

Department of Public Safety and Correctional Services

Office of the Secretary

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STATE OF MARYLAND

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CAROLYN J. SCRUGGS ASSISTANT SECRETARY September 15, 2022

The Honorable Guy Guzzone Chair, Senate Budget and Taxation Committee 3 West Miller State Building Annapolis, Maryland 21401-1911

The Honorable Ben Barnes Chair, House Appropriations Committee House Office Building, Room 121 Annapolis, Maryland 21401-1911

RE: Joint Chairmen's Report – Q00C02.01 Division of Parole and Probation Caseload Report

Dear Chair Guzzone and Chair Barnes:

The 2022 Joint Chairmen's Report requires the Department of Public Safety and Correctional Services to submit a report on caseload levels of parole and probation agents within the Division of Parole and Probation. Specifically, page 162 of the 2022 Joint Chairmen's Report states:

In recent fiscal years, DPP has been working to reduce caseloads to a manageable level for its parole and probation agents. Caseload ratios improved, but vacancies worsened in fiscal 2021. The committees request a report due by September 15, 2022, from DPP on the following:

- the recommended average caseload ratio in each region and office based on American Parole and Probation Association standards;
- the exact breakdown of support staff and general supervision caseloads by office into DPP supervision levels for fiscal 2022;
- the exact breakdown of case closures by reason, region, and office;
- an evaluation of staff realignment between regions; and
- a review and analysis of monthly fiscal 2022 DPP agent and Drinking Driver Monitor Program monitor new hires, separations, and vacancies.

Attached is the Department's submission in satisfaction of this reporting requirement.

I hope this letter and attachment meet with your approval. If you have any questions, please contact myself or Chief of Staff, Rachel Sessa, at Rachel.sessa@maryland.gov.

Sincerely,

Robert L. Green Secretary

cc: Members of the Senate Budget & Taxation Committee Members of the House Appropriations Committee Ms. Sarah Albert, Department of Legislative Services Mr. Matthew Bennett, Counsel, Senate Budget and Taxation Committee Mr. Kenneth Weaver, Policy Analyst, House Appropriations Committee Ms. Amelia Chassé Alcivar, Chief of Staff, Governor's Office Mr. Andrew Cassilly, Senior Advisor, Governor's Office Ms. Cathy Kramer, Department of Legislative Services Ms. Cristina Jorge-Tuñón, Budget Analyst, Department of Budget and Management Mr. Jacob Cash, Policy Analyst, Department of Legislative Services



DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

Division of Parole and Probation Caseload Report

September 2022

Governor Larry Hogan Lt. Governor Boyd K. Rutherford Secretary Robert L. Green

INTRODUCTION

The Budget Committees requested the Department of Public Safety and Correctional Services submit a report on the Division of Parole and Probation Caseload Report. Language found on page 162 of the 2021 Joint Chairmen's Report specifically states:

The committees request a report due by September 15, 2022, from DPP on the following:

- the recommended average caseload ratio in each region and office based on American Parole and Probation Association standards;
- the exact breakdown of support staff and general supervision caseloads by office into DPP supervision levels for fiscal 2022;
- the exact breakdown of case closures by reason, region, and office;
- an evaluation of staff realignment between regions; and
- a review and analysis of monthly fiscal 2022 DPP agent and Drinking Driver Monitor Program monitor new hires, separations, and vacancies.

OVERVIEW

The Department of Public Safety and Correctional Services (Department) is tasked with overseeing the Division of Parole and Probation (DPP), which supervises individuals in the community, sentenced to a period of probation supervision by the Maryland Judiciary, or released by the Maryland Parole Commission under parole or mandatory release supervision. In addition to supervising parolees, probationers, and those on mandatory release from the correctional facilities, agents supervise Marylanders who have been court-ordered into the Drinking Driver Monitor Program, residents of Maryland sentenced in other states through the Interstate Compact for Offender Supervision, and conduct pre-sentence investigations. The Division operates 36 offices statewide with locations serving every county in the state of Maryland. This report addresses the five issues identified in the Joint Chairmen's Report.

I. THE RECOMMENDED AVERAGE CASELOAD RATIO IN EACH REGION AND OFFICE BASED ON AMERICAN PAROLE AND PROBATION ASSOCIATION STANDARDS

Over the past fiscal year, the Department has continued to see a decrease in the average agent to caseload ratio. DPP statewide caseload averages are 66 cases per Agent as of the end of fiscal year (FY) 2022. The Department strives to maintain an average caseload ratio per agent based on evidence based supervision techniques, best practices, and national ratio guidelines. The Department has and will continue to address average caseload ratios by continuing to reduce the number of vacant agent positions and realigning agents where practical. However, it is important to note that there are limitations to comparing national average caseload ratios to Maryland's average caseload ratio – and even in comparing certain regions within Maryland to one another.

As previously mentioned, one of the primary ways the Department strives to maintain an average caseload ratio per agent that is comparable to national averages is by filling vacant DPP agent positions.

