

# FACE-TO-FACE CONTACTS WITH RSOS



# OBJECTIVES

- To provide you with a comprehensive overview on conducting effective face-to-face contacts with RSOs, to include:
- How to prepare for face-to-face verification checks;
- What to look for while conducting the face-to-face contacts;
- Effective communication and the importance of gaining rapport with the RSO.





# WHY FACE TO FACE CONTACTS?

## ARTICLE II. DESCRIPTION OF SERVICES

This agreement is for the purpose of reimbursing the Contractor for participation in the Registered Sex and Kidnapping Offender Address and Residency Verification Program. The program's purpose is to verify the address and residency of all registered sex and kidnapping offenders under RCW 9A.44.130.

The requirement of this program is for face-to-face verification of a registered sex and kidnapping offender's address at the place of residency. In the case of

- level I offenders, once every twelve months.
- of level II offenders, once every six months.
- of level III offenders, once every three months.

# CONDUCTING EFFECTIVE FACE-TO FACE CONTACTS WITH RSOS

- Prep
- Contact
- Rapport





EDITED

**BY FAILING TO PREPARE,  
YOU ARE PREPARING TO FAIL.**

**- Benjamin Franklin**

BENJAMIN FRANKLIN



# FACE TO FACE PREP/SELECTION OF OFFICERS

- Good Communicator
- Patient
- Address concerns/feelings about RSOs



# PREP/SELECTION OF OFFICERS

## ONCE SELECTED

- Train them
- Use the same officers





# RSO RESEARCH

- Computer check on the RSO for:
  - Any orders
  - Warrants
  - Officer safety alerts
- Check for any conditions of release (Cannot be in places near children, not possess computers etc..)
- Verify the RSO is still living at the address listed on the OW form prior to your check



# RSO RESEARCH

- Review the RSOs OW Verification form
- Are there any comments in the ACTIVE OFFICER ALERT box (Officer safety alert, New photo required, DNA required)
- Items missing from OW form-Vehicle information, phone numbers, etc.



OW VERIFICATION  
REQUEST FORM

Verification Request

Page: Page 1 of 1

Agency: King County WA Sheriff's Office

Administrator: King County Sheriff's Office

Phone:

Date: 2/26/2018

Offender Information

NameIMA RSO

Registration #

POBLAS VEGAS

SSN

DOB

Age52

Alt Reg #

SexMale

Orient

Drv. Lic./State

RaceWhite

Nat.No Selection

FBI

Height5'4"

HairBrown

State ID

Weight155

EyesHazel

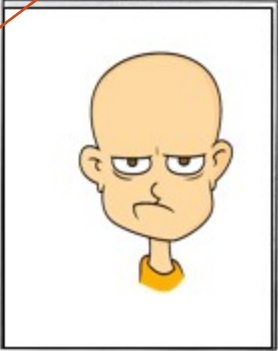
Zone

Risk/ClassLevel I

Comm.

Responsibility()

Offender Photo



Compliant

Verifications:

TypeLast DateNext DateComments

Level I - Annual01/03/201802/03/2018

Transient - Weekly07/11/2014

Active Officer Alert

12/14/15 WAS HOSTILE WITH OFFICERS WHO WERE DOING ADDRESS VERIFICATION. TK

Primary Email Address

Primary IP Address

Residence

(Bold - Primary Home Address)

Street

KIRKLAND, WA 98033 (Home)

Phone

(Bold - Primary Contact Numbers)

