



Standard Operating Procedures

Reentry Case Management

VERSION 1

Send Comments / Questions / Clarifications To:

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Reentry Case Management Summary

The purpose of reentry case management is to utilize evidence-based practices¹ to connect medium to high-risk felony offenders, high-risk misdemeanants, and sex offenders with community resources in order to reduce the likelihood of re-offense and recidivism back into prison or jail.

Increasing public safety and community well-being by increasing linkages to treatment, housing, employment, and basic service supports are the key factors that this pilot program will be evaluated on.

The reentry case manager works with DOC to coordinate the pre-release and post-release access of services for individuals who are transitioning from DOC institutions into the community.² The case manager draws from the services and supports in the community to help meet the needs of individual reentrants. The reentry case manager will:

1. Coordinate pre-release planning efforts with institutional and field probation officers and identified community providers.
2. Provide case management services for an active caseload of up to 40 individuals releasing from DOC facilities across the state.
3. Share aggregated information about reentrant needs with the local reentry coalition coordinator and coalition members to enhance and expand access to transitional supports such as housing, employment, and treatment.
4. Collect and monitor participant specific data to assess short and long-term participant outcomes.

Introduction

The 5 Practice Areas of Reentry Case Management

1. Connect with reentrants: (A) pre-release and (B) post-release.
2. Utilize risk assessments and R-N-R principles to (a) assess the community supports needed, (b) create a transition plan using those risk assessments, and (c) communicate regularly with DOC staff to continue to provide the appropriate wrap-around services in the community.
3. Participant Services, Non-financial
4. Participant Services, Financial Assistance
5. Plan for aftercare

Approach

The following practice standards were developed during the initial implementation of reentry case management services through funding provided as part of SB91 to the Division of Behavioral Health, Department of Health and Social Services. Continued review and updates to this approach are provided by the:

- Division of Behavioral Health, Department of Health and Social Services;
- Department of Corrections;

¹ The Alaska Community Reentry Program, Version 3, September 2017 (p.34)

² The Alaska Community Reentry Program, Version 3, September 2017 (p.19), with minor edits to language in numbered bullet point 4.

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- Reentry case managers as part of the DBH grant;
- Alaska Criminal Justice Commission;
- Alaska Mental Health Trust; and
- Reentrants receiving reentry case management services (via recidivism reduction funding).

The basis for the reentry case management approach reflects a growing consensus about what works to assist individuals within the criminal justice system to remain actively engaged within their communities.

How to use this document

Audience

This document was created as an in-depth resource for DBH reentry case managers, referred to in this document as case managers, utilizing DBH Recidivism Reduction funding.

Case managers should view this document as a detailed follow-up to the Alaska Community Reentry Manual, which provided an overview of reentry coalition and case management work.

This document may be revised. Revisions will be noted in section [IX. Release Versions](#).

There are two sections in this document that are intended to quickly assist case managers working both inside of DOC institutions and out in the community:

- The [Frequently Asked Questions \(FAQ\)](#) section is updated regularly with questions case managers have had in their work to implement case management across the state.
- The [Quick Start Guide](#) provides a checklist for new reentry case managers.

Purpose

During implementation of the case manager program, feedback was received about the need for the following:

- a) An in-depth guide that reentry case managers could refer to for program policies, procedures, and practices; case management requirements; documents and software instruction; and performance and quality improvement measures;
- b) A standardized reentry case management process across the state of Alaska to encourage consistency and fidelity to evidence-based methods;
- c) A document that can inform new hires about the methods and practices that should be utilized by reentry case managers; and
- d) A document that could be shared with other stakeholders interested in DBH reentry case management.

Document Sections

This document is separated into seven sections:

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I. Policies, Procedures, and Practices

This section contains information about how the program should function, the role of case managers, and the responsibilities that case managers are responsible for fulfilling.

II. DBH Reentry Case Manager Requirements

This section discusses the types of training case managers need to complete, and where case managers can find updates about new training opportunities.

III. Performance and Quality Improvement

This section contains information about how the program may be evaluated; including how case managers will be evaluated for effectiveness and fidelity to the program structure, and the methods and structure in place for continual program improvement.

IV. Required Participant Paperwork, DOC documents, & Case Management / Referral Software

This section contains information about the documents used for reentry case management, the types of tracking systems used.

V. Participant Tracking and Outcome Documents

This section covers two areas related to program outcomes:

- Participant service supports billed to grant money and used to provide services for reentrants; and
- Aggregate participant information by location.

VI. Training Resources

This section contains step-by-step instructions for using AKAIMS and the ACOMS reentry case management module.

VII. Addendum

This section includes a *Quick Start Guide*, *Frequently Asked Questions (FAQs)*, media guidelines, and a professional code of conduct section.

VIII. Forms

This section includes the following forms: (1) incident reporting form, (2) media contact form, and a (3) standard operating procedures form.

IX. Release Versions

This section is updated with the draft and final version release dates and version numbers.

Common Terms

Below is a list of common terms and acronyms that are used throughout this document in reference to reentry case management. A full list of community reentry terms and acronyms can be found in the Alaska Community Reentry Program Manual, V3 pgs.6-9.

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Term / Acronym	What it stands for
AK Community Reentry Manual	A document that talks about reentry coalition and case management initiatives across the state
Community Reentry	Support services and programming that occurs in the community and is geared towards assisting individuals who have been involved with the criminal justice system
DBH Reentry Case Manager (case manager)	A case manager that works with offenders 90-days prior to release and continues to assist them for six-months, post-release in the community. DBH Reentry Case Managers are responsible for working within a specific, evidence-based program structure
Offender	An individual who is currently incarcerated at a Department of Corrections (DOC) facility
Reentrant	An individual who has been released from a DOC facility and is transitioning back to living in the community as a law-abiding resident
Participant	An individual who is receiving services from the DBH reentry case manager and is a part of the case management program
Institutional Probation Officer (IPO)	An institutional probation officer is a DOC employee who provides supervision to offenders within DOC institutional facilities
Probation Officer (PO)	A probation officer is a DOC employee who works in the community and supervises DOC offenders who have been released on electronic monitoring, furlough, or probation/parole
Community Residential Center (CRCs)	A community residential center is a DOC funded facility that houses and provides supports for individuals within the correctional system. Individuals may be on furlough, parole, probation, or be a confined misdemeanor or restitution placement.
Furlough	Individuals on community custody who reside at the CRC while completing their sentence.

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I. Policies, Procedures, and Practices

Program Participant Eligibility

The DBH reentry case management program has a target population of medium to high-risk felony offenders, high-risk misdemeanants, and sex offenders (regardless of risk). Medium to high-risk non-sex offender felony offenders and high-risk misdemeanants should be identified by utilizing the risk assessment score, provided by DOC.

