

LUBBOCK COUNTY CRTC

RESIDENT HANDBOOK



Center Goal:

The goals of the CRTC for each resident is to prevent relapse and recidivism, and to learn strategies and skills to live a more responsible and meaningful life. These goals are met through three skill sets: cognitive or mental self-control skills, social and relationship skills, and community responsibility skills. These goals and skills give each of us self-control and self-management, which lead to change, positive outcomes, and responsible living.

Table of Contents

Welcome Letter	5
About the Resident Handbook.....	6
What We Expect of You.....	7
Resident Rights.....	8
Prison Rape Elimination Act (PREA).....	9
Resident Rules.....	10
ZERO TOLERANCE RULES	10
Appearance/Behavior	10
Contraband	12
CSR	12
Dining Room	12
Dorm Norms.....	12
Drug Tests	12
Employment and Job Search	12
Electronics	13
Finances	13
IDs	13
Laundry	13
Medical	13
Property.....	14
Tablet Use.....	14
Telephone Use	14
Transportation.....	14
Weights	15
Zoom	15
Information & Procedures	16
Administrative Restriction.....	16
Behavior & Appearance.....	16
Bunk Assignments	16
Chores & Duties	16
Classes & Groups.....	17
Commissary	17
Community Service Restitution (CSR).....	18

Computer Lab.....	19
Contraband & Searches.....	19
Counseling Sessions.....	19
Discipline	19
Appeals	20
Drug Use & Drug Tests	21
Education.....	21
Emergency Evacuation.....	21
Emergency Furloughs	22
Employment.....	22
Employment Search.....	23
External Movement & Transportation	24
Finances	24
Lanyard and ID Replacement.....	25
Weekly Allowance.....	25
Food	25
Grievances	26
Grievance Process for Sexual Abuse and Sexual Harassment.....	26
Head Count.....	27
Inter-Office Communication (IOC)	27
Laundry	28
Library	28
Mail	28
Medical	29
Phase Panel	29
Phase Panel Checklist Information.....	30
Discharge Panel (7G).....	31
Probation Office Visits	31
Property.....	31
Resident ID (RID).....	32
Sanction Area.....	33
Study Materials/Time	33
Tablet Use.....	33
Telephone Use	33

Television.....	33
Unauthorized Areas & Contact	34
Zoom	34
Zoom Rules.....	34
Appendix A: Fees & Prices	35
Appendix B: Schedules & Times	36
Appendix C: Property Items Allowed	37
Appendix D: Contraband	38
Appendix E: Definitions & Descriptions of Services	39
Appendix F: Phase Responsibilities & Privileges.....	41
Appendix G: Etiquette, Expectations & Norms.....	44
Appendix H: Tablet and Phone Information	46
NOTICE.....	50

Welcome Letter



LUBBOCK COUNTY COMMUNITY CORRECTIONS FACILITY

Val Monteilh, CCF Director

3501 North Holly Avenue, Lubbock, Texas • (806) 765-3300 • Fax (806) 765-3399

Dear New Resident:

I am pleased to welcome you to the Lubbock County CRTC. You may be from Lubbock or another county but you share a common goal with the other residents to develop skills and make some positive changes in your thinking and behavior. If you think you can, you will. If you think you can't, you're right!

While you are here, you have a unique opportunity to focus time and attention on yourself and the decisions you've made in your life. I believe you will come to realize that your thoughts and feelings drive your behavior. You will be asked to reflect on your thinking. You'll be expected to identify risky situations that could lead you back to criminal conduct. You'll be challenged to role play and practice new ways to handle old habits.

I wish you the courage to face your treatment with an open mind.
I wish you the strength to listen and understand that your behavior is your choice.
I wish you a positive attitude to make some hard decisions.

The CRTC staff shares a departmental vision too. I am confident that if you decide to participate, we can assist you in this growth process. It won't be easy and it won't be fast. You will be held accountable, and you will get out of this experience only as much as you invest in it.

"Destiny is not a matter of chance; it is a matter of choice." – Author Unknown

The CRTC staff wishes you good luck and success!

Sincerely,

Val Monteilh

Director

About the Resident Handbook

It is not possible to specifically address every set of circumstances that may occur, and this handbook does not attempt to do so.

When a circumstance is not specifically addressed in this handbook, a resident is expected to handle it in a manner consistent with the overall goals, guidelines, and themes of this handbook. Each resident is strongly urged to carefully consider all the decisions he makes before making them. Using common sense in good faith is the best way to avoid breaking CRTC rules and procedures.

Each resident is responsible for reading or having someone read to him and understanding the contents of this Resident Handbook. **If a resident does not understand something in this handbook, rules or procedures, he should ask a staff member for clarification.**

Lack of understanding is never an acceptable excuse.

This resident handbook is subject to change or revision at any time with or without prior notice.

This resident handbook will be subjected to review at least once per year in order to ensure its relevancy and accuracy.

Revision History

September 18, 2007
September 3, 2008
December 15, 2009
June 15, 2011
December 30, 2011
February 1, 2012
May 8, 2012
October 25, 2013
April 1, 2014
June 17, 2014
September 14, 2015
September 29, 2017
October 10, 2018
September 13, 2019
March 26, 2020
March 1, 2021
September 13, 2022
July 18, 2023
September 4, 2024
September 25, 2025
February 3, 2026

What We Expect of You

We, the CRTC staff, hope that your stay will be rewarding and informative. We expect you to use the CRTC's available resources to help in your process of making positive lifestyle changes.

We want you to have a clear understanding of some of the expectations we have regarding your part in treatment and rehabilitation. We expect you to take part in programs by:

PRACTICING and applying skills learned on a daily basis;

ASKING questions about anything you are confused about;

MAKING appointments with your counselor/probation officer or other available staff for individual discussions/counseling if you feel the need to talk in private;

GIVING staff, visitors, other residents, and the public the respect with which you would like to be treated;

FOLLOWING the guidelines and procedures outlined in this handbook;

SHOWING responsibility by completing chores and assignments on time and to the best of your ability;

BUILDING trust toward staff, visitors, and other residents by being honest and accepting responsibility for your actions;

DEVELOPING self-control and self-discipline; and

DEMONSTRATING a spirit of cooperation with all staff in maintaining a clean, safe environment conducive to learning a responsible lifestyle free of alcohol, other drugs, and criminal behavior.

The Lubbock County Court Residential Treatment Center is a part of the Lubbock-Crosby County Community Supervision and Corrections Department. The CRTC is a community of many different people. We expect you to be a part of this community and to express any grievances or complaints **in an appropriate manner** as outlined in this handbook, and of utmost importance, we expect **you to be responsible for your behavior and attitude.**

Resident Rights

In order to ensure the rights of residents are protected, the following list of rights are explained and provided in clear, simple language to each resident upon admission.

A Lubbock County CRTC resident will receive the following rights:

To receive a complete explanation of the resident handbook information in clear, non-technical terms in a language the resident understands;

To not have another resident being placed in a position of control or authority over him;

To give informed consent or to refuse medical treatment or medication and to be advised of the consequences of such a decision;

To actively participate in the development and periodic review of an individualized treatment and supervision plan;

To know the qualifications of staff providing services;

To a grievance procedure for resolving complaints and problems;

To a humane and safe environment free from abuse, neglect, and exploitation;

To be treated with dignity;

To personal privacy within program restraints;

To know his current financial status and outstanding expenses on his personal account;

To send and receive mail;

To access attorneys and to have assistance in making contact with attorneys or their authorized representatives;

To be allowed the opportunity to voluntarily practice the requirements of his religious faith as long as it does not interfere with his treatment, the treatment of other residents, or the rights of others;

To participate in all programs, services, and opportunities without discrimination based on race, religion, national origin, disability, political views, sexual orientation, or ethnicity; and

To initiate a review of progress and program status with the staff.

Prison Rape Elimination Act (PREA)

THE LUBBOCK COUNTY CRTC HAS A ZERO TOLERANCE POLICY FOR SEXUAL ABUSE AND SEXUAL HARASSMENT.

RIGHT TO REPORT SEXUAL ABUSE/HARASSMENT:

If you or someone you know is experiencing sexual abuse or sexual harassment, the CRTC wants to know. We want you to report right away!

- We want to keep YOU safe and it is each person's right to be free from sexual abuse and sexual harassment.
- A formal investigation of the reported incident will be conducted immediately.
- Relevant information on a need-to-know basis/confidentiality, and support services will be provided.
- We want the perpetrator held accountable for his/her actions.

HOW TO REPORT SEXUAL ABUSE:

The Lubbock CRTC offers multiple ways to report sexual abuse and sexual harassment. Reporting can be made anonymously.

- Call our director Val Monteilh at 806-775-5600.
- You can call the Lubbock Police Department at 806-775-1400.
- Report to any staff, volunteer, contractor, medical or mental health staff.
- Submit an IOC or grievance and place it in the grievance box where the Assistant Director or Director will retrieve the information.
- Tell a family member, friend, legal counsel, or anyone else outside the facility. They can report on your behalf by calling 806-775-5600 and asking for Director Monteilh or Assistant Director Carter, or the Lubbock Police Department at 806-775-1400.
- You can submit a report on someone's behalf, or someone at the facility can report for you using the above listings.
- Write to the Ombudsman at P.O. Box 99 Huntsville, Tx 77340

VICTIM SUPPORT SERVICES:

Voice of Hope Crisis Intervention & Advocacy provides victim services: Hotline 806-763-7273; Phone 806-763-1801 or write at P.O. Box 2000 Lubbock, Texas 79457.

LEGAL REPORTING:

If a sexual misconduct warrants a criminal investigation, the Director or designee will contact the Lubbock Police Department to report the incident.

Resident Rules

There are FIVE levels of rule violations: warning, minor, moderate, major, and **ZERO** tolerance. A rule's level starts at the level printed after it in parenthesis. A level of the violation may be enhanced based on the severity of the infraction. The level will then increase each subsequent time the resident breaks the same or a similar rule.

ZERO TOLERANCE RULES

Violation of the following rules will not be tolerated. Residents who violate these rules will be immediately placed on indoor restriction until the Discipline/Treatment Team can take further action. Residents who violate these rules will receive one of the following consequences once the team has met: **PLACED ON ADMIN RESTRICTION OR TERMINATION** from treatment, sent to the Lubbock County Detention Center and returned to the court of jurisdiction.

1. A resident will not engage in sexual harassment or activities with residents or staff. Sexual activities include intercourse, oral, anal, manual and other genital-involved acts. (PREA)
2. Any PREA allegation/report deemed to be false with the intent of embarrassing or harassing the individual named in the report will result in the resident receiving disciplinary action and/or immediate unsuccessful discharge from the program.
3. Verbal expressions, physical contact, or any other behaviors directed toward another resident or directed toward a CRTC staff member that a reasonable person would consider to be of a sexual/romantic nature are prohibited.
4. A resident will not physically threaten and/or harm, directly or indirectly, themselves or another person.
5. A resident will not possess any: alcoholic beverage; powder alcohol; tobacco; vapor device; synthetics (which is any substance not for human consumption); illegal drug; drug paraphernalia; and/or intoxicating substance not prescribed by a physician.
6. A resident will not pretend to swallow, cheek, palm, and/or hide medication prescribed to him.
7. A resident will not intentionally expose another resident, a CRTC staff member, or a CRTC visitor to bodily fluids such as feces, blood, urine, semen, saliva, etc.
8. A resident on administrative restriction will follow the rules of his Administrative Restriction Agreement. Failure to do so may result in the resident's discharge from the CRTC.
9. A resident may not use verbal or physical threats of violence, harassment, intimidation, and or "bullying" behaviors directed toward another resident, staff member or visitor.
10. A resident may not participate in any medical procedures without the permission of the Director or designee, such as donation of plasma, popping other residents' pimples, etc.