As of July 1, 2022, DPP had 105 Agent vacancies statewide. Since the FY 2021 report, DPP has seen an overall increase in the Agent vacancy rate to 17%; when factoring in other DPP positions, the overall vacancy rate increased to almost 19%. DPP continues to work closely with the Human Resources Division (HR) to fill all remaining Agent vacancies. Each of the offices with caseload averages over the national average of 82 cases has vacancies that, once filled, will reduce the averages in those offices to well below 80. Vacancies directly affect the average caseload ratios since there are fewer total DPP agents. The Department has continued to prioritize filling its vacancies across the entire agency including DPP agent positions. The tremendous efforts of HR resulted in the following staff additions:

- FY 2022:
 - DPP Entry Level Training Academy 111 10 Agent graduates
 - DPP Entry Level Training Academy 112 15 Agent graduates
 - DPP Entry Level Training Academy 113 25 Agent graduates
 - DDMP Entry Level Training Academy 10 4 DDMP Monitor graduates
 - DDMP Entry Level Training Academy 11 2 DDMP Monitor graduates

It is important to keep in mind that there are limitations to comparing caseload ratios across jurisdictions. Not all jurisdictions are the same as far as geography, size, structure, areas covered, and clientele serviced. In 2006, a paper authored by Bill Burwell for the American Parole and Probation Association (APPA), noted some of the difficulty in prescribing an ideal caseload size. Some of the differences noted were:

- Not all offenders are alike they vary in ages, gender, and offense seriousness, risk factors and service needs.
- Not all Court/Parole Orders are the same Judges and releasing authorities vary widely in terms of the conditions they place on offenders, which in turn affects workload demands on the supervising officer.
- Not all jurisdictions are the same. Statute and policies vary significantly among different jurisdictions¹.

Not only is this applicable when comparing national figures to the State of Maryland, but also it is applicable when comparing the average caseload ratios of the various regions within the State of Maryland. Given the nature of the cases supervised in Baltimore City, the average caseload ratio for the Baltimore Metro Region should look lower than the other regions. As will be discussed in Section III of this report, the Baltimore Metro Region continues to have a higher concentration of Violent Prevention Initiative (VPI), sex offender

¹Bill Burwell, Associate Professor, Temple University 2006 Caseload Standards for Probation and Parole (September 2006) American Probation and Parole (APPA)

(SO1-SO4) and high (HGH) supervision level cases that require more active supervision than lower supervision level cases. Additionally, in FY 2022 DPP increased the supervision contact standards for the Violence Prevention Initiative (VPI) offenders resulting in additional contact with their assigned Agent. Analyzing the FY 2022 caseload averages statewide, approximately 50 percent of the general supervision cases were assessed in lower supervision categories utilizing a validated risk instrument. With statewide averages well below 82 in the majority of DPP offices and a significant number of low risk individuals under supervision, DPP believes that the current caseload average target of 82 cases remains a viable number of cases. As DPP continues to evaluate its current risk assessment tool as required by the Justice Reinvestment Act, the revalidation results could result in adjustments in our supervision risk level populations. DPP will continue to evaluate caseload populations and make the necessary adjustments as needed.

II. THE EXACT BREAKDOWN OF SUPPORT STAFF AND GENERAL SUPERVISION CASELOADS BY OFFICE INTO DPP SUPERVISION LEVELS FOR FISCAL YEAR 2022

Tables in Appendix A display the caseload averages for DPP Agents in the Baltimore-Metro, Capital, East, and West Regions for FY 2022. It is important to note that each office designation displayed in the Appendices does not indicate an individual office location. The Baltimore-Metro Region has multiple units placed within many of their office locations. In FY 2022, DPP consolidated office locations in Baltimore County and Baltimore City resulting in the closure of the Dundalk and Gay Street Field Office locations as well as relocating its Central Intake, Assessment, and Placement Unit operations from the 428 E. Preston Street Field Office to the Madison Street field office along with existing supervision units at that location.

DPP uses an office unit designation to denote a specialized caseload, or a specific area of supervision instead of a specific office location. An example of this is the Preston Street office location in the Baltimore-Metro Region. That particular office location houses the following DPP supervision units: Reentry, Baltimore City VPI, Drug Treatment Court (DTC) Circuit, Drug Treatment Court (DTC) District 02, General Supervision, and Treatment Liaison. Each of these are not specific office locations, but rather specific units covering certain areas of focused supervision that are housed at the Preston Street office location.

Appendix C provides the exact breakdown by physical office location with designated supervision units attached to the office. In FY 2022, DPP relocated intake operations from the Preston Street field office to the Madison Street office. Additionally, DPP closed the Dundalk field office in Baltimore County and Gay Street Field Office in Baltimore City, reallocating staff to the Essex location and Madison Street field offices respectively. These office closures did not have a negative impact on service delivery in those jurisdictions.

The factors included in the assessment of the caseload averages are as follows:

- Number of Agents per DPP supervision unit;
- Number of total active cases per DPP supervision unit;
- The average number of cases per Agent;

- Breakdown of cases by supervision level by Region and Office; and
- Breakdown of cases by Region for FY 2022.

Supervision level definitions are as follows:

- VPI- Violence Prevention Initiative
- HGH- High Supervision Level
- MOD- Moderate Supervision Level
- LMD- Low Moderate Supervision Level
- LOW- Low Supervision Level
- REV- Review
- SO1- Level 1 Sexual Offenders
- SO2- Level 2 Sexual Offenders
- SO3- Level 3 Sexual Offenders
- SO4- Level 4 Sexual Offenders

The Review (REV) supervision level is not a static level of supervision. REV is the initial supervision level for all non-sexual offenders or non-VPI eligible clients. This is the initial period of time (within the first 45 days of supervision) in which a supervision Agent is performing all of the necessary risk/needs assessments to determine the appropriate level of supervision. The levels of supervision are indicative of the risk/needs factors involved with High (HGH) being the highest risk and progressively moving downward to LOW which are the lowest risk offenders. Agents perform periodic reassessments, which review an individuals' compliance while under supervision. As individuals are compliant, they will move down in supervision intensity. Low (LOW) is the Division's lowest supervision level. The LOW level of supervision is reserved for lowest risk clients and those who have exhibited significant compliance earning a downgrade to the lowest level of supervision. Sexual Offenders are also supervised based on risk/needs in that Level 1 represents the highest risk; progressively moving downward to Level 4 representing the lowest risk level.

