

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 1 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

**I. Introduction and Summary:**

The Georgia Department of Corrections (GDC) provides counseling services to offenders to meet their individualized counseling needs and provide effective case management and supervision. Curriculum and specialized programs and services are provided for offenders as mandated by laws, court order or departmental directives. Inmate Services will provide guidance and resources for the scope of services, program coordination and supervision, counseling, substance abuse programs and special needs offenders. Inmate Services will inform other divisions within GDC and agencies outside GDC of the extent and availability of services and programs for agency population.

**II. Authority:**

- A. O.C.G.A. §§ 19-13-1 and § 42-5-20;
- B. GDC Board Rules: 125-4-1-.01, 125-4-1-.02, 125-4-1-.05 and 125-4-1-.06;
- C. GDC Standard Operating Procedures (SOPs): 107.02 Access to Programs, 107.03 Staff Development, 107.04 Risk & Need Assessment, 107.06 TOPPSTEP, 107.07 Peer Evaluator, 107.08 Cognitive Behavioral Programs, 107.09 Motivation for Change, 107.11 Residential Substance Abuse Treatment, 107.12 Specialized Reentry Program Prison, 108.01 Education Program Administration, 109.01 Local Management of Volunteer Services, 209.03 Disciplinary Isolation, 209.06 Administrative Segregation, 210.01 Inmate/Probation Boot Camp - General Policy, 214.01 Operations of Care & Treatment, 214.02 Performance Incentive Credit, 215.18 Transitional Resident Classification, 219.01 Case Management/Records Maintenance, 220.03 Classification Committee, 220.04 Offender Orientation, 361.02 Admissions & Orientation, 503.01 Faith & Character Based Program, 503.02 Reentry Pre/Post Planning, 508.32 MH/MR Case Management Duties, and 507.04 Special Needs Treatment Planning; and
- D. ACA Standards: 2-CO-1A-14, 2-CO-4B-04, 2-CO-4F-01, 4-4428, 4-4433, 4-4435, 4-443, 4-4434, 4-4432, and 4-4436.

**III. Definitions:**

- A. **Offender Contact** - Contact with an offender that does not directly relate to the offender's case-plan. Staff who are expected to make offender contacts are: Wardens, Deputy Wardens, Superintendents, Assistant Superintendents, Chief of Security, Probation Officers, Business Managers, Employment Managers,

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 2 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

Department Heads, Chaplains and all Counselors. Staff must document offender contacts in SCRIBE case-notes.

**B. Data Assessment Plan (D.A.P.) - Method of Documentation.**

1. **Data** - Data will describe the facts of a session with an offender, including the offender's disposition and attitude, the offender's assessed Next Generation Assessment (NGA) program needs and how the offender is addressing their criminogenic needs. This data generally comprises 2/3 of the body of the documentation.
2. **Assessment** - An assessment provides the overall impression of the offender contact including: how did the session go; how this particular session relates to the overall treatment goals set in the offender's case plan; where the offender is in the Stages of Change—this should be related to a particular problem behavior change (pre-contemplation, contemplation, etc.—explain what evidence supports your analysis); and what is the offender's response to the case-plan (is the offender responsive or not, and explain).
3. **Plan** - Lists goals, objectives, and reentry interventions, referrals, etc. Includes the offender's next steps and the counselor's next steps to meet the treatment goals set in the Data section of note.

**C. Operational Manual** - the authoritative guidebook that describes the detailed processes and systems utilized by Care & Treatment Staff identifying the services provided to the offender population.

**D. Next Generation Assessment (NGA)** - GDC's assessment tool to identify programming for the offender population.

**E. Meaningful Offender Contact** - Contact that should deal with the program case-plan, offender behavior, and/or crisis situations utilizing D.A.P. format.

**F. Special Needs** - Offenders identified as high risk of re-offending with a history of aggressive and/or sexually assaultive behavior, substance abuse issues and all other criminogenic areas identified from the Next Generation Assessment (NGA) or another qualified professional. Offenders who have mental health programming

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 3 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

will be addressed through mental health located in SOP 507.04, Special Needs Treatment Planning.