Appearance/Behavior

11. A resident will not interact with contract construction workers and/or any county employee in the facility to complete a work order, including but not limited to taking any items, offering to assist or picking up any tools. (Major)
12. Unauthorized absence from assigned areas or locations is absconding and may result in criminal charges. (Major)

13. Behaviors, articles of clothing, pieces of jewelry, drawings, materials, or gestures that appear to promote gangs, drugs, antisocial behavior, racism, or racial/hate-groups are prohibited. Gang, prison and antisocial hand gestures are prohibited. (Major)
14. A resident will know the posted evacuation routes and follow them immediately, quietly, orderly, and according to CRTC staff instruction during any type of emergency evacuation or drill. (Major)
15. A resident will follow procedures listed in the Information and Procedure section of the handbook, and/or additional instructions given by any CRTC staff member unless the instruction is unethical or illegal. (Major)
16. A resident may not open nor hold open any CRTC door that is ordinarily locked, leads to/from a secure area, or allow a person other than himself to enter or exit the CRTC. (Major)
17. A resident may not give or receive a tattoo, body piercing, or any other type of body modification while they are a resident at the CRTC. (Major)
18. An employed resident may not have more than \$25.00 cash in his possession. (Major)
19. A resident may not behave in a way that is negative, antisocial, disruptive, or illegal nor instigate aid or assist in such behavior among residents, CRTC staff, or the public. This includes but is not limited to lying or omitting parts of the truth, disrespectful speech/gestures. (Major)
20. A resident is not allowed to handle, abuse, or have in their possession any creature/animal. (Major)
21. A resident will always maintain proper hygiene, this includes showering every day, brushing their teeth at a minimum of twice a day and keeping their hair neat and clean. (Major)
22. A residents will not share their username and/or password for the computer lab, phone, tablet, and/or commissary. (Major)
23. A resident may not leave or otherwise be absent from any required activity, for any length of time, without prior permission from a CRTC staff member. (Major)
24. A resident will not be involved in excessive/escalated physical play, pranks, rough behavior, or rowdy behavior. (Major)
25. A resident will not have any unauthorized contact with any individual(s) while he is a resident of the CRTC, including both on and off CRTC grounds. (Major)
26. A resident may not ask the same question or make the same request to multiple staff members (staff shopping). (Moderate)
27. A resident will immediately report to, and stand quietly in front of or sit on, his assigned bed when head count is announced unless he is in class, in an office visit, or already on the phone. (Moderate)
28. A resident will always wear appropriate and approved clothing including shirts when outside. Clothing will be worn in an appropriate and unaltered manner. Intentionally altered clothes deemed inappropriate by staff will be confiscated. Example: No large holes in clothing, sagging pants or gang-associated clothing. (Moderate)
29. A resident may only have his hair cut by a CRTC-approved individual. He may not change his natural appearance including but is not limited to hair color, distracting hair and the use of any make up. (Moderate)

30. A resident will not have food or drink in the computer lab and no drink other than water in the dorm. (Moderate)
31. A resident may not wear the hood of a hoodie, baseball cap, hat, or anything that may be covering their eyes/face indoors. (Minor)
32. A resident will be prepared, participate, complete assignments, and arrive on time to all scheduled activities including class, transportation, meals, etc. (Minor)
33. A resident will not be loitering around control stations, hallways, doorways and/or found in a restricted area without approval. (Minor)
34. A resident will follow the Group/Classroom Expectations that are in the handbook. Failure to follow the expectations is a rule violation. (Minor)

Contraband (See Appendix D for a list of contraband)

35. A resident may not possess, use, distribute, or attempt to bring contraband in the CRTC or facility vehicles. Contraband is defined by any items without prior approval by Director and/or designee. Doing so may result in criminal charges. (Major)

CSR

36. A resident will abide by the CSR contract including no smoking while on duty and will follow the resident CSR procedures. (Moderate)

Dining Room

37. A resident will not trade food. (Moderate)
38. A resident will follow the Dining Room Etiquette and Game Rules that are listed in the back of the handbook. The violation level is assigned by the probation officer.

Dorm Norms

39. A resident is NOT allowed to lay down **ANYWHERE** from 7:00am to 4:00pm Monday through Thursday and Friday from 7:00am to 12:30pm. He is not allowed to go to sleep during these times unless the resident is employed. (Major)
40. A resident will be in his assigned bed and ready for sleep at the time scheduled for lights out. After this time a resident will be quiet and may not be up or moving around the building until wake-up is called except for getting a drink of water, using the restroom, an emergency evacuation/drill, or he has prior permission from a CRTC staff member. (Moderate)
41. Failure to follow the "DORM NORMS." (See appendix) (Minor)

Drug Tests

42. A resident will give a specimen for drug testing within 3 hours of being asked to do so. The resident will sit by the medical office until a specimen is provided. (Major)
43. A resident may not dilute nor tamper with a specimen intended for drug testing. Dilutes are considered a positive result. (Major)
44. A resident will not test positive for any substances not prescribed to you by a physician. (Major)

Employment and Job Search

45. A resident will abide by the signed job search, employment agreement, and CSR form. (Major)

Electronics

46. A resident will not touch or tamper with any CRTC electronics. (Major)

Finances

47. Other than approved employment funds, a resident will immediately turn in all incomes, wages, earnings, tips, employment checks, receipts, and cash to the control station upon arrival or return to the CRTC for deposit into the resident's trustee account. (Major)

48. A resident may not possess or use checkbooks, credit cards, including Wal-Mart visa, or debit cards. (Major)

49. A resident may not receive funds through a fund transfer service such as Western Union without permission from the Director or Designee. (Major)

50. A resident will remain at the control station until the receipting process is complete. (Major)

IDs

51. A resident will promptly turn in his CRTC resident ID to the control station when departing the CRTC or doing in-house CSR. Upon his return to the CRTC or at the end of his CSR, resident will immediately pick up his CRTC resident ID from the control station. (Major)

52. While on CRTC grounds, a resident will display his unaltered resident ID on the CRTC issued lanyard around his neck at all times except while doing CSR, vigorous exercise, medical approval or using his ID to check out sports equipment. (Moderate)

Laundry

53. Residents will follow laundry room norms. (Moderate)

Medical

54. Medication, prescription or over the counter, brought into the CRTC will have prior approval from the CRTC medical staff and be in the original, sealed, and properly labeled container. The resident will immediately be given to CRTC staff for proper inventory and storage. (Major)

55. A resident restricted to a designated area by medical staff may not leave the designated area without approval from a medical staff member or a CRTC staff member acting on behalf of medical staff. (Major)

56. A resident will cooperate with the CRTC medical staff's recommendations. Failure to do so may result in the resident's discharge from the CRTC. (Major)

57. A resident may not have a prescription filled for narcotics or controlled substances (Major)

58. A resident who sees a medical service provider other than the CRTC medical staff will have the provider complete the Medical Appointment Information from which the resident will then submit to the medical staff or Central, along with any other paperwork from the provider, immediately upon his return. (Major)

59. A resident may not be in possession of any money while at a medical appointment. (Major)

60. A resident will show up on time to receive his medication. Times are posted on the medical door. (Moderate)

61. A resident who has any illness or injuries, will report immediately to the control station so the CRTC medical staff can be notified. (Moderate)

62. A resident who is sick will notify his employer that he will be absent prior to his scheduled work time. (Minor)

Property

63. A resident will not alter, repair, **STEAL**, vandalize, damage, destroy, or use without authorization any property belonging to him or any other resident, the CRTC, a staff member, or the public. (Major)
64. A resident will not tape, use toothpaste, add to or alter the facility locker. (Major)
65. A resident will ensure that all of his property and the property in his possession has been approved and inventoried by the CRTC Property Clerk. (Moderate)
66. A resident will follow the property procedure. (Moderate)
67. A resident may not loan, trade, sell, rent, gamble, pay for services, or give away his property to another resident or a CRTC staff member. (Moderate)
68. A resident may not wear jewelry, Rosary as a necklace or decorations other than what is on his Approved Property List. (Minor)
69. A resident will keep all the property he is issued neatly in the locker assigned to him. Shoes will be placed under the bed. (Minor)

Tablet Use

Violation of the tablet rules will cause you to lose your Zoom and tablet privileges for the duration of your program. This sanction will not be reduced in level and is non-negotiable/appealable.

70. A resident will use a tablet indoors only. They are to be used in the dorms and the Device Room.
71. A resident will utilize video chats **ONLY** while in the Device Room. Engaging in a one-sided video chat outside of the Device Room is a violation.
72. Neither a resident nor their party will engage in **ANY** inappropriate behavior of **ANY** kind while using a tablet.
73. A resident will have a tablet for no longer than the maximum amount of 2 hours, and it must be in **ACTIVE** use. Purposely holding onto a tablet while not in use is a violation.

Telephone Use

Phone calls are recorded and listened to as needed for safety and security reasons.

74. A resident may not use a CRTC staff telephone unless prior permission is given and a CRTC staff member supervises the use of the telephone. (Major)
75. A resident will not use: another resident's RID; phone while on restriction; participate in another resident's call; the phone after lights out; and/or the phone during required activities. (Moderate)

Transportation

76. A resident will wear a seatbelt, the way it was designed to be worn, at all times when riding in a CRTC owned vehicle. (Major)
77. A resident may not eat or drink in a CRTC owned vehicle. (Minor)

Weights

78. A resident will follow the weight room agreement at all times. (Major)

Zoom

79. A resident will follow Zoom procedures. (Minor)

Information & Procedures

Administrative Restriction

As a sanction to a major violation and/or multiple violations, a resident may be reviewed by the Director or designee to be placed on administrative restriction for time determined. All privileges are suspended until completion of the administrative restriction; this includes the computer lab. Listening to music is permitted. Resident will remain in the CRTC-issued clothing at all times while on Administrative Restriction. Failure to comply with the above list may result in removal from this facility.

Jumpsuits will be worn as designed with the top button open. If outside during cold weather days a jacket may be worn over the jumper.

Behavior & Appearance

The CRTC is an extension of the general community, and the image projected to the public is important to the CRTC's existence. Resident dress, appearance, and behavior will be appropriate.

A resident will practice good hygiene and keep a well-maintained appearance. This includes: daily showers; use of appropriate hygiene items; neat and clean hair; clean and trimmed fingernails; neat and clean clothes; and trimmed or shaved facial hair. Hair styles that are distracting, can interfere or affect the treatment of self or others, and/or interferes with the security of the facility are considered problematic and are prohibited. If the Director or designee determines the resident's hair (including facial hair) to be problematic, the resident will immediately cut/change his hair. Mulletts, mohawks and bowl cuts are not allowed to be worn in the CRTC.

A resident will conduct himself, at all times, in a manner that shows respect for other residents, the CRTC staff, and the public.

A resident will wear appropriate attire except for designated areas (e.g. bathrooms). Shirts will be of adequate size and length to cover the resident from the neck to below the waist but not past mid-thigh. A resident may not wear muscle shirts, tank tops, or sleeveless shirts. A resident may possess one pair of sunglasses and one ball cap, but neither may be worn indoors.

The Management Team will have the final decision regarding what is considered appropriate clothing, appearance (including hair style), and behavior.

Residents are given the opportunity to sleep at least eight hours.

Bunk Assignments

Residents will receive an assigned pod, dorm, and bunk number upon admission. A resident may be moved shortly after admission, and throughout their stay, depending on the need of the CRTC and new residents. Residents with a lower bunk restriction will have priority for bottom bunk assignments. If a non-restricted resident is assigned to a bottom bunk, he may be moved based on the need for a bottom bunk. Seniority is not a valid reason to be placed in a bottom bunk. ***A resident will not send an IOC or stop the Director or designee requesting to be moved.***

Chores & Duties

Chores and duties are designed to keep the CRTC and its grounds clean. A CRTC staff member may assign resident extra, routine, or non-routine chores at any time.

