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Overview of Case Management	ACA Standards: 2-CO-4B-01, 4-4126, 4-4299, 4-4435, 4-ACRS-5A-02, 4-ACRS-5A-05, 4-ACRS-5A-07, 4-ACRS-5A-13, 4-ACRS-5A-15		
Robert Patton, Director Oklahoma Department of Corrections	Signature on File		

Overview of Case Management

Case manager functions within the Department of Corrections (DOC) include appropriate and timely classification of all offenders, providing crisis intervention, work assignments, programmatic activities, managing behavior, developing open communication between staff and offenders, assistance with reentry, and assisting with facility operations and offender development. Other functions consist of documenting and communicating any behavior that would present a risk to the facility, staff, other offenders or the public to ensure appropriate action is taken to safeguard the department’s mission. (2-CO-4B-01, 4-4299, 4-4435, 4-ACRS-5A-07)

I. Offender Accessibility to Case Management Staff

Facilities will have scheduled case management coverage a minimum of five days per week.

Case managers will be assigned work hours as determined by the facility head/district supervisor to allow for offender accessibility compatible with the role of case management and facility need, in accordance with [OP-030101](#) entitled “Unit Management Overview and Major Objectives.”

II. Responsibilities of Case Management Staff (4-4126, 4-4299, 4-ACRS-5A-07)

Case manager responsibilities/duties will include:

- A. Developing individualized accountability plans, as documented on the “Adjustment Review” form ([DOC 060203A](#)) to address identified needs of the offenders on their assigned caseloads. (4-ACRS-5A-02, 4-ACRS-5A-05)
- B. Responding to all inquiries in regard to those offenders on their assigned caseloads.

- C. Participating in the facility and unit orientations of newly assigned offenders and ensuring offender awareness of available programs.
- D. Maintaining a current list of offenders assigned to their caseload. The listing will include information critical for the proper classification and management of the offender in accordance with this procedure. This will be submitted monthly to the unit manager.
- E. Participating in the offender disciplinary process.
- F. Encouraging active participation in programmatic activities and ensuring appropriate referrals. Case managers may function as program providers as a means of ensuring a variety of programmatic opportunities are available to the offender population. (4-4126)
- G. Appropriate classification of offenders on their caseload.
- H. Awareness and knowledge of classification procedure revisions, additions, or deletions, and implementation of revised procedures as they become effective.
- I. Ensuring offenders are appropriately classified and appropriate transfer packets are submitted in accordance with [OP-060104](#) entitled "Community Corrections Assessment", [OP-060204](#) entitled "Offender Transfers", [OP-060102\(F\)\(M\)](#) entitled "Female/Male Initial Custody Assessment Procedures" and [OP-060103\(F\) \(M\)](#) entitled "Female/Male Custody Assessment Procedures."
- J. Reviewing offender progress at least once a month and documenting the review in the case notes section of the Offender Management System (OMS). (4-ACRS-5A-05)
- K. Facilitating offender reentry according to procedures outlined in [OP-060901](#) entitled "Pre-Release Planning and Reentry Process." (4-ACRS-5A-13)
- L. Regarding female offenders, pursuant to the Department of Human Services Administrative Rules 340:75-3-400 entitled "Reports of Child Abuse and Neglect with Specialized Protocols," within 30 days of learning that an offender is pregnant (via receipt of a copy of the "Pregnant Offender Guidelines" MSRM Form 140106-01), the offender's case manager will notify the Oklahoma Department of Human Services (DHS) via the statewide hotline, 1-800-522-3511.
 - 1. The case manager will provide the hotline operator with the offender's first and last name, DOC #, the fact that the offender is

pregnant and her current facility location. No other information will be provided to the hotline operator.

2. The case manager will then document this notification in a case note on the Offender Management System (OMS). The case note will include the date and time notification to the Department of Human Services was made, the name of the DHS operator, and the current housing location of the offender.
3. A copy of the "Pregnant Offender Guidelines" (MSRM Form 140106-01), will be filed in Section III of the offender's field record pursuant to [OP-060212](#) entitled "Maintenance and Access of Offender Records."

III. Offender Case Note Report

A. Maintenance of Case Note Reports

All case managers will maintain "Case Notes" on each offender assigned to them with a minimum of a monthly entry in the Offender Management System (OMS). If the offender is away from the facility for more than a month (i.e., court, etc.); a case note will be made each month to reflect his/her continued absence.

1. All contacts/discussions/interviews/classification actions between the case manager and the offender will be recorded in the case notes to include current eligibility dates and packet submission, changes in earned credit levels and disciplinary actions, offender progress toward case plan compliance, reentry, and overall adjustment to incarceration.
 - a. Case notes should also contain other significant information such as death/illness in the offender's family, marital/family issues and other social contacts.
 - b. A case note entry will be made on OMS documenting pertinent information relating to the offender and /or contact made by the case manager with the offender at a minimum of once each month. "Cut and Paste" case notes from month to month are not acceptable.
2. When an offender transfers to another facility or another case manager, paroles, discharges, etc., the case manager will enter termination summary remarks. The remarks should include a brief description of the offender's progress, problems, concerns, or recent developments which a subsequent case manager or probation and parole officer may need to address. (4-ACRS-5A-15)

B. Completed Case Note Reports

Printed case note reports will be maintained in section four of the offender's field file.

IV. Supervision

The facility head will ensure that the case manager IV and unit managers meet with case management staff at least quarterly to discuss and provide training concerning statewide classification issues, statewide and facility procedural changes and facility level case management issues.

V. References

Policy Statement No. P-060100 entitled "Classification and Case Management of Offenders"

OP-030101 entitled "Unit Management Overview and Major Objectives"

OP-060104 entitled "Community Corrections Assessment"

OP-060102(F)(M) entitled "Female/Male Initial Custody Assessment Procedures"

OP-060103(F)(M) entitled "Female/Male Custody Assessment Procedures"

OP-060203 entitled "Adjustment Review"

OP-060204 entitled "Offender Transfers"

OP-060212 entitled "Maintenance and Access of Offender Records"

OP-060901 entitled "Pre-Release Planning and Reentry Process"

VI. Action

The administrator of Classification and Population is responsible for compliance with this procedure.

The associate director of Field Operations is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-060101 entitled "Overview of Case Management" dated July 9, 2013

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Distribution: Policy and Operations Manual
Department Website

Referenced Forms

Title

Location

[DOC 060203A](#)

"Adjustment Review"

[OP-060203](#)

