

 <div style="text-align: center;"> <p>Massachusetts Department of Correction</p> <h1>POLICY</h1> </div>	<p>Effective Date</p> <p style="text-align: center;">7/3/2025</p>	<p>Responsible Division</p> <p>Deputy Commissioner, Clinical Services and Reentry</p>	
	<p>Annual Review Date</p> <p style="text-align: center;">6/24/2025</p>		
<p>Policy Name</p> <p style="text-align: center;">103 DOC 493 REENTRY POLICY</p>	<p>M.G.L. Reference: M.G.L. c. 124, § 1 (e); M.G.L. c. 111, § 71; M.G.L. c. 6, §178K (2) (e)</p>		
	<p>DOC Policy Reference: 103 DOC 153; 103 DOC 404; 103 DOC 407; 103 DOC 447; 103 DOC 530; 103 DOC 630;</p>		
	<p>ACA/PREA Standards: 4-ACRS-5A-02; 4-ACRS-5A-11; 4-ACRS-5A-12; 4-ACRS-5A-13; 4-ACRS-5A-20; 5-ACI-4B-29; 5-ACI-5F-01; 5-ACI-5F-05; 5-ACI-6A-34; 5-ACI-7B-13</p>		
<p>Attachments</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Library</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Applicability: All Department employees, contract service providers, volunteers, and all incarcerated individuals serving a criminal sentence of at least twelve (12) months duration and releasing to the community from a Department institution.</p>	
<p>Public Access</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>		<p>Location: Department's Central Policy File Each Institution's Policy File</p>	
<p>PURPOSE: The Department of Correction (Department) strives to provide assessment driven, evidence-based programming, discharge planning services, and release preparation to incarcerated individuals prior to their release from incarceration. These services are designed to facilitate and promote an incarcerated individual's successful reintegration into the community.</p> <p>RESPONSIBLE STAFF FOR IMPLEMENTATION AND MONITORING OF POLICY: Deputy Commissioner of Clinical Services and Reentry Assistant Deputy Commissioner, Reentry Director of Reentry Services Division Superintendents</p> <p>CANCELLATION: 103 DOC 493 cancels all previous Departmental and institutional policy statements, bulletins, directives, orders, notices, rules and regulations regarding reentry and release preparation, which are not consistent with this policy.</p> <p>SEVERABILITY CLAUSE: If any part of 103 DOC 493 is, for any reason, held to be in excess of the authority of the Commissioner, such decision shall not affect any other part of this policy.</p>			

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DEFINITIONS

At Risk for Experiencing Homelessness: Any incarcerated individual who reports that they are experiencing homelessness at admission or reports a lack of support/resources for housing upon release or refuses to provide a release address during the discharge planning process.

Case Management: A multidisciplinary team approach which performs reentry focused duties facilitating and promoting successful reentry into the community.

Certificate of Discharge/Certificate of Release (COD/COR): The releasing document for an incarcerated individual's final release/discharge.

Certified Application Counselor (CAC): An individual (affiliated with a designated organization) who is trained and able to help consumers, small businesses and their employees as they look for health care coverage options through the marketplace, including helping them complete eligibility and enrollment forms.

Community Justice Support Centers (CJSC): An organizational Department within the Office of the Commissioner of Probation (MA Probation Service), that supports safe communities by delivering community-based rehabilitative interventions such as cognitive behavioral therapy, Education, Career Services and community service opportunities through a network of CJSCs and the Community Support Programs (CSP).

Correctional Program Officer (CPO): The staff person at a correctional institution who, when assigned classification duties, collects information obtained through incarcerated individual interviews and available casework records, and prepares a summary of this information for classification, program compliance and reentry preparation.

Electronic Mail (E-Mail) Account: A platform which allows the transmission of messages electronically over communication networks.

Employment Manager: Reentry Services Division (RSD) designee tasked with assisting incarcerated individuals obtain employment prior to release and post-release in the community.

Forensic Transition Team: A regionally based Department of Mental Health (DMH) clinical team which identifies incarcerated individuals eligible for DMH aftercare services. This team meets with the incarcerated individual three (3) months prior to release and follows them three (3) months post release to oversee the transition and to facilitate continuity of care.