A resident will review the posted chore/duty sheet daily at the control station for his chore/duty assignments. After breakfast, assigned chore will be completed no later than 8:00am. The residents will initial or sign on the chore sheet to indicate he has completed his assigned chores/duties.

Classes & Groups

To get the most benefit from classes and groups, each resident should take responsibility for remaining focused on the group interactions and topics. The CRTC staff expects courtesy in groups which means that only one person speaks at a time while the other group members listen, side-talking is prohibited. A resident who disrupts a group or class is keeping others from receiving the full benefit intended. Because of that, the resident disrupting the group will be required to leave and will receive an incident report ("write up"). The group facilitator or class instructor has the final say and complete authority over disputes.

Classes and groups are some of the activities a resident will be participating in as part of his overall treatment. A lot of the time, classes and groups will be specifically about substance abuse treatment and criminal thinking. Other classes and groups will focus on healthy living, social skills, life management skills, and other areas addressing the overall quality of the resident's life.

Groups are designed so that the resident can learn from the experiences and struggles of others as well as share his own experiences and struggles. The CRTC staff wants group interactions to be supportive, caring, honest, and sincere. Because of this, a resident should keep the personal information shared by other residents to himself. However, a resident will tell a CRTC staff member if another resident shares that he is thinking about hurting himself or someone else, planning to break a CRTC rule, or planning to break a law.

Residents who are in phases Self Discovery through Socialization and those who will not obtain employment are required to be in class if they are in the building. If your name is not on a class roster, but you are in the building, you will attend the class with the asterisk (*). If multiple classes have an asterisk, attend the one to which you were previously assigned.

Court-ordered classes/programs (e.g AOP) not offered at the CRTC will need to be arranged through your probation officer.

Commissary

Prices are subject to change without notice.

Residents who request funds to be transferred from their Trust Account to their Commissary Account will turn in a money withdrawal request form by the deadline of Wednesday night, lights out. Requests to transfer money will be processed weekly on Thursdays. Approved funds for transfer will be placed in your Commissary Account no later than 5:00 PM on Friday. Residents are responsible for notifying their family/friends about how money is deposited into their commissary account.

Family/friends cannot deposit commissary funds online.

No refunds for a commissary order. The resident will ensure the commissary is correct and complete prior to submitting the order. Orders cannot be changed or be removed once the order has been submitted. An order can be canceled before the order button is clicked.

Resident will ensure the commissary items are reviewed when the order is distributed. If an item is damaged/destroyed, the resident will notify staff immediately and make a note on the receipt prior to signing and submitting the receipt. Leave the damaged/destroyed item with staff so they can return it to Administration immediately. **Send an IOC (Inter-Office Communication) to Administration the same day**, explaining the commissary concerns. The commissary provider will be contacted in order to correct any problems.

Any money order that is mailed to a resident will be deposited in the Trust Account. Residents will have to put in a request for funds to be transferred from their Trust Account to their Commissary Account.

Residents on Administrative Restriction are limited to purchasing hygiene/miscellaneous items until the restriction is lifted. Upon completion of Administrative Restriction, the account will reset for full commissary by 5:00 PM the last day of the sanctions.

Diabetic/medically restricted residents are limited to sugar-free snacks. Hygiene/miscellaneous items can be purchased by diabetic residents.

Residents have to be current with facility charges (i.e. books, etc.) before becoming eligible to purchase snacks/foods. Intake residents are limited to hygiene only, until they reach the appropriate phase and are current with facility charges. Residents are responsible for notifying Administration by IOC when they have met all requirements to clear their Commissary Account for snacks/food.

Commissary will be distributed according to the posted schedule.

Community Service Restitution (CSR)

NOTE: All CSR is at the discretion of the CSR/Employment Specialist.

Community Service Restitution involves performing a service to an approved non-profit or governmental agency in the community with no return compensation. As such, this activity symbolizes payment of a debt to society and making amends for wrong doings. Its therapeutic value is an integral component of the total treatment program and also encourages the development of appropriate daily living skills.

CSR may be assigned to residents based on the needs of the program rather than the desires of the individual resident. Residents in the CRTC will perform CSR during designated hours unless a resident is sleeping after work or has worked on the floor crew.

CSR assignment list will be posted daily. If a resident is on the list, he will be expected to perform that assignment.

If a resident is assigned to work the kitchen for the first shift which starts between 4:30am to 5:30am, he will be allowed to take a 90-minute nap upon completion of his morning assignment. He is expected to attend asterisks (*) classes for the rest of the day. If a resident is not assigned to work the first CSR kitchen shift, he must be OUT of bed and attend asterisks (*) classes. If a resident is assigned lunch and/or dinner shift, they will attend asterisks (*) classes. If a resident volunteers to work the kitchen, he will still have to follow this procedure.

If a resident is assigned to do deep cleaning in the kitchen, he will attend the next asterisks (*) class and he will be allowed to wait until the next class starts. He is NOT allowed to lay down or sleep on the floor or in a chair. All other residents assigned to do CSR outside the kitchen will be require to attend asterisks (*) classes if he is at the facility.

If a resident is assigned outside of the facility CSR, he will attend asterisks (*) classes if he returns during scheduled class times.

Each resident is required to participate in CSR. This includes outside CRTC projects/assignments, CRTC cleaning, developing community projects, assisting with classes and/or any other approved activity that classifies as CSR participation. CSR is a part of your treatment in this program and not all participation will automatically be calculated as Court ordered CSR hours.

Residents will complete CRTC-required CSR hours prior to becoming employed and/or phasing to Community Responsibility.

A resident may not wear a CSR shirt unless he is doing CSR.

A resident may not behave in a way that result in him being banned from a CSR site. Being banned from a CSR site will result in a major IR.

Computer Lab

The computers have approved games installed on them to be used for recreation.

A resident may not load or install any software or music onto the computers, and a resident may not alter or destroy the computers, or the software already installed on them. Any misuse of the computers, in any way, is considered alteration or destruction of CRTC property and will result in a major incident report. ***Headphones will be allowed for gaming purposes only.***

A resident with a computer problem (technical issue) will send an IOC to the IT Administrator. CRTC staff members are not responsible for helping with computer problems.

Residents on Administrative Restriction are not allowed in the computer lab.

No food or drinks are allowed around the computers. Residents will not use other residents' user names or passwords.

Contraband & Searches (See Appendix C for the list of contraband)

In order to control contraband or locate lost or stolen property, searches of the CRTC and residents will be conducted. All contraband is subject to being destroyed or thrown away at the discretion of the Director or designee.

Dorms may be randomly searched at any time. A search of a resident's dorm may be conducted with or without the resident being present. The search of a resident's space will be thorough and orderly.

A pat-frisk and/or strip search of a resident may be conducted at any time. Only a staff member who is the same gender as the resident will conduct a pat-frisk or strip search of the resident. CRTC staff may conduct a cursory (visual, non-physical) search of a resident at any time.

In cooperation with law enforcement agencies, a canine trained in the detection and recovery of narcotics may be used in conjunction with or separate from searches conducted by CRTC staff. If a drug dog alerts on a resident's bed, resulting in a search of the linens, the staff will enlist the resident's assistance to remake the bed after the search concludes.

Counseling Sessions

Each resident will be assigned to a primary counselor while at the CRTC. The resident's counselor will meet with him at least once per month. If a resident needs to see his counselor before his next scheduled session, the resident should send his counselor an IOC explaining why he needs to meet sooner than his scheduled session.

Discipline

A staff member will issue an incident report (also known as a "write up") to a resident for violations of CRTC rules, policies, procedures, or violations of the resident's conditions of community supervision.

Once a staff member writes an incident report, the resident will be offered a chance to read the report and then sign it. Signing an incident report is acknowledgement that the resident has seen and read the report.

Signing an incident report does not mean that the resident admits to any wrongdoing or that he agrees with the content of the incident report.

A violation at the warning level will result in a written warning. A resident will not receive two warnings for the same or similar rule violation.

The assigned probation officer or designee will determine the validity of the incident that occurred. The level of the incident may be changed based on the circumstances of the violation.

A violation at the minor, moderate, or major levels has sanctions that will be assigned by the Discipline Chair or designee. The assigned probation officer or designee has up to three working days to assign the sanctions for a valid incident report. The three days may be waived if the incident is under investigation.

The assigned probation officer may choose to refer any incident report to the Director or designee for resolution through an Administrative Restriction.

The following list represents some of the possible sanctions that may be assigned to a resident for a violation. ***Not all possible sanctions are listed.***

- Loss of phone
- Loss of movie
- Loss of computer lab use
- Loss of zoom call
- Loss of weight lifting use
- Termination from the program
- Therapeutic reports
- Restriction of clothing
- Administrative restrictions
- Other tailored consequences

Appeals

A resident may only appeal a Major level incident report OR sanction. Warnings, Minor, and Moderate reports and sanctions cannot be appealed.

Should a resident wish to appeal an IR he must do so within 3 days of receiving the IR. He must complete a sanctions appeal form and attach that form to an IOC addressed to the Assistant Director of Operations or designee. He may attach witness statements from other residents or staff members to the appeal form if he believes it will assist in his appeal. The paperwork should then be turned into an IOC box.

Should a resident wish to appeal an assigned sanction on a Major Level Report, he must do so within 3 days of receiving his sanction. He must complete a sanctions appeal form and attach an IOC addressed to the Assistant Director of Operations or designee. Place the documentation into the IOC box.

The Discipline Review Panel will hear the appeal within 3 working days of the receipt of the appeal form. Decisions by the Discipline Review Panel may be appealed to the Director/Designee. The resident is to follow the same procedure as stated above. **The decision of the Director is final.**

Any appeals submitted simply because he can, may result in harsher sanctions given by the Director/Designee.

Drug Use & Drug Tests

If it ***appears*** a resident is under the influence of any intoxicating substance based on appearance, action, and/or behavior the resident may receive consequences up to and including unsuccessful discharge from the CRTC.

DILUTED samples will be considered a positive UA. Any UA with a creatinine level of 20.0 mg/dl and below will be considered dilute.

Random drug tests are given to a resident as part of his treatment. A resident will submit to any medical, chemical, or other test or examination when requested by a CRTC staff member and pay all the CRTC specified costs associated with the test(s). Use of alcohol or drugs is a violation of both the resident's conditions of community supervision as well as CRTC rules.

After being notified to give a urine sample, the resident will remain in the designated area until the time for collection begins. The urine collection process is as follows:

- strip searched;
- wash hands;
- receive the specimen cup;
- lower clothing to the knees;
- raise the shirt and hold the garment under the armpits;
- produce urine sample while being monitored by a staff member of the same gender;
- ensure enough urine is given in order to conduct a valid UA;
- redress;
- flush the toilet;
- wash hands; and
- sign necessary paperwork.

If there is a reason to believe that the sample was tampered with, the resident will submit to another urinalysis and may be sanctioned.

If a resident cannot give a UA sample, the resident will remain in the designated area until he can produce the sample. ***The resident may not drink large amounts of water. He may drink 4oz of water in a three-hour time in order to NOT produce a diluted sample.***

If the resident fails to produce a sample within the three hours, he will receive an IR for a positive UA.

Education

All residents are required to take the Test of Adult Basic Education (TABE) test. GED class enrollment will be determined by the Educational Coordinator. Each resident is responsible for his own cost of taking the GED test.

A resident who has questions about education classes should send an IOC to the Educational Coordinator.

Emergency Evacuation

In the interest of the safety and welfare of the residents of the CRTC, it is necessary to have an established plan of action to vacate the building in the case of an emergency.

During an evacuation, all residents will evacuate through the nearest exit in an orderly fashion. Quick and orderly evacuation is of the most importance. A resident may not take time to get any of his possessions. All residents will assemble in the front parking lot away from the building. A resident will stand quietly with his dorm mates and will answer to roll call. No talking is allowed during roll call to assure timely and

accurate resident count. After the completion of an evacuation, and upon staff approval, the residents will re-enter the building. At minimum, a fire drill will be held on each shift quarterly.

