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Justin Farris, Acting Director Oklahoma Department of Corrections		Signature on File	

Community Outreach Unit

The Community Outreach program aims to appropriately address all requests from crime victims/survivors, their families, families of incarcerated individuals, community partner agencies, and the concerned public. The Community Outreach unit will serve as these parties' central source of information. (5-ACI-5F-06)

I. Definitions

A. Community Outreach Coordinator

Oversees the services and programs offered to victims and family members of inmates/offenders currently under the care and supervision of the Oklahoma Department of Corrections (ODOC) and acts as the agency liaison to other victim advocacy groups. (5-ACI-5F-07)

B. Facility Victim Liaisons

An employee who is the point of contact at the facility for victims. The liaison will assist in coordinating programs such as the Victim Impact Program for inmates/offenders and the victim inmate/offender dialogue.

C. Victim Information and Notification Everyday (VINE)

VINE is a 24-hour, confidential, computer-assisted service that provides automated notification regarding current inmate/offender status to individuals who have registered with the automated system. Custody status changes covered in this service include inmate/offender transfer, escape, apprehension, release, or death. (2-CO-4G-02, 5-ACI-5F-06, 4-ACRS-7F-06, 4-APPFS-1A-04)

D. Victim

A person who has been directly or indirectly affected by an act committed by an inmate/offender.

E. Victim Inmate/Offender Dialogue

A guided process that allows the victim of a crime (or a community advocate) and the inmate/offender to meet to discuss the impact the inmate's/offender's crime has had on the victim. It also allows the victim to explore restorative options that will give opportunity for the inmate/offender to take responsibility for their actions, help to restore the victim, and provide the inmate/offender the opportunity to give back to the community.

II. Services Provided to Victims

A. Victim Notifications

All victim information related to victims who are registered for VINE or the agency's notification system is strictly confidential. In addition, any correspondence and communication from the Community Outreach unit are confidential unless stated otherwise. Employees will not give inmates/offenders or their families the name, address, telephone number, or any other information on persons registered. Confidential notification is critical to the safety of crime victims.

1. Notification may be provided through VINE. This notification system is designed to notify victims when an inmate's/offender's custody status changes or in the event of escape, discharge, or death.
2. In order for victims to receive notification through VINE, the victim must be registered for VINE notifications at <http://www.vinelink.com>.
3. Victims may register for flash notifications of an inmate's/offender's custody status with use of the "Victim Notification Request" form ([Attachment B](#), attached). The , attached) is shared between the ODOC and the Oklahoma Pardon and Parole Board for purposes of alerting victims of a change in custody with advance notice. This

notification system is separate from VINE, and is intended **only** for victims.

- a. Registered victims will receive notice only in the event of a walkaway, escape, or release.
- b. The "Victim Notification Flash Notice" form ([Attachment C](#), attached) will be created for each inmate/offender who has a victim registered for notification.
- c. The Community Outreach unit will forward the "Victim Notification Flash Notice" form ([Attachment C](#), attached) to the appropriate facility.
- d. Facility staff will file the "Victim Notification Flash Notice" form ([Attachment C](#), attached) in Section 1 of the inmate's/offender's field file, above all other material.
- e. Employees assigned to a field file with the "Victim Notification Flash Notice" form ([Attachment C](#), attached) will notify the Community Outreach unit immediately when an inmate/offender walks away, escapes, or is released.

B. Communication and Support

Victims who need assistance regarding the status of an inmate/offender may contact the Community Outreach unit at 405-425-2607 or community.outreach@doc.ok.gov.

C. Cease and Desist Orders

When an inmate/offender makes unwanted or improper contact with a victim, the victim may request in writing that this contact cease. All such requests shall be made by contacting the Community Outreach unit at 3400 N. Martin Luther King Ave. Oklahoma City, OK 73111, or by email at community.outreach@doc.ok.gov. The community outreach coordinator will communicate with the respective facility head to address the inmate's threats.

D. Victim Inmate/Offender Dialogue

The victim and inmate/offender may meet to discuss the impact the inmate's/offender's crime has made on the victim. They may also conduct this process over the phone or via video conference. Victim inmate/offender dialogue is a voluntary process and is initiated by the victim.

1. To request a victim inmate/offender dialogue, a victim or victim representative may contact the Community Outreach unit. Contact may be made on behalf of the victim by the district attorney, the

Attorney General's Office, a victim advocate, or other state agencies providing services to a victim. The inmate/offender may also request a dialogue; however, if the victim has not expressed an interest, the inmate's/offender's request will be denied. The inmate/offender will be advised of the denial of the request by the Community Outreach unit or the facility liaison.