**IV. Statement of Policy and Applicable Procedures:**

- A. It is the policy of the GDC to provide a range of services and programs appropriate to meet the needs of the offender population. Individual and group counseling encompasses a delivery of services that may include personal/social adjustment, drug/alcohol counseling, vocational/educational guidance, family assistance, pre-release/reentry preparation, and job development, as well as other required counseling assistance. Facilities that house pregnant offenders will provide a comprehensive counseling program with assistance in providing the pregnant offender with information in their expressed desires in planning for their unborn children. Program plans are made available through SCRIBE and GDC Website ([www.gdc.ga.gov](http://www.gdc.ga.gov)), in which Department of Community Services (DCS) and Georgia State Board Pardons and Parole (P&P) have the ability to access and review assessment and program plans. The GDC Website also provides outside agencies with the program services offered to offenders housed in GDC facilities.
  
- B. Each facility will have a formal mechanism to determine appropriate levels of counseling services staffing. The mechanism used to determine such staffing levels includes at a minimum: type of offender population served; type of facility; legal requirements; and goals to be accomplished. The facility's use of a "team" approach and use of paraprofessionals, volunteers, and students also may influence the numbers of professional staff required.
  
- C. Program Coordination & Supervision  
 The Supervising Authority (DWCT/Chief Counselor) or Senior Counselor/Assistant Superintendent are responsible for the following:
  - 1. Ensure that the administration of counseling services will be supervised by a qualified, trained person with a minimum of a bachelor's degree in the social or behavioral sciences or a related field. All counseling programs will be well organized and planned and provided by a person who is qualified by either formal education or training.
  
  - 2. Planning, updating and developing the Operational Manual that outlines each area of responsibility of Care and Treatment Counseling Services.

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 4 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

3. Supervising the counseling staff daily. These responsibilities include, but are not limited to:
  - a. Scheduling the counselor's work hours to provide maximum access to offenders to ensure provisions are made for counseling offenders upon request and crisis intervention services.
  - b. Scheduling groups as specified by required curriculum, specialized Risk Reduction interventions and other groups focusing on the offender needs at the site.
  - c. Ensuring adequate and appropriate case documentation by completing case note reviews on five percent (5%) of all counselor caseloads each month. This review should include any corrections needed for staff to correct. Staff shall utilize SOP220.03, Attachment 5, Classification Action Sheet.
  - d. Reviewing and monitoring individual and group counseling activities to ensure compliance with established SOP's and integrity of the program. Counseling Supervisor will also be responsible for ensuring that programs are maintained at capacity as noted in each respective program criteria. The review of groups and counseling sessions should be documented in the Counselors Performance Notes and Performance Management Form.
  - e. Ensuring duties assigned to staff are consistent with training, abilities and job description.
  - f. Conducting monthly staff meeting with counseling staff as well as MH/MR staff where applicable, to include revisions of SOP's within thirty (30) days of receipt of newly revised SOP's.
  - g. Using the SCRIBE report to schedule counseling programs, using the statistical SCRIBE reports to review program enrollment, completions, and terminations.
  - h. Ensuring offenders complete the group they are required to attend at least fifteen (15) months prior to their earliest release date.

**GEORGIA DEPARTMENT OF CORRECTIONS**  
**Standard Operating Procedures**

**Policy Name:** Purpose & Objectives - Counseling Services

**Policy Number:** 107.01

**Effective Date:** 10/26/2017

**Page Number:** 5 of 10

**Authority:**  
Commissioner

**Originating Division:**  
Inmate Services Division  
(Counseling)

**Access Listing:**  
Level I: All Access

- i. Ensuring a master schedule is developed and maintained at the facility for review.
  - j. Decreasing offender idleness by scheduling groups/programs during times when there is little to no offender movement.
  - k. Managing and utilizing the counseling budget to purchase Counseling programs materials ONLY.
  - l. Facilities will provide community social service resources to augment the counseling and social services provided in the institution.
- B. The programs and services provided should be comparable for all segments of the offender population without regard to race, sex, national origin or religious preference. Individual and group counseling encompasses a delivery of services that may include personal/social adjustment, drug/alcohol counseling, vocational/educational guidance, family assistance, family planning, parental education, pre-release/reentry preparation, job development, and community services as well as other required counseling assistance. Individual and group counseling duties include, but are not limited to:
1. Offenders participating in available programs will be held accountable for their behavior during individual/group counseling services that offer opportunities to develop needed personal, social, vocational, and other skills and social adjustment during the offender's incarceration;
  2. Providing offenders with opportunities, in both individual and group settings, to learn skills that will facilitate their personal and social adjustment upon release; and
  3. Offering counseling and crisis intervention services and groups specifically designed for the unique needs of special populations such as substance abuse, special needs offenders, sex offenders, HIV+, juveniles, counseling of pregnant offenders, the elderly, veterans, and special management cases.
  4. During individual counseling, the counselor focuses on issues that brought the offender to incarceration with the offender to correct the choices that led to incarceration, and encourages and monitors the goals outlined on the offender's