Health Services Administrator (HSA): The individual designated by the contractual medical provider, or, if there is no contractual medical provider, by the

Department, to oversee and manage one (1) or more institutional Health Services Units (HSU) and associated treatment areas.

Identification Documents: For the purpose of this policy, documents which reflect an individual's identity, i.e. Birth Certificate, Driver's License, State ID, Social Security Card, Passport, Veterans DD-214 form, Alien Registration Card (Green Card), Marriage Certificate, Health Insurance Card, Military ID, High School Diploma, GED or Hiset, educational transcripts, trade licenses, and Release Portfolio.

Individual Reentry Plan (IRP): A report consisting of the incarcerated individual's name, commitment number, institution, Probation Central File (PCF) number, age, US military service and eligibility (if applicable), housing information including final release address, SSI/SSDI benefit information (if applicable), medical and mental health information including appointments (when applicable), MassHealth information (if applicable), Regional Reentry Center (RRC) locations and contact information, employment status and information, JobQuest profile ID and password (if applicable), and MassHire Career Center contact information.

Inmate Management System (IMS): The Department's automated information system that provides processing, storage and retrieval of incarcerated individual-related information needed by Department personnel and other authorized users within the criminal justice system.

Institution Reentry Committee (IRC): The inter-agency, multi-disciplinary, institution-based committee established within each institution, chaired by the Reentry Liaison, which meets regularly to develop an IRP for every incarcerated individual prior to release to the community.

Institutional Parole Officer (IPO): A Parole Board staff member who works within a Department institution to compile information and conduct pre-parole interviews and investigations on incarcerated individuals with parole eligibility for presentation at Parole Board hearings.

Massachusetts Identification Card (Mass ID Card): A card issued by the Massachusetts Registry of Motor Vehicles (RMV) which serves as an official form of identity, signature, and age that is accepted in the Commonwealth. The Mass ID Card does not extend to any driving privileges.

MassHealth: The Massachusetts state medical and mental health care insurance program available to incarcerated individuals upon release.

MassHire Career Center: Career centers across Massachusetts form the foundation of the state's delivery system for employment and training services for job seekers, employers and their workers. Some of the free services offered at the career centers may include, but are not limited to: access to skills training, career counseling,

coaching on job search skills, workshops on a variety of job search strategies, networking groups, job fairs, unemployment insurance walk-in services, access to computers and the internet, and assistance with resume building.

Medicaid Management Information System (MMIS): An electronic system available to providers participating in MassHealth that provides the most current MassHealth information, including, but not limited to, eligibility status, coverage type and additional benefit information.

Medical/Mental Health Discharge Planner: A contracted staff member responsible for the scheduling of a releasing incarcerated individual's appointments with community providers, including care for chronic illnesses, prenatal services, mental health and substance use services, and care for victims of sexually abusive behavior.

Medical Parole: Release on parole pursuant to G.L. c. 127, §119A. The Parole Board shall impose terms and conditions for medical parole that shall apply through the date upon which the incarcerated individual's sentence would have expired.

Parole/Parole Reserve: The procedure for the release of an incarcerated individual prior to the expiration of sentence, permitting the incarcerated individual to serve the remainder of their sentence in the community under supervision and in compliance with specified conditions. The term "Reserve" in a Parole Board vote means that a certificate of release will be issued on or any time after the date indicated in the vote provided that certain conditions are satisfied.

Pre-Employment Documents: Electronic documents which are beneficial to the incarcerated individual upon release for the capacity of job search and employment support resources. Such documents include a resume, MassHire Center listing by town/city, work opportunity tax credit and bonding information, employment training information, referred employer or MassHire contact information, and employers hiring within the vicinity of the individual's release address.

Probation: Probation is a court-ordered sanction placed on a person convicted of a crime. The individual is allowed to remain in the community under the strict supervision of a probation officer.