III. THE EXACT BREAKDOWN OF CASE CLOSURES BY REASON, REGION, AND OFFICE

The table in Appendix B outlines the case closures by Region and by type. Case closures happen once DPP is no longer legally responsible for actively supervising/monitoring a case. When a supervisee has an open Violation of Probation (VOP) warrant and is not able to be located, the case is placed in Pending Warrant Service (PWS) status. Once an individual is located and the warrant is served, the individual is assigned the appropriate level of supervision unless the Court has indicated otherwise. Case closure definitions are as follows:

- **Appealed** The case resulting in the offender being placed under supervision is appealed to a higher court, and the appeal results in the case being closed.
- **Commutation** The case that resulted in the offender being placed under supervision is commuted.

- **Death of Offender** The death of a supervised individual as verified through an official death certificate
- **Death of Offender- Overdose** The death of a supervised individual as verified through an official death certificate as an overdose.
- **Early Termination** The Court agrees to the case in a satisfactory status prior to the legal expiration date. This status is used for probation cases only.
- **Expired** The supervision of the case has reached its legal expiration date
- **Pending Warrant Service** A violation of probation (VOP) warrant has remained outstanding for six months. This status is only applicable to probation cases.
- **Returned to Sending State** DPP is given permission to return the case to the sending state prior to the legal expiration date. This would also apply to cases we are actively supervising for another state where a warrant has been requested, but only after the sending state grants permission to close our interests in the case.
- Revoked New Offense The supervised individual is guilty (including PBJ and nolo contendere) of a new offense committed while under supervision and the Court and/or Parole Commission finds the offender guilty of a VOP (regardless of whether or not the VOP results in incarceration). This status is only used by the Court or Parole Commission if there is a guilty finding of violation of probation.
- **Revoked Technical** The supervised individual is found guilty of a VOP other than new convictions (regardless of whether or not the VOP guilty finding results in incarceration). This status is not used if the Court or Parole Commission has not found the offender guilty of a VOP.
- **Unsatisfactory New Offense** The offender is guilty (including PBJ and nolo contendere) of an offense that was committed during the supervision or monitoring period, and the case is closed (with or without a hearing) by the sentencing authority without finding the offender guilty of a VOP. Do not use if the offender is found guilty of a VOP, but the Court or Parole Commission orders the case closed unsatisfactorily. This status is only used if the VOP hearing does not result in a guilty finding.
- **Unsatisfactory Other** Violations other than new convictions have been documented in a report to the Court or Parole Commission without the offender being found guilty of a VOP, but the Court or Parole Commission orders the case closed unsatisfactorily.

Note: When there are new convictions and technical violations occurring in the same case, the case will be closed using the new conviction status.

There are data limitations of note in the reported data. Cases closed as result of a return to the sending state is not strictly due to an offender violating the terms of their supervision. There are instances when the offender voluntarily returns to the state in which originally sentenced for various reasons other than violations. The number of individual cases closed in this status includes both instances of returns to the sending state. Cases closed as the

result of death, is not limited to only those cases closing via homicide and includes any cases closed due to death by other means such as accidents and natural causes.

IV. AN EVALUATION OF STAFF REALIGNMENTS BETWEEN REGIONS

Overall, statewide DPP caseload averages as of FY 2022 have remained well below 82 cases in most DPP offices. As the Judiciary has steadily reduced their backlogs of cases, DPP has seen supervision population increases, but not to the level that significantly increased overall caseload averages statewide.

In October 2021, DPP took 16 vacant clerical and office services clerk positions and reclassified them to Agent I positions in an effort to immediately reduce the caseload averages in offices statewide. Additionally DPP then took seven (7) PINs and upgraded them from Agent Senior to Field Supervisor I, which increased DPP to a net of nine (9) additional Agent position. As DPP reassigned Agent positions, the need for additional supervisory oversight in the offices where the positions were reallocated, necessitated the reclassification of some Agent vacancies. The reclassifications mainly affected the Agent Senior classification and were taken from administrative vacancies such as investigations and from offices with caseload averages well below the national average of 82 cases.

Filling vacant Agent positions played a role in the significant workload reductions in some offices in the previous fiscal year report. Offices of note in this year's report have experienced increased attrition, which has mitigated hiring in those locations. As the Court is no longer operating under reduced operational plans, DPP has seen a return to an average of 2000 new intakes per month, which is close to pre-pandemic averages.

Agent hiring remains an important priority for DPP in an effort to minimize the effects of attrition through retirements and other separations from service. While overall DPP caseload averages were significantly lower than the national average, a few offices had caseload averages above 82. A closer look at the data continues to show that the majority of these locations have vacancies, which if filled, would significantly reduce overall caseload averages in those locations. In each location noted in the FY 2021 report, only the Leonardtown office has seen an increase in caseload averages. Primarily the Leonardtown office lost Agents to other employers. As the result of previous staff realignments, Hagerstown and Glen Burnie has seen their caseload averages decrease despite having more vacancies in FY 2022 than FY 2021. The additional positions added and subsequent Agent graduations allowed those particular field offices to minimize the effects of staff separations. Filling all DPP vacancies in all offices will be a priority for upcoming Agent academy classes. Those filled positions will have a direct impact on reducing caseload averages to very near or below the national average

The offices of note are as follows:

- Glen Burnie 87 average (5 Agent vacancies)
- Hagerstown 85 average (5 vacancies)
- Leonardtown 125 average (6 vacancies)