Number

Type

Description

Employment/School

Name

Address

Supervisor

Phone

NONE REPORTED

Vehicle

Make

Model

Color

Year

License

State

VIN

Comments

FordYellowWAWA

Offense

Date

RS Code/Description

Convicted

Released

Case #

Crime Details

00191/201.230 (F) - LEWDNESS WITH A CHILD UNDER 1409/08/1993

Probation

Status

Probation Officer

Contact

County

Conditions

Open Cases

Date Opened

Case Number

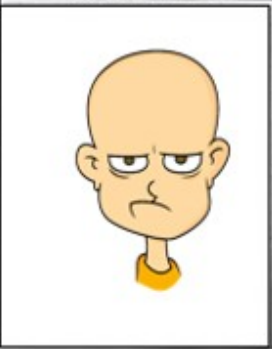
Notes

☐ No Change

I do hereby attest, under penalties of perjury, that any and all information

FOR LAW ENFORCEMENT USE ONLY

# OW VERIFICATION REQUEST FORM

| Verification Request  |  |            |   |   |                             | Page: Page 1 of 1 |   |
|---|--|------------|---|---|-----------------------------|-------------------|---|
| Agency: King County WA Sheriff's Office                             |  |            | Administrator: King County Sheriff's Office<br>PSO Unit |   | Phone: <input type="text"/> |                   | Date: 2/26/2018   |
| <b>Offender Information</b>   |  |            |   |   |                             |                   | <b>Offender Photo</b>   |
| Name  | <input type="text" value="IMA RSO"/>               |            |   | Registration #                                | <input type="text"/>        |                   |  |
| POB   | LAS VEGAS  |            |   | SSN   | <input type="text"/>        |                   |   |
| DOB   | <input type="text"/>                               | Age        | 52  | Alt Reg #                                     | <input type="text"/>        |                   |   |
| Sex   | Male   | Orient     |   | Drv. Lic./State                               | <input type="text"/>        |                   |   |
| Race  | White  | Nat.       | No Selection  | FBI   | <input type="text"/>        |                   |   |
| Height  | 5'4"   | Hair       | Brown   | State ID                                      | <input type="text"/>        |                   |   |
| Weight  | 155  | Eyes       | Hazel   | Zone  | <input type="text"/>        |                   |   |
| Risk/Class.   | Level I  |            |   | Comm.   | <input type="text"/>        |                   |   |
| Responsibility  | ()   |            |   |   |                             |                   |   |
| <b>Verifications:</b>   |  |            |   |   |                             |                   |   |
| Type  | Last Date  | Next Date  | Comments  |   |                             |                   |   |
| Level I - Annual  | 01/03/2018   | 02/03/2018 |   |   |                             |                   |   |
| Transient - Weekly  | 07/11/2014   |            |   |   |                             |                   |   |
| <b>Active Officer Alert</b><br>10/11/2016 UPDATED PHOTO NEEDED (KM) |  |            |   |   |                             |                   |   |
| <b>Primary Email Address</b>  |  |            |   | <b>Primary IP Address</b>                     |                             |                   |   |
| <b>Residence (Bold - Primary Home Address)</b>                      |  |            |   | <b>Phone (Bold - Primary Contact Numbers)</b> |                             |                   |   |
| Street  |  |            |   | Number Type Description                       |                             |                   |   |
| <input type="text" value="KIRKLAND, WA 98033 (Home)"/>              |  |            |   |   |                             |                   |   |
| <b>Employment/School</b>  |  |            |   |   |                             |                   |   |
| Name  |  | Address    |   | Supervisor                                    |                             | Phone             |   |
| NONE REPORTED   |  |            |   |   |                             |                   |   |
| <b>Vehicle</b>  |  |            |   |   |                             |                   |   |
| Make  | Model  | Color      | Year  | License                                       | State                       | VIN               | Comments  |
| Ford  |  | Yellow     | <input type="text"/>                                    |   | WA                          |                   |   |
| <b>Offense</b>  |  |            |   |   |                             |                   |   |
| Date  | RS Code/Description                                | Convicted  | Released  | Case #  | Crime Details               |                   |   |
|   | 00191/201.230 (F) - LEWDNESS WITH A CHILD UNDER 14 | 06/08/1993 |   |   |                             |                   |   |
| <b>Probation</b>  |  |            |   |   |                             |                   |   |
| Status  | Probation Officer                                  | Contact    | County  | Conditions                                    |                             |                   |   |
|   |  |            |   | <b>Open Cases</b>                             |                             |                   |   |
|   |  |            |   | Date Opened                                   | Case Number                 | Notes             |   |
|   |  |            |   |   |                             |                   |   |
|   |  |            |   | <input type="checkbox"/> No Change            |                             |                   |   |

I \_\_\_\_\_ do hereby attest, under penalties of perjury, that any and all information

# FACE TO FACE PREP

- Have necessary equipment:
  - Verification forms
  - Camera
  - Statement forms
  - DNA kits
  - Extra pens







# FACE TO FACE CONTACT

- Plain clothes/unmarked vehicle
- Check surroundings (Anything violating their conditions (living with children, possession of computers/cell phone))
- Update information (Phones, vehicles, workplace, school etc..)



# UPDATE PHOTOS

- Watch background-no family photos and especially no house numbers!!