Emergency Furloughs

Emergency furloughs may be granted if the Director or designee verifies through an independent source, not related to the resident, that the presence of the resident is appropriate and/or required.

In the event of a death or serious illness in the immediate family, the resident may be allowed an emergency furlough for a time to be determined depending on the circumstances. Immediate family is defined as:

- Spouse
- Child
- Grandparent
- Other relative of resident living in the same household as the resident
- Parent
- Grandchild
- Sibling

When a resident goes on an emergency furlough, the approved sponsor will provide a valid driver's license; the make, model, and license plate number of the vehicle providing transportation; and proof of insurance. Authorized leave will be terminated if a sponsor is suspected of being under the influence of drugs and/or alcohol. During authorized leave, a resident will stay at the pre-approved location(s). All sponsors will be pre-approved by the residents' counselor and RCSO.

Employment

All residents who are capable of employment are expected to obtain employment at the appropriate phase. Exemption from the employment requirement will only be under special circumstances and on a case-by-case basis as determined by the Management Team.

Prior to a resident going out on job search, he will read, sign, and follow the *Job Search Guidelines and Expectations* form.

The CSR/Employment Specialist will approve all prospective employment before a resident may accept a position and report to work. Employment may not be approved if it involves questionable or unverifiable conditions, or if it is deemed to compromise the residents' ability to comply with treatment/program requirements. A resident will complete employment paperwork which includes a signed consent form for release of information.

A resident will not be allowed to work for himself or another resident who owns his own business. It is the responsibility of the resident to make his employer aware that he is a resident of the CRTC. A resident's employment is limited to the Lubbock County area that can be accessed by CRTC transportation unless the resident has secured other forms of acceptable and approved transportation.

A resident's ***supervisor will call the CRTC*** and speak to a Shift Leader to request approval for the resident to work over the previously approved scheduled work hours for that day.

Employment verification may be made at any time through phone contacts or actual on-site visits.

A resident will be allowed to work up to 6 days in a row, not to exceed 48 hours per week. Residents will work no less than 35 hours per week unless prior authorization is given by the Director or designee. If a resident wants to work more than 48 hours per week, he will submit an IOC to the Director or designee for approval to work more than 48 hours, although the 6 days in a row still exists. The approved IOC must be given to the employee specialist prior to working the additional hours.

Community Responsibility and Reintegration phase residents who have a day off from work on a weekday, Monday through Friday, will complete all his assigned chores on time and then is allowed to do laundry,

relax and/or sleep in his dorm. If a resident misses work due to illness, he will remain in his assigned dorm or a crisis room except for getting water, receiving medication, or when being seen by medical staff.

Community Responsibility and Reintegration phase residents who are not employed must attend scheduled class Monday through Friday.

Employed residents will attend Community Responsibility and Reintegration classes. Failure to attend the assigned class may result in an IR and the resident having to repeat earlier phases of the program.

Before a resident may quit his job, he will have permission from the Employment Specialist and give at least a two weeks' notice to his employer. Once the Employment Specialist confirms that resident has given at least a two weeks' notice to his employer, the resident may then be approved to resume job search on his day off. Anytime between jobs will not count towards a resident's work week.

The Employment Specialist assists residents with obtaining personal documents such as Birth Certificates, Social Security Cards, and Texas Identification Cards. If a resident needs assistance obtaining any of these types of documents, he should send the Employment Specialist an IOC once he reaches Challenge to Change phase to request a meeting to begin the process. Residents should be aware that each situation is different and it may not always be possible for them to obtain their documents.

Employment with a temporary services agency is allowed on a case-by-case basis. Temporary employment is not allowed.

Employment Search

Each resident will read or have read to you, the Employment Search contract and will sign agreeing to follow the rules on the contract prior to beginning job search.

Employment search phone calls to schedule interviews may be made Monday through Friday from 8:00 AM to 11:45 AM. Phone calls after the designated time will be approved by the Employment Specialist, a RCSO, Shift Leader, the Operations Manager or designee.

A resident will submit a completed Employment Search/Verification Form to the Employment Specialist or designee for approval each day of job search.

For employment search, complete the Job Search Contact Sheet no later than 8:00 AM daily and submit it to the Employment Specialist.

The resident will obtain the name of the employee they spoke to from each business. Document this information including the business phone number on the Employment Search/Verification Form prior to leaving the place of business.

Upon return to the CRTTC, the resident will submit the completed Employment Search/Verification Form to the Employment Specialist by turning the form into Central.

If an interview is scheduled for a time different than the normal scheduled employment search times, complete an IOC with all information about the interview and submit the request to the Employment Specialist. An Employment Search/Verification Form will be completed and approved prior to leaving for the interview. The employer conducting the interview will sign the form. If the Employment Specialist is not available, the resident will speak to the Shift Leader on duty to obtain permission to attend the interview.

A resident going on employment search will be dressed appropriately. Please check with the Employment Specialist or Shift Leader if you have any questions about appropriate dress.

External Movement & Transportation

A resident is not allowed to leave the CRTC, external movement, unless he receives prior authorization from the Director or designee. Examples of external movement include employment, CSR, medical appointments, etc.

Prior to leaving the CRTC, a resident will turn in his resident ID to the control station and pick up his YELLOW ID to be signed out from the CRTC. Upon returning to the CRTC, the resident will check in at the control station and exchange his ID before going to any other part of the CRTC.

Changes in return time or location while at work or on authorized leave will be approved in advance. Time extensions are not automatically given; there will be a good reason for the request to be approved. Such requests will be called in as early as possible rather than waiting until the expected return time.

A resident will be searched, breathalyzed and/or drug tested prior to leaving and/or upon return to the CRTC.

CRTC staff will approve a resident's method of transportation when leaving the CRTC.

Finances (See Appendix A for information on specific dollar amounts)

A resident will not become financially obligated while residing at the CRTC.

A resident's money will be held in a trustee account that is managed by the CRTC administrative staff. Deductions are made from the resident's account for charges and fees such as room and board; transportation; laundry; treatment supplies; medical expenses; individual linens (sheets, towel, wash cloth, and pillow); kitchen utensils such as a spork and cup; restitution for any and all damage to CRTC property; etc. Deductions are also made for resident requested withdrawals such as commissary, postage, bill payment, probation fees, allowance, etc. A resident who becomes employed for less than 21 hours per week, will pay half room and board as long as he remains under 21 hours. A resident employed for 21 and above hours will pay full room and board while living in the facility. A resident who becomes unemployed due to behavior may be charged half room and board.

Family members are to mail money orders in an individual envelope. DO NOT include any cash or money orders in a package. This will assist in monies not being lost.

Upon approval by the Director or designee, a resident may have bills paid or reimbursed from his trustee account. A copy of the bill or printed business receipt will be attached to the Resident Request for Trust Account Withdrawal. The check will be made payable to the person or company listed on the bill, not to the resident or family members without the permission of the Director or designee.

Room and board charges are deducted weekly with the week starting on Saturday and ending on the following Friday. A resident who becomes unemployed after starting work will continue to be responsible for half room and board per Director or designee, and the full amount of the other monthly charges/fees.

A resident will be issued a receipt for all deposits to his account. Deposits may be made by cash, money order, payroll check, or cashier's check. Personal checks are not accepted. ***A resident will not receive funds through fund transfer services.***

A Shift Supervisor or designee will issue a receipt for any money or employment checks turned over to him or her. Both the resident and the Shift Supervisor or designee will sign the receipt. The Shift Supervisor or designee will give the white copy to the resident for his records, the yellow copy is attached to the deposit, and the pink copy will remain in the receipt book.

A resident's account may not fall below the minimum allowed account balance. **See Appendix A**

Once a resident's trustee account is established, a financial statement for his account will be issued by the 15th of each month.

When requesting a special fund withdrawal for aftercare arrangements, and/or DPS issues, a completed money request form and IOC will be submitted to the assigned probation officer for approval. If approved, the money request form will be submitted by the assigned probation officer to administration.

When requesting items for employment, submit your money request and IOC directly to the Employment Specialist. If approved, the money request form will be submitted by the Employment Specialist to administration.

A resident may not have more funds in his possession than the allowed maximum. **See Appendix A**

Residents who do not have money for stamps and/or envelopes can make a request through Administration. Requests will be considered on a case by case basis. Reimbursement of money for stamps and/or envelopes will be deducted upon money being received by the resident. Residents with available funds are encouraged to purchase pre-stamped envelopes through commissary. As required by the state of Texas, sales tax will be collected on all applicable items. Taxable items will show on the financial report as two entries – one for the item and one for the appropriate tax amount.

Upon discharge from the CRTC, a resident will be issued a check for the remaining balance in his account after his financial responsibilities to the CRTC have been met. A resident who will be traveling will be allowed travel funds.

Lanyard and ID Replacement

Residents will be responsible for the maintenance of their CRTC-issued lanyard and ID. Residents will be charged \$2.00 for damaged or lost lanyards, and \$5.00 for damaged or lost facility IDs, regardless of the circumstances.

Weekly Allowance

An employed resident may request a weekly allowance. Allowance requests are due by each ***Wednesday at 10:00 PM***. Unemployed residents will not receive a weekly allowance.

An allowance request will be denied if it brings the resident's account below the minimum balance allowed. **See Appendix A**

Weekly allowance funds will be given out either late Sunday night or early Monday morning. The Director or designee will approve allowance funds to be distributed earlier. The resident will sign the Allowance Signature Form to receive his funds.

Food

When residents are notified that a meal is ready to be served, they should form a single file line while waiting for their meals. Seating is not on an assigned basis and mealtimes should be as relaxed as possible.

Good eating habits are encouraged, but a resident is not required to eat all of the food served to him. A resident may not take extra food from the kitchen.

A resident who reports late for his assigned meal may receive an incident report for failing to report to a scheduled activity on time.

An employed resident who returns to the CRTC after the regularly scheduled mealtime will have a late tray prepared for him.

A resident will clean up any mess he makes while eating. A resident who leaves his immediate area dirty will receive an incident report.

Special dietary needs of a verified medical or religious nature will be addressed on a case-by-case basis upon a written request for a special diet by the resident. The Director or designee will determine approval or denial of the request.

A resident restricted to a crisis room will be served his meals in the crisis room.

Grievances

Filing a grievance allows a resident to formally request resolution for unresolved issues including complaints of abuse, neglect, or exploitation. A resident with a grievance against a CRTC staff member will first try to resolve the issue. If he is unable to resolve the issue informally, he may submit a grievance form. If a resident needs help completing a grievance form, a CRTC staff member will help the resident.

Retaliation against a resident for using or participating in the grievance process will not be tolerated.

Once a grievance form is received, the Director or designee will investigate the complaint and issue a written response to the resident who filed the grievance within 5 working days. The Director will be notified of all complaints against any staff member and will keep all original grievances and resolutions on file.

Grievance forms will always be available to a resident at any time. To get a grievance form, a resident should request one from the control station. The control station will immediately supply the resident with as many grievance forms as he requests. A resident may only file one grievance form per person per incident.

The grievance form will be filled out completely and then submitted to the grievance drop-box located outside of central control. Access to the forms placed in the grievance box is limited. The grievance drop-box will be checked each work day.

A resident may appeal the finding of the supervisor or designee to the Director. The Director or designee will review the matter and submit his/her findings in a written report within five working days of receiving the appeal.

A resident will sign the back of the grievance and return it to the grievance drop-box upon receiving the grievance response.

Any grievance deemed to be false with the intent of embarrassing or harassing the individual named in the grievance will result in the resident being considered for disciplinary action.

Grievance Process for Sexual Abuse and Sexual Harassment

Grievances for an allegation of sexual abuse and sexual harassment are handled in the same fashion as regular grievances, with a few notable exceptions.

