



**State of North Carolina
Department of Correction
Division of Prisons**

POLICY & PROCEDURES

Chapter: E
Section: .2000
Title: **Social Service Programs**
Issue Date: 10/05/07
Supersedes: New Policy

.2001 GENERAL

The North Carolina Division of Prisons makes available professional services necessary to meet identified needs of inmates. The Social Service Programs provide professional assistance and guidance, as well as appropriate resources to meet the needs of inmates. Services may include individual and family counseling, parent and family education and planning, family reunification, and community resource referral.

.2002 PURPOSE

The purpose of this policy is to provide guidance and information regarding the Department of Correction, Division of Prisons Social Service Programs. These programs are planned activities designed to promote the inmate's social adjustment and assist in resolving interpersonal or personal problems. This policy is applicable to all inmates and staff involved in social service programs.

.2003 DEFINITIONS

- (a) Social Service Programs – planned activities conducted by Social Workers and other professionals in promoting the health and well-being of people and in helping people to become more self-sufficient; preventive dependency, strengthening family relationships; and restoring individuals, families, groups, or communities to successful social functioning.
- (b) Social Work Supervisor – administrative/clinical supervision for all social workers within a component.
- (c) Social Worker III – a level of social work requiring both education and/or experience that provides intense and comprehensive services and treatment within a mental health or medical setting requiring specialized social services.
- (d) Social Worker II – a level of social work requiring both education and/or experience that provides general services to the general inmate population.
- (e) Counselor – requires both education and/or experience that provide comprehensive counseling and treatment to individuals and groups.
- (f) Clinical Supervision – supervision provided through the professional organizational structure.

- (g) Administrative Supervision – supervision provided through the usual command line.
- (h) Counseling – the planned use of interpersonal relationships between individuals or groups which are supervised and controlled by staff members with training in counseling techniques.
- (i) Consultation – a mutual relationship between an individual or agency possessing special expertise to solve a specific problem. It is a problem-solving process in which advice, information, recommendation, and professional opinion is offered to an individual or community agencies.

.2004 POLICY

- (a) Social service programs shall be available to all inmates. This policy prohibits discrimination on the basis of disability in the provision of services, programs, and activities administered for program participants and beneficiaries. These programs may include but are not limited to the following scope of services:
 - (1) Specialized individual and group counseling
 - (2) Family planning and reunification, parent education, children services
 - (3) Crisis intervention, preventive intervention
 - (4) Intra-agency and inter-agency resource referral
 - (5) Program coordination, supervision, and consultation
 - (6) Prerelease and transition planning
 - (7) Services for inmates with special needs (i.e. chronically ill, mentally challenged)
 - (8) Liaison with the community
 - (9) Services to pregnant inmates
- (b) Community resources shall provide services which cannot be provided by regular staff.
- (c) Program Coordination and Supervision – the Chief of Programs Services or designee shall serve the role of consultant on non-medical/mental health social service programs within the Division of Prisons. Individual Division of Prisons Social Workers at designated facilities shall receive line supervision through the facility chain of command from the facility head or designee.

.2005 PROCEDURE

- (a) Individual Counseling – requests may be submitted by the inmate, staff, family, or ancillary agencies.
- (b) Crisis Intervention – provided through a referral process, the Social Worker or Counselor provides this therapeutic practice to assist the inmate in effective resolution of the cause of conflict, reduction of anger, agitation, etc. as it is directly related to situational factors.

- (c) Preventive Intervention – the Social Worker or Counselor provides intervention aimed toward enhancing the inmate’s coping skills, personal growth and development. The process of preventive intervention should begin at the earliest time possible following identification of potential problems or needs.
- (d) Group Counseling – This is coordinated and regularly scheduled counseling for those who desire to take part in a program. Counseling shall include, but is not limited to, institutional adjustment, family counseling, parenting, health education, and prerelease.
- (e) Family Services – The Social Worker or Counselor shall provide services to the inmate and his/her family and children to facilitate inmate and family adjustment to prison, psychosocial assessment and counseling involving conflict resolution, assistance of the inmate and his/her family/children through grief and separation process, crisis intervention, family planning for reunification upon the inmate’s release, child custody/placement issues, and other needs within the family unit as they arise. The Social Worker or Counselor shall make referrals to local, state, and federal agencies and programs on behalf of the inmate and his/her family.
- (f) Pregnant Inmates – The Department of Correction does have written policy, procedure and practice regarding comprehensive counseling and assistance to pregnant inmates. Counseling and social services are available from the Social Worker III and community agencies to assist inmates in planning for their unborn child.
- (g) Substance Abuse Programs – substance abuse programs within the Division of Prisons are coordinated by the by the Division of Alcohol and Chemical Dependency Program (DACDP) through a cooperative agreement with the Division of Prisons Substance Abuse Services and are made available to inmates through private treatment facilities, therapeutic treatment models, AA and NA chapters, group and individual counseling, and specialized aftercare services. For additional information on substance abuse see the DACDP Policies and Procedures Manual.
- (h) Special Needs Offenders – offenders with special needs shall receive medical and mental health social service intervention/programs through the Division of Prisons Health Services. For further information on these programs, refer to the Division of Prisons Health Services Manual.

Boyd Bennett 10-05-07

Director of Prisons

Date

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