Policy and Procedure #4.103

Case Management Manual

Authority: Wyoming Statute(s): 25-1-104; 25-1-105 ACA Standard(s): None Noted	**Effective Date:** February 29, 2016 **Revision/Review History:** 02/05/16, 03/01/14, 03/01/13, 12/19/11 **Summary of Revision/Review:** Updates existing policy pursuant to annual review.
Cross Reference of Policy: P&P 4.102, *Case Management*	**Supersedes Existing Policy :**
Approved: R.O. Lampert — 2-24-16 Robert O. Lampert, Director — Date	

REFERENCE

1. **ATTACHMENTS – None Noted**

2. **OTHER – None Noted**

I. PURPOSE

A. Review of Case Management Manual. The purpose of this policy and procedure is to provide for an effective plan to ensure that the Wyoming Department of Corrections (WDOC) Case Management Manual (CMM) is reviewed and updated on an annual basis.

II. POLICY

A. General Policy. It is the policy of WDOC that case management staff use a case management manual for specific direction regarding the principles and practices of case management, in accordance with WDOC Policy and Procedure #4.102, *Case Management*.

B. Review and Update. It is the policy of WDOC that designated staff shall be responsible to review and update the case management manual on an annual basis.

III. DEFINITIONS

A. Case Management Manual (CMM): A resource manual which provides specific direction regarding the principles and practices of case management. The CMM is primarily used by WDOC case management staff responsible for documenting and identifying an offender's needs, institutional adjustment, custody level, recommended placement and possible parole consideration.

IV. PROCEDURE

A. Review Schedule. The Case Management Manual (CMM) shall be reviewed and updated every twelve (12) months by appropriate staff to reflect changes from the prior year. The schedule for review shall begin October 1st of each calendar year. The review shall be for a period of 60 days, ending on December 1st. From December 1st through December 31st, the master version shall be finalized and posted by the Prison Division Reentry Program Manager on the intranet within the first week of January every calendar year.

B. Review Procedures

1. Each assigned position in this policy is required to review and make changes to an electronic version of their identified section and submit to *Prison Division Deputy Administrator for Support Services*, who shall maintain the CMM master version.

2. On October 1st of each year the *Prison Division Deputy Administrator for Support Services* shall e-mail out the electronic version of the CMM and notify all assigned positions of the deadlines.

3. Each identified staff member shall thoroughly review and update their assigned section(s) including associated forms and appendices to appropriately reflect any changes to their assigned area. Information must be completely updated and shall be submitted within the timeframes specified in Paragraph IV.A.

4. Each year, the updated CMM shall be posted on the WDOC Intranet within the manuals section. The final version (not PDF) shall be stored with the *Prison Division Deputy Administrator for Support Services*. The annual revisions shall be compiled into one complete electronic copy (PDF file) and posted onto the Department's intranet site under the manuals section by the Prison Division Reentry Program Manager.

C. **Section Assignments.** Staff shall be responsible to complete revisions and updates in their respective fields noted by each section below to include appendices/forms. Work assignments may be designated by appropriate Administrator or Deputy Administrator.

1. **Preface –** *Prisons Program Training Manager and Reentry Program Manager*

2. **Introduction** – *Prison Division Deputy Administrator for Support Services (all topics below)*:

i. The Principles of Effective Correctional Intervention

ii. Five Dimensions of Effective Case Management and Supervision

iii. Successful Case Manager and Agent Characteristics

3. **Intake For Prisons and Field Services**

i. Prison Division WMCI & WWC – *Housing Managers of WMCI & WWC*

ii. Field Services Division – *Field Services Deputy Administrators*

4. **WDOC Assessment Tools**

i. Assessment Overview – *Treatment Program Manager*

ii. Pre-Sentence Investigation (PSI) Report – *Field Services Administrator*

iii. Offender History Report – *Field Services Deputy Administrator*

iv. Addicted Offender Accountability Act (AOAA) Program – *AOAA Coordinator & CEC Contract Monitor*

v. COMPAS – *Treatment Program Manager, Prisons Program Training Manager & Field Deputy Administrator* (COMPAS Core & Reentry)

vi. TCUDS II TCU Drug Screen II – *Treatment Program Manager*

vii. URICA – *Treatment Program Manager*

viii. Medical and Mental Health Screening and Assessment (Inmates Only) – *Health Services Manager*

ix. Education Screening and Assessment (Inmates Only) – *Education Program Manager*