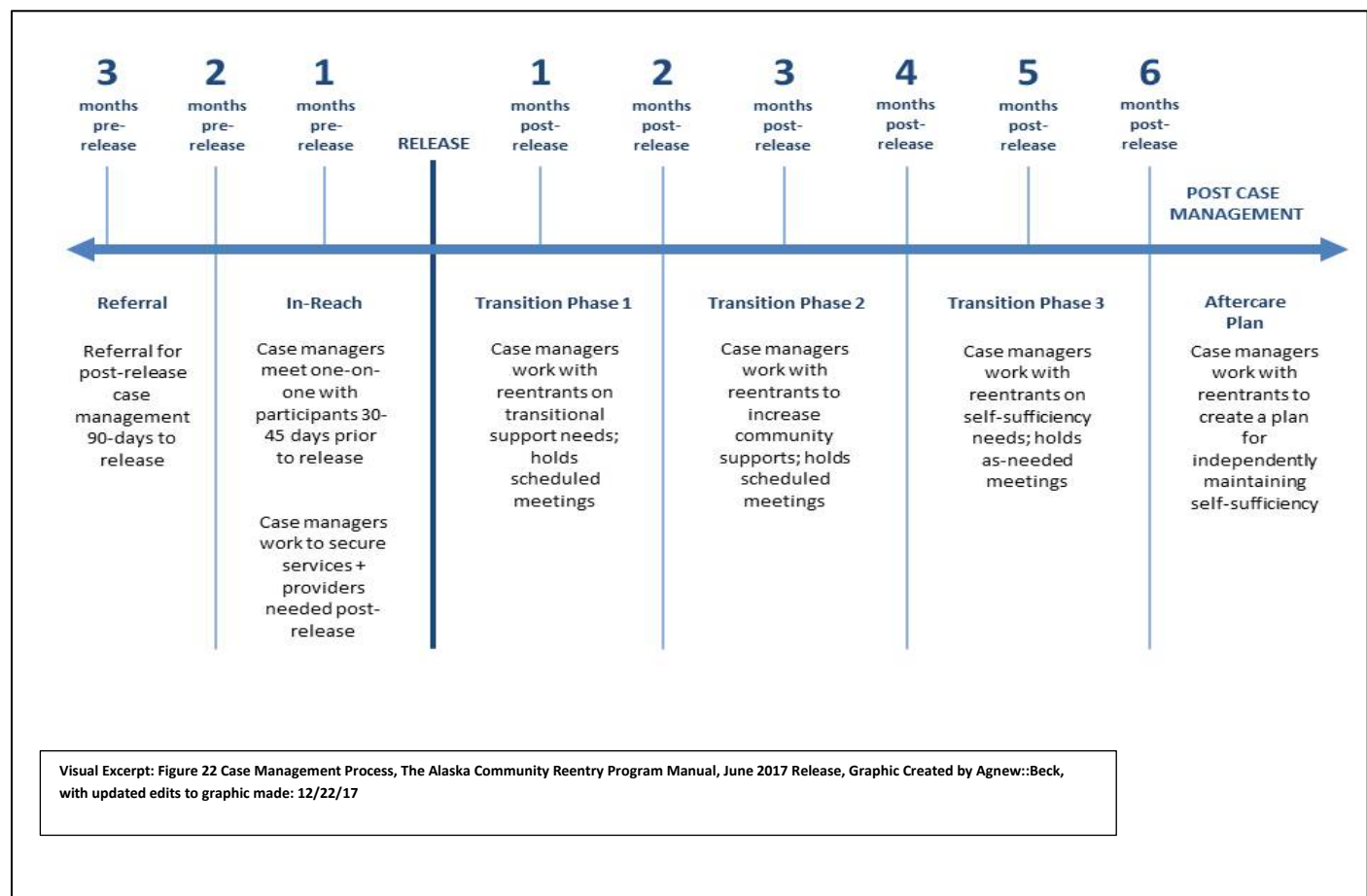
Program Structure

The reentry case management program is intended to be a six-month (post-release), transitional program that connects program participants to a reentry case managers who links participants to services in the community.

Referrals for the program for pre-release are expected 90-days prior to release.

One-on-one in-reach meetings between reentry case managers and offenders will be made 30-45 days prior to release, while the participant is still an offender under DOC custody at an institution or jail.

The graphic below shows the full case management process starting at pre-release and ending with an aftercare plan.



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There are three transitional post-release “phases” of the program. An aftercare plan is created prior to discharge from the program. Each phase has its own “transition plan,” which builds off of the reentrants original DOC Release Plan.

Case Management “Transitional Plans”

Transition Plan 1: Months 1 + 2

- Case managers work with reentrants on transitional support needs; holds scheduled meetings

Transition Plan 2: Months 3 + 4

- Case managers work with reentrants to increase community support needs; holds scheduled meetings

Transition Plan 3: Months 5 + 6

- Case managers work with reentrants on self-sufficiency needs; holds as-needed meetings

Aftercare Plan: After Program Discharge

- Case managers work with reentrants to create a plan for independently maintaining self-sufficiency

Transition Plan 1

(Months 1-2)

Transition Plan 2

(Months 3-4)

Transition Plan 3

(Months 5-6)

Aftercare Plan

After Program Discharge

Visual Excerpt: Figure 22 Case Management Process, The Alaska Community Reentry Program Manual, June 2017 Release, Graphic Created by Agnew::Beck, with updated edits to graphic made: 12/22/17

The aftercare plan should occur prior to discharge from the program and can occur during any of the phases listed above.

The program structure for reentry case management occurs in four stages:

- the referral stage
- the pre-release stage
- the post-release stage
- the discharge and aftercare stage

The Referral Stage

Referrals for this program should primarily come from institutional probation officers (IPOs) who utilize a checkbox within DOC’s ACOMS system to identify offenders who have an interest in receiving case management services and have signed DOC’s release of information (ROI) form.

Referrals will be made to case managers 90-days prior to release.

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ACOMS referrals

DOC Institutional probation officers (IPOs) will make referrals for case management services through their ACOMS dashboard. These referrals will be automatically updated into a separate waiting list that case managers will have access to via log-in and password credentials.

Case managers will be responsible for checking the reentry waiting list daily to access referral information by logging into <https://xtr.correct.state.ak.us/acoms/>.

More information about the structure of the waiting list, as well specific step-by-step visuals and explanations can be found in section [VI. Training Resources](#).

The volume of requests for DBH reentry case management services was estimated using DOC data about the number of releases to the areas of Anchorage, Fairbanks, the Mat-Su, and Juneau for individuals who are within the program's target population. The volume of requests is predicted to exceed program resources, and it is expected that areas of prioritization for individuals placed on caseloads will occur based off of the following criteria:

- The type of criminal conviction, i.e. felony vs. misdemeanor;
- The housing status of an individual in need of services, i.e. homeless vs. non-homeless; and/or
- The number of support service areas requested.

As this program is new, and in a pilot period, it is expected that establishing a consistent referral link from DOC pre-release to case managers across the state may take time. In order to ensure that resources for this program do not lapse, case managers are encouraged to work with DOC probation officers or community providers to identify individuals who:

- Fit the target population as stated under "program participant eligibility;"
- Are within 6 months of release from a DOC facility; and
- Are in need of multiple support services.

The Pre-Release Stage

The pre-release stage refers to offenders who are currently incarcerated at a DOC institution.

Participant Plans and Releases of Information (ROIs)

The following forms and documentation are required in order for case managers to begin working with participants pre-release:

- A copy of the **offender release plan** (also referred to as the offender management plan)
- A copy of the DOC **Release of Information (ROI)**

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- A completed ROI should have the case manager's name and organization in order to be valid. If the offender's release location changes and a transfer of the case needs to be made to another case manager in another location, a new ROI will need to be signed with the new case manager's name and organization.

30-days prior to release an updated offender release plan will be generated by the IPO and will be available automatically to case managers through the reentry waiting list.

In-reach


In-reaches should occur 30-45 days prior to release.

An in-reach for this program refers to a one-on-one meeting with offenders who have been referred by DOC **and** that have been placed on a case manager's caseload. The in-reach gives an opportunity for the offender and the case manager to meet each other and discuss program requirements and support service needs.


The method by which an in-reach is conducted (i.e. in person, over the phone, or via video conferencing) depends on the location of the offender, the location of the case manager, and the technological abilities of the DOC institution.

How to Schedule an In-reach

1. **Log-in to the ACOMS reentry waiting list** and find the location column for the offender you are trying to schedule an in-reach for. The location column will tell you the DOC facility where the offender is located.

 **TIP:** The information in the ACOMS module will update automatically any time the IPO makes any changes to the information within the columns.

2. **Use the contact list for the DOC single points of contact** to schedule an in-reach at the facility where the offender currently resides.

 **Please Note:** If you are scheduling an in person in-reach your meeting may rescheduled by DOC correctional staff. Please be respectful of DOC staff and adhere to the directives given by DOC staff while you are within DOC institutions.

Case managers have two primary objectives while attending the in-reach:

- Identifying the offender's key needs to be addressed, as well as the offender's goals, interests, and future plans upon release.

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- Establishing a professional connection that can be further developed post-release in order to create a comprehensive transition plan of care.

Here are some examples of what could be discussed during an in-reach:

- The AKAIMS profile intake form – this allows you to get important demographic information that can be input into AKAIMS; and/or
- The reentry case management program and the long-term goals of the offender once released back into the community. Goals should be documented from the offender's perspective.

Here are some common questions offenders might ask during an in-reach:

- What services can case management offer?
- What do I have to do to get services through case management? What is the time commitment?
- What happens if I decided I don't want case management anymore? Could that impact my parole or probation?
- How long is the program?

The Post-Release Stage

The post-release stage starts when an offender is released from an institution back into the community.

The work that case managers complete inside, including gathering information and making support service connections, will continue once the reentrant is out in the community.

Orientation

Case managers should be ready and prepared to meet with reentrants once they release back into the community. This may include meeting reentrants at the local parole or probation offices, or if transportation resources are available, asking the reentrant to meet at a social service agency.



Often, reentrants referred for case management services do not have accessible, consistent transportation. Case managers should expect to travel to the local probation office for orientation.

During orientation, reentrants should complete any case management agency ROIs needed, the *behavioral contract*, and the *transition plan* for phase 1 (T1) should be finalized with the reentrant. Information can either be gathered verbally and transcribed on the *Client Intake Profile form*, and then later entered into AKAIMS, or entered directly into AKAIMS while engaging with the reentrant.

If case managers are providing monetary supports to reentrants, it is important that the orientation establishes what services the reentrant will be receiving, as well as how often the reentrant should be checking in with the case manager.

In addition, there are three very important statements that need to be made at this meeting. You can personalize these statements, but there needs to be clarity behind the intention of the statements.

A Statement about Confidentiality

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If you report to me that you have violated the conditions of your release, that you are planning on hurting yourself or others, or that you are going to commit a crime, I will report this information.

The intention of the statement: There are certain conditions in which we will report to law enforcement or your supervising parole / probation officer and we want you to know this upfront.

A Statement for Individuals on Probation or Parole

Your probation officer and I work together to get you the services that you need. You may be asked to have a meeting with providers that work with you to address issues or barriers. We call this meeting a wrap-around meeting.