Reentry Liaison: This is a core function title assigned to the Director of Treatment at each institution who is responsible for chairing the Institutional Reentry Committee (IRC) and has oversight of the reentry planning process.

Reentry Portfolio: A portfolio generated for incarcerated individuals to store reentry documents to include but not be limited to identification documents, reentry resources, community and institutional documentation/records.

Reentry Presentations: Informational sessions provided for releasing incarcerated individuals designed to promote linkages with community-based service providers and other agencies prior to release.

Reentry Specialist: A trained correctional staff person assigned to assist releasing incarcerated individuals with securing suitable housing, who serves as a liaison to community stakeholders with reentry initiatives.

Reentry Specialist Program: This program utilizes a combination of technology, partnerships with the community, and a network of highly trained and motivated staff, to secure suitable housing and resources for releasing incarcerated individuals and to streamline communication regarding housing and resources through a single point of contact within the institution.

Refuse to Disclose: Any incarcerated individual who is unwilling to provide a final release address during the discharge planning process.

Regional Reentry Centers (RRC): A post-release resource center operated by the Parole Board which assists with the transition from prison to the community.

Release to Supervision (RTS): A non-discretionary release to parole supervision based upon the Parole Board's approval of an appropriate home plan and without the need for a parole hearing. The release date is based upon the awarding of completion credits earned through programming and education.

Risk Need Assessment: A tool used to identify criminogenic needs which are dynamic risk factors directly linked to criminal behavior. These needs can change, thereby reducing the likelihood for future criminal involvement. Since reduced recidivism is a desired outcome, the Department targets interventions to criminogenic needs.

Social Security Disability Insurance (SSDI): Benefits paid to a recipient who is an individual with a disability or 65 years of age or older, or their family member(s), if the recipient is considered insured, meaning the recipient worked long enough to pay into Social Security taxes.

Supplemental Security Income (SSI): Benefits paid to individuals with a disability, 65 years of age or older, based on financial need.

493.02

PHILOSOPHY & REENTRY MISSION STATEMENT

- A. The mission of the Reentry Services Division (RSD) is to monitor, support and direct a comprehensive, seamless reentry approach for incarcerated individuals designed to promote public safety and result in a reduction of recidivism. Through collaboration with federal, county, state, community and faith-based agencies, the RSD will ensure continuity of care in areas

including, but not limited to, housing, employment, medical and mental health care, substance use treatment, vocation and education.

- B. The reentry continuum is a sequence of events, beginning with an incarcerated individual's commitment to the Department, and continues until they are successfully discharged from supervision into the community.

The Superintendents of MCI-Framingham and Souza Baranowski Correctional Center (SBCC) shall develop specialized procedures to ensure appropriate IRPs are developed for incarcerated individuals who are serving a sentence of less than ninety (90) days upon commitment or return on parole violation, probation violation or escape.

- C. In addition to case management, assessments and motivation, all Department staff members contribute to the reentry process by collecting and documenting information in the IMS. This continuum includes, but is not limited to:

1. Booking and admission activities;
2. Conducting substance use, risk/needs, and educational/vocational assessments;
3. Providing medical/mental health screenings;
4. Developing Personalized Program Plans;
5. Rendering of classification placement recommendations and final placement decisions;
6. Assisting in the obtainment of identity documents;
7. Tracking program participation;
8. Collaborating with other staff members during Institutional Reentry Committee meetings;
9. Facilitating community stakeholder service connections with incarcerated individuals scheduled to release in upcoming months;
10. Developing IRPs;
11. Compiling Reentry Portfolio documentation;
12. Facilitating post-release employment obtainment;

13. Making law enforcement/victim/sex offender notifications;
14. Processing the final release of incarcerated individuals into the community;
15. Collaborating with Community Partners and external stakeholders to support reentry initiatives.