There is no time limit on when a resident may submit a grievance regarding an allegation of sexual abuse and sexual harassment or risk of imminent sexual abuse and sexual harassment. No formal grievance process is required nor is the resident required to attempt to resolve the incident with staff regarding an allegation of sexual abuse and sexual harassment.

A resident who alleges sexual abuse and sexual harassment may submit a grievance without submitting it to a staff member who is the subject of the complaint and such grievance is not referred to a staff member who is the subject of the complaint.

Any grievance received alleging a resident is at risk of imminent sexual abuse, the staff will take immediate action to protect the resident and to contact the Director or designee immediately.

A resident may receive discipline actions for filing a grievance related to alleged sexual abuse if the resident filed the grievance in bad faith.

Upon receiving an allegation that a resident was sexually abused while confined at another facility, the head of the facility that received the allegation will document and notify the head of the facility or appropriate office of the agency within seventy-two hours where the alleged abuse occurred.

Head Count

Head count is used to track resident movement and presence. Every resident is court ordered to be at the CRTC, and an unauthorized absence may result in new criminal charges being filed against the absent resident. The CRTC staff is required to monitor the presence and movement of residents both in and out of the CRTC. This requires frequent checks.

Head counts will be conducted randomly throughout the day. Head counts during the day will be announced over the intercom system. The overnight CRTC staff will conduct silent head counts throughout the night.

Once a head count is announced, a resident is required to immediately go to his assigned bunk and stand next to it or sit on his bed until it is announced that head count has been completed. Once the staff member completes the count for your dorm, you may move around in the dorm only, until the entire count is cleared. Head count takes priority over privileges and recreation. However, residents in class, in an office visit, or residents already on the phone when head count is announced are to remain in that area until the head count is clear.

Inter-Office Communication (IOC)

A resident will submit an Inter-Office Communication (IOC) to communicate with a staff member. IOCs should be placed in the IOC drop-box located in each pod. IOCs that are not signed or that are disrespectful will be returned to the resident unanswered. An IOC without a resident's name will be destroyed. IOCs written to the wrong person will be returned with information as to whom the IOC should be sent to.

A CRTC staff member has up to 3 working days to answer an IOC from the time that he or she received it.

A resident in need of office supplies should submit an IOC to Administration.

For problems with building maintenance, problems in your dorm, or basic living needs such as needing soap, please speak to a Resident Monitor.

A resident should submit an IOC to his assigned Counselor when needing to deal with personal issues or treatment issues.

A resident should submit an IOC to the CSR/Employment Specialist about any issues concerning his employment or CSR assignment; to the Property Clerk for issues relating to his property; to the Food Service Manager for any food or food service issues; and to the Administrative Assistant for any financial or commissary issues.

A resident who is having problems with a CRTC staff member should submit an IOC to that person's supervisor.

A resident will send an IOC to his assigned RCSO (probation officer) with legal questions, needing to speak to an attorney, child support issues, panel dates (7G), CPS, parole, identification, DPS issues and/or contacting your county's probation officer.

DO NOT send an IOC to the Director without first sending an IOC to the appropriate person to deal with your request.

Laundry

The CRTC will provide laundry detergent for each resident. However, a resident may bring in his own laundry pods. Unemployed residents may not use the washers and dryers after 6:00 PM so that employed and CSR residents may have adequate time to use them. Shoes may not be dried in a CRTC dryer; this is considered destruction of CRTC property. Residents will follow laundry norms posted in laundry room.

Library

Library hours will be announced. Residents are allowed to check out up to three books at one time. Those residents who are avid readers and read faster than others, may be given special permission to check out more than three books at one time. Books may be kept for up to two weeks at a time. Residents that are in work phase should send an IOC to the librarian with their request to visit the library. The librarian will then give permission, if he/she is unavailable, for a Shift Leader or designee to provide access to the library at a suitable time for the working resident. Damaging facility property (books, magazines, etc.) and failure to return items to the library will result in an incident report.

Mail

Incoming mail list will be posted in the dorm Monday through Friday no later than 3:00 PM. Mail will be handed out at 4:00 PM.

An envelope should have only the recipient's name and address and a return name and address. Writing or drawings on the envelopes of outgoing mail will result in the mail being returned to the resident. Incoming mail with writings, stickers or drawings on the envelope that are deemed inappropriate will be returned to the sender.

A resident should put the recipient's name and address on the same side of the envelope as the postage stamp. The Post Office will return mail that does not have the address and postage stamp on the same side of the envelope.

A CRTC staff member will check the contents of outgoing mail envelopes before a resident may seal it.

Mail to or from a correctional facility and mail to or from a former CRTC resident will not be allowed.

In order to control contraband, a resident will open mail and/or packages addressed to him in the presence of a CRTC staff member. Incoming mail, outgoing mail, or mail in the resident's possession may be read, rejected, or confiscated as contraband if there is a legitimate interest relating to CRTC order or security.

A resident will be notified if his incoming mail is returned, outgoing mail held, or his mail is confiscated as contraband.

When being released from the CRTC, a resident will provide a forwarding address to the CRTC.

The address for receiving mail at the CRTC is:
3501 N HOLLY
LUBBOCK TX 79403-9725

Medical

A resident who needs emergency medical services should let the control station know immediately. A resident returning from the emergency room will be placed in a crisis room until a member of the CRTC medical staff releases him.

A resident who needs non-emergency medical services will complete an IOC and place it in the IOC box.

A resident is financially responsible for the cost of all his medical care, which includes, but is not limited to, physicals, ambulance transportation, emergency room services, psychological care, psychiatric care, dental care, and all medications.

If necessary, a resident will be approved for medical care through the CHCL clinics. Upon approval by the Director or designee, a member of the CRTC medical staff will make an appointment for the resident.

If a resident wishes to see a private medical care provider, he will be allowed to make an appointment with the private medical care provider after receiving approval from the Nurse or designee. The resident will be required to take a CRTC medical referral form and the Alternatives to Narcotics letter to the medical care provider. The resident will submit a furlough request form for the medical furlough to the Nurse for approval to leave the building.

The CRTC will provide transportation to all medical appointments for a resident unless the Director or designee approves other arrangements.

A resident who considers himself to be contagious, is suspected of being contagious by the CRTC medical staff, or is known to be contagious will be restricted to a crisis room until a member of the CRTC medical staff releases him.

A resident who, for medical reasons, is restricted to a crisis room or unable to participate in his regular daily schedule will be considered to be on "Sick Call."

A resident who misses any scheduled activity or requirement due to being on "Sick Call" or at a medical appointment is required to notify the instructor or facilitator and make up any work he missed. Credit for the missed activity or requirement will not be issued until all the make-up work is completed.

Medications will be stored in the medical office. "Keep on Person" medication will only be allowed with prior approval by the Director or designee.

A resident will sign or initial for a medication as he takes it.

Resident's prescribed medication by the Facility Contract Psychiatrist must take medication as prescribed. If for some reason the resident wants to stop taking the medication, he must first consult with the Psychiatrist and follow the instructions given to be taken off the medication. Failure to comply with the Psychiatrist may be grounds for removal from the Facility.

Psychiatrist services will be provided in person or through tele-medicine. The resident will sit in front of a computer in a designated area with a member of the medical team and/or the Director present.

Phase Panel

A resident is required to successfully pass the phase panel before he may promote to the next phase of the program.

The phase panel may include questions about the resident's probation, treatment, and classes. It may also include questions over CRTC rules and procedures. Also, the resident's *application* of the skills he is learning will be an important topic covered in each panel.

To be scheduled for the phase panel for a specific week, a resident will place his completed panel checklist in the drop-box by 8:00 AM on Monday. He will also be in full compliance in order to promote to the next phase of the program.

Full compliance includes:

- Completed any assignments given by a previous panel
- Resolved all incident reports
- Completed any incident report sanctions
- Checklist fully completed by appropriate staff

The phase panel is held each Wednesday. Changes to the panel schedule will be posted.

A resident may panel early if he has met the regular requirements along with not having a minor, moderate, or major incident report since the last panel. In addition, a resident may not have more than one written warning in order to be eligible to panel early.

When a checklist is denied, the resident may resubmit the checklist for the following week unless it is noted otherwise on the checklist.

Phase change becomes effective the Monday following panel.

Phase Panel Checklist Information

For each phase a resident is in, except Orientation, he will have a checklist to complete. This is accomplished by completing all the tasks on the checklist and having a designated staff member sign for each completed task. Some tasks may be located in multiple sections, depending on which staff need to sign for completion. It is the resident's responsibility to make sure every required signature is on the checklist. Missing signatures will result in the checklist being denied and the resident will not be able to panel that week. Forging of signatures will result in an incident report.

Each item on the checklist has a specific task to be accomplished, along with a required signature. For example, PC is the assigned primary counselor and SSC-F is the facilitator for the resident's SSC class (the purple book). Once the resident has completed a task on the checklist, he will have the listed staff member sign it. The staff member may require the resident to present in class, write a paper, or complete some other assignment to demonstrate his knowledge of the material. A resident may not attempt to bully or intimidate a staff member into signing his sheet; this will result in an incident report.

The majority of signatures will come from the resident's primary counselor and class facilitators. Other required signatures include the resident's probation officer. The following explains how to obtain signatures from each section.

Counselor/Class Facilitator – If the item relates to a task accomplished in class, the resident should ask the facilitator to sign the sheet that day. Any time the resident has a counseling session, he should have his primary counselor sign his checklist at the end of the session. A resident may not stop counselors or facilitators in the hallway or wait for them outside of their classes. If a resident is missing a required signature, he should send an IOC to the person he needs the signature from.

RCSO – A residential community supervision officer will sign a resident's checklist only after all other required signatures have been obtained and the checklist is placed in the drop-box. The designated RCSO will review the checklist and sign in the appropriate places if the resident is approved to panel.

During Socialization Phase (Blue), the residents will decide where he will reside upon discharge and start working with his counselor to complete the continuing care plan. The resident will meet with his Facility assigned Probation Officer to have his place of residency confirmed prior to employment. A resident who does not have a residency confirmed will not be allowed to gain employment unless approved by the Director or designee.

Budgets will be completed and turned in to the assigned Probation Officer prior to testing for Community Responsibility phase.

Discharge Panel (7G)

Final drafts of Continuing Care Plans, Budget Plans, and Farewell Speeches should be completed in either blue or black ink before they are submitted to the resident's RCSO.

Upon completion of eight work weeks, a resident can submit his Phase Panel Checklist to the panel box. Once the resident passes the Community Responsibility phase panel, the resident will be scheduled to attend the next scheduled 7G with the Director. The panel will start on Mondays of that week. The resident will meet with the Director or designee to review the resident's progression in his treatment, workbook, and treatment plan. The Director will review the resident's Continuing Care Plan, budget plans, and farewell speech and approve if appropriate.

During the meeting, the Director will ask the resident questions that pertain to how he worked his program, what his plans are for when he is released, and about his relapse prevention plan.

The resident will receive a projected discharge date and if the resident is from Lubbock County, he will attend Freedom Court and then discharge on that date.

The program is designed for residents to work a total of 16 weeks.

Probation Office Visits

Each resident will be assigned a probation officer upon arrival at the CRTC. A resident's probation officer will meet with him at least once every other month. If a resident needs to see his probation officer before his next scheduled office visit, the resident should send his probation officer an IOC explaining why he needs to meet sooner than his scheduled office visit.

Property

All residents' property brought into the CRTC will be approved and a count made by a CRTC staff member, not to exceed the maximum number allowed per the "Property Items Allowed" table, found in appendix. Property in a resident's possession that is not approved or exceeds the maximum allowed for the property item will be removed and placed in the stored property area until discharge or arrangements are made to send home.

A resident will not be allowed to receive property purchased by another resident's family/sponsor/contact person.

A resident will submit a Property Form to the Property Clerk to receive property and/or approval for property to be brought to the Center. Residents are permitted to request, obtain, exchange and/or receive approval for property only once every thirty days. Any property not obtained within 30 days of the approval will become void and a new approval request will be completed.