The intention of the statement: Helping you to succeed is a team effort. If we see that you need additional help, we are going to bring the right folks together so that we can hear from you what you need to be successful in the community.

A Statement about the Program Being Voluntary

Your participation as part of this program is voluntary. If at any time you decide to opt-out you can. When possible, please let us know that you no longer wish to receive case management services, so that we can use reentry resources for new participants in need of support services.

The intention of the statement: This is not a mandatory program.

Front-loading Services

Research from meta-analysis collected about criminal justice reform work across the country has shown that frontloading services for reentrants can reduce recidivism.

Front-loading services includes doing the following immediately post-release:

- Utilizing risk scores to match services / service intensity;
- Identifying the criminogenic needs of the individuals coming out into the community and matching services to account for those needs; and
- Ensuring that services, such as housing, treatment, and basic assistance are administered early and in a way that is responsive and appropriate to accommodate different learning styles.

Service Intensity

Service intensity refers to the level of individualized support provided for program participants while out in the community. Service intensity can also help to determine the amount of contact that a case manager should have with a participant.

Important factors to consider when determining service intensity for this program are:




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- The number of service supports needed by the participant, including emergency support services such as housing, treatment, and access to food and medical treatment;
- The level of risk for recidivism, as determined by DOC risk assessments;
- The severity of the conviction, (i.e. misdemeanor or felony);
- The criminal history of the participant, (i.e. is this a first offense or does the participant have a history of criminal involvement);
- The amount of time since the most recent conviction, (i.e. does the participant have multiple convictions that happened recently [within the last 3 years]); and
- The length of time the participant was most recently incarcerated (i.e. longer periods of time, may reflect more serious convictions and lead to a participant needing extra supports to get acclimated back into the community).

The following table can be used as a guide for the intensity and duration of case management meetings. Case managers should feel comfortable utilizing transition plans, feedback from DOC probation officers, discussions with the reentrant, and the factors above in tailoring the amount of contact to best support the needs of the participant.

Transition Phase	LSI-R Score Range*	Minimum suggested case management contacts
T1	Medium	Face-to-face contacts at least weekly
	Medium-High	Face-to-face contacts multiple times a week
	High	Face-to-face contacts multiple times a week, with shorter check-ins for housing and employment outcomes
T2	Medium	At least two face-to-face contacts a month
	Medium-High	At least four face-to-face contacts a month
	High	Face-to-face contacts multiple times a week, with shorter check-ins for housing and employment outcomes
T3	Medium	At least one face-to-face contact a month
	Medium-High	At least two face-to-face contacts a month
	High	At least four face-to-face contacts a month
Discharge and Aftercare		
<p><i>* if the participant is a sex-offender or homeless, you should consider using the suggested contacts for high-risk individual; if by transition phase three (3) you still have an individual in need of housing assistance, you should consider increasing the number of contacts to better assist the reentrant with locating permanent housing supports</i></p>		

The Discharge and Aftercare Stage

Discharge

When a participant is removed from the case manager's caseload, a specific discharge process must be followed. Participants are officially discharged through AKAIMS and the ACOMS reentry list.

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More information about [how to discharge participants through AKAIMS can be found here](#). Additional information about [how to discharge participants through the reentry waiting list can be found here](#).

The discharge codes utilized for AKAIMS and the ACOMS reentry case management referral module have the same “discharge” headings. AKAIMS, though, has more specific discharge options listed.

Case managers should carefully review each discharge option to ensure that the right discharge code is chosen.

By identifying the correct discharge, confusion can be eliminated about why certain participants did not complete the program. Discharge information may be used by the State to evaluate the effectiveness of the program.

Here are the discharge headings (found in the ACOMS reentry case management referral system) and the AKAIMS individual discharge types.

	ACOMS reentry case management referral module	AKAIMS discharge options
Heading	Administrative Removal	RP – Admin. Removal – Reentrant has been pardoned or sentence has been suspended RP – Admin. Removal – Reentrant has died RP – Admin. Removal – Reentrant has had parole/probation revoked for reasons other than those identified as “Program Non-Compliant” RP – Admin. Removal – Reentrant has moved in-state to a location without a Reentry Case Manager RP – Admin. Removal – Reentrant has moved out-of-state RP – Admin. Removal – Reentrant was removed from caseload by probation officer (but is otherwise in compliance) RP – Admin. Removal – Reentrant release date has changed
	Cooperative Discharge The reentrant completed the six-month program in compliance with the program requirements.	RP – Program Complete – Cooperative Discharge <i>The participant completed the current program in one program “cycle” with some disruptions for PTRPs.</i> RP – Successful Program Complete – Cooperative Discharge <i>The participant completed the current program in one program “cycle” with no DOC disciplinary actions taken.</i>
	Participant Opt-Out After In-reach	RP – Participant Opt-out
	Participant Opt-Out Before In-reach This discharge is the only discharge from the list that is ACOMS specific	NO DISCHARGE EXISTS FOR THIS IN AKAIMS

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	and not in AKAIMS. Participants are not input into AKAIMS as part of a case manager's caseload until after in-reach; therefore, participants who opt-out of case management prior to an in-reach will only need to be discharged in the ACOMS system and not in the AKAIMS system.	
	Program Non-Compliance	RP – Program Non-Compliant – Reentrant is not in compliance with case management requirements RP – Program Non-Compliant – Reentrant recidivated

Aftercare

Participants of the case management program may be discharged, for various reasons, at any time in the program. Regardless of the reason for discharge, the case manager is responsible for connecting with the participant to ensure that efforts are made to create an aftercare plan, effective once the participant has been discharged.

The aftercare plan is located on a separate tab of the transition plan excel sheet document.

If a participant declines to participate in the creation of an aftercare plan, this should be noted as a reentry case note under the case management section in AKAIMS.

The aftercare column notes can reflect discharge circumstances that may make the creation of an aftercare unnecessary or difficult to do. Examples can include:

- Participant was unable / unwilling to be referred for aftercare services; or
- Participant was discharged due to return to prison or jail.

Participant Opt-Outs

The DBH reentry case management process is voluntary for program participants.

At any time in the process, participants can opt-out of the case management program and the case manager will be responsible for discharging the participant, if the case manager reached the in-reach stage with the participant.

In addition, when reentrants are out in the community, they can also opt-out of the program. When a participant opts-out of the program, monetary services provided through the case management program should end, and the case manager will need to complete an aftercare plan with the reentrant, if the reentrant agrees to have one done.

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II. DBH Reentry Case Manager Requirements

Hiring Requirements

DBH reentry case managers have specific hiring requirements as they will be accessing, collecting, and utilizing DOC participant information, once the appropriate ROI is in place.

Case managers will be responsible for properly accessing, storing, and entering important participant-level information. In addition, case managers will be working with several state stakeholders who have processes in place that must be followed.

The hiring requirements for this program are to ensure the following:

- Case managers are able to clear DOC background checks in order to have full access to DOC facilities, including institutions and jails;
- Case managers are aware of and agree to the DOC HR requirements, including PREA, confidentiality, ethical behavior standards, and DOC contractor responsibilities; and
- Case managers are aware of and agree to DBH grantee deliverable requirements around hiring, including HIPAA certification.

Below is the list of DOC HR forms that must be filled out and submitted to the Department of Corrections for review and approval.

- 6-202.01a
- 7-202.15a
- 8-PREA Employment Disclosure forms
- 9-Request for Clearance

The ACOMS case management reentry module is the pre-release participant referral system utilized by case managers to receive referrals, DOC ROIs, and DOC release plans from DOC IPOs within DOC institutions. Case managers are required to fill out the *ACOMS Access Packet* and submit those forms to the address below.

In addition, after submitting the forms to DOC and receiving confirmation of access to the ACOMS case management reentry referral module, the case manager will need to get fingerprinted at their local DOC institution or jail.

Submit forms to the following address:

The Department of Corrections
C/O Morgen Jaco, DOC Reentry Program Manager
550 West 7th Avenue, Suite 1800
Anchorage, Alaska 99501

Any questions about the hiring requirements of this grant should be directed to the DHSS Program Manager.

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Training Opportunities

Mandatory Trainings / Meetings

On-going training is an important piece of case management work. As programs are implemented, timelines shift, refinements are made, and objectives can be amended to better reflect community needs.

Bi-weekly Case Management Meetings

Attendance is required for the bi-weekly case management meetings hosted by the DBH Program Manager. The bi-weekly case management meetings are held using web-conferencing software and are intended to be “working meetings” where case managers share the challenges / successes that they are facing out in the field. Both DOC and DBH staff are available to receive feedback, create action items, and answer questions.

Agendas and notes are generated for most meetings and will be distributed, via email, to case managers and case management grantees.

HIPAA Training (including the HIPAA certificate)

HIPAA training is required for all reentry case managers prior to receiving case management referrals. HIPAA training is not by-passed by education or experience level, and is required of all DBH grantees working directly with participants.

After completing the training, case managers should save a PDF copy of their HIPAA certificate of completion and send it to the DBH Program Manager via email.

Security Training (DOC Institutions)

DOC requires that all reentry case managers take security training, provided through DOC, about appropriate behavior within DOC institutions.