493.03

INSTITUTIONAL REENTRY COMMITTEE

- A. Each incarcerated individual is provided opportunities to work with their assigned Reentry Specialist and other correctional staff members to identify, provide input, and address their reentry needs during the reentry preparation period of their incarceration, which in turn, facilitates the development of their IRP.
- B. Each institution shall convene on a regular basis a meeting to review the IRP for every incarcerated individual who is within twelve (12) months of an anticipated COD/COR release date and/or Parole Reserve Date.
- C. During IRC meetings, institutions should be reviewing any incarcerated individual who is six (6) months to release for suitability of reclassification to lower security. The institution's Directors of Classification shall have the defined responsibility to pro-actively run release lists and review incarcerated individuals (outside of their scheduled review dates) for reclassification suitability into lower security for the purposes of reentry.
- D. The IRC meeting shall be chaired by the Reentry Liaison. The Reentry Liaison shall, at a minimum:
 1. Ensure staff are appropriately informed of all aspects of the incarcerated individual's reentry, and shall ensure that the Reentry Liaison's institution has a certified Reentry Specialist;
 2. Schedule and chair the IRC meetings and ensure that assigned staff members are in attendance and appropriate external stakeholders invited.
 - a. Assigned Staff Members: Director of Treatment (DOT), Reentry Specialist, medical staff, mental health staff (MH Director or designee), Director of Classification, Records Manager, Forensic Transition Team/DMH, Forensic Transitional Team/DMH, Reentry Liaison.
 - b. Additional Members: Deputy Superintendent of Reentry, Superintendent; IPO, Liaison from RSD, and/or others assigned to attend as necessary.

3. Ensure the list of releasing incarcerated individuals is distributed to IRC members at least five (5) business days prior to the meeting;
4. Ensure that the IMS Reentry screens are updated, and a progression of comprehensive case management notes are completed;
5. Document IRC meeting attendance in the Institutional Reentry Committee Application, located under “Documents” on the Intranet.

E. The Reentry Specialist shall, at a minimum:

1. Review reentry related information, including, but not limited to, IMS assessments and the six-part folder, to assist in the development of the incarcerated individual’s IRP.
2. Meet with the incarcerated individual twelve (12) months prior to the anticipated COD/COR release date or the Parole Reserve date:
 - a. Areas to review and document shall include, but are not limited to, case management, general incarceration information, available benefits and required documents, housing options, transportation options, substance use/medical/mental health needs, and employment preparation.
3. Schedule mandatory meetings for each incarcerated individual whose IRP has been reviewed by the Reentry Liaison or designee. IRPs will be reviewed at the following intervals: six (6) months, three (3) months, two (2) months, and one (1) month.

Additional meetings shall be scheduled, as needed, per the specific needs of the incarcerated individual (e.g., to review the Social Security Card replacement process). The Reentry Specialist shall document each meeting and/or the incarcerated individual’s failure to appear.
4. Present information about the reentry needs of each incarcerated individual to the IRC committee members.
5. Ensure that IRC committee members contribute to the resolution of IRPs as subject matter experts.

493.04**REENTRY ORIENTATION**

- A. The Reentry Liaison at each institution, in collaboration with a designee from the RSD, shall ensure that a bi-annual Reentry Presentation is conducted for incarcerated individuals who are within eighteen (18) months of their anticipated COD/COR release date, including all presumptive earned good time, and/or Parole Reserve Date.
- B. These presentations shall include, but are not limited to the following topics:
 - 1. Reentry Specialist Overview;
 - 2. MassHealth;
 - 3. Employment /MassHire;
 - 4. RRCs;
 - 5. CJSC
 - 6. Veterans' Services;
 - 7. Linkages to Community Based Resources;
 - 8. Contact with Key Community Stakeholders;
 - 9. Parole and or Probation Information.
 - 10. Housing Resources
 - 11. Obtaining Identity Documents

493.05**HOUSING AND RISK OF EXPERIENCING HOMELESSNESS**

- A. Twelve (12) months prior to the incarcerated individual's anticipated COD/COR release date and/or parole reserve date, the Reentry Specialist shall assess the incarcerated individual's reentry needs and goals to assist and direct the incarcerated individual in their search for appropriate housing placement options. A summary of this initial meeting shall be documented in the IMS Reentry Case Management Notes screen.
- B. Incarcerated individuals who do not have a defined housing plan shall be considered At Risk for Experiencing Homelessness and shall be referred to the institution's Reentry Specialist.
- C. Incarcerated individuals who refuse to disclose a final release address will be referred to the institution's Reentry Specialist and Reentry Liaison for review.
- D. The Reentry Specialist will schedule, at a minimum, monthly appointments to provide opportunities to review housing options.
- E. Housing status shall be reported at the IRC as stated in 103 DOC 493.03.
- F. The assigned Reentry Specialist will document the incarcerated individual's refusal to disclose a final release address in the Housing tab of the IMS

