

1.1.E.8 Case Management for Female Inmates

I Policy Index:



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Office of Primary Responsibility: *Classification and Transfers Manager and DOC Administration*

II Policy:

The Department of Corrections (DOC) will use case management to address and support appropriate institutional behavior, programming, education, treatment, Individual Program Directives, release planning, and transition services for inmates.

III Definitions:

Case Plan:

A defined set of requirements, expectations, and goals for each inmate.

Community Risk:

A level of risk established by the Community Risk assessment used to predict the risk of an individual parolee's supervision failure and establish community supervision level. (See DOC policy 1.5.G.4 [Parole-Community Risk Assessment and Supervision of Offenders](#)).

Custody Classification Risk:

The risk levels of Maximum, High Medium, Low Medium and Minimum custody classification that are used to predict an inmate's risk of institutional escape and violence (See DOC policy 1.4.B.14 [Female Inmate Classification](#)).

Possible Release Date:

An initial parole date, next parole date, suspended sentence release date, good time release date or term expires date on which an inmate is eligible for possible release from incarceration.

Women's Risk/Needs Assessment (WRNA):

A gender-responsive risk/needs and strengths assessment for women offenders assigned to institutions, pre-release, and parole that incorporates assessment-driven case planning. This assessment identifies women's risks of serious misconducts in prison, community recidivism, as well as their treatment needs. A case plan is generated from the WRNA assessment that identifies priority risk and need factors and can be used to develop goals, define tasks and format activities to address each problematic risk factor in an evidence based manner.

IV Procedures:

1. Case Load Management:

- A. Inmates will be assigned to one of the following three case management levels, as determined by the inmate's WRNA assessment:
 - 1. High Risk;
 - 2. Medium Risk; or
 - 3. Moderate or Low Risk.
- B. Required minimum contact standards for high risk inmates:
 - 1. Must have a minimum of two (2) case management contacts per year.
 - 2. Beginning six (6) months prior to the inmate's possible release date, the case manager must meet with the inmate at least one (1) time per month.
 - 3. Six (6) months prior to the inmate's release, case managers are required to review and confirm the inmate's release plan.
 - a. Case managers may request assistance from the transition case manager when conducting release planning for high risk inmates.
- C. Required minimum contact standards for medium risk inmates:
 - 1. Must have a minimum of two (2) case management contacts per year.
 - 2. Beginning six (6) months prior to the inmate's possible release date, and until the inmate's release, case managers are required to meet with the inmate at least one (1) time per month.
 - 3. Six (6) months prior to the inmate's possible release date, case managers will review and confirm the release plan for the inmate. Case managers are encouraged to contact the transition case manager for assistance with challenging cases.
- D. Required minimum contact standards for moderate or low risk inmates.
 - 1. Must have a minimum of one (1) case management contact per year.
 - 2. Six (6) months prior to the inmate's possible release date, case managers are required to meet with the inmate and review the inmate's progress, review and confirm their release plan and preparations for release.
- E. Case managers are required to review all release plans for inmates within three (3) months of their possible release date, regardless of their level, to determine whether the inmate is appropriate for referral to the Department of Social Services, Veterans Administration or Vocational Rehabilitation Service.
 - 1. Case managers will document the status of the inmate's needs in the Comprehensive Inmate Management System (COMS) Release Plan screen

- F. Case managers are required to review all case plans for inmates within 120 days or less from their possible release date, regardless of their level, to verify the inmate has a Social Security card, birth certificate and driver license or state ID (if eligible) (See DOC policy 1.1.A.7 [Inmate Identification Procedures](#)).
1. Case managers will document the status of the inmate's identification documents, or the date the inmate applied for the documents, in the COMS Release Plan.
- G. Case managers will schedule case management contacts as required by the minimum contact standards set forth by this policy.
1. Case managers are required to meet with the inmate, unless one (1) of the following occurs:
 - a. The inmate declines to appear;
 - b. The inmate is housed in a contract facility or out-of-state.
 - 1) Inmates housed in contract facilities or housed out-of-state will receive case management via telephone, video conference or by correspondence initiated by the case manager.
- H. Case managers are required to participate in all discretionary and non-compliance board hearings for inmates assigned to their caseload. This include inmates identified for possible Compassionate Parole Release.
1. Case managers may assist the inmate during a parole hearing and provide information to the parole board regarding the inmate's current status and preparations for release.
 - a. The information provided will at a minimum include the following:
 - 1) Proposed residence;
 - 2) Employment plan;
 - 3) Institutional behavior since last discretionary hearing;
 - 4) Specific needs, care, treatment,
 - 5) Goals and progress; and
 - 6) Case manager/transition case manager recommendation.
 - b. In cases where a scheduling conflict arises involving multiple inmates, case managers should attend the hearing of the inmate assigned to the highest risk level.
 - c. If the case manager is unable to attend a scheduled parole hearing for high risk inmates, the case manager may contact the parole board office manager to inquire about re-scheduling the hearing for a later time.