This training may be institution specific or it may be training that pertains to all institutions. DOC has discretion over which training is offered.

Case managers will also need to fill out the DOC paperwork and agreements related to working within a DOC institution.

CM Professional Standards and SOP Agreement

Case managers are expected to work according to the reentry case manager code of conduct. This ensures that case managers understand the importance of professionalism and boundaries in their contact with program participants.

Case managers will need to sign and date that they have read the SOP, and will follow the guidance for professional standards as listed in the SOP. Case managers will then need to email the signed form to the DHSS Program Manager.

CM Notes & Participant Contact (AKAIMS)

Case managers should receive training on utilizing the AKAIMS software system to track participant demographic information and reentry case management notes.

Keeping consistent, accurate reentry case management notes is important for reentry case management work. All participant contacts – regardless of pre-release or post-release – should be tracked in AKAIMS.

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In addition, phone contacts and email exchanges should also be documented.

Reentry case management notes saved in AKAIMS should be professional, as they will become part of a participant record, reviewable by the State.

Boundary Training (Institutional / Field)

Maintaining professional boundaries with program participants is important; specifically, this will ensure that (1) the case manager is modeling appropriate behavior and social boundaries, and (2) that the case manager is not engaging in any behaviors which could be interpreted as inappropriate either by the program participant or by DOC institutional or field office staff.

Establishing trust with both DOC staff and program participants begins with clear, professional boundaries.

Case managers should carefully read the [Reentry Case Manager Professional Code of Conduct](#).

Case Manager Media Contact

It is not expected that case managers will have extensive media contact (within their role as a reentry case manager), as the work that they engage in should be primarily direct service related, with a focus on connecting program participants to services in the community.

Case managers should refer to the media contact portion of the SOP, located under section [VII. Addendum](#), for policies and procedures related to media contact.

Reoccurring training

As the case management program continues to be refined, additional training may be required of case managers.

The DHSS Program Manager will try to incorporate as many training opportunities within the context of the bi-weekly case management meeting as possible. However, if training is required outside of the bi-weekly case management meeting, the DHSS Program Manager will notify case managers via email the training dates, times, and method of delivery.

Case Manager Evaluations

Case manager evaluations will be performed by the DHSS Program Manager.

Evaluations will assess the case managers understanding and use of programmatic processes and will be used to monitor growth in challenge areas reflected as part of the evaluation. The case manager evaluation is not meant to replace the grantee or sub-grantee's own employee performance review.

The results of the case manager evaluation will be shared with the case manager and the grantee organization. Aggregated findings from the case manager evaluations may be used by the DHSS Program Manager to develop additional training and support opportunities for case managers across the state.

Case manager evaluations will be completed at least once prior to the end of a grant award cycle, with more frequent evaluations performed at the DHSS Program Manager's discretion.

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More information about case manager evaluations can be found under [III. Performance and Quality Improvement](#).

Targeted Outreach and Engagement

The primary focus of case management should be on establishing a caseload and working with other community providers to link reentrants with services.

In order to increase pre-release engagement with case managers; however, collaborative outreach efforts between local reentry coalitions and case managers is strongly encouraged.

Connecting participant-based work with broader reentry efforts can help to increase awareness of reentry case management and create community support for services and programs for reentrants.

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III. Performance and Quality Improvement

Case Manager Evaluations

To evaluate staff training needs, the following will be assessed by the DHSS Program Manager:

- Case managers understand and can describe the program's target population, eligibility criteria, and priorities. Program participants are correctly identified, using the eligibility and referral process described in [I. Policies, Procedures, and Practices](#), and that the target population is admitted to individual caseloads correctly.
- Case managers have appropriate experience and training in order to apply the program's targeting criteria and priorities consistently.
- Case managers are able to maintain positive, professional standards while interacting with DOC staff and with program participants in institutional or community settings.

Participant AKAIMS Data-tracking and Case Notes

- Participant information is entered correctly – completely and consistently – in AKAIMS, including:
 - **Profile**
 - **Intake**
 - **Admissions**
 - **Reentry Case Notes**
- Participant documents are filled out correctly – completely and consistently – and then scanned into AKAIMS, including:
 - **Behavioral contracts**
 - **Behavioral “wrap-around” contracts, when needed**
 - **DOC's ROI**
 - **Transition plans** (T1, T2, T3, and aftercare)
- Participant surveys were provided to participants at the following transition phases and were uploaded to AKAIMS:
 - **Transition Phase 1 – Release into the community**
 - **Transition Phase 2**
 - **Transition Phase 3**
 - **Discharge/Aftercare**
- DOC provided information is stored correctly in client folders or viewed online through protected systems, and utilized by case managers to identify the support services needed.

Participant Surveys and Feedback

Program participants are the focus of the work that happens in case management. Soliciting feedback from participants assists both the case manager and the program stakeholders in identifying gaps in the program.

Participant surveys should be provided to participants at the following transition phases:

- **Transition Phase 1**

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- **Transition Phase 2**
- **Transition Phase 3**
- **Discharge/Aftercare**

The goal of participant surveys is to allow reentrants to state, in their own words, what assistance they've received (or expect to receive) and what assistance they still need.

Participant surveys should be uploaded into AKAIMS once complete, as part of the participant's record in AKAIMS.

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IV. Required Participant Paperwork, DOC Documents, and Case Management / Referral Software

Participant Paperwork

- **AKAIMS Intake form**
- **Agency ROI**
- **Behavioral contracts**
- **Behavioral “wrap-around” contracts, (as needed)**
- **Transition plan(s)**
- **Participant survey(s)**

DOC Documents

- **DOC ROI**
- **DOC Release Plan**

Required for hard copy participant files

Hard copy participant files should be stored in a way that complies with HIPAA and Criminal Justice Information requirements.

- **DOC ROI**
- **DOC Release Plans**
- **Agency ROI**
- **Transition Plan print-outs, signed and dated by client / case manager**
- **Behavioral Contracts**
- **Behavioral “wrap-around” contracts**
- **AKAIMS Intake Form (*if filled out as a hard copy*)**

Required for AKAIMS digital participant files

Up to 25 documents can be uploaded to AKAIMS – including .pdf, .doc(x), .xls files. Digital uploads should be consistent and timely.

The DBH Program Manager will conduct participant file reviews regularly to ensure that the correct information is being uploaded.

- **DOC ROI**
- **Agency ROI**
- **Transition Plan (All phases, including aftercare)**
- **Behavioral Contracts**
- **Behavioral “wrap-around” contracts**

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Case Management / Referral Software

- **AKAIMS reentry module**
- **ACOMS reentry case management referral module**

V. Participant Tracking and Outcome Documents

The following are documents that have either (1) been utilized by case managers to track participant expenditures, or (2) been used by the DHSS Program Manager to assess program outcomes.

It is recommended that case managers familiarize themselves with the following documents:

- **The Case Manager expenditure document for clients (created by Marsha Oss), and**
- **The Case Management referral monthly excel document.**

Alternate methods of tracking and gathering participant information are acceptable, but the outcomes or information gathered (and included as part of the two documents above) will not change.