Reentry Screens by selecting At Risk of Homelessness “Refused to Disclose Housing” and/or (if At Risk of Homelessness is already defined) by checking the Refused to Disclose Housing box.

496.03

REENTRY CASE MANAGEMENT

- A. At all subsequent reentry preparation meetings with the incarcerated individual, there shall be a review of the incarcerated individual’s release strengths, needs and challenges. The review shall include, but not be limited to, a discussion regarding the following areas: U.S. military services and eligibility (if applicable), housing information, including experiencing homelessness status and final release address, SSI/SSDI benefit information (if applicable), identity documents to include a social security card, birth certificate and state ID, medical and mental health information, including appointments (if applicable), substance use treatment planning, MassHealth information (if applicable), Regional Reentry Center locations and contact information, employment status and information, MassHire Career Center contact information, identification documents, and community resources and supports. All communication with community providers and stakeholders shall be coordinated through the institution’s Reentry Specialist.
- B. The assigned Reentry Specialist shall make every effort to verify the home address, phone number, and the name of the person(s) with whom the incarcerated individual will be residing. The Reentry Specialist may confirm information in accordance with 103 DOC 153, *CORI Regulations*. All outreach attempts and contacts shall be documented in the Reentry Case Management Notes screen of IMS.
- C. If the assigned Reentry Specialist is unable to confirm the housing plan, then other suitable housing options must be explored, confirmed, and documented.
- D. The assigned Reentry Specialist shall initiate the obtainment of identity documents via processes detailed in the Department’s Memorandums of Understanding with the Registry of Motor Vehicles for State Identification Cards, Social Security Administration for Replacement Social Security Cards, and Registry of Vital Records and Statistics for Birth Certificates.
 - 1. Documentation of such facilitation shall be entered in the Reentry Community Documents (RCD) tab of the IMS Reentry Screens.
- E. Six (6) months prior to an incarcerated individual’s anticipated COD/COR release date, including all presumptive earned good time, and/or parole reserve date, the assigned Reentry Specialist shall initiate linkages with

community support services based on the community stakeholder requirements.

1. Documentation of such linkage shall be entered in the RCD tab of the IMS Reentry Screens.
- F. If any victim issues or concerns are identified, the Victim Services Unit (VSU) shall be notified by the institution at least fourteen (14) days prior to the incarcerated individual's anticipated COD/COR release date, including all presumptive earned good time, and/or parole reserve date. The VSU shall contact all certified individuals regarding the incarcerated individual's return to the community in accordance with 103 DOC 407, *Victim Services Unit*. If issues are identified, the Reentry Liaison shall be notified by the VSU.
- G. In accordance with 103 DOC 447, *Sex Offender Identification*, to facilitate the sex offender registry, the Reentry Liaison will notify the institutional Records Manager of a self-reported release address eight (8) days prior to an incarcerated individual's anticipated COD/COR release date, including all presumptive earned good time, and/or Parole Reserve Date.

493.07

MEDICAL, MENTAL HEALTH, AND SUBSTANCE USE TREATMENT

- A. Six (6) months prior to the incarcerated individual's anticipated COD/COR release date, including all presumptive earned good time, and/or Parole Reserve Date, the medical/mental health discharge planner shall document whether the incarcerated individual has substance use treatment or medical/mental health needs in the MassHealth/Medical tab of the IMS Reentry screens.
- B. Once the housing plan has been identified, the medical/mental health discharge planner shall schedule appointments with Community Providers and document the appointments in the MassHealth/Medical tab of the IMS Reentry screens.
- C. Thirty (30) days prior to an incarcerated individual's anticipated COD/COR release date including all presumptive earned good time, and/or parole reserve date, the Certified Application Counselor (CAC) shall access the Medicaid Management Information System (MMIS) to determine whether a Mass Health application had been submitted by the medical provider and determine if the incarcerated individual is carrying in-patient health care coverage.
1. If in-patient coverage is in place, the assigned CAC shall determine if the application submitted is within one (1) year of the incarcerated individual's anticipated COD/COR release

date, including all presumptive earned good time, and/or Parole Reserve Date.