New Intakes will be allowed to receive property mailed/dropped off without a completed CRTC Property Request/Received/Return Form, or prior approval during the first 30 days of admission. After the first 30

days, the resident must request property exchanges/approvals the same way **the higher-level phases do**. This means a new resident cannot make a request again until a full 30 days has passed since their last request. Per Administration, a resident may only visit property once every 30 days.

The CRTC may limit or prohibit the type and amount of personal property brought into the CRTC. A resident may request property by completing a Property Form and sending it to the Property Clerk. If approved, the resident may then contact the approved individual and arrange for delivery of the approved items. Contacts and family members may only bring property for the specified resident and not for another resident.

All property for employment and employment search residents must be approved by the Employment Specialist or designee only. Residents are expected to follow all property procedures, guidelines, and Property Items Allowed (See Appendix C), at all times. Residents who require company uniforms with company logo, must submit a property request form to the Employment Specialist or designee with a total number of uniforms provided and the description of the uniforms.

The CRTC nor CRTC staff members are responsible for a resident's property that is lost, damaged, destroyed, or stolen. Residents must keep their lockers locked when not in use and you are not at the locker. A resident is required to be responsible for all of his personal property.

A resident will keep all his property neatly stored- Tools and box cutters will be given to the control station. Pairs of shoes are the only items that may be stored under a resident's bunk, and nothing may be kept under or inside a mattress. Shoes may not be dried in a CRTC dryer; this is considered destruction of CRTC property.

The CRTC does not accept donations of property by a resident/resident's family.

The CRTC will provide laundry detergent for each resident. However, a resident may bring in his own laundry pods.

A new set of sheets and a new pillow will be issued to the resident upon intake. Each resident will be financially responsible for the items. Indigent residents will pay for their items once money is received or employed, whichever occurs first.

When a resident is discharged from the CRTC, he is responsible for the removal of his property from the CRTC. If a resident is successfully discharged, the resident will contact Property Clerk no more than 2 days prior to discharge to settle all property matters.

Concerning all non-absconding discharges, the designee will have 15 days to contact the CRTC and make arrangements to recover the property. A total of 30 days from the time of discharge will be allotted to retrieve the property. If funds are present in the resident's account, money can be used to mail the property to the designee. If there are no funds present, the designee will be responsible for the payment of shipment or may retrieve the items in person. If a resident is discharged from the CRTC for an unauthorized absence, his personal property will be considered abandoned, and his property will be donated to charity.

All residents have access to hygiene items from the CRTC. Residents are encouraged to have their family send them items they need.

Resident ID (RID)

Each resident is assigned a unique 10-digit resident ID (RID). The RID is used for the computer lab, commissary ordering, some tablet access and the resident phone. The RID is a combination of the resident's six-digit birthday and the last four of his social security number. For example, if a resident's birthday was September 14, 1977, the start of his RID would be 091477. The start of the RID for someone born on November 4, 2002 would be 110402.

Sanction Area

A resident who is removed from class, dorm, or any area for a discipline reason must immediately proceed to the designated sanctions area. A resident may not chat with another resident, or leave the sanctions area without permission from a CRTC staff member. A resident may not sit next to another resident restricted to the sanctions area.

Study Materials/Time

Residents shall only have their personal study materials in their possession. Each piece of study material needs to have the resident's name written on it in pen. Having another resident's study materials or having materials with no written name will result in an IR and the item(s) being confiscated as contraband.

Monday through Friday, residents will remain in their dorms 8:00am to 8:30am. The study room will be open from 8:30am to 9:00pm unless prior approval is obtained by the Shift Supervisor.

Tablet Use (see Appendix H)

The CRTC partnered with Crown/Cidnet to provide tablets for resident use. The tablets have a variety of programs and applications, including video chatting, voice calls, emails, movies, music, games, books, and educational material. All tablet activity may be monitored or recorded. See Appendix H and the phase privilege table for more detailed information on tablet use. Tablets are located in the Device Room across from Central.

Telephone Use

An incoming call or message for a resident will not be accepted unless it is from an employer or a family member with an emergency. ***Collect calls are not accepted.***

With permission, a resident may use CRTC staff phones for contacting his attorney, his county, Child Protective Services, the Office of the Attorney General, the warrants office, or other similar needs. A resident will contact his RCSO to make these types of calls.

Upon reaching the appropriate phase, administration will activate a RID to be used by a resident for making outgoing collect calls. To place a call using the resident phones, a resident should dial "0" and the number desired. The system will direct the resident through the telephone calling process. For technical problems or for a resident's family to set up an account, the family may go to customer.cidnet.net/. Customer support can be accessed through the Cidnet portal or by calling 888-984-1903. All phone calls may be monitored or recorded.

Cidnet is designed to first check a resident's data balance. If you have data on your account, Cidnet will deduct your data to pay for the phone call. If you do not have any data, Cidnet will deduct data from the person you are talking to. See Appendix H for more detailed information on phone use.

Television

A CRTC staff member has complete authority over any TV and may select the channel, volume, or whether the TV is on or off. Otherwise, residents may select the channel to watch by majority vote.

Arguing or boisterous behavior may result in turning the TV off and/or a Dorm Norm violation issued to the appropriate resident(s).

Unauthorized Areas & Contact

A resident is not allowed in the following areas without a CRTC staff member's permission and direct supervision:

- administration area
- kitchen
- medical office
- other residents' dorms or pods
- probation area
- **RED LINE AREAS**
- staff offices
- storage areas

A resident is not allowed to have contact with family, friends, or acquaintances without a CRTC staff member's prior approval. Unauthorized contact would include interacting through the big yard fence, meeting at an employment site, meeting at an appointment, etc.

Zoom

A resident becomes eligible to complete Zoom calls upon entering the Challenge to Change phase. Both Challenge to Change and Self Control phases are eligible for one Zoom or voice call during each phase. Socialization & Community Responsibility will be eligible for two Zoom or voice calls. Reintegration will be eligible for three Zoom or voice calls.

Zoom Rules

- Any inappropriate behavior/language during a Zoom call will result in immediate termination of the call and loss of future Zoom privileges.
- If you receive **ANY Incident Report** you will lose your next eligible Skype call.
- Calls will be 20 minutes in length, and supervised.
- You will need to complete an IOC and include the following information:
 - Person's phone number you would like to Zoom with;
 - The person's full name;
 - That person's relationship to you; (Example: John Doe, father, 806-123-4567);
 - Send the completed IOC to the attention of Mrs. Carter. If your handwriting cannot be read, you may miss your opportunity for this privilege so please write neatly.
- These calls are for video chatting, and not for voice chatting. If for some reason your family does not have a smart phone or laptop/computer with camera then regular calls are the only option.
- You have the option of a regular phone call in place of the Zoom call if you choose to do so. If you choose this option, you must complete an IOC the same way stated above.
- You do not accumulate Zoom privileges. You use the Zoom/Voice call during your current phase, or you lose them. No exceptions.

Appendix A: Fees & Prices

All prices are subject to change at any time without notice.

All applicable items are subject to sales tax. Current tax rate is 8.25%.

Prices listed do not have tax included.

Books/Workbooks

Book Title	Type	Cost
Criminal Conduct and Substance Abuse Treatment	Required	\$33.00
Resident Handbook	Required	\$5.00
Various treatment workbooks may be required	As assigned	Between \$2.00 - \$25.00

Fees & Charges

Item	Cost
Resident ID	First one free, then \$5.00 each
Lanyard	\$2.00 replacement fee
Pen	First one free, additional \$0.60
Pencil	First one free, additional \$0.11
Spiral Notebook	First one free, additional \$2.00
Deodorant	Free
Razor	Free
Shampoo	Free
Soap	Free
Toothbrush	Free
Toothpaste	Free
Spork	Based on current market price, approx. \$0.15
Cups	Based on current market price, approx. \$4.02
Linens (Sheets)	Based on current market price
Pillow	Based on current market price, approx. \$5.50
Room & Board including transportation and laundry fees	\$140.00 per week (\$20.00 per day) for employed residents
Laundry	\$10 per month for non-employed residents (to be paid upon employment)
Envelope	\$0.10 letter, \$1.35 large manila
Postage Stamp	Current USPS rate
CHCL Medical/Dental/Vision Visits or Procedures	up to \$30
Emergency Room Visits	Resident responsible for full payment directly to provider
Medical Visits or Procedures (Specialists/Hospital/PT)	Resident responsible for full payment directly to provider
Prescription Medication	Resident responsible for full payment directly to provider
UMC Prescription Medication	\$7.50

Amount Limits

Item	Limit
Weekly allowance: unemployed resident	None allowed
Weekly allowance: employed resident	Up to \$25
Minimum account balance: unemployed resident	\$20
Minimum account balance: employed resident	\$200

Appendix B: Schedules & Times

Daily	Big Yard	As weather/scheduling permits/staff discretion
Monday through Thursday Friday Saturday, Sunday and Holidays	Bunk Time	After 4:00 PM 12:30 PM After Chores
Monday through Thursday	Free Time	11:45 AM – 1:00 PM; After 4:00 PM
Daily	Computer Lab	9:00 AM to 9:00 PM
Monday through Friday Saturday, Sunday, & Holidays	Chores & Duties Completed	8:00 AM 9:00 AM
Sunday through Thursday Friday, Saturday, & Holiday Eves	Lights Out	10:00 PM 11:00 PM
As Posted	Meals	
Daily	Medication Call	Posted outside medical
Family Drop Off Tuesday Wednesday Thursday through Saturday	Property	8:00 AM – 2:00 PM Tues/Sat A Pod 7:00 AM – 2:00 PM B Pod 7:00 AM – 2:00 PM Property Request Approval
Daily	Recreation Yard	As scheduling permits/staff discretion
Monday through Thursday (unless approved by SS/SL) Friday, Saturday, & Holiday Eves	Showers	6:00 AM to 7:30 AM and 4:00 PM to 9:15 PM 6:00 AM to 10:30 PM
Monday through Friday	Sick Call	See medical
Daily	Television	As scheduling permits/staff discretion
Monday through Friday Saturday, Sunday, & Holidays	Wake Up	6:40 AM 7:00 AM

Note:

- After 7:00pm, bathroom 2 showers will be used by Community Responsibility and Reintegration residents only. If there isn't anyone showering, ask the RM if you can use the shower. The toilet and urinal may be used by all residents during this time.
- All residents will be in their dorm by 9:30pm. This time will be used to clear all items off the tables and clean up the dorm. This time is also for residents to get ready for lights out.