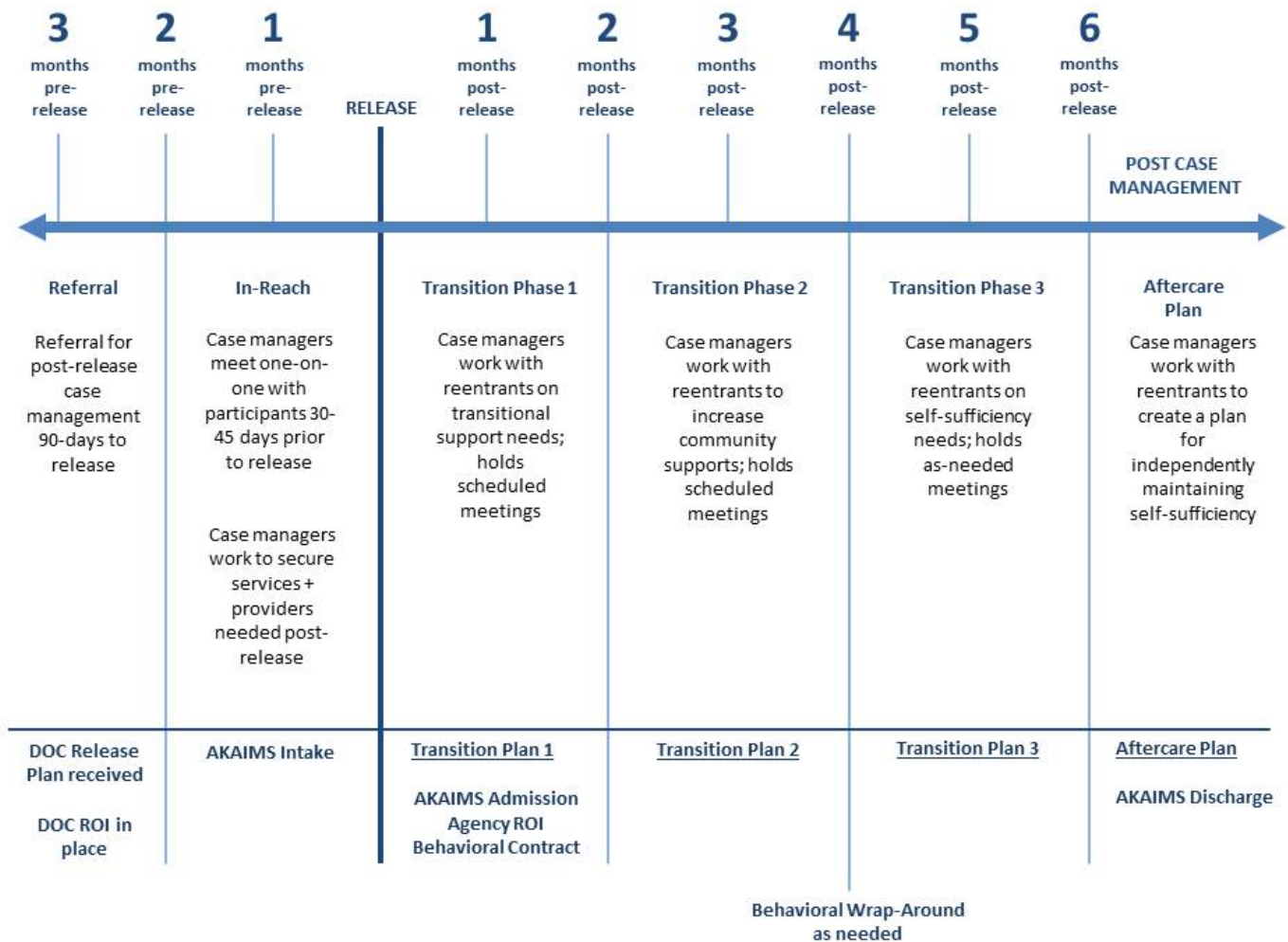
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VI. Training Resources

Documents Needed

Below is a visual showing the primary case management documents needed pre-release and each transition phase post-release.



The following pages contain AKAIMS
information in a 2-column,
landscape format.





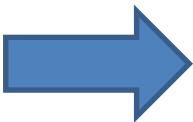
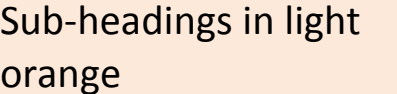
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AKAIMS

Written directions for this section contributed by Alysa Wooden,
Patrick Swiger, and Lisa Good

Symbols / Color codes used for the AKAIMS section

	This is a locator used for images that break across pages or columns, or are referenced in prior paragraphs.
	The red flag is used to denote a TIP, usually to assist with AKAIMS workflows or shortcuts.
	The green check box is used to denote important information.
	This box is used to spotlight and magnify small text used in a screenshot.
	Arrows are used to point to relevant information and are typically used to highlight screenshot information.
	Sub-headings highlighted in light orange are used to visually illustrate sections of the AKAIMS Therapeutic Courts module that are not currently utilized for the DBH reentry case management process.

Words in BOLD RED	Words in bold red represent the mandatory fields that need to be filled out in AKAIMS before leaving the screen.
 	Red shape outlines are used to highlight important information in a screenshot.

AKAIMS ACTION BUTTONS

The buttons within AKAIMS are used to perform an action within the AKAIMS system. The most common action buttons have been listed below.



The **CANCEL BUTTON** will cancel out any changes.



The **SAVE BUTTON** saves the page, **Can only save if all DARK Yellow Fields contains data**



The **FINISH BUTTON** saves the page and returns to the previous screen.



The **SIGN NOTE BUTTON** transfers your Unsigned Notes (or Work-in-Progress Notes) to a Signed Note field, which you cannot delete. *If you are unsure about a note, please do not SIGN it.*

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The **CLEAR BUTTON** will clear results generated from a client search.



The **GO BUTTON** will generate results for a client search.



The **NEXT BUTTON** moves to the next page in the module.



The **BACK BUTTON** moves to the previous page in the module.



The **RIGHT MOVER BUTTON** moves items from one mover box to another.



The **LEFT MOVER BUTTON** moves items from one mover box to another.

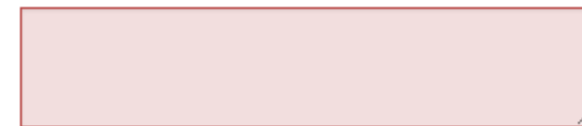
TYPES OF INFORMATION FIELDS IN AKAIMS

Blank, Dark Yellow Highlighted Fields

Fields that are highlighted dark yellow are required.



If you try to move onto another page or area of AKAIMS without filling out the dark yellow fields, you will be prompted to go back and fill in any field highlighted red by AKAIMS.

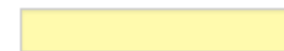


And a message will show at the top of the screen.



Canary Yellow Highlighted Fields

Fields that are canary yellow should be filled out, but are not required to have text. You will be able to SAVE, FINISH, or click another AKAIMS navigation link with these fields left blank.



Blank White Text Fields

Fields that are white are not required to be filled out – however, reentry relevant sections in AKAIMS should be filled out as much as possible with the information available.

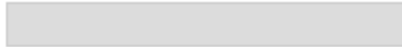


Gray Fields

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Fields that are gray cannot be filled out unless: (1) another field box is filled out that impacts the information for this field or (2) it auto populates from other areas in AKAIMS.



Calendar Date Fields

Dates can be typed into the text field (box) or the calendar icon (circled in red) can be clicked and the month, day, and time can be picked from the drop-down calendar.

Housing History Details

Start Date

Address Type **May 2017**

Address

Address

City

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Drop-down Fields

Drop-down fields are accessible by a “down-arrow,” which expand to provide more options – see the red circle outline. *Only one selection can be made from a drop-down field.*

The image below shows a sample of a drop-down menu.

Mover boxes

Mover boxes allow you to select NONE, one or multiple options (below is a sample of text being moved).

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Relation to Client
Significant Others
Spouse
Uncle(s)
Unrelated

Living with Client

Relation to Client
Aunt(s)
Brother(s)
Daughter(s)
Father

Living with Client
Spouse

 Holding “CTRL” on the keyboard allows for multiple items to be selected at the same time.

AKAIMS Introduction, Warning Screen, and Login

AKAIMS is a web-based information management system and is accessed via web browser. To navigate to AKAIMS, click on the below link:

<https://akaims.dhss.alaska.gov>

You should see a warning screen. **(Image 1.1)** If you have a **User ID**, **Password**, and **PIN**, you are authorized to enter. Click **OK**.

If you do not have an AKAIMS User account set-up, you will need to contact the DHSS Program Manager for the case management program to get set-up for access to the AKAIMS system.

After you click **OK** on the AKAIMS Warning screen, you will be prompted to Login **(Image1.2)**. Login in by inputting your User ID, Password, and PIN. Then press the **Login** button.

If you have issues logging in, you should contact either the DHSS Program Manager or the AKAIMS Training Specialist. Contact information for both positions are listed in the contact section of this Standard Operating Procedure document.

Image 1.1

AKAIMS
Web Infrastructure for Treatment Services

Version: 18.16.2

WARNING:

Access to this system is restricted to authorized users only. Violators subject to imprisonment and/or fine. Continuing beyond this point certifies your understanding and compliance with all applicable restrictions and regulations.

Authorized users will establish access, management and internal data security controls and processes. Authorized users are responsible for/to:

1. A signed Business Associates Agreement as the "covered entity" for access to and utilization of the AKAIMS.
2. At a minimum, one "site administrator role" is designated to function in the administration and management of the Department Approved Provider's respective AKAIMS account.
3. Establish a provider-level "new user account" process that includes "privilege management"; separation of duties or principal of least privilege to maximize roles.
4. Establish a provider-level user access audit and review process for agency staff roles and permissions; review and validate their AKAIMS users in a periodic and timely manner.
5. Establish a provider-level termination of accounts process.
6. Report the status of controls in the environment to the DBH/ AKAIMS office, as requested.
7. Conduct periodic security risk analysis. [1] Note: The HHS Office for Civil Rights' has issued [Guidance on Risk Analysis](#), and in conjunction with ONC, a security risk assessment tool. Also, ONC offers a set of questions [Nationwide Privacy and Security Framework](#).
8. Provide ongoing security awareness and training. To safeguard patient health information, your workforce must know how to implement your policies, procedures, and security audits. HIPAA requires you as a covered provider to train your workforce on policies and procedures. Also, your staff must receive formal training on breach notification.