- a. For these cases a “Health Coverage Fax Cover Sheet for Incarcerated Individuals” shall be completed by selecting “Individual is being released within the next thirty (30) days and is transitioning out of the MH inpatient coverage” and fax to the MassHealth processing unit as directed on the “Health Coverage Fax Cover Sheet for Incarcerated Individuals”.
 2. If the MMIS database indicates an incarcerated individual’s application for MassHealth has not been processed, the full application should be completed and faxed to the MassHealth processing unit, and on the “Health Coverage Fax Cover Sheet for Incarcerated Individuals.” Select “Individual is being released within the next 30 days” as directed on the “Health Coverage Fax Cover Sheet for Incarcerated Individuals.”
- D. Upon completion of the “Health Coverage Fax Cover Sheet for Incarcerated Individuals” and/or a MassHealth application, documentation for same shall be recorded in the MassHealth/Medical tab of the IMS Reentry screens.
- E. Within five (5) business days prior to the incarcerated individual’s approved COD/COR release date, including all presumptive earned good time, and/or parole reserve date, the Reentry Liaison shall conduct a final MMIS check on each incarcerated individual to determine whether the MassHealth application is approved, and document this status and the Member ID/MassHealth Card number in the MassHealth/Medical tab of the IMS Reentry screens.
- F. The Medical/Mental Health Discharge Planner shall identify incarcerated individuals with medical and/or mental health illnesses who may qualify for disability and complete the MassHealth Disability Supplement Application.
1. Documentation of this shall be recorded in the MassHealth/Medical tab of the IMS Reentry screens.
- G. Incarcerated individuals shall receive Medical/Mental Health reentry planning in accordance with 103 DOC 630, *Medical Services*.
- H. For incarcerated individuals who self-disclose eligibility for SSI/SSDI, the assigned Reentry Specialist shall complete a corresponding application(s) located on the RSD intranet page.

493.08**SUPERIOR COURT PROBATION PARTNERSHIPS**

- A. Notifications to Probation: The RSD shall distribute the Community Round Table Report to Chief Probation Officers on or after the 15th day of each month. This report will capture the next six (6) months of releases by Superior Courts.
- B. Global Positioning System (GPS) Installations for releasing incarcerated individuals with GPS as a condition of probation are performed through a partnership between the Board of Probation (BOP) and Reentry Services prior to release.
- C. Transfer of probation prior to release:
 - 1. For those incarcerated individuals with proven connections to a county other than the assigned probation office, and the release address has been verified in accordance with 103 DOC 493.06(B), the final release address check box should be checked off to flag a notification to Superior Court Probation for them to automatically transfer the reporting conditions to the Superior Court located in the county of the incarcerated individual's final release address.
 - 2. For those incarcerated individuals with proven connections to a state other than the Commonwealth of Massachusetts, the Reentry Liaison or designee shall request an interstate transfer of probation no earlier than 120 days prior to an incarcerated individual's anticipated COD/COR release date, including all presumptive earned good time, and/or Parole Reserve Date.

493.09**REFERRAL TO REGIONAL REENTRY CENTER (RRC)**

- A. Incarcerated individuals (Parole and/or Probation) are eligible for Parole's RRCs.
 - 1. For any eligible incarcerated individual, the assigned CPO shall discuss transportation to and services provided by, the RRC.
 - 2. All outcomes shall be documented in the RRC/Release Plan Information tab of the IMS Reentry screens.
- B. The Department shall coordinate the transportation of state incarcerated individuals with no condition of post release supervision (Parole and/or Probation) to Parole's RRC in accordance with 103 DOC 530, *Inmate Transportation* and 103 DOC 404, *Release Policy*.