2. If the inmate/offender agrees to the victim's request for dialogue, the Community Outreach unit will complete the process outlined in "Process for Victim Inmate/Offender Dialogue" ([Attachment A](#), attached). The inmate will sign the "Community Outreach Unit Victim Inmate/Offender Dialogue – Inmate/Offender Consent Form" ([DOC 090215A](#), attached). The victim will sign the "Community Outreach Unit Victim Inmate/Offender Dialogue – Victim Consent Form" ([DOC 090215B](#), attached).
 - a. Upon completion of the dialogue, the community outreach coordinator will provide the "Victim Evaluation Form" ([DOC 090215D](#), attached) to the participating victim or may complete the evaluation via telephone call with the victim.
 - b. An evaluation will also be provided to the facility victim liaison for completion by the inmate/offender utilizing the "Inmate/Offender Evaluation Form" ([DOC 090215C](#), attached).
 - c. The facility victim liaison may assist the inmate/offender in completing the evaluation and submit the form to the Community Outreach unit within ten business days. The Community Outreach unit will use this evaluation shall be used to determine the general outcome of the dialogue and to provide input from the participating parties in order to improve upon the process.

E. Apology Bank

The apology bank process allows inmates/offenders to file an apology letter for their crime victims/survivors with the agency. The Community Outreach unit will post a list of approved letters (listed by inmate's/offender's name) on the agency website. Letters may be requested by victims/survivors, or an advocate on the victim's behalf, by contacting the Community Outreach Unit at 3400 N. Martin Luther King Ave. Oklahoma City, OK 73111, or by email at community.outreach@doc.ok.gov.

III. Referrals

Referrals to the Community Outreach unit may be made when crime victims, their families, inmates' families, and the public require information from the Community Outreach unit on available resources for support of victims in the community, the

custody status of inmates/offenders under the care and supervision of the agency, and questions relating to departmental policies and procedures. The Community Outreach unit will respond to all such communication and log each response/resolution within 24 business hours.

IV. Executions

- A. The community outreach coordinator may work with the Attorney General's office and the facility heads at Mabel Bassett Correctional Center and Oklahoma State Penitentiary to offer victim notification throughout the execution process.
- B. When a surviving family member of a homicide victim wishes to witness the execution of the inmate, the Community Outreach unit will work in cooperation with the Attorney General's Office to provide support to the family member throughout the process.

V. Employees

A. Training

The Community Outreach unit will provide annual training for facility victim liaisons to actively promote increased awareness and empathy of victims, and accountable behavior of the inmate/offender.

1. Victim awareness training will include victim confidentiality and sensitivity, as well as being responsive to victims' concerns and suggestions. The focus will be to sensitize staff to the emotional, financial, and physical impact that crime has on individuals to increase their effectiveness in encouraging empathy and responsible behavior in inmate/offender populations.
2. The Community Outreach unit will provide facility liaisons with additional training specific to VINE and Victim Inmate/Offender Dialogue services.
3. Employees with inquiries regarding VINE will contact the Community Outreach unit at 405-425-2607.

VI. Inmate Involvement (5-ACI-1B-24)

Impact of Crime programs will be made available to inmates where employees or volunteers can provide the training. The community outreach coordinator will train facility liaisons or approved volunteers to deliver the program. The program will utilize the "Victim Impact: Listen and Learn" curriculum.

VII. Community Involvement

- A. The Community Outreach unit may provide outreach activities and presentations to various community groups, including victim advocates, crime victims, and community partner agencies related to services available through the Community Outreach unit.
1. The Community Outreach unit will disseminate information to the public regarding services available through the agency.
 2. The community outreach coordinator may represent the agency on planning committees for events important to the crime victim and survivor community.

VIII. Correspondence Tracking

- A. The Community Outreach unit is responsible for reviewing, delegating, tracking, and memorializing all correspondence and responses related to general public concerns received by executive-level offices.
1. Correspondence will be reviewed and delegated to appropriate divisions for investigation within two business days.
 2. Responses will be gathered from divisions and provided to the general public within 15 business days unless the concern is relative to the safety and security of the inmate.
 3. Tracking and memorializing of all correspondence will be maintained utilizing the agency's confidential Smartsheet portfolio entitled "Correspondence Tracking" ([Attachment D](#), attached).

IX. References

<http://www.vinelink.com>

X. Action

The community outreach coordinator is responsible for compliance with this procedure.

The chief of Strategic Engagement is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: OP-090215 entitled "Victim Services" dated July 28, 2021

Distribution: Policy and Operations Manual

Agency Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
DOC 090215A	“Community Outreach Unit Victim Inmate/Offender Dialogue – Inmate/Offender Consent Form”	Attached
DOC 090215B	“Community Outreach Unit Victim Inmate/Offender Dialogue – Victim Consent Form”	Attached
DOC 090215C	“Inmate/Offender Evaluation Form”	Attached
DOC 090215D	“Victim Evaluation Form”	Attached

<u>Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A	“Process for Victim Inmate/Offender Dialogue”	Attached
Attachment B	“Victim Notification Request Form”	Attached
Attachment C	“Flash Notification Form”	Attached
Attachment D	“Correspondence Tracking”	Attached