



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

APPLICABILITY
PRISON/WORK RELEASE/FIELD
OFFENDER/SPANISH MANUALS

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POLICY

TITLE

BEHAVIOR OBSERVATIONS

REVIEW/REVISION HISTORY:

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I.H.3. and II.B. - Added language for clarification


APPROVED:

Signature on file

STEPHEN SINCLAIR, Secretary
Department of Corrections

1/28/20

Date Signed

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REFERENCES:


DOC 100.100 is hereby incorporated into this policy; [WAC 446-20-140](#); [DOC 300.000 Continuous Case Management](#); [DOC 460.000 Disciplinary Process for Prisons](#); [DOC 460.130 Response to Violations and New Criminal Activity](#); [DOC 460.135 Disciplinary Procedures for Work Release](#)

POLICY:


- I. The Department has established procedures to document and share information regarding the behavior of an individual under its jurisdiction in a consistent manner to use for improving safety and accountability in Department facilities and the community.
- II. Individual behavior information will be used to make data-driven decisions regarding case management and identify patterns of behavior that may require follow-up. Behavior data will be considered during safety-related reviews and may also be used to inform policy/procedure decisions and resource deployment.

DIRECTIVE:

- I. Behavior Observation Entry
 - A. Employees and contract staff will document observed, off-baseline behaviors as a Behavior Observation Entry (BOE) in the individual's electronic file to:
 1. Inform case managers of behavior to be considered for follow-up.
 2. Collect information on observed behavior, including patterns of improvement.
 3. Inform incentive and disciplinary processes.
 4. Provide the ability to review and reinforce application of positive skills and behaviors by individuals under the Department's jurisdiction.
 - B. Behaviors in a clinical treatment setting may be reported at the discretion of the clinical treatment professional.
 - C. Observers of behaviors will respond to stop negative behavior or to affirm positive behavior in order to encourage similar, positive behavior.
 1. Case managers who observe the behavior should make a Contacts entry per DOC 300.000 Continuous Case Management and may enter a BOE for information not otherwise addressed through the serious violation process. Case managers are not expected to duplicate documentation.
 - D. Entries will specify if observed behavior is Positive, Negative, or Neutral.

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1. Positive behavior is desirable behavior that indicates individual progress.
 2. Negative behavior is undesirable behavior that doesn't necessarily rise to the level of a violation.
 - a. In Prisons, rule violation behavior addressed through an onsite adjustment will be documented as a negative BOE stating it is an onsite adjustment for disciplinary purposes.
 - b. Rule violation behavior resulting in an infraction or other violation process will not be documented as a BOE.
 - c. Rule violation behavior addressed through an infraction/violation report will be documented per the applicable disciplinary policy:
 - 1) DOC 460.000 Disciplinary Process for Prisons
 - 2) DOC 460.135 Disciplinary Procedures for Work Release
 - 3) DOC 460.130 Response to Violations and New Criminal Activity
 3. Neutral behavior is behavior that is not necessarily positive or negative, but could be useful for employee/contract staff awareness and will be addressed by the case manager by checking in with the individual.
- E. BOEs must be factual and objectively written. BOEs will not contain opinions, conclusions, conjecture, or judgments about the documented behavior.
- F. The observer will immediately notify the individual of the observed behavior and that a BOE will be entered into the electronic file. The individual will be provided a copy of the BOE within 48 hours of notification or at the next planned contact if the individual is supervised in the community.
- G. Individuals may request to review a BOE through their case manager.
- H. Individuals may challenge the content in a BOE by submitting a written request identifying the information the individual believes inaccurate/incomplete within 10 days of receiving notification of the BOE to the Correctional Program Manager (CPM)/Community Corrections Supervisor (CCS).
1. An existing BOE that documents behavior that was also addressed using an infraction violation/violation process may be challenged.
 2. The CPM/CCS will make the final determination concerning content in a BOE and whether it will be updated, deleted, or remain the same.

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3. The individual and the observer must be notified in writing within 10 business days of receiving the request whether the BOE will be updated, deleted, or remain the same.

II. Case Manager Expectations

- A. The case manager will receive an electronic notification when a BOE is added in the individual's electronic file.
- B. The case manager will review the BOE, determine if the behavior described is an off-baseline behavior, and in the event it was follow up with the individual face-to-face by acknowledging positive behavior, discussing neutral behavior, and addressing negative behavior as close to the event as possible. In the absence of the case manager, the supervisor/appointed designee will follow up.
 1. The case manager will clear the notification flag upon review of the BOE or when the follow-up has been completed.
 2. Supervisors/designees will review the assignments page when conducting a follow-up.
- C. BOEs will be considered when developing and modifying a case plan and will not be used as a sole determining factor when making classification, program, or privilege decisions.

DEFINITIONS:

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Case Manager, Off-Baseline Behavior. Other words/terms appearing in this policy may also be defined in the glossary section.

ATTACHMENTS:

None

DOC FORMS:

None