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 6 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

case plan. Additionally, the counselor may need to address issues of adjustment to incarceration. The programs that are offered are:

- a. Counseling & Substance Abuse Programs, Attachments 1 and 2; and
  - b. RRS Evidenced Based Groups: Anger Management, Moral Reconciliation Therapy (MRT), Thinking for a Change (T4C), Problem Solving Skills in Action (PSSIA), Sex Offender Psycho-educational Program (SOPP), Matrix Early Recovery System (ERS), Matrix Relapse Prevention (RP), Breaking the Chains of Trauma, Moving On (Gender responsive-females). Selection for participation in these groups will be assessment driven.
- C. Counselors are responsible for case management responsibilities for their assigned offenders, including documentation, coordination of services and making appropriate referrals to programs/education/vocational/details, etc. Case management responsibilities shall be done in accordance with SOP 219.01, Case Management - Records Maintenance and may also include, but are not limited to:
1. Providing offenders appropriate supervision through intake admission and orientation, program coordination/referrals based on an individualized case plan, completion of classification/reclassification paperwork; member of classification team; SCRIBE documentation, generating and/or completing work activity performance reports, parole review summaries, facilitating groups, and assistance in the grievance resolution process.
  2. Assisting offenders with individualized preparation for reentry and adjustment in the community upon release, including appropriate referrals for residence, employment, and aftercare arrangements, as well as assistance in obtaining a birth certificate and social security card.
  3. Conducting Meaningful Contact with offenders:
    - a. In State, Private, and County facilities, counselors should conduct a Meaningful Contact at a minimum of once every 90 days in accordance with SOP 220.03, Classification Committee. Counselors are responsible for responding to and providing assistance to offenders upon request of the offender or a staff member. Provisions are made for counseling and crisis intervention services. Counselors shall also be responsive to facility staff when proper referral is made by a staff member and there is a need for

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 7 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

counseling intervention. It is the responsibility of the counselor to continue to monitor their caseload, and each counselor is expected to exceed the quarterly minimum if the offender is experiencing personal issues, behavioral problems, unsatisfactory work performance, or other issues that requires additional attention.

- b. In Probation Detention Centers and Transitional Centers, counselors should conduct a Meaningful Contact at a minimum of once per month in accordance with SOP 220.03, Classification Committee. When possible, counselors should make themselves available to offenders regularly.
- c. Examples of meaningful contacts:
  - i. The program case-plan should focus on addressing the offenders NGA assessed needs, what are the barriers to treatment, the progress or lack of towards meeting goals of case-plan, etc.
  - ii. Offender behavior that should be addressed includes the reasons an offender is skipping class, failing to follow instructions, insubordination, refusing programs, etc.
  - iii. Crisis situations, if one discussed, will include family loss, sickness, etc.
  - iv. The contact must be progressive. Sessions should build off each other (i.e. review what was discussed in the plan from last session.)
  - v. Goals should be discussed with the offender and “LIFE” goals should meet the SMART Criteria—Specific, Measurable, Attainable (under their control), Realistic, and Time-sensitive.
  - vi. The offender’s assigned counselor will continue to manage the offender’s case, and the counselor’s immediate supervisor will enforce compliance.

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 8 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

**Note:** Discussion of phone lists, the Admissions and Orientation (A & O) process, visitation lists and other case management issues are not meaningful offender contacts.

4. The D.A.P. meaningful contact should be entered in SCRIBE case notes within 48-hours from the time the offender was seen by his/her counselor.
- D. An initial meaningful offender contact interview should be conducted with the offender within seven (7) working days of assignment to a permanent counselor. An offender will be assigned to a permanent counselor during initial classification or at arrival to the institution. The purpose of this initial interview will be to determine critical issues that need immediate attention, create a case plan for successful reentry, create goals, review the NGA assessed needs on the program case plan and begin to identify deficits, and set the tone for subsequent counseling sessions. The following offenders have priority for placement in the group programs:
1. Performance Incentive Credit (PIC) eligible offenders who are mandated to complete program(s) by state law or P&P;
  2. Offenders who are referred by Central Office; and
  3. Offenders with a TPM/MRD within 36-60 months.
- Note:** After offenders with priority are placed in groups, additional offenders will be placed in groups based on needs outlined in the offender's case plan.
- E. Each facility will provide mandated and elective group programs that address the needs of the population as identified on the case plan.
  - F. Group size should not exceed the guidelines established in the program curriculum. Groups without a group size guideline shall not exceed 25 offenders per group except for 12 Step groups, which have no limit as to number of attendees.
  - G. Each psycho-educational group shall have a detailed lesson plan for each session. Each process group shall have a written outline of the goals and objectives of the group.