2. Standard Case Planning:

- A. Initial case plans for new admission inmates will be created by unit staff while the inmate is assigned to the Admissions and Orientation (A&O) unit (See DOC policy 1.4.A.2 [Inmate Admission](#)). Case plans for parole and suspended sentence violators will be created by unit staff following transfer of the inmate to the housing unit. Case plans will include the following:
1. Custody Classification;
 2. Individual Program Directives (IPD) (new admissions only);

3. Release Planning (within five (5) years of a possible release);
 4. Community Risk Assessment;
 5. Financial Obligation Worksheet; and
 6. WRNA Assessment.
- B. Review of case plans by unit staff may occur any time, but, at a minimum, during a scheduled contact in context with policy requirements (within the institution) and shall include review of all case plan elements and associated plans-of-action assigned to the inmate to determine program status, goals established, and accomplishments. The case plan should be updated regularly as changes in the inmate's circumstances and behavior become known, as needs/issues arise, as goals are accomplished, etc.
- C. Recording Case Notes:
1. Case managers are responsible for documenting the case management contact and discussion points for inclusion with any positive or negative recommendations regarding an inmate's parole in the Case Notes tab in COMS.
 2. The following information should be noted after each case management contact:
 - a. Any substantive release plan changes.
 - 1) Address change.
 - 2) Job change.
 - 3) Transportation on day of release.
 - b. Goals and accomplishments.
 - 1) New goals set.
 - 2) Progress notes on previously set goals.
 - 3) Completed goals.
 - c. Assessments.
 - 1) Custody Classification.
 - 2) Review of next custody level change.
 - d. Review of any administrative decision.
 - 1) PREA Assessment.
 - 2) WRNA Assessment.

3. Case Management Training:

- A. Training Curriculum:
1. The Office of Classification and Transfer is responsible for developing and scheduling case management training sessions bi-annually. Training will be provided to case managers and other designated staff and may include, but is not limited to, the following topics:
 - a. Prioritizing and managing caseloads;
 - b. Classification;

- c. Evidence Based Programming;
 - d. Case Planning;
 - e. Individual Program Directives (IPD);
 - f. Release Planning;
 - g. Assessments; and
 - h. Motivational Interviewing.
2. Performance Evaluations:
- a. The Office of Classification and Transfers is responsible for developing and administering a performance evaluation exam that includes the primary areas of case management.
 - 1) Classification;
 - 2) Case Planning;
 - 3) Individual Program Directive;
 - 4) Release Planning; and
 - 5) Assessments.
 - b. The evaluation will be completed by case managers annually.

4. Case Management Audits:

- A. The Office of Classification and Transfer will be responsible for conducting regular case management audits utilizing a standardized audit format.
 - 1. Audits will be conducted bi-annually and will include a minimum of ten (10%) percent of a case manager's caseload.
 - 2. The Office of Classification and Transfer will be responsible for appointing staff to assist with the bi-annual audit.
 - 3. The auditors must be proficient in case management and the related policies, procedures and requirements.
- B. The audit team will provide a report to the Office of Classification and Transfer and the respective Warden. The report will include an analysis of the following:
 - 1. Case Plans;
 - 2. Custody Classification; and
 - 3. Recidivism tracking for each caseload.

V Related Directives:

- DOC policy 1.1.A.7 – [Inmate Identification Procedures](#)
- DOC policy 1.4.A.2 – [Inmate Admission](#)
- DOC policy 1.4.B.14 – [Female Inmate Classification](#)
- DOC policy 1.4.G.6 – [System Risk Level](#)
- DOC policy 1.5.G.4 – [Parole - Community Risk Assessment and Supervision of Offenders](#)

VI Revision Log:

August 2021: New policy.

December 2021: No changes.

<i>Doug Clark (original signature on file)</i>	<i>01/20/2022</i>
Doug Clark, Interim Secretary of Corrections	Date