- Oakland 97 average (0 vacancies) **Note new agent will begin September 2022*
- Owings Mills 102 average (6 Agent vacancies)
- Waldorf 89 average (4 Agent vacancies)
- Annapolis 97 average (4 Agent vacancies)

As the Agency worked to reduce the number of vacancies in the entry level Agent I positions during FY 2022, those efforts were somewhat mitigated by an increase in the number of Agent Senior separations at the end of the fiscal year. Agent Senior represents more tenured staff, who have been with DPP for a number of years and are often eligible for retirement. DPP, in collaboration with Human Resources, recently announced the Retention and Longevity Pay Incentive Bonus (RLPI) Program as an effort to retain those Senior Agents who are eligible for retirement and as an incentive for Agents who are not yet eligible to retire, to stay on with DPP. RLPI began in July 2022 and offers a retention bonus for individuals agreeing to stay on with DPP for four years after signing the agreement. Since the implementation of the program, HR has received 98 agreements from DPP staff in the initial 45 days of program start.

Through the continued efforts of HR, DPP has a large pool of applicants to select from in the current Agent recruitment. DPP currently has an Entry-Level Training Class with 15 Agents slated to graduate on September 13, 2022. Glen Burnie will receive two (2) Agents, and Hagerstown will receive one (1) from this graduating Academy. Although significant vacancies remain in many offices, once those graduating Agents receive their caseloads, DPP will begin to see reductions in the overall caseload averages in those particular office locations. Barring any delay, DPP anticipates another Entry-Level Training Academy class beginning on September 15, 2022.

DPP remains steadfast in reviewing caseload sizes statewide and is prepared to make any necessary staffing adjustments between Regions to maintain caseload sizes close to the national average. The current recruitment will help bring caseload averages to an acceptable level without necessitating wholesale movement of staff. However, in the future, if movement of staff becomes necessary DPP will make any necessary adjustments.

Given the acuity of the cases supervised in Baltimore City coupled with high rates of homicides and gun related violence, the average caseload ratio for the Baltimore Metro Region should remain lower than the other regions. Baltimore Metro Region continues to have a higher concentration of Violent Prevention Initiative (VPI), sex offender (SO1-SO4), and high (HGH) supervision level cases that require more active supervision than lower supervision level cases. Additionally, the Baltimore Metro Region still maintains the most Agents and highest overall supervision and specialized populations in the State of Maryland.

The Baltimore-Metro (Central) Region has a Mental Health Court, Domestic Violence Unit (FAST East & West), Veterans Court, Drug Treatment Court in both Circuit and District Court, District Court Re-Entry Project (DCREP), Aim to B'More (Baltimore City States Attorney's Office diversion program for first-time felony drug offenders), and Reentry caseloads which are all unique to Baltimore City. Due to the complexity and acuity of offenders assigned to these specialized caseloads as well as program requirements, DPP

strives to keep those caseload averages below 50 cases per Agent. Overall caseload sizes in the Baltimore Metro Region remains lower than surrounding jurisdictions.

V. REVIEW AND ANALYSIS OF MONTHLY FISCAL 2022 DPP AGENT AND DRINKING DRIVER MONITOR PROGRAM, NEW HIRES, SEPARATIONS, AND VACANCIES

Appendices E-G outline DPP Agent and Monitor Program hiring by month, separations, and vacancies in FY 2021. As reported in a previous section of this report, DPP graduated 50 Agents from its Entry Level Training Academy and hired 24 additional supervision Agents during the fiscal year. DPP efforts to hire Agents are bolstered by DPSCS having the ability to hire through a blanket hiring freeze exemption for vacant Agent positions. In FY 2022, DPP had 72 Agent separations while hiring 24 Agents for a negative net of 48 staff members. Included in the 72 separations² occurring in FY 2022; there were 14 individuals competitively promoted from Agent Senior to Field Supervisor I.

In FY 2022, DPP formally promoted 14 employees to Field Supervisor I, which is the first line supervisory position leading an assigned team of Agents. Supervisory oversight is a key component to supervision as first line supervisors coach and mentor Agents, approve reports, and assessments among their supervisory duties. Promotions to supervisory positions has a direct effect on the Agent classification as typically promotions are internal and come from the Agent rank. DPP is continuing to work with HR to backfill those remaining positions. Retirements continue to be a driver as evidenced by the increased number of Agent Seniors leaving the Agency (Appendix E). The Agent Senior classification accounts for 62% of the Agents leaving in FY 2022. DPP anticipated this occurring when the Agency (CORS). As the job market remains very competitive, DPP has also seen an increase of Agents leaving for other opportunities, which remains one of the leading drivers of DPP Agent vacancies.

Overall, attrition continued to affect the DDMP program with (11) Drinking Driver Monitors separating from the Agency while hiring (6) Monitors in FY 2022. Out of the 11 Monitor separations, three were for promotion to Monitor Supervisor I, due to supervisory retirement in the previous fiscal year. Efforts to hire new Monitors has been hampered by a number of factors. One of the main drivers of the lack of Monitor hiring is the ability to have viable candidates successfully navigate the background vetting process. Numerous candidates either withdrew from consideration due to finding other positions while in background, lack of favorable background investigation results, or lack of response to background investigators. Monitor caseload averages has continued to utilize supervision Agents as an overflow for Monitor caseloads where applicable. This interim measure minimally affected criminal supervision caseloads, as evidenced by the caseload averages statewide, but highlights the continued desperate need to fill vacant Monitor positions when they become vacant. The recent acquisition of the DDMP Monitor III position serves as a benefit regarding Monitor retention during this critical period.