Search  
for Offenders in your area



Register  
for Email Alerts



Safety Tips



Links



Contact



## Offender Search: Offender Details

[← Return to list](#)

### Details

**Name:** PETER JOHN ANDERSON

Registration #: 1877005

**Level:** Level II

### Physical Description

|                  |  |           |        |
|------------------|--|-----------|--------|
| • Age:           | 26   | • Height: | 5'11"  |
| • Sex:           | M  | • Weight: | 240lbs |
| • Race:          | White  | • Eyes:   | Brown  |
| • Hair:          | Brown  |           |        |
| • Scars/Tattoos: | Tattoo on Upper_R_Arm ("PSALM 28:7") , Tattoo on Chest ( ) , Scar on abdomen ( ) |           |        |

### Address

8900 block of NE 124<sup>th</sup> ST Kirkland, WA 98034

### Offenses

|                     |   |
|---------------------|---|
| • Description:      | 9A.44.060 - Rape in the third degree<br><a href="#">View this statute</a> |
| • Date Convicted:   | 11/18/2013  |
| • Conviction State: | Washington  |
| • Release Date:     |   |
| • Details:          |   |
| • Description:      | 9A.44.060 - Rape in the third degree<br><a href="#">View this statute</a> |
| • Date Convicted:   | 11/18/2013  |
| • Conviction State: | Washington  |
| • Release Date:     |   |



PETER JOHN ANDERSON

[Submit a tip or correction for this offender](#)

[Register to track this offender](#)

# FACE TO FACE CONTACT

- TAKE THE TIME TO GAIN RAPPORT WITH THE RSO!!
- This rapport is a two-fold:
  - Allows for smoother future contacts with the RSO
  - Stability of an offender can prevent future victimization.