EMPLOYMENT ASSISTANCE

- A. Within 180 days prior to a transfer to a pre-release institution, or to a confirmed COD/COR release date, including all presumptive earned good time, and/or Parole Reserve Date, incarcerated individuals who have previously been issued a Social Security Card, shall be eligible to apply for a replacement Social Security Card.
- B. No later than thirty (30) days prior to the incarcerated individual's anticipated COD/COR release date, including all presumptive Earned Good Time (EGT), and/or parole reserve date, the assigned CPO shall document the incarcerated individual's employment plan, and MassHire Career Center by location/region in the Employment Readiness tab in the IMS Reentry screen.
- C. Development of resumes will be facilitated within a vendor facilitated program through a resume application available on Department tablets and can be accessed post-release in the community by contacting the Department's tablet vendor or through their Email account.
- D. The DOC Employment Manager will assist with referring individuals to employers prior to release and coordinating interviews prior to release as well as post-release in the community.
- E. Email Accounts
 - 1. No later than thirty (30) days prior to the incarcerated individual's anticipated COD/COR release date, including all presumptive EGT and/or parole reserve date, the Reentry Specialist shall meet with the incarcerated individual and have them sign the *Reentry E-Mail Account Information -Authorization for the Release of Information Form* (Attachment #1). The Reentry Specialist will submit to the DOC Employment Manager the corresponding Authorization form providing permission to create the email account. The Reentry Specialist will document in IMS via the Reentry Community Documents module individuals who refuse this reentry planning service.
 - 2. Once Attachment #1 is signed, and within thirty (30) days of release, the Employment Manager or designated reentry staff will create an E-Mail account and submit a copy of the *Employment E-Mail Account Information Form* (Attachment #2), in a sealed envelope labeled with the incarcerated individual's full name and commitment number, to the institution's Records Department no later than two (2) days prior to release. The sealed envelope shall be marked "confidential", secured in the same location as the identity

documents and reentry portfolio in the Records Department, and shall not be opened.

- a. Unauthorized querying, printing, or sharing of data or information with an unauthorized party is prohibited.
- b. As E-Mail creators, the Employment Manager or designated reentry staff will be able to view all aspects of an incarcerated individual's new E-Mail profile; however, staff shall not access that information through alternative means or upload electronic documents except for those outlined.
- c. Under no circumstances should an incarcerated individual have any input in creating the username or password for the E-Mail account. The incarcerated individual shall not receive any login information while in custody. Information will only be provided upon release.
- d. E-Mail accounts and passwords shall not be stored in any other location other than on Attachment #2, which will be securely stored in the Records Department.
- e. In the event that an incarcerated individual is released from custody without receiving their *Employment E-Mail Account Information Form* (Attachment #2), the Records Department shall forward the sealed envelope to the Property Department in accordance with 103 CMR 403, *Inmate Property*, section 403.14(9).

3. Once the E-Mail account has been created, the following documents may be sent via an E-Mail to the incarcerated individual's account:

- a. Resume and/or work history information,
- b. Work Opportunity Tax Credit and Federal Bonding Information,
- c. Referred Employer's contact information,
- d. MassHire Contact Information,
- e. Interview Worksheet,
- f. Job Training Course Information, and
- g. A listing of employers within the vicinity of the individual's release address.

F. MassHire

The Employment Manager or designated reentry staff shall utilize the E-Mail address obtained for the incarcerated individual to set up a MassHire account. The login and password for this account shall be noted on Attachment #2 along with the E-Mail information.

493.11

FINAL RELEASE PLAN

Upon completion of the incarcerated individual's IRP and/or no later than two (2) days prior to the incarcerated individual's COD/COR release date and/or parole reserve date, the assigned Reentry Specialist shall provide a copy of the incarcerated individual's IRP report for the incarcerated individual to sign and the Reentry Specialist to verify receipt by selecting Individual Reentry Plan in the RCD tab and marking the Reentry Outcome as "Received".