² A separation includes individuals who were promoted to another position within the Department as they are considered to have separated from the original position.

Currently, DPP is closely working with Human Resources to fill those vacant Monitor positions with prospective candidates currently in the background investigation stage of the hiring process. While DPP remains a very attractive employer, the increased competition with the Federal government and the private sector remains a challenge concerning retention. DPP will continue to work with the Human Resources Services Division to bolstering recruitment and retention efforts. It is noted, the recent addition of the Drinking Driver Monitor III position resulted in numerous staff members receiving a non-competitive promotion from DDMP Monitor II. The increased pay that comes with this promotion is an incentive that will keep additional Monitors from leaving State service for employers paying more in wages.

CONCLUSION/CLOSING

In conclusion, DPP remains steadfastly focused on filling all vacant positions. The challenges facing DPP are not unique to DPP and are representative of all employers in an increasingly competitive job market. DPP will continue to evaluate practices and caseload averages in an effort to maintain uniform caseloads. In that regard, DPP has not shown hesitation in reallocating staff to areas of need in an effort to reduce caseload sizes. The recent addition of the DDMP Monitor III and DPP RLPI will assist in maintaining employees, which will stave off attrition while HR diligently works to hire Agents and Monitors to fill vacant positions.

APPENDIX A: CASELOAD BY REGION/OFFICE FY 2022 (As of end of June 30, 2022)

Region	Office	VPI	HGH	MOD	LMD	LOW	REV	UNK	Subtotal	SO1	SO2	SO3	SO4	TotalCases	TotalAgents	CaseloadAvg
BALT	ARBUTUS/CATON 43	3	67	34	146	446	226		922					922	17	56
BALT	BALT CITY SO 06						27	1	28	137	68	58	285	576	15	38
BALT	BALT CITY VPI 84	81		3	20	9	61		174					174	6	29
BALT	BALT CO SO 07						29		29	72	37	60	238	436	9	48
BALT	BALT CO VPI 85	29	2			12	17		60					60	3	20
BALT	DTC CIRCUIT 03	4		2	12	35	50		103					103	2	52
BALT	DTC DISTRICT 02				4	25	10		39					39	1	39
BALT	DUNDALK 42	15	43	10	126	361	191		746					746	10	75
BALT	ESSEX/ROSEDALE 41	32	82	26	190	912	442	1	1685					1685	22	77
BALT	FAST EAST 29	1	242	6	13	11	142		415	1				416	6	69
BALT	FAST WEST 28		141	18	3	4	80		246					246	7	35
BALT	GAY ST 10							4	4					4	2	2
BALT	GENERAL SUPV 23	2	5	15	211	326	236		795					795	16	50
BALT	MADISON ST SE 31	63	15	36	588	776	659	2	2139	1				2140	34	63
BALT	OWINGS MILLS 44	1	43	2	157	213	167	1	611					611	6	102
BALT	REENTRY 15	3	2		29	62	59		160					160	3	53
BALT	SETON 20	75	2	31	494	740	451		1793	2				1795	31	58
BALT	SEVERN ST 21	14	1	36	282	590	355		1278	1				1279	25	51
BALT	TREATMENT LIAISON 25	3	6	6	22	64	59		160					160	3	53
САРТ	GAITHERSBURG 80	17	63	32	209	330	313		964	52	16	15	92	1138	16	71
САРТ	HYATTSVILLE 51	52	118	38	407	797	526		1938	58	21	20	60	2097	27	78
САРТ	LEONARDTOWN 53	5	17	26	158	101	151		458	12	10	11	10	501	4	125
САРТ	PRINCE FREDERICK 54	2	15	1	71	86	63		238	16	3	16	8	281	5	56
САРТ	SILVER SPRING 83	30	49	43	213	472	348		1155	48	26	29	66	1324	16	83
САРТ	UPPER MARLBORO 55	15	80	18	502	519	367		1501	53	26	23	120	1723	25	69
САРТ	WALDORF 52	9	34	13	164	151	165	1	537	12	29	26	22	626	7	89
EAST	ABERDEEN 39	1	58	5	80	278	157		579	17	14	10	65	685	12	57
EAST	BEL AIR 40	34	35	12	140	296	152		669	7	1	1	24	702	12	59
EAST	CAMBRIDGE 61	8	39	3	77	167	117	1	412	7	6	8	26	459	7	66
EAST	CENTREVILLE 62	3	13	6	56	148	93		319	11	1	4	26	361	5	72
EAST	CHESTERTOWN 63		3	1	29	58	45		136					136	2	68
EAST	DENTON 64		14	3	43	107	124	1	292	2	1	9	27	331	6	55

