervising officer's name, or if the caller is not under supervision, then the name of the supervising officer of the person in reference to whom they are placing a call.
 - e. Narrative of call and action taken.
 - f. The supervising officer and PPS will be notified by email of all calls to the response center.

2. In an urgent situation, after hours, Response Center staff shall call :
 - a. The supervising officer of the offender who is making the call or who is the subject of the call.
 - b. The District Supervisor for the supervising officer, if the supervising officer is not available.
 - c. The Region Manager for that district, if the District Supervisor is unavailable.
 - d. The Deputy Director or Director, if the Region Manager is not available.
3. The staff member who is contacted by the Response Center, during working hours, will immediately attempt to contact the party who made the initial contact with the dispatcher, in order to ascertain the nature of the problem, and what action may be necessary.
4. If a PPO feels that further immediate action is required, he/she will attempt to contact his or her immediate supervisor for overtime authorization. If the supervisor is not available, the PPO will perform the necessary tasks in the most expeditious manner, and will, on the next working day, advise their supervisor in writing of the incident. The supervisor will then ensure that all procedures required by the Department's policy on overtime are followed by either granting compensatory time or overtime payment.

E. Notification to Offenders:

1. In each district and region office, a sign will be prominently displayed, with the 24-hour response number of the Probation/Parole hot line.
2. All staff with business cards will have the Probation/Parole 24-hour phone Response Center number printed on the cards.
3. Offenders will be advised to contact the toll-free telephone number in the event of an emergency requiring contact with the Division or the supervising PPO.