493.12

PERFORMANCE MEASURES

- A. The RSD, in conjunction with the Executive Director of Strategic Planning and Research, tracks Performance Measures from releasing institutions to assess and improve implementation, efficiency, and effectiveness of release planning strategies.
- B. To ensure the accuracy of the performance measures, the Reentry Liaison shall conduct a final review of the IMS Reentry screens, in accordance with 103 DOC 493.11.
- C. The RSD or designee shall forward performance measurement documentation to the Commissioner, Deputy Commissioner of Clinical Services and Reentry, Assistant Deputy Commissioner of Reentry, and the Superintendents, by the end of every month.

493.13

EMERGENCIES

Whenever in the opinion of the Commissioner or the Deputy Commissioner of Clinical Services and Reentry, an emergency exists which requires suspension of all or part of 103 DOC 493, they may order such suspension, provided that any such suspension ordered by the Deputy Commissioner of Clinical Services and Reentry lasting beyond forty-eight (48) hours is authorized by the Commissioner.

In the event of a Department-wide loss of computer infrastructure; a contingency plan for Continuity of Operations Plan (COOP) is located in the Deputy Commissioner of Clinical Services and Reentry's Office.

Reentry E-Mail Account Information
Authorization for the Release of Information

The Reentry Division is creating E-Mail accounts to assist you with digital copies of your employment documents. This account will be available to you on the day of your Release to the Community.

How will I receive the account information? You will find two (2) copies of your username and password in a sealed envelope along with your release documents. Your username and password will not be shared with any other party other than designated Department Reentry Staff.

We Recommend you change your password once released to something you prefer

I hereby acknowledge that I have read, or have had read to me, and fully understand the above statements and voluntarily consent to disclosure of the following information for the purpose of creating an E-Mail Account and uploading digital copies of my employment information.

AUTHORIZATION FOR THE RELEASE OF (Please Check)

- ☐ My Full Name (as recorded in IMS)
- ☐ My Date of Birth (as recorded in IMS)

AUTHORIZATION TO CREATE A MASSHIRE ACCOUNT (Please Check)

- ☐ Create a MassHire account

AUTHORIZATION TO UPLOAD TO YOUR E-MAIL ACCOUNT (Please Check)

- ☐ Resume and/or work history information.
- ☐ Referred Employer Contact information (Follow-up within a week after release even if you are not sure you want the job – build that future relationship).
- ☐ MassHire Referral Follow-up and Career Center ID info (based on plan)
- ☐ MassHire Listings by Town/City.
- ☐ Work Tax Opportunity and Federal Bonding information.
- ☐ Employment Training – Second Chance Pell Grant information.
- ☐ Employers within the vicinity of release that may hire Returning Citizens.
- ☐ Other: (employment resources not mentioned above that will have a positive impact upon release, such as a MassCor Employment Verification Letter or employment search website) _____

Incarcerated Individual's Signature: _____ Date: _____

Central Office Reentry Staff Initials: _____

Employment E-Mail Account Information Form

Date: _____

First Name _____

Last Name: _____

E-Mail Username: _____

E-Mail Password: _____

MassHire Username: _____

MassHire Password: _____

<https://jobquest.dcs.eol.mass.gov/jobquest/Login/Index>

Please add a cell phone number or a secondary e-mail address to your account upon release to recover your password in case you lose it. This will also be a good time to check your privacy/security settings and change your password for optimal security.

Sent files to your new Employment E-Mail Account Include:
(Only the information checked)

- ☐ Resume
- ☐ MassHire Listings by Town/City
- ☐ Work Tax Opportunity and Federal Bonding information
- ☐ Employment Training
- ☐ Employers within the vicinity of release that may hire Returning Citizens

Verification of Reentry Document Storage

I, _____, acknowledge the receipt of incarcerated individual's _____ Employment E-Mail Account Information Form (Attachment #2) to be securely stored in the Record's Department for and distributed upon release to the community.

Records Department Signature: _____

Date: _____

Central Office Reentry Staff Initials: _____