

Desk Aid

This desk aid describes how to tag an individual customer for Project RIO and the requirements for individuals with this tag.

Why Do We Tag a Customer as RIO?

- TDCJ or TYC referred the customer to us for service with a RIO tag.
- Customer needs financial aid and is eligible for RIO tag.

Who Do We Tag as RIO?

- **TDCJ Parolees.** Individuals currently on parole and under the supervision of Texas Department of Criminal Justice (TDCJ) - Parole Division. Use RIO Characteristic Code 1- Institutional Division of TDCJ.
- **Dischargees.** Individuals within 12 months after discharge of sentence and release from a TDCJ facility (also known as “flat-timers”) or within 12 months after completion of Parole Division supervision. Use the appropriate RIO Characteristic: Code 1- Institutional Division of TDCJ or Code 4- State Jail Division of TDCJ.
- **Former TYC Confinees.** Individuals aged 16-21 formerly confined in a Texas Youth Commission (TYC) facility. Use RIO Characteristic Code 2- TYC.
- **WAR program participants.** Individuals formerly confined in a TDCJ- Institutional Division facility who have participated in the Work Against Recidivism (WAR) program and are currently under or have completed their term of supervision within the last 12 months. Use RIO Characteristic Code 3- WAR.
The Work Against Recidivism (WAR) is a special work program for inmates working in TDCJ jobs in Manufacturing (garment workers, machine shop, etc.) and Logistics (truck driving, forklift operation, etc).
- **State Jail Releasees.** Individuals formerly confined in a TDCJ State Jail Facility who have been released from incarceration within the last 12 months. Use RIO Characteristic Code 4 – State Jail Division of TDCJ.
- **SAFPF Releasees.** Individuals formerly confined in a TDCJ Substance Abuse Felony Punishment Facility (SAFPF) who have been released from incarceration within the last 12 months. Use RIO Characteristic Code 4 – State Jail Division of TDCJ.
- **Probationers.** Only individuals who were formerly confined in a State Jail or SAFPF facility AND are within one year after release. Use RIO Characteristic Code 4 – State Jail Division of TDCJ.

Desk Aid

Where to Get Offense and Release Information

You must have information about the customer's offense and release date to tag the customer as RIO.

Get the information through one of the following methods:

- **Referral from TDCJ-Parole or TYC.** The parole officer may send a referral form to the career office by postal mail, email or fax – or the customer may hand-deliver the referral form.
- **Look –up data in the TDCJ/TYC Query database.** If you don't receive a referral form, check the TDCJ/TYC query database for offense and release information. *You will not need a referral form if the customer is listed in this database.*
- **Customer Self-Certification.** If the customer is a dischargée or has completed her term of supervision within the last 12 months - ask the customer to provide her TDCJ Number, Current Offense, Prior Offenses, Release Date, and Sentence Discharge/Parole Completion Date.
- **Obtain Information from TDCJ or TYC.** If you don't receive a referral form and there's no record of the customer in the TDCJ/TYC query database, you must contact the appropriate parole office to obtain the offense and release information. *You must not tag the customer with RIO until you have verified her offense and release information.*

Using the RIO Tag in TWIST

Create a record in TWIST to document the customer's eligibility and track service information. Enter information in the data fields of the following screens:

- **Customer Information.** Click on the Customer Information icon and ensure the **Specialized Services** radio button is checked - then complete the data fields in the screens as you do for any customer.
- **Program Detail.** If an open RIO program detail record already exists, verify the data is correct. If there's no open RIO program detail, create one using Program Type 12-RIO.
- **Program Summary.** Complete the following fields:
 - **Intake Date:** The date the customer first met with Workforce Solutions staff to apply for service.
 - **Referral Date:** The date the customer's parole officer referred her to RIO – or enter the same date as the intake date if you get the information from the TDCJ/TYC Query database.
 - **Orient Date:** Use the date the customer signed the employment plan in the orientation brochure.

Desk Aid

- **Supplemental Nutrition Referral:** Select the appropriate entry from the drop-down box.
- **RIO Characteristic:** When the customer comes in for service, enter the appropriate code.

- 1- Institutional Division of TDCJ
- 2- TYC (Texas Youth Commission)
- 3- WAR (Work Against Recidivism, a TDCJ training/work program.
- 4- State Jail Division of TDCJ.

Note: Code 5- Employment Service for Probationers is used to add a RIO tag to customers served through a locally developed agreement with Community Supervision and Corrections Department (formerly Adult Probation Department). We don't have this type of agreement in the Gulf Coast region.

- **Remove RIO** – Check this box to remove the RIO characteristic when requested to do so by a customer who is no longer under supervision of TDCJ or TYC.
- **Release Information.** Complete relevant data fields.
 - **TDCJ No:** Enter the TDCJ number for a customer released from a TDCJ prison or state jail facility.
 - **TDCJ Region:** Select the TDCJ region. If the customer is a dischargée, enter “none”.
 - **TDCJ District:** Select the TDCJ district. If the customer is a dischargée, enter “none”.
 - **TYC No:** Enter the TYC number if the customer is an offender released from the Texas Youth Commission.
 - **TYC Area:** Select the TYC area. If the customer is a dischargée, enter “none”.
 - **TYC District:** Select the TYC district. If the customer is a dischargée, enter “none”.
 - **Current Offense:** Enter a brief description of the current offense. The current offense is usually the most recent offense.
 - **Prior Offense:** Enter a brief description of any prior offenses.
 - **Release Date:** The most recent date of release from a facility or the date released to supervision.
 - **Sentence Discharge/Parole Completion Date:** The date the customer's sentence will be discharged (completed) or - if the customer was paroled – enter her parole completion date.
 - **Parole Office No:** The parole officer's identification number.
 - **Parole Officer Last Name:** The parole officer's last name.
 - **Parole Officer First Name:** The parole officer's first name.

Desk Aid

Remember:

- You may not tag a customer as RIO without the proper information about his or her offense and release.
- Any customer tagged as RIO must also:
 - Have an orientation
 - Complete and sign Workforce Solutions' Ex-Offender Service Plan
 - Have a completed job search map
- You must keep TWIST counseling records up-to-date for any customer tagged as RIO
- You must exit customers from TWIST in a timely manner and not allow "soft closes".

Keep in Touch With TDCJ and TYC

- **Keep the TWIST customer data current and accurate.** When you keep customer data current and accurate, you help Workforce Solutions send good information about RIO-tagged customers to the Texas Department of Criminal Justice and the Texas Youth Commission.
- **Make an effort to talk with TDCJ and TYC.** We understand that parole officers are often difficult to get in touch with, but every Workforce Solutions office must arrange to contact responsible TDCJ or TYC staff about each RIO-tagged customer tracked by that office.
 - We expect office staff to use good judgment and not waste time in unsuccessful efforts at contact, but we also expect staff to try reasonably to get information about a RIO-tagged customer's service to the appropriate TDCJ or TYC officials.
- **Always respond to requests from TDCJ or TYC.** Not all RIO-tagged customers are in touch with a Workforce Solutions service representative, but each office must have an efficient way to respond to inquiries from parole officers and others about individual customers' service.