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 9 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

- H. Counselors who are assigned specific groups to facilitate must be trained in the curriculum through departmental sponsored training. All trained facilitators must also attend program boosters as outlined in SOP 107.08, Counseling Services Programs.
- I. Counseling programs will be offered to accommodate offenders' schedules, including those offenders who work or have program details during the day.
- J. Each facility should follow the priorities and guidelines outlined below and offer groups/classes in accordance with legal requirements, offender needs, space, time, and staffing capacity. The groups/classes are prioritized as follows:
1. Motivation for Change (M4C): Mandated by O.C.G.A. § 42-5-20 to be available for offenders with a history of substance abuse or as required by the offender's Parole Grid Sheet. **Note:** All offenders are recommended to complete M4C, but it is not required prior to placement in all other programs.
  2. Reentry Skills Building: All offenders are required to complete Reentry Skills Building in addition to completing all assessed program needs. PIC eligible offenders with no assessed program needs will obtain all 6 PIC program points upon the successful completion of this program. Reentry Skills Building should be completed at a minimum of fifteen (15) months prior to the offenders' earliest release date.
  3. Family Violence: Family Violence programs are *legally required for some, but not all*, offenders. The assigned counselor will review an offender's current Final Disposition from the court to determine if a referral to Family Violence is needed. This referral should be noted on the case plan. *According to O.C.G.A. § 19-13-1, "family violence" is the occurrence of any felony, or commission of offenses of battery, simple battery, simple assault, assault, stalking, criminal damage to property, unlawful restraint, or criminal trespass, between past or present spouses, persons who are parents of the same child, parents and children, stepparents and stepchildren, foster parents and foster children or other person living in, or formerly living in, the same household.*
  4. Risk Reduction Services (RRS) Evidenced Based Groups: Anger Management, Moral Reconciliation Therapy (MRT); Thinking for a Change (T4C), Problem Solving Skills in Action (PSSIA), Sex Offender Psycho-educational Program

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Purpose & Objectives - Counseling Services		
<b>Policy Number:</b> 107.01	<b>Effective Date:</b> 10/26/2017	<b>Page Number:</b> 10 of 10
<b>Authority:</b> Commissioner	<b>Originating Division:</b> Inmate Services Division (Counseling)	<b>Access Listing:</b> Level I: All Access

(SOPP), Matrix Early Recovery System (ERS), Matrix Relapse Prevention (RP), Breaking the Chains of Trauma, Moving on (Gender responsive-females). Selection for participation in these groups will be assessment driven.

5. Optional Groups/Classes: The following optional groups/classes should be offered at the facility or center’s discretion depending on their resources and the needs of the offender: Active Parenting, Statewide Lifer’s Program, Veteran’s Program. Offenders are also provided religious services and community resources to assist in their transition to the community.
6. Risk Reduction Programs shall be the priority for offender placement in programs. Other programs may be provided, but they shall not conflict with Risk Reduction Interventions. Facility Counseling Resources (Budget) shall be used to facilitate ONLY programs that have been endorsed by Risk Reduction Services.
7. For specialized Risk Reduction interventions where lesson plans are supplied, the facility shall not modify the information in the approved lesson plan without prior approval from Central Office Risk Reduction Services. The Moral Reconciliation Therapy offender handbook SHALL NOT BE COPIED or duplicated in any manner. All offenders assigned to MRT are required to get their own handbook for them to complete the lessons in the book. Review the instructions manual that accompanies each program for specific instructions regarding delivery of the material
8. Facilities may provide additional programs/services as identified by the case plan. The additional programs/services may only be offered to offenders who have completed their required curriculum and the necessary specialized Risk Reduction interventions. Central Office support to these additional programs will be limited to technical support as available.

**V. Attachments:**

- Attachment 1, Counseling Services & Cognitive Behavior Treatment Facts Sheet
- Attachment 2, Substance Abuse Facts Sheet

**V. Record Retention of Forms Relevant to this Policy:** There is no retention schedule as all the attachments are brochures and are to be utilized until revised or obsolete.