Appendix C: Property Items Allowed

Item	Number Allowed
Baseball glove	1
Bath towels (white only)	2
Batteries	24
Belts	2
Binder	1
Body soap or body wash	3 bars or 2 bottles
Body powder	1
Book light	1
Bracelet (medical only)	1
Cap/Beanie	1
Clean & Clear facial cleanser	1
Coat, jacket or hoodie	2
Conditioner	3
Contact solution	2 bottles
Deodorant	2
Detergent Pods	1
Dryer sheets	1 pack
Eye glasses	1 pair
Floss	2
Foot powder	1
Lotion	1 bottle
Luggage	2 bags
Nail clippers (no file) for fingers and toes	1
Pajamas	2 set
Pants and/or shorts	9 pair
Plastic hangers	20
Q-Tips	1 small package
Radio (not MP3 or iPod) (small/portable)	1
Razors (disposable)	2 packages
Religious book	1
Ring (wedding ring only)	1
Shampoo	3
Shaving cream	2
Shirts/Jerseys (color – long or short sleeve)	9
Shoes (includes boots and athletic shoes, shower shoes from CRTC not included)	3 pair total
Sleep Mask (cloth only, no gel)	1
Socks	12 pair
Spiral Notebook	2
Stamped envelopes	20
Sunglasses	1 pair
Toothbrush	2
Toothpaste	2
Treatment books (self-help books count)	2 given by counselors
Tweezers	1
Underwear (includes long john's)	12
Wash cloths (white only)	2
Wristwatch	1
White t-shirts	6

Appendix D: Contraband

Aerosol products of any kind	Lighters
Alcohol and any product containing alcohol	Lotto and scratch off tickets
Altered or unauthorized clothing	Mace
Altered or unauthorized property	Magazines unless given for an assignment
Bandanas	Matches
Baseball cards	Medication not approved
Body/shower sponges or brushes	Mind-altering chemicals
Box cutters	Movies
Bracelets	Nail clippers (with file)
Cameras	Necklaces
CD's	Nightlights
Cell Phones	Non-approved electronic equipment
Chemical Weapons	Non-approved Jewelry
Cologne	Pagers
Computer devices	Pencils (mechanical)
Debit, Credit, and Phone Cards	Pepper Spray
Dice	Personal bedding
Drug look-alikes	Personal DVDs
Drug paraphernalia	Personal fans
Drugs	Personal VHS/DVD's
Earrings	Personally acquired newspapers
Electric/battery operated toothbrushes	Photos (inappropriate content)
Electrical devices needing a cord	Pornographic materials
Extension cords/multi plug réceptacles	Razor blades
Facility Batteries	Removable teeth grills
Gambling paraphernalia	Scissors
Gel Pens	Sewing materials
Glue	Sharp Objects
Gum	Stickers
Guns	Studs or rings for any type of piercing
Hair clippers	Tank tops/muscle shirts
Headbands	Tattoo paraphernalia
Heaters	Tobacco products
Keys (other than approved work keys)	Tools
Knives	Toxic markers
Lamps	White out
Laser Pointer	Property belonging to another resident

Study materials belonging to another resident or with no name written on them

Appendix E: Definitions & Descriptions of Services

Aftercare/Continuing Care Services – Research indicates that chances for successful sobriety and maintaining a pro-social lifestyle are greatly increased with the completion of aftercare services. Upon successful discharge from the CRTC, residents are required to complete aftercare. Lubbock County residents are placed on a specialized substance abuse community supervision caseload and will attend and complete the Aftercare program.

Anger Management – A CB program focusing on the cost of anger and aggression and learning how to create new choices, as well as effective alternatives and practical skills that make it possible to stop aggression before it is too late.

Assertiveness and Values – A structured program designed to provide information regarding values, morals, ethics, and assertiveness. It includes ways to develop and strengthen personal values and morals, as well as effective assertiveness techniques.

Cognitive-behavioral programming – Much of the facility curricula is cognitive-behavioral (CB). CB emphasizes the important role of thinking in how we feel and what we do, such as our thinking controls our behavior.

Commitment to Change (C2C) – A CB program focusing on errors in thinking. The program defines and explores multiple thinking errors as well as realistic, practical ways to change our thinking.

Counseling – Residents are assigned a primary counselor upon admission. Counseling sessions are held at least once a month. Counselors will assist in identifying specific issues to be worked on during treatment.

Criminal Conduct and Substance Abuse Treatment: Strategies for Self-Improvement and Change (SSC) – A CB program and our core curriculum that focuses on substance use and criminal conduct. It focuses on skills and tools to reduce relapse and recidivism, and to lead a meaningful and responsible life.

Elective treatment classes – A variety of treatment classes are offered to best suit your treatment and personal needs. These classes cover a variety of topics to help meet individual needs as well as increase pro-social skills.

Employability Skills – A structured program designed to provide information on the necessary skills and tools to obtain and maintain employment. Topics include resumes, budgets, contacting employers, interview skills, and work habits and attitudes.

GED/ABE Program – Access to General Educational Development (GED) and Adult Basic Education (ABE) classes will be provided according to assessment.

Good Intentions – A CB program focusing on relapse and recidivism prevention, and the most common thinking errors that lead to trouble in the early stages of sobriety or release from the facility.

Healthy Living – A structured program designed to look at issues affecting healthy lifestyles. Topics include health, lifestyle balance, diseases and sexually transmitted diseases (including HIV/AIDS, Hepatitis, and Tuberculosis), nutrition, sleep, nicotine, and other related issues.

Leisure/Recreational Activities – All residents have access to structured and unstructured leisure and recreational activities. It is important that residents learn how to have fun while maintaining a sober pro-social lifestyle.

Library privileges – All residents have access to the facility library.

Management Team – The management team is made up of the heads of the various departments. The members include the Director, Assistant Director of Operations, Assistant Director of Treatment, Operations Manager, RCSO Supervisor, Executive Assistant and Medical RN.

Parenting – A structured program designed on the non-judgmental premise that each parent is a good parent and wants to become better. It utilizes individual and group activities to reinforce positive interaction with their children and develop new ways to approach parenting.

Probation Officer/Residential Community Supervision Officer – While at the CRTC, each resident is assigned a Residential Community Supervision Officer (RCSO). The RCSO will monitor the resident's compliance with the conditions of community supervision. Meetings are conducted with the CRTC RCSO. The resident's progress and behavior will be reported to the referring officer.

Relapse Prevention – A CB program focusing on the tools needed to identify the pattern of relapse and ways to interrupt the pattern before a return to old ways of substance use and criminal conduct. A relapse prevention plan is completed during this class.

Relationships – A structured program designed to provide tools to build, strengthen, and maintain relationships. It includes teaching on how to improve relationships by taking responsibility for your own actions, discovering tools, and developing skills needed to make relationships work.

Religious Services – Residents have the opportunity to voluntarily practice the requirements of their respective faith. Residents may attend in-house religious meetings as available. For the use of religious resources in the community, see section on authorized leave.

Resident – A person on probation who has been court ordered to attend and complete a program at the Lubbock County Court Residential Treatment Center.

Social Skills/Problem Solving – Taken from an evidenced-based CB program, skills and techniques are discussed and developed regarding social skills and interactions, as well as problem solving skills.

Staff Member – Any member of the CRTC staff including contract staff and interns.

Appendix F: Phase Responsibilities & Privileges

Phase Responsibilities

Orientation	Self Discovery	Challenge to Change	Self Control	Socialization	Community Responsibility	Reintegration
<ul style="list-style-type: none"> • Approximately 3 weeks • SSC Sessions 1-2 • Assessments-Counselor • Develop Treatment Plan (TP) • Assessments-RCSO • Handbook review • Program orientation • Education assessment • Meet with your counselor a minimum of once per week 	<ul style="list-style-type: none"> • Approximately 5 weeks • SSC Sessions 3-10 • Progress in TP • Complete the Master Profile • Increase pro-social skills • Reduce criminal behavior & rule violations • Develop and demonstrate new coping skills • Attend and participate in GED classes if assigned • Attend and participate in all assigned classes, including Social Skills/C2C and Healthy Living classes • Meet with your counselor a minimum of once per week 	<ul style="list-style-type: none"> • Approximately 6 weeks • SSC Sessions 11-20 • Progress in TP • Identify and challenge thinking errors • Increase pro-social behavior • Decrease rule violations • Develop new and improve existing coping skills • Attend and participate in GED classes if assigned • Attend and participate in all assigned classes, including Social Skills/C2C and Healthy Living classes • Meet with your counselor a minimum of once per week 	<ul style="list-style-type: none"> • Approximately 5 weeks • SSC Sessions 21-28 • Progress in TP • Challenge thinking errors • Gain self-awareness and take control of your emotions • Increase pro-social behavior • Decrease rule violations • Demonstrate improved coping skills • Attend and participate in GED classes if assigned • Assigned CSR • Attend and participate in all assigned classes • Meet with your counselor a minimum of once every two weeks 	<ul style="list-style-type: none"> • Approximately 5 weeks • SSC Sessions 29-35 • Progress in TP • Challenge thinking errors • Be in control of your emotions • Increase pro-social behavior • Decrease negative behavior • Decrease rule violations • Develop lifestyle balance • Self stress management • Implement coping skills daily • Begin Continuing Care Plan • Attend and participate in GED classes if assigned • Assigned CSR • Attend and participate in Employability Skills • Attend and participate in all assigned classes • Meet with your counselor a minimum of once every two weeks 	<ul style="list-style-type: none"> • Approximately 4 weeks • SSC Sessions 36-50 • Progress in TP • Challenge thinking errors • Be in control of your emotions • Demonstrate pro-social behavior • Decrease negative behavior • Decrease rule violations • Develop lifestyle balance • Self stress management • Practice coping skills daily • Continue work on Continuing Care Plan • Attend and participate in GED classes if assigned • Attend and participate in all assigned classes • Meet with your counselor a minimum of once every two weeks • Obtain and maintain full-time employment • Pay required CRTC fees 	<ul style="list-style-type: none"> • Approximately 12 weeks • SSC Sessions 36-50 • Complete TP • Challenge thinking errors • Be in control of your emotions • Demonstrate pro-social behavior • No rule violations • Develop lifestyle balance • Self stress management • Continue to use coping skills • Complete Continuing Care Plan • Implement a Relapse Prevention Plan • Attend and participate in GED classes if assigned • Attend and participate in all assigned classes • Meet with your counselor a minimum of once every two weeks • Maintain full-time employment • Pay required CRTC fees

Phase Privileges

Orientation	Self Discovery	Challenge to Change	Self Control	Socialization	Community Responsibility	Reintegration
<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary, hygiene only • Library • Approved personal radio • Computer lab • Phase up call 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Phase up call 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Tablet privileges • Phone use • 1 Zoom call or voice call per phase 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Tablet privileges • Phone use • 1 Zoom call or voice call per phase 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Tablet privileges • Phone use • 2 Zoom call or voice call per phase 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Tablet privileges • Phone use • 2 Zoom call or voice call per phase • Relax on days off without attending asterisks (*) classes 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Tablet privileges • Phone use • 3 Zoom calls or voice calls per phase • Relax on days off without attending asterisks (*) classes

Relapse Phase Responsibilities

Orientation	Booster	Skill Building	Reintegration
<ul style="list-style-type: none"> • Length determined by treatment team • SSC Sessions 1-2 • Assessments-Counselor • Develop Treatment Plan (TP) • Assessments-RCSO • Handbook review • Program orientation • Meet with your counselor a minimum of once per week 	<ul style="list-style-type: none"> • Length determined by treatment team • SSC Sessions to prepare for Skill Building • Progress in TP • Increase pro-social skills • Challenge thinking errors • Reduction in criminal behavior & rule violations • Develop & demonstrate new coping skills • Identify & challenge criminal thinking errors • Increase pro-social behavior • Meet with your counselor a minimum of once per week 	<ul style="list-style-type: none"> • Length determined by treatment team • SSC Sessions 21-35 • Progress in TP • Challenge thinking errors • Gain self-awareness and take control of your emotions • Increase and demonstrate pro-social behavior • Decrease negative behavior • Demonstrate improved coping skills • Attend and participate in all assigned classes • Be in control of your emotions • Develop lifestyle balance • Practice coping skills daily • Begin working on Continuing Care Plan • Assigned CSR, when needed • Meet with your counselor a minimum of once per week 	<ul style="list-style-type: none"> • Length determined by treatment team • SSC Sessions 36-50 • Complete TP • Challenge thinking errors • Be in control of your emotions • Demonstrate pro-social behavior • No rule violations • Develop lifestyle balance • Self stress management • Continue to use coping skills • Complete Continuing Care Plan • Obtain and maintain full-time employment • Pay required CRTC fees • Implement a Relapse Prevention Plan • Meet with your counselor a minimum of once every two weeks

Relapse Phase Privileges

Orientation	Booster	Skill Building	Reintegration
<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary, hygiene only • Library • Approved personal radio • Computer lab • Minimal tablet privileges 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Full tablet privileges (after 1 month at CRTC) • Phone use (after 1 month at CRTC) 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Full tablet privileges (after 1 month at CRTC) • Phone use (after 1 month at CRTC) 	<ul style="list-style-type: none"> • Watch TV • Watch movies • Outdoor recreation • Weight room • Mail • Commissary • Library • Approved personal radio • Computer lab • Full tablet privileges • Phone use • Relax on days off without attending asterisks (*) classes

Appendix G: Etiquette, Expectations & Norms

Daily Routine

- Complete all assigned chores on time and maintain throughout the day.
- Clean / pick up after yourself.
- Last wakeup call 6:25 am.
- For headcount STAND by your bunk.
- Showers will be completed no later than 6:45am.
- Employed and CSR early kitchen workers are allowed to take a shower after their shift.
- If you shower after 6:45 am, you are responsible for cleaning the shower used.
- Once head count is clear in your dorm, all residents will need to complete their chores by 8:00am.
- Residents will be in their dorms Sunday through Thursday by 9:30pm.
- From 8:00am to 8:30am Monday thru Friday, residents will participate in study time in their assigned dorm.