EAST	EASTON 60	6	17	7	63	114	86		293	7	2	8	14	324	4	81
EAST	ELKTON 65	17	36	30	124	317	176		700	4	15	8	45	772	10	77
EAST	PRINCESS ANNE 68	7	8	4	39	124	60	5	247	8	2	7	11	275	4	69
EAST	SALISBURY 66	30	76	38	243	323	279	4	993	37	18	17	32	1097	16	69
EAST	SNOW HILL 67	9	9	10	94	103	116	1	342	18	8	7	9	384	6	64
HQ	CASE MONITOR UNIT 99						5		5					5	2	3
HQ	HEADQUARTERS 00						14	8	22					22	3	7
WEST	ANNAPOLIS 34	3	56	29	184	370	242		884	31	9	13	30	967	10	97
WEST	CUMBERLAND 71	15	29	7	70	184	194		499	1	6	9	50	568	10	57
WEST	ELLICOTT CITY 30	17	36	30	124	317	176		700	4	15	8	45	772	10	77
WEST	FREDERICK 81	19	88	51	188	340	377		1063	17	14	15	86	1195	14	85
WEST	GLEN BURNIE 32	33	123	73	204	621	601	5	1660	43	20	30	81	1834	21	87
WEST	HAGERSTOWN 70	27	78	28	235	380	309	1	1058	29	15	12	81	1195	14	85
WEST	OAKLAND 73	3	3	4	39	68	56		173	5		4	12	194	2	97
WEST	WESTMINSTER 33	6	32	34	155	486	325		1038	9	8	20	41	1116	14	80
TOTAL	BALT	326	651	252	2297	4586	3226	9	11347	214	105	118	523	12307	219	56
TOTAL	САРТ	130	376	171	1724	2456	1933	1	6791	250	131	140	378	7690	100	77
TOTAL	EAST	115	320	113	998	2014	1400	13	4973	135	67	82	258	5515	85	68
TOTAL	HQ						19	8	27					27	5	5
TOTAL	WEST	123	445	256	1199	2766	2280	6	7075	142	87	111	426	7841	95	83
TOTAL	STATEWIDE	694	1792	792	<mark>6218</mark>	11822	8858	37	30213	741	390	451	1585	33380	504	66

APPENDIX B: THE EXACT BREAKDOWN OF CASE CLSOURES BY TYPE, REGION, OFFICE FY 2022

Row Labels	Appealed	Commutation	Death of Offender	Death of Offender - Overdose	Early Termination	Expired	Pending Warrant Service	Returned to Sending State	Revoked - New Offense	Revoked - Technical	Unsatisfactory - New Offense	Unsatisfactory - Other	(blank)	Grand Total
Baltimore	108	5	337	20	208	4753	29	65	578	232	448	1181	335	8299
Arbutus/Catonsville	14	2	13		15	363	9	3	28	18	28	38	21	552
Baltimore County														
sex offenders	2		8		2	85		1	9	4	5	9	3	128
Baltimore County			1			21		2	12	1	10	7	-	01
VPI			4			31		3	12	1	18	7	5	81
Central (Gay Street) DRUG COURT -						7			1			4	2	14
DRUG COURT - DISTRICT.			2	1	4	59			3	7	1	19		96
Drug Treatment														
Circuit Court			3		4	9			1		1	8	2	28
Dundalk	1		19		1	144	2	7	14	4	16	92	8	308
Dundalk - DDMP						3						1		4
Essex	3		36	4	17	396	2	5	81	35	33	99	13	724
Essex- DDMP	3	1	2		5	203				2	1	4		221
FAST - East	12		8		6	81		1	12	7	12	39	11	189
FAST - West	11		9	3	3	137		2	25	28	4	33	5	260
Investigation Unit	1					6			3		1			11
NORTHEAST (PRESTON ST.) - GENERAL														
SUPERVISION UNIT	6		22	2	11	313	1		33	21	45	81	15	550
NORTHEAST (PRESTON ST.) - RE- ENTRY			6		1	35			7	2	1	7		59
Northwest (Seton)	12		69	1	16	696	2	2	133	43	88	233	47	1342
NORTHWEST	12		05	I	10	0.50	2	2	133		88	233	47	1342
(SETON) - DDMP	8		2	2	19	296	1		1	3	10	15	2	359
Owings Mills	11	1	8		13	177		3	24	10	15	34	24	320
Owings Mills- DDMP	4	1	5		21	314	4		4	5	2	4	115	479

SOUTHEASTERN														
(MADISON ST.)	8		50	2	29	786	3	31	64	10	72	226	42	1323
Southwest (Severn)	9		42	1	19	380	5	3	60	11	71	149	18	768
Special Offender									10					0.5.4
Unit Treatment Liason	2		18	4	4	148		4	18	8	11	33	1	251
Unit			3		18	26			4	5	2	14		72
Violence Prevention														
Unit	1		8			58			41	8	11	32	1	160
Capital	84	4	186	24	308	3805	46	148	363	215	308	1281	310	7082
Annapolis - DDMP	1		2		1	73				2	1	12	2	94
Annapolis Field									70					
Office	11		18	4	21	240	4	4	72	45	14	97	9	539
GAITHERSBURG	11		26	2	37	321	8	12	45	26	38	157	14	697
GAITHERSBURG - DDMP	6		3		9	283	4				2	48	3	358
Glen Burnie	4	1	13	4	29	326	2	9	106	65	27	143	13	742
Glen Burnie - DDMP	1		1	1	3	112			3	4	1	18	2	146
Hyattsville	6	2	29	1	36	497	5	19	49	30	50	303	20	1047
Leonardtown			3	2	6	84		4	12	6	18	40	6	181
Prince Frederick	3		7		14	88		2	8		18	29	11	180
Rockville											1			1
Silver Spring	16		26	3	35	524	9	6	30	10	50	161	23	893
SILVER SPRING -														
DDMP	3		1		21	251		1	1	1	2	29	1	311
Upper Marlboro	11	1	32	2	56	501	5	72	27	16	41	158	23	945
Upper Marlboro - DDMP	9		4		12	256	1	2	1	7	2	9	175	478
Waldorf	1		15	4	4	142		17	7	2	36	70	8	306
Waldorf - DDMP	1		6	1	24	107	8		2	1	7	7		164
East	46	1	121	56	151	2849	33	44	584	344	184	468	56	4937
ABERDEEN	8		18	6	12	436	1	1	57	26	11	50	9	635
BEL AIR - DDMP	3		8		8	179	18		6	12	3	6	1	244
Bel Air Field Office	4		19	8	8	266	5	4	62	50	14	27	14	481
Cambridge Field														
Office	2		8	2	10	161		3	93	50	5	17	4	355