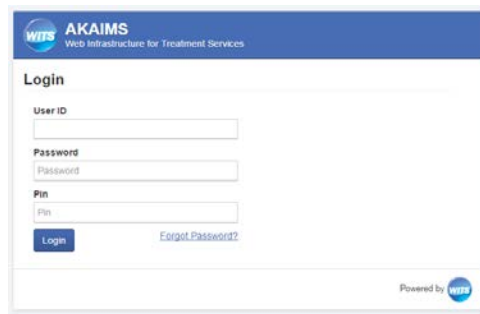
OK

Powered by **WITS**

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Image 1.2

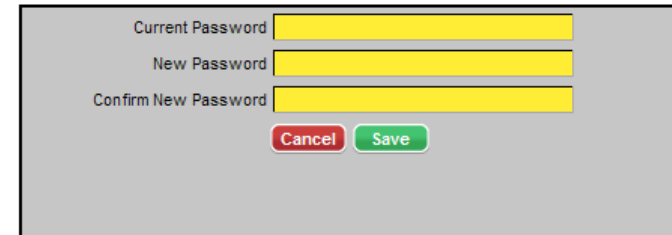


The login screen for AKAIMS (Web Infrastructure for Treatment Services) features a blue header with the WITS logo and the text 'AKAIMS Web Infrastructure for Treatment Services'. Below the header is a 'Login' section with four input fields: 'User ID', 'Password', 'Pin', and 'Pin'. A 'Login' button is positioned below the 'Pin' field, and a 'Forgot Password?' link is to its right. The bottom right corner of the page indicates it is 'Powered by WITS'.

✓ Things to remember about logging into AKAIMS

1. If your credentials are entered incorrectly three times, your account will become disabled and an AKAIMS Staff Administrator or the DHSS Program Manager will need to re-enable your account for you.
2. For security reasons, the first time logging in and every 90 days after that, when you enter your Password and PIN you will be required to change them (Image 1.3). This is to help ensure the integrity and privacy of protected information.

Image 1.3

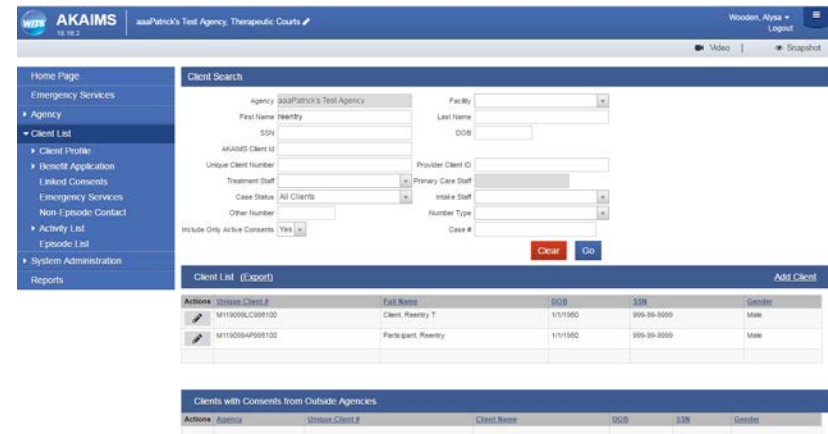


A password change form with three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Below the fields are two buttons: a red 'Cancel' button and a green 'Save' button.

Client List and Client Search

The **Client List** (Image 1.4/1.5) displays a list of clients who met the search criteria of the information input through a **Client Search**.

Image 1.4



The screenshot shows the AKAIMS interface for 'asa/patrick's Test Agency, Therapeutic Courts'. The left sidebar contains a navigation menu with options: Home Page, Emergency Services, Agency, Client List (selected), Client Profile, Benefit Application, Linked Consents, Emergency Services, Non-Episode Contact, Activity List, System Administration, and Reports. The main area is titled 'Client Search' and contains various filters: Agency (asa/patrick's Test Agency), Facility (dropdown), First Name (Reentry), Last Name (dropdown), SSN (dropdown), DOB (dropdown), AKAIMS Client ID (dropdown), Unique Client Number (dropdown), Provider Client ID (dropdown), Treatment Staff (dropdown), Primary Care Staff (dropdown), Case Status (All Clients), Intake Staff (dropdown), Other Number (dropdown), Number Type (dropdown), and Case # (dropdown). There are 'Clear' and 'Go' buttons. Below the search filters is a 'Client List (Export)' table with columns: Actions, Unique Client ID, Last Name, DOB, SSN, and Gender. The table contains two rows of client data. Below the table is a section titled 'Clients with Consents from Outside Agencies' with a table that has columns: Actions, Patient, Unique Client ID, Client Name, DOB, SSN, and Gender.

Actions	Unique Client ID	Last Name	DOB	SSN	Gender
	1111000L000100	Client, Reentry T	1/1/1980	999-99-9999	Male
	1111000L000100	Participant, Reentry	1/1/1980	999-99-9999	Male

Actions	Patient	Unique Client ID	Client Name	DOB	SSN	Gender
---------	---------	------------------	-------------	-----	-----	--------

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Image 1.5

Client List (Export)					Add Client
Actions	Unique Client #	Full Name	DOB	SSN	Gender
	M11000LC008100	Client, Reentry T	1/1/1980	999-99-9999	Male
	M11000AP008100	Participant, Reentry	1/1/1980	999-99-9999	Male

Client Profile

The Client Profile is the first screen in a series containing client-specific information in the system. It is used to collect and display general and demographic information about a client.

TIP: Because AKAIMS is a client-driven system, you must first either create or select an existing client *before* you can access the file or input any client-related activities.

Client Profile – Adding a new Client, Filling out the Profile

If your search results indicate that the client you're working with has not previously been entered, you will need to add a new client record.

PATH: On the blue **CLIENT LIST (EXPORT)** bar click the **ADD CLIENT** link

After clicking on the ADD CLIENT link you should see the following screen. (Image 1.6)

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Image 1.6

✓ All fields highlighted dark yellow are required as part of the minimal data set. If you try to move to another page in the client profile category without filling out the dark yellow fields, you will be prompted to go back and fill them in by AKAIMS.

Some fields will turn canary yellow based off of information entered in a different field.

An example of this would be the Maiden Name field which will turn yellow if “female” is selected from the gender drop-down box.

✓ Fields that are highlighted in a canary color are not mandatory, but recommended.

The **CLIENT PROFILE** includes the following fields. Fields that are listed in **BOLD RED** are mandatory.

First Name

Middle Name

Last Name

Maiden Name

Becomes a required field if Female is selected

Suffix

Gender

If you select “Female,” Maiden Name becomes a required dark yellow field (see Maiden Name above)

DOB

(Date of Birth): M/D/YY or MM/DD/YYYY; AKAIMS allows either.

SSN

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*If the Social Security Number (SSN) is not provided or is unknown, always use 999-99-9999. The use of hyphens is important when inputting the SSN.

Entering the SSN in the above way helps to prevent duplicate client files.*

Driver's License w/ State drop-down

Medicaid #

Has paper file w/ Yes or No drop-down

Provider Client ID

NOTE: This program will use the ACOMs or OBSIN #, if available, for the provider client ID number.

Reentry Case Managers should fill in as much information as part of the client profile as they can, including those fields that are not a part of the mandatory minimal data set.

☒ The more data you are able to input in the system, the more granular DBH can get with understanding who is using and benefiting the most from this program.

It is also important to note that funding for the case management program currently comes from Recidivism Reduction funding; therefore, data-tracking is important and will continue to be evaluated regularly for accuracy and consistency.

Client Profile – Alternate Names

Using this feature creates a more detailed client record, by broadening that search terms that can be used to find the client by name.

This feature is particularly useful for tracking individuals in the criminal justice system who may have aliases or names that have been misspelled on court documents.

In addition, the **ALTERNATE NAMES** feature can be used to add a maiden name in the client profile.

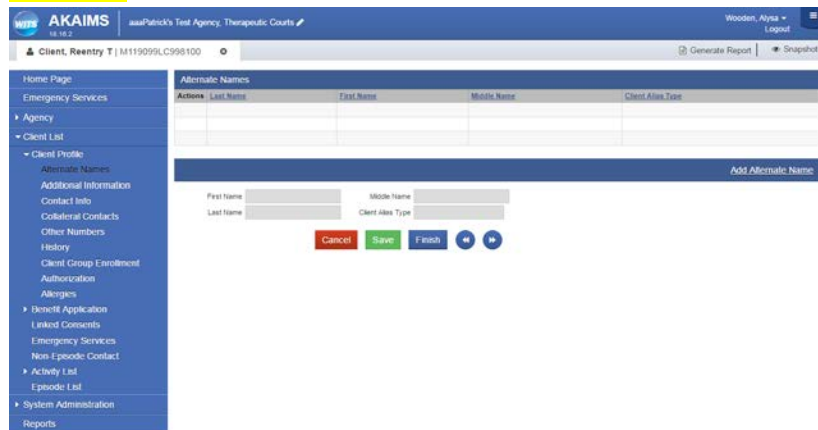
Multiple **ALTERNATE NAMES** can be input into the system.

The **ALTERNATE NAMES** page is displayed in the next column (Image 1.7)

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Image 1.7

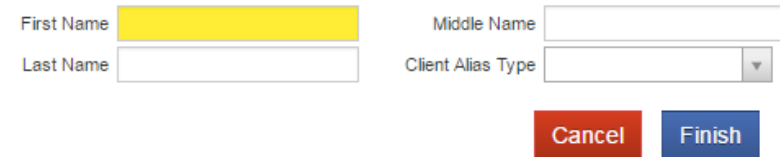


To add alternate names, click the **ADD ALTERNATE NAMES** link.