x. Psycho-Educational Evaluation (Inmates Over 22) – *Education Program* Manager

xi. Classification (Inmates Only) – *Classification Manager*

5. Individualized Case Plans and Case Management Practices

i. Case Planning – *Treatment Program Manager & Prisons Program Training Manager* (Prisons Section) & *Community Based Programs Manager & District 2 Supervisor* (Field Services Section)

ii. Case Notes – *Prisons Program Training Manager* (Prisons Section) & *Field Agent* (Field Services Section)

iii. Release and Use of Confidential Information – *Deputy Director & Policy and Planning Manager*

iv. Wyoming Felony Sentence Calculations – *WWC, WSP and WMCI Records Personnel*

v. Good Time Calculations – *WWC, WSP and WMCI Records Personnel*

6. Programs and Treatment Services

i. Health Care Services (Inmates Only) – *Health Services Program Manager*

ii. JET: Joint Reentry Team – *Health Services Program Manager and Contract Mental Health provider.*

iii. Process for Clearing Inmates for Transfer to WHCC Boot Camp – *Health Services Program Manager*

iv. Cognitive Behavioral Interventions – *Treatment Program Manager* and *Prisons Program Training Manager* (Prisons Section) & *Field Services Deputy Administrator* (Field Services Section)

v. Sex Offender Treatment and Supervision – *Treatment Program Manager* (Prisons Section) & *AOAA Coordinator* (Field Services Section)

vi. Substance Abuse Treatment - *Treatment Program Manager*

vii. Outpatient/Intensive Outpatient Substance Abuse Treatment (Inmates Only) – *Treatment Program Manager*

viii. Intensive Treatment Unit (ITU) – In Prison Programs (Inmates Only) – *Treatment Program Manager*

ix. Co-Occurring (Dual Diagnosis) Treatment Services (Inmates Only) – *Health Services Program Manager & Treatment Program Manager*

x. Casper Reentry Center Therapeutic Community Treatment Program (CRC-TC) (Inmates Only) – *Treatment Program Manager*

xi. Youthful Offender Program (Boot Camp Inmates Only) – *Prisons Program Training Manager*

xii. Community Substance Abuse Programs – *Field Services Administrator.* (Includes Substance Abuse, Mental Health, Sex Offender Treatment, Dual Diagnosis, Drug Courts)

xiii. Intensive Supervision Program (ISP) – *Community Based Programs Supervisor*

xiv. Educational Programming (Inmates Only) – *Education Program Manager*

xv. Victim Notification Program – *Victim Services Coordinator*

xvi. Motivational Interviewing – *AOAA Coordinator, ACC Coordinator & Prisons Program Training Manager*

xvii. Interstate Compact (Probation and Parole) – *Interstate Compact Manager*

xviii. Interstate Compact (Prisons) – *Classification Manager*

xix. Correctional Industries – *Correctional Industries Program Manager*

xx. Employment Opportunities for Inmates – *Education Program Manager and Reentry Program Manager*

xxi. Anger Management – *Prisons Program Training Manager*

7. Reentry: Traditional and Enhanced Case Management

i. Understanding Reentry - *Reentry Program Manager & Community Based Programs Manager*

ii. Resources Specific to Reentry - *Reentry Program Manager & Community Based Programs Manager*

iii. Pre-Release Curriculum – *Reentry Program Manager & Education Program Manager*

iv. Adult Community Corrections (ACC) – *ACC Coordinator*

8. Board of Parole – *Deputy Director of Parole Board*

i. Parole Summary – *Prison Division Deputy Administrator for Support Services*

9. Quality Assurance

i. Institutional Case Management Audits – *Treatment Program Manager & Prisons Program Training Manager*

ii. Cognitive Behavioral Intervention Quality Assurance – *Treatment Program Manager & Field Services Deputy Administrator*

~~iii.~~ Change Companies Interactive Journals – *Prisons Program Training Manager*

iv. Enhanced Case Management Case Reviews – *Reentry Program Manager and Community Based Programs Supervisor*

v. Intermediate Outcome Measures – *Treatment Program Manager*

10. General Resources – *Reentry Program Manager*

V. TRAINING POINTS

A. Who is responsible for the master version of the CMM?

B. What is the frequency of the revisions to the CMM?

C. What date do the revisions begin for assigned staff positions?

D. When does the final version of the CMM post to the Intranet?

E. Who is responsible for revising the sections of the CMM?