Centreville Field														
Office	6		4	1	4	112		1	24	9	11	11		183
Chestertown Field Office				2	9	51			6	3	4	14		89
DDMP -														
CENTREVILLE	6		6	1	11	219	1	1	15	15	1	9	3	288
DDMP Lower Shore			2	1	13	130			25	15	1	10		197
Denton Field Office	2	1	7	7	6	110		1	25	1	27	24	3	214
EASTON	3		6		4	118		1	18	17	20	43	1	231
ELKTON - DDMP	1		2		5	166					1	3		178
Elkton Field Office	10		13	15	30	351	2	6	98	98	32	109	5	769
PRINCESS ANNE	1		4		6	71		7	22	4	3	36		154
SALISBURY			15	9	13	324	2	15	108	32	32	69	10	629
SNOW HILL			9	4	12	155	4	4	25	12	19	40	6	290
Headquarters	2	1	4		3	181	1		2	4		21	7	226
C.M.U.	1	1				3				2			2	9
Headquarters	1		4		3	178	1		2	2		21	5	217
Missing			1			7		1		5		7	11	32
Inactive Agent Assigned										1			1	2
No Longer Active						1								1
(blank)			1			6		1		4		7	10	29
West	38	1	86	41	121	2103	8	53	627	294	149	474	96	4091
Cumberland	3	1	9	7	22	166		6	123	63	9	98	8	515
Cumberland - DDMP			3		1	57			2	3	1	5		72
Ellicott City	6		8		19	311	4	4	46	17	11	27	23	476
Ellicott City - DDMP			1		9	67	2		1		3	1	31	115
Frederick	7		12	8	13	375		11	195	80	29	85	5	820
Frederick - DDMP	2		6	1	6	203		1	7	10	8	31	3	278
HAGERSTOWN	5		21	14	28	280		29	75	61	46	138	1	698
Oakland				2	2	72		1	65	22	2	16	1	183
Westminster	11		22	6	12	302		1	100	33	28	55	7	577
Westminster DDMP Office	4		4	3	9	270	2		13	5	12	18	17	357
Grand Total	278	12	735	141	791	13698	117	311	2154	1094	1089	3432	815	24667

Region	Office	TotalCases	TotalAgents	CaseloadAvg	Support Staff	Support Vacancies	Notes
BALT	ARBUTUS/CATON 43	922	17	54	3	2	Intake and Supervision Units
BALT	BALT CITY SO 06	576	13	38	4	1	Located at Severn St office
BALT	BALT CITY VPI 84	174	6	29	N/A	N/A	Located at Preston St/Severn St offices
BALT	BALT CO SO 07	436	9	48	N/A	N/A	Located at Essex/Catonsville Offices
BALT	BALT CO VPI 85	60	3	20	N/A	N/A	Located at Essex
BALT	DTC CIRCUIT 03	103	2	52	2	1	Located at Preston St with Intake
BALT	DTC DISTRICT 02	39	1	39	N/A	N/A	Located at Preston St with Intake
BALT	DUNDALK 42	746	10	75	2	1	Location is closed. Currently collocated at the Essex field office.
BALT	ESSEX/ROSEDALE 41	1685	22	77	4	0	Combined with Dundalk 42, Balt Co SO 07, and Balt Co VPI 85. Collocated at the Essex Field Office
BALT	FAST EAST 29	416	6	69	2	0	Combined with Madison St location
BALT	FAST WEST 28	246	7	35	3	1	Intake and Supervision Units
BALT	GENERAL SUPV 23	795	16	50	6	1	Located at Preston St
BALT	MADISON ST SE 31	2140	34	63	1	1	Collocated with Intake and FAST East at the Madison St office and the formerly Gay St office
BALT	OWINGS MILLS 44	611	6	102	2	2	Baltimore County Investigations and Supervision
BALT	REENTRY 15	120	4	30	1	1	Located at Preston St with Intake
BALT	SETON 20	1795	31	58	6	1	Intake and Supervision Units

BALT	SEVERN ST 21	1279	25	51	4	1	Combined with Baltimore City VPI 84
BALT	TREATMENT LIAISON 25	160	3	53	N/A	N/A	Located at Preston St office
САРТ	GAITHERSBURG 80	1138	16	71	0	2	
САРТ	HYATTSVILLE 51	2097	27	78	4	1	
САРТ	LEONARDTOWN 53	501	4	125	2	0	
САРТ	PRINCE FREDERICK 54	281	5	56	1	1	
САРТ	SILVER SPRING 83	1324	16	83	2	1	
САРТ	UPPER MARLBORO 55	1723	25	69	1	4	Intake/Investigations/Supervision Units combined
САРТ	WALDORF 52	626	7	89	0	1	
EAST	ABERDEEN 39	685	12	57	1	0	
EAST	BEL AIR 40	702	12	59	2	1	Intake and Supervision Units
EAST	CAMBRIDGE 61	459	7	89	0	1	Intake and Supervision Units
EAST	CENTREVILLE 62	361	5	72	0	1	Intake and Supervision Units
EAST	CHESTERTOWN 63	136	2	68	1	0	Intake and Supervision Units
EAST	DENTON 64	331	6	55	1	0	Intake and Supervision Units
EAST	EASTON 60	324	4	81	0	2	Intake and Supervision Units
EAST	ELKTON 65	761	11	69	0	2	Intake and Supervision Units
EAST	PRINCESS ANNE 68	275	4	69	1	0	Intake and Supervision Units
EAST	SALISBURY 66	1097	16	69	1	2	Intake and Supervision Units
EAST	SNOW HILL 67	384	6	64	0	2	Intake and Supervision Units