Dining Room Etiquette:

- One tray or sack lunch per person.
- Clean up the area where you ate.
- Keep your voice level lowered.
- All food/drinks/condiments will remain in the dining room.

Dorm Norms

- Follow proper hygiene; includes wearing clean clothes daily. (See procedures)
- Be respectful/considerate of all residents and staff.
- Wash your linens at minimum one time per week.
- Bed must be made, locker straightened and shoes stored at all times when not in use.
- Earphones may be used after lights out, so long as it does not interfere with the sleep of others.
- Sleepwear, including house/shower shoes, may be worn in the pod area only.
- Do Rags may be worn in the dorm only.
- Horseplay is not allowed.
- Keep the noise level low.
- Quiet when lights are out.
- **NO SLAMMING DOMINOES** or any game pieces.
- You are only allowed in your dorm.

Game Etiquette:

- Slamming dominoes is prohibited.
- Gambling is prohibited.
- Follow instructions of the staff.

Group/Classroom Expectations:

- No disruptive or distracting behaviors.
- Be respectful towards staff and peers.
- Keep information that others share, confidential and to yourself, unless otherwise directed or if it is a requirement for the class/group you are attending (e.g., MRT).
- Be on time.
- Participate appropriately in all activities and assignments.
- Missing class/group is unacceptable.

- Bathroom breaks are to be taken between classes not during classes.
- Have all assignments completed and ready to turn in on time.
- If you are asked to leave the class, please do so immediately without incident and report to Central.
- Head phones are not allowed in the classroom.
- Residents are not allowed to touch/tamper with technology in the classrooms.

Laundry Norms

- Badge must be turned in to Pod Control to enter Laundry Room.
- **DO Not** remove clothes from Washer or Dryer that does not belong to you.
- Estimated Laundry times: Washer **30 Mins**/Dryer **70 Mins**.
- Laundry is **Your Responsibility**; make sure you manage your time wisely and be considerate of others when doing laundry.
- Completed laundry will not be left unattended during free time.
- Shoes are not allowed in the dryer.
- Clean the filter after every use.
- As of 6:00 PM, laundry facilities are reserved for residents who are employed or did CSR that day.
- Any damage or abuse will be reported to staff.
- Clean/pick up after yourself.

Study

- From 8:00am to 8:30am Monday thru Friday, residents will participate in study time in their assigned dorm.
- Residents will be allowed to study in the study room from 8:30am to 9:00pm, prior to lights out. Study time is for quiet study, no game playing, food/drink or radios allowed in the study room.

Appendix H: Tablet and Phone Information

Tablet Fees

- Cidnet tracks transactions through the amount of data transmitted.
- Data can be purchased at the rate of \$0.30 per Megabyte (MB).
- Rates for different activities:
 - A standard video visit transmits approximately 1.4MB per minute.
 - A standard voice call transmits approximately .66MB per minute.
 - A standard message uses .33MB per message.
- Phone dialer on tablet is the same as the wall phones.
- Cidnet is designed to first check a resident's data balance. If you have data on your account, Cidnet will deduct your data to pay for the data transmission. If you do not have any data, Cidnet will deduct data from the person you are talking to.

Tablet Settings

- Free profile access – 60 min/day.
- Phone dialer profile – 60 min/day.
- Video visits are limited to 15 minutes per visit.
- Video visits are set to work during these times.

Daily	0600-1145	1230-1630	1730-2115
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Tablet Procedure

- Tablets will be checked out by turning in your resident badge at Central. When you are done with the tablet, you will first place it back in the charging station in the Device Room across from Central, and then come retrieve your badge from Central.
- All calls and video chats are recorded and subject to review.
- Residents are not permitted to be under any cover while using the tablet.
- Video chats will be terminated immediately if any lewd or inappropriate behavior is seen or heard by staff.

RESIDENT PHONE USE

How to Make Phone Calls

Cidnet Data – How Everything Works

All calls are paid for with data instead of a per minute fee. Data is sold for \$0.30 per Megabyte. When you talk on the phone, Cidnet tracks and deducts however much data is used for the call. One (1) minute of talk time uses approximately 0.65 Megabytes of data, with an average cost of \$0.18.

How You Purchase Data

1. Pick up the phone and wait for the prompt
2. Type in your Inmate ID provided by the staff member from Cidnet
3. Type in the Password provided by the Staff member from Cidnet
4. Enter the speed dial option by selecting "00"
5. Enter speed dial option "10"
6. From there, enter your facility code 7 0 0 1
7. Log in with your facility commissary credentials
8. Wait for the prompts to purchase data

How to Make a Call

1. Pick up the phone and wait for the prompt
2. Type in your Inmate ID provided by the staff member from Cidnet
3. Type in the Password provided by the Staff member from Cidnet
4. Enter in the valid phone number you wish to contact

How your Friends and Family Purchase Data

Cidnet offers a public website (Cidnet Customer Portal) where the people you want to talk to can create an account and purchase data for \$0.30 per Megabyte. Tell them to search "Cidnet" from any web-browser. Once they have data, they will have the option to transfer some or all their data from their customer account to your inmate account. This is important to note, because when you make phone calls, Cidnet is designed to first check your data balance. If you have data on your inmate account, Cidnet will deduct your data to pay for the phone call. If you do not have any data, Cidnet will deduct data from the person you are talking to. If you do not have data on your inmate account, and you call someone who has not gone to the public website (Cidnet Customer Portal) and created an account and purchased data, the call will not go through. The person you called will hear an automated message telling them how to create an account on the Cidnet Customer Portal. Once they create their account and purchase data, they will be able to receive your calls.



FRIENDS & FAMILY GUIDE

How To Reach Your Incarcerated
Loved One From Home

With Cidnet, you and your inmate can talk with video visits, messages, and phone calls. To use these services, you must create an account and buy data. Your data balance will be consumed when you talk with your inmate.

Create a Cidnet Account



1. Go to customer.cidnet.net in your browser.
2. Click the **Register** button.
3. Type in your **Email, Time Zone and First & Last Name**.
4. Click the **Create Account** button.
5. Read the **Terms of Use**, then click **Agree**.
6. Login to your email and open the Cidnet email.
NOTE: Email may go into your junk or spam box.
7. In the email, click the **Complete Your Verification** link.
8. Choose a **Security PIN** and a **Password**.
9. Click the **Sign In** button.

Complete Your Account



1. After logging in, click the **Menu** in the top corner.
2. Click the **Account** button.

3. Click the **General Information** button.

General Information

4. Fill out the fields with your personal information. Officers use this information to verify your identity. Without providing this information, you won't be approved to contact your inmate.

5. Click the **Save** button to save your information.
6. Click the **Phone Numbers** button.

Phone Numbers

7. Click the **Add Phone Number** button.
8. Type in the **Phone Number** you want to add.
9. Type in a **Description** (ex. Jane's Cellphone).
10. Mark as **Primary** if this is the phone number that Customer Service should call to reach you.
11. Click **Verification Type** to choose either:
 - **Text** (Cidnet sends your code by SMS)
 - **Call** (Cidnet reads your code to you)
12. Wait for Cidnet to text or call your phone. The text or call will contain your verification code.

13. Write down your code if you can't remember it.
14. Type in your **Verification Code**, then click **Submit**.
15. Click the **Back** (<) button.
16. Click the **Photo ID** button.

Photo ID

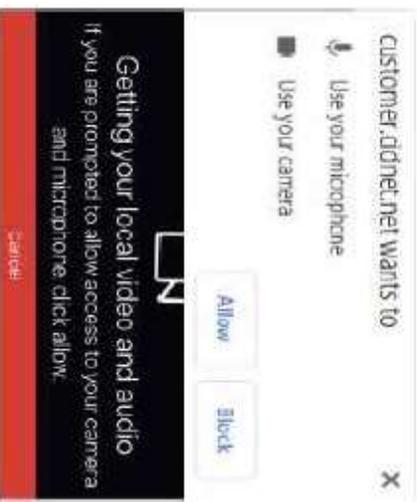
17. Click the **Upload New** button.
18. Click the **Browse** button.
19. Choose an image of your government-issued ID.
20. If your browser prompts you to give Cidnet Camera and Phone permissions, click the **Allow** button.

Link With Your Inmate

1. After logging in, click the Menu in the top corner.
2. Click the Add Inmate button.
3. Select the State where your inmate is being held.
4. Select the Facility where your inmate is being held.
5. Search for your inmate by name, then select them.
6. Select the Relationship for you and your inmate.
7. Click Complete to submit your request to the facility.
8. NOTE: The correctional facility decides whether to approve or decline your Link Request. Cidnet has no control over whether your were approved or denied. Contact the facility for more information.

Wait to be Approved

1. Facility Staff need time to process your link request. While you wait, you can test your device for video visiton compatibility.
2. After logging in, click Menu in the top corner.
3. Click the Audio/Video Test button.
4. If your browser prompts you to give Cidnet Camera and Microphone permissions, click the Allow button.



5. Point your device's camera at your face. You should see yourself on-screen. If you do, click the Looks Good button.

Purchase Data (MB)

1. After logging in, click the Menu in the top corner.
2. Click the Add Data button.
3. Use the Data Calculator to determine how many MC (Data) you want to buy. Choose how many Megabytes to Purchase, then click Next. Your Data balance can be used for video visits, messaging, and/or phone calls.



4. Enter your Payment Details.
5. Read the Terms of Use and check the boxes at the bottom, then click I Agree.
6. Click Submit when you are ready to purchase your data.

Inmate Communication

- Not every correctional facility allows inmates and contacts to video visit, message, or call with Cidnet. After you've linked with your inmate, you can view what communication services they have access to.



- If you receive a call from (888) 904-1903, there is an inmate trying to call you. If you purchased data, you can accept the call. If you haven't, you can't accept the call.

- You can send/read message by clicking the Mail button.
- You can schedule video visits by clicking Video and then New Schedule. Onsite visits require you to visit the facility, while Remote visits can be joined from anywhere as long as your WiFi connection is strong enough.
- Schedules you submit must be approved by facility staff.
- To join a Remote session, you need to login to Cidnet and click the Launch button when your session is scheduled to begin. The Launch button will appear automatically, though you may need to click Refresh.



- Video visits, messages, and phone calls are recorded and monitored. Staff may revoke your ability to communicate if you violate facility guidelines.
- If you want to see your data back to Cidnet, click the Support button and open a New Request with I would like to see back my unused data as your request.

Getting Support

If you can log in to your Public Portal account, go to the Dashboard and click the Support button. This is the fastest way to get your request processed.

If you can't log in to your Public Portal account, go to <https://cidnet.net> and fill out the Customer Contact Form at the bottom of the page or call 888-984-1903 and leave a voicemail for the next available specialist to assist you.



NOTICE

Written complaints regarding this program may be directed to:

**THE TEXAS DEPARTMENT OF CRIMINAL JUSTICE
COMMUNITY JUSTICE ASSISTANCE DIVISION
PO BOX 12427
AUSTIN TX 78711-2427**