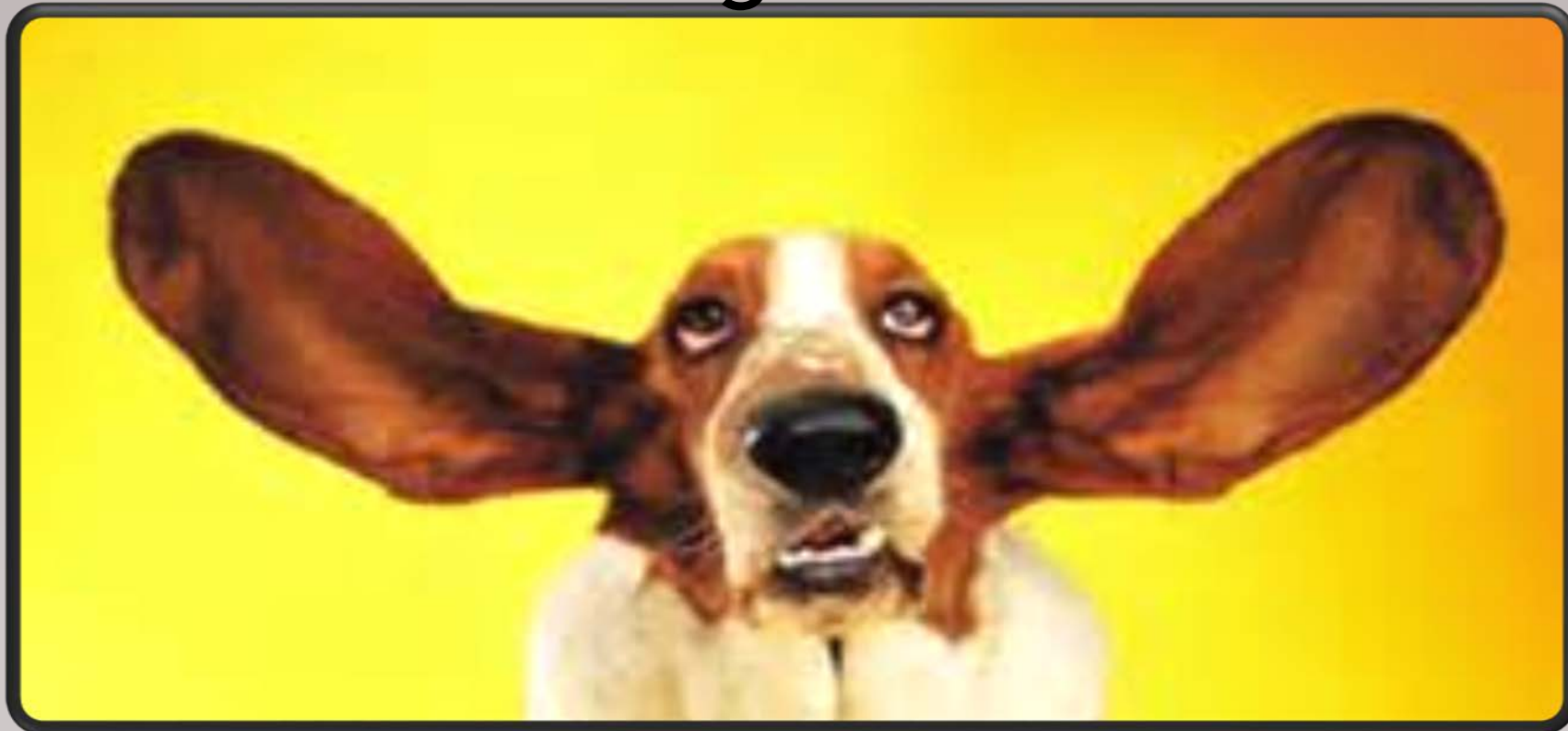
# COMMUNITY SAFETY IS OUR CONCERN

- Stability of an offender can prevent future victimization.
- Harassment of offenders may increase risk to the community:
  - Offenders may go “underground” so law enforcement will not be able to monitor them
  - Offenders may feel out of control or targeted and re-offend
  - Offenders may stop treatment



# GAINING RAPPORT

## Active Listening Skills



# ACTIVE LISTENING SKILLS

- Emotions Labeling
- Paraphrasing
- Mirroring/ Reflecting
- Summary
- Open Ended Questions
- Minimal Encourages
- Effective Pauses
- “I” Messages



# EMOTIONS LABELING

- Statement of emotions heard
- Subjects often times will have multiple emotions.
- Identifying the underlying feelings and give it back to them.

*“you sound angry...” “You seem hurt...”*

*“ I hear loneliness...”*

*“You sound betrayed...abandoned.”*



# EMOTIONS LABELING



- Extremely effective. Can build tremendous rapport by labeling emotions the subject is feeling.
- Easy to back off of: *“I did not say you were angry. I said you sound angry.”*
- Never let a feeling go by without labeling. People love to have others understand how they feel.





# PARAPHRASING

- Put meaning in what they are saying into your own words.
- Used for brief confirmations of meaning and to display attentiveness and interest.

Subject: “She is always talking and doesn’t pay attention to what I say.”

Officer: “She doesn’t listen to you.”



# MIRRORING / REFLECTING

- Brief follow alongs as the subject is talking.
  - Voice inflection at the end can be used to demonstrate understanding or encourage them to go on.

Subject: “I was wrongfully convicted and it makes me angry!”

Officer: “It makes you angry.”



# SUMMARIZING

- Periodically covering the main points
  - His story + His feelings in your own words
  - *“okay, what you’ve told me so far is this...and as a result, you feel...Do I understand you correctly?”*



# OPEN ENDING QUESTIONS

- Questions that require more than a “yes” or “no” response.
  - *“What...? “How...?” “When...?”*
  - *“What happened today?”*
  - *“How would you like this work out...?”*

Conveys a sincere interest in gaining understanding and limits the feeling of an interrogation.



# MINIMAL ENCOURAGERS

- Brief responses that lets the subject know you are paying attention to what they are saying.
  - “uh-huh...really?”...Yeah....Ok etc.
  - Best used when the person is talking through an extended thought or for an extended period of time.
  - People want to know that you are there and listening.





# EFFECTIVE PAUSES

- Silence immediately **before** or **after** saying something meaningful.
- Helps focus thought and interaction.
- Helps show the subject that conversation is a turn taking process.
- People feel the need to fill in gaps of silence.
- Can also be an appropriate response to anger (waiting until the subject inquires if you are still there).



# “I” MESSAGES

- “When you...I feel...because...”
- Used to confront the subject about a behavior that is counterproductive, without being accusatory.
  - *“When you yell at me, I fell frustrated because it keeps me from listening to you.”*



# RAPPORT EXAMPLE

- RSO Hicks – Suspect in an Indecent Liberties



# ANOTHER EXAMPLE

- RSO Tim – Child Pornography



**DO YOU HAVE ANY QUESTIONS?**



**THANK YOU!**

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