Once the **ADD ALTERNATE NAMES** link has been clicked, this will activate the screen. The **FIRST NAME** field becomes dark yellow (i.e. required) and all fields are editable. (Image 1.8)

Image 1.8



Client Profile – Additional Information

This screen is used to capture client race and ethnicity information, as well as any special needs– including documenting whether or not an individual involved in the case management program is a part of the Sex Offender Registry or a part of the SO (Sex Offender) Priority Population for emergency support services, such as housing or treatment.

It is extremely important that these fields are filled out. Many of the fields on this screen are federally required.

ETHNICITY is federally defined.

COMMUNITY OF ORIGIN is the place of birth.

☑ It is recommended that reentry case managers do not bypass this screen and leave any of the additional information highlighted in canary yellow blank.

The **Additional Information** includes the following fields. Fields that are listed in **BOLD RED** are mandatory.

Ethnicity – DROP-DOWN

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Races – MOVER BOX

Special Needs – MOVER BOX

This designation is to be used if the client is a registered Sex Offender and will have additional restrictions.

This designation is to be used if the client has a sex offense conviction on their record – and their primary reason for seeking case management assistance is due to a sex offense.

If you have questions about the sex offender status of the participant you are working with, you will

English Fluency

Citizenship

The **CONTACT INFO** page allows the reentry case manager to track client contact information, including: Home Phone #, Work Phone #, Mobile #, Other Phone #, Fax #, Preferred Method of Contact, and Email Addresses.

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Client Profile – Contact Info: Addresses

The **ADDRESSES** portion of the **CONTACT INFO** page allows the reentry case manager to track client address information, including:

Addresses						Add Address
Actions	Address Type	Address	Confidential	Created	Updated	

Click the ADD ADDRESS link.

Address Information			
Address Type	<input type="text"/>	Confidential	<input type="text"/>
Address Line 1	<input type="text"/>		
Address Line 2	<input type="text"/>		
City	<input type="text"/>	State	<input type="text"/>
		Zip	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Finish"/>			

The **ADDRESS INFORMATION** includes the following fields. Fields that are listed in **BOLD RED** are mandatory.

Address Type – DROP-DOWN

Confidential

Address Line 1

Address Line 2

City

State

Zip

✅ AKAIMS will try to validate the address that you entered based off of the US Postal Service database. If no match is found, you will receive the following message.

Address Validation

We attempted to validate your address with the United States Postal Service database, but no match was found.

You may maintain your address (Select) or go back and change it (Edit).

Address		Actions
Original Address:	123 Main St, Anchorage, Alaska 99501	Select Edit

You have two options: **SELECT** or **EDIT**. (Image 1.9)

Image 1.9

Actions
Select Edit

The **SELECT** option will allow you to maintain your address (as is).
The **EDIT** option will allow you to change it.

Once the address has been entered and saved – you can **REVIEW** or **DELETE** the address using the mouse rollover feature. (Image 1.9)

Contact Info					
Home Phone #	<input type="text"/>	Preferred Method of Contact	<input type="text"/>		
Work Phone #	<input type="text"/>				
Mobile #	<input type="text"/>				
Other Phone #	<input type="text"/>				
Fax #	<input type="text"/>				
Email Address	<input type="text"/>				

Addresses						Add Address
Actions	Address Type	Address	Confidential	Created	Updated	
<input type="button" value="Review"/> <input type="button" value="Delete"/>	Client Home	123 Main St, Anchorage, AK 99501	No			

Multiple addresses can be added per client under the **ADDRESSES** section of the **CONTACT INFO** page.

Update: 2/28/2018 DHSS-Division of Behavioral Health: **Reentry Case Management**

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

Addresses					Add Address
Actions	Address Type	Address	Confidential	Created	Updated
	Client Home	123 Main St Anchorage, AK 99501	No		
	Shelter	505 Barrow St Anchorage, AK 99501	No		

[Cancel](#)
[Save](#)
[Finish](#)

Client Profile – Collateral Contacts

This screen is where you can document the details about anyone associated with the client, including referral sources, which may enable documenting or tracking of referral information.

Collateral Contacts					
Actions	First Name	Last Name	Relation	Phone Numbers	Can Contact?

[Add Contact](#)

First Name
Last Name
Relation
Gender
Date of Birth
Home Phone
Work Phone
Mobile
Fax
Other
Legal Guardian
Active Date
Inactive Date

Address 1
Address 2
City
State
Zip
Email
Can Contact
Consent On File
Notes
Created
Last Update

[Cancel](#)
[Save](#)
[Finish](#)

To add a new collateral contact click on the **ADD CONTACT** link.

(Image 1.10)

Image 1.10

Collateral Contacts					
Actions	First Name	Last Name	Relation	Phone Numbers	Can Contact?

[Add Contact](#)

First Name
Last Name
Relation
Gender
Date of Birth
Home Phone
Work Phone
Mobile
Fax
Other
Legal Guardian
Active Date
Inactive Date

Address 1
Address 2
City
State
Zip
Email
Can Contact
Consent On File
Notes
Created
Last Update

[Cancel](#)
[Save](#)
[Finish](#)

Click the [ADD CONTACT](#) link

You should see the following page.

Collateral Contacts					
Actions	First Name	Last Name	Relation	Phone Numbers	Can Contact?

[Add Contact](#)

First Name
Last Name
Relation
Gender
Date of Birth
Home Phone
Work Phone
Mobile
Fax
Other
Legal Guardian
Active Date
Inactive Date

Address 1
Address 2
City
State
Zip
Email
Can Contact
Consent On File
Notes
Created
Last Update

[Cancel](#)
[Finish](#)

The **ADD CONTACT** page includes the following fields. Fields that are listed in **BOLD RED** are mandatory.

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

First Name

Last Name

Relation – DROP-DOWN

Please note that **Landlord** has been added to the drop-down field.

Gender – DROP-DOWN

Date of Birth

SSN

Home Phone

Work Phone

Mobile

Fax

Other Legal Guardian

Active Date

Inactive Date

Address 1

Address 2

City

State – DROP-DOWN

Zip

Email

Can Contact – DROP-DOWN

If you need a signed consent to be able to contact this person, complete the consent in the consent module or a ROI in the paper file and then select **YES** on this screen for the **CONSENT ON FILE** field.

✓ Be sure to change the **CAN CONTACT DROP-DOWN** to **NO** when the consent expires.

Consent On File – DROP-DOWN

✓ **ALWAYS VERIFY** that there is an active consent on file prior to releasing any information on a client.

Notes

Multiple addresses can be added per client under the **COLLATERAL CONTACTS** section of the **COLLATERAL CONTACTS** page.

Client Profile – Other Numbers

This screen is used to document client legal number or any other type of number you would like to associate with that client's file. For reentry case managers, it is important that the APSIN number, when available, be added.

Actions	Number Type	#	Start	End	Contact Name	Status

ADD OTHER NUMBERS

Number Type:
Number:
Start Date:
End Date:
Status:
Contact:
Comments:

Click ADD OTHER NUMBERS link.

Cancel Save Finish +

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

Once the **ADD OTHER NUMBERS** link is clicked the next screen should look like the image below.



The **ADD OTHER NUMBER** page includes the following fields. Fields that are listed in **BOLD RED** are mandatory.

Number Type – DROP-DOWN

✓ Add the APSIN number type, if known.

Number

Start Date – Calendar Option

End Date – Calendar Option

Status – DROP-DOWN

Contact

Comments

Below is a screenshot of the **ADD OTHER NUMBER** drop-down with the APSIN option selected under the **NUMBER TYPE** drop-down.

(Image 1.11)

Image 1.11



Client Profile – History

History contains a basic snapshot of activity in the client file. It also tracks any changes that have been made to the client's electronic chart.

Client History (Export)		
Date Changed	System Account	Description of Changes
5/26/2017 9:35 AM	Wooden, Alysa	• Accessed Client Profile Screen
5/26/2017 9:35 AM	Wooden, Alysa	• Accessed Client Record: "Client, Reentry, Client ID: M119099LC998100"
5/25/2017 4:59 PM	Wooden, Alysa	• Email Address changed from " " to 'reentry.test@client.com'. • Home Phone # changed from " " to '999-9999'. • Preferred Contact Method changed from '-2147483648' to '-101'.
5/25/2017 4:19 PM	Wooden, Alysa	• Client Aliases ' Alias' added.
5/25/2017 2:41 PM	Wooden, Alysa	• Accessed Client Profile Screen
5/25/2017 2:41 PM	Wooden, Alysa	• Accessed Client Record: "Client, Reentry, Client ID: M119099LC998100"
5/19/2017 2:14 PM	Wooden, Alysa	• Accessed Intake Screen for Case: 1
5/19/2017 2:11 PM	Wooden, Alysa	• Client Intake Record was created.
5/19/2017 2:08 PM	Wooden, Alysa	• Accessed Intake Screen
5/19/2017 2:08 PM	Wooden, Alysa	• Accessed Client Profile Screen
5/19/2017 2:08 PM	Wooden, Alysa	• Accessed Client Record: "Client, Reentry, Client ID: M119099LC998100"
5/19/2017 2:08 PM	Wooden, Alysa	• Client 'Client, Reentry' added.