HQ	CASE MONITOR UNIT 99				N/A	N/A	
HQ	HEADQUARTERS 00	22	3	7	1	1	Administrative Interstate supervision unit
WEST	ANNAPOLIS 34	967	10	97	2	3	Intake/Investigations/Supervision Units combined
WEST	CUMBERLAND 71	568	10	57	2	0	Intake/Investigations/Supervision Units combined
WEST	ELLICOTT CITY 30	772	10	77	1	3	Intake/Investigations/Supervision Units combined
WEST	FREDERICK 81	1195	14	85	4	0	Intake/Investigations/Supervision Units combined
WEST	GLEN BURNIE 32	1834	21	87	0	3	Intake/Investigations/Supervision Units combined
WEST	HAGERSTOWN 70	1195	14	85	3	2	Intake/Investigations/Supervision Units combined
WEST	OAKLAND 73	194	2	97	0	1	Intake/Investigations/Supervision Units combined
WEST	WESTMINSTER 33	1116	14	80	2	1	Intake/Investigations/Supervision Units combined

MONTH	Number of New Supervision Cases Opened	Statewide ACT Cases
July 2021	2189	32,383
August 2021	2192	32,309
September 2021	2396	32,408
October 2021	2149	32,489
November 2021	2243	35,055
December 2021	2243	35,055
January 2022	2297	33,068
February 2022	1558	32,277
March 2022	1741	32,110
April 2022	2335	32,695
May 2022	2383	33,014
June 2022	2221	33,380

Appendix E: STATEWIDE DPP AGENT AND MONITOR SEPARATIONS FY 2022

Count of Employee ID	EFF YR														
	2021						2021 Total	2022						2022 Total	Grand Total
Job Profile	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	Apr	Мау	Jun		
Drinking Driver Monitor I-1136		1				1	2			1				1	3
Drinking Driver Monitor II-1137		2		1		2	5			1		1	1	3	8
Drinking Driver Monitor Superviso-1138										1				1	1
Parole & Prob Agent I-0674		2	1	1	1		5	1		1	2	1		5	10
Parole & Prob Agent II-1188		1			3		4				3			3	7
Parole & Prob Agent Sr-3340	9	5	3	1	4	4	26	1	3	1	3	1	10	19	45
Parole & Prob Field Supv I-0797		1		2	2		5	3		1	1		1	6	11
Parole & Prob Field Supv II-0883						1	1	1						1	2
Grand Total	9	12	4	5	10	8	48	6	3	6	9	3	12	39	87

APPENDIX F: DPP HIRES BY MONTH AGENT/MONITORS FY 2022

Count of Employe e ID	EFF YR												
	2021				2021 Total	2022						2022 Total	Grand Total
Job Profile	Jul	Sep	Nov	Dec		Jan	Feb	Mar	Apr	Мау	Jun		
Drinking Driver Monitor													
I-1136			5		5						1	1	6
Parole & Prob Agent I- 0674	3	2		2	7	7	2	3	1	2	2	17	24
Parole & Prob Agent Sr-3340	1			1	2								2
Parole & Prob Field Supv I- 0797							1					1	1
Grand Total	4	2	5	3	14	7	3	3	1	2	3	19	33

Appendix G: STATEWIDE DPP VACANCIES BY CLASSIFICATION PER MONTH

***Source:HRSD HRIS Weekly Position Summary Workday Reports

		2021												2022											
FY 2022 Vacanc y by Class	Tota I PIN s	Filled July	Vacant July	Filled Aug	Vaca nt Aug	Filled Sept	Vac ant Sep t	Filled Oct	Vaca nt Oct	Filled Nov	Vacant Nov	Filled Dec	Vaca nt Dec	Filled Jan	Vaca nt Jan	Filled Feb	Vaca nt Feb	Filled Mar	Vaca nt Mar	Filled Apr	Vacant Apr	Filled May	Vacant May	Filled June	Vacant June
Drinking Driver Monitor I-1136	25	7	18	7	18	2	23	2	23	1	24	7	18	6	19	7	18	7	18	5	20	6	19	6	19
Drinking Driver Monitor II-1137	11	11	0	11	0	11	0	11	0	11	0	10	1	8	3	8	3	8	3	6	5	5	6	4	7
Drinking Driver Monitor III-1144	40	40	0	40	0	40	0	40	0	39	1	40	0	40	0	40	0	40	0	40	0	40	0	40	0
Drinking Driver Monitor Supervis o-1138	11	7	4	7	4	10	1	10	1	10	1	10	1	10	1	10	1	10	1	9	2	10	1	10	1
Parole & Prob Agent I- 0674	154	72	82	69	85	60	94	59	95	51	103	39	115	38	116	48	106	55	99	74	80	71	83	74	80
Parole & Prob Agent II- 1188	58	56	2	56	2	57	1	57	1	57	1	58	0	58	0	58	0	58	0	58	0	58	0	58	0
Parole & Prob Agent Sr-3340	486	475	11	475	11	476	10	476	10	476	10	482	4	481	5	480	6	476	10	473	13	465	21	461	25
Parole & Prob Field Supv I- 0797	121	108	13	107	14	106	15	106	15	108	13	107	14	106	15	103	18	105	16	104	17	106	15	108	13
Parole & Prob Field Supv II- 0883	27	26	1	26	1	26	1	26	1	26	1	26	1	25	2	24	3	24	3	24	3	24	3	24	3
Grand Total	933	802	131	798	135	788	145	787	146	779	154	779	154	772	161	778	155	783	150	793	140	785	148	785	148