Client Profile – Client Group Enrollment and Authorization

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

At this time the **CLIENT GROUP ENROLLMENT** and **AUTHORIZATION** modules are both related to billing and are not to be used for the reentry case management program.

Payor List						Add Benefit Plan Enrollment	Add Government Contract Enrollment	
Actions	Priority	Plan	Group	Contract	Subscriber Acct#	Subscriber Resp Party	Start Date	End Date

Authorization List										Add New Authorization Record
Actions	Auth #	Payor	Status	Effective Date	End Date	Authorized	Encumbered	Expended	Available	Last Activity Date

Client Profile – Allergies

This screen can be used by reentry case manager to track self-reported allergies by the client.

Active Allergies			
Type	Allergen	Reaction	Status

Allergy List			
Actions	Type	Allergen	Reaction

Allergy Profile			Add Allergy
Type	Allergen	Active	
Available Reactions	Selected Reactions	Other (Describe)	
Created By	Updated By		
Created Date	Updated Date		
Date Identified	By Whom		
			Finish

Administrative Actions

Benefit Application – Client Benefit Application List

This screen can be used to track federal and state benefit applications applied for by the client. This screen is especially useful for reentry case managers who may be assisting the individual in applying for public assistance programs.

At this time – public assistance programs, such as SNAP are not available as drop-down options.

Client Benefit Application List					Add New
Actions	Type	App Date	Outcome	Status	

Click the ADD NEW link.

Client Benefit Application Profile	
Client Benefit Type	Outcome
Application Date 5/26/2017	Outcome Date
Monthly Amount	Benefit Start Date
Status Active	Benefits Renewal Date
Denial Reason	Benefit End Date
Comments	
	Cancel Save Finish

The **CLIENT BENEFIT APPLICATION PROFILE** page includes the following fields. Fields that are listed in **BOLD RED** are mandatory.

Client Benefit Type – DROP-DOWN

Medicaid
Medicare
Medicare D
SSDI
SSI

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

Workers Comp

Application Date – Calendar Option

Monthly Amount

Status – DROP-DOWN

Denial Reason

Comments

Outcome

Outcome Date

Benefit Start Date

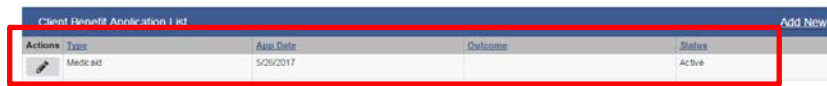
Benefits Renewal Date

Benefit End Date

✓ If you plan on working with a participant to appeal a benefit application denial: You will need to follow the below steps in order to track the **BENEFIT APPEAL** process in AKAIMS.

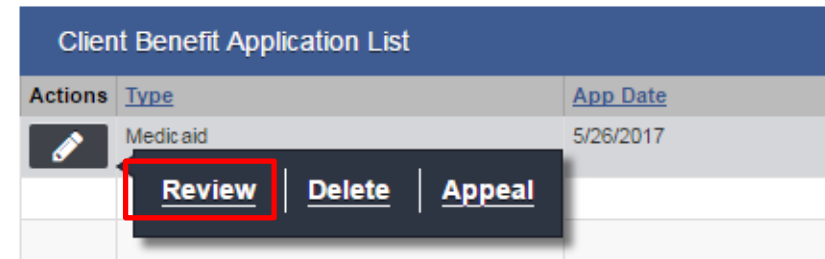
To track the **BENEFIT APPEAL**, follow the below steps.

1. Under the **CLIENT BENEFIT APPLICATION LIST** open a previously saved “**ACTIVE**” **BENEFIT APPLICATION**.



Actions	Type	App Date	Outcome	Status
	Medicaid	5/26/2017		Active

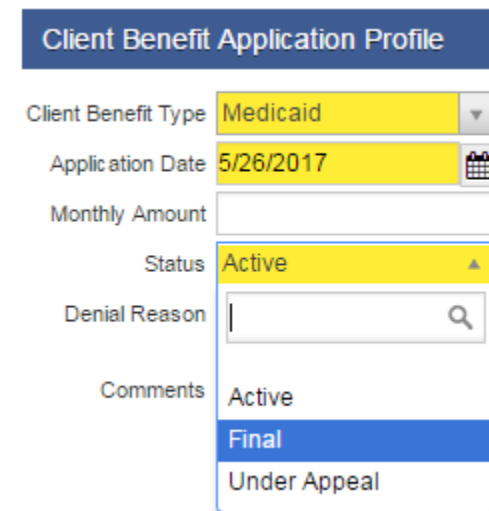
2. Using your mouse to rollover the pencil list and click on the **REVIEW** link.



Actions	Type	App Date
Review Delete Appeal	Medicaid	5/26/2017

3. With the **CLIENT BENEFIT APPLICATION PROFILE** open, change the **STATUS** from **ACTIVE** to **FINAL**.

✓ If you do not change the STATUS to FINAL you will be unable to track the **APPEAL** in AKAIMS.



Client Benefit Application Profile

Client Benefit Type: Medicaid

Application Date: 5/26/2017

Monthly Amount:

Status: Active (dropdown menu open showing: Active, Final, Under Appeal)

Denial Reason:

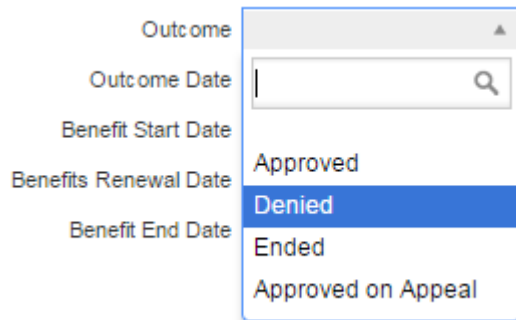
Comments: Active

4. Next you will need to change the **OUTCOME** drop-down to **DENIED**.

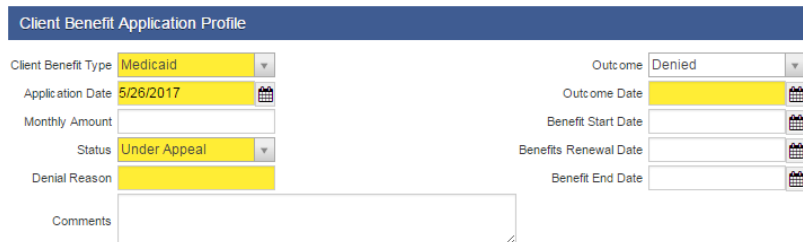
Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

✓ If you do not change the **OUTCOME** to **DENIED** you will be unable to track the **BENEFIT APPEAL** in AKAIMS.

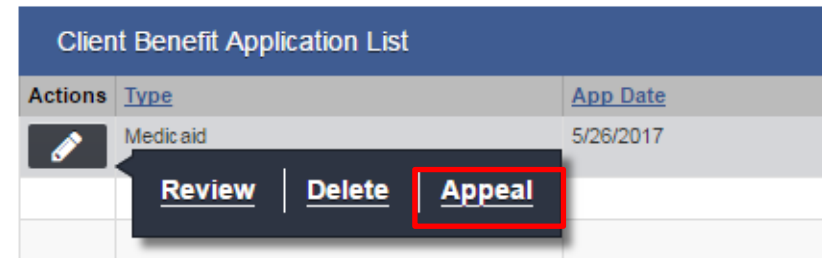


- Once a drop-down has been chosen from the **OUTCOME** drop-down options, the **DENIAL REASON** and the **OUTCOME DATE** become mandatory, dark yellow fields.

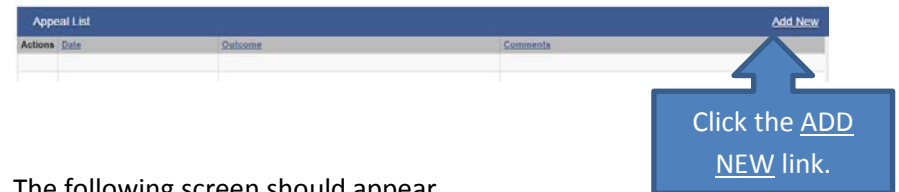


- Fill in the **DENIAL REASON** and the **OUTCOME DATE**.
- Be sure to click **SAVE** or **FINISH** to update the **STATUS** and the **OUTCOME**.
- Next use the mouse to activate the rollover feature by placing the mouse over the pencil icon. When the **ACTION** options are visible, click the **APPEAL** link. (Image 1.12)

Image 1.12



- The **APPEAL LIST** screen should appear. Click the **ADD NEW** link.



The following screen should appear.

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

Appeal Profile

Appeal Date

Outcome

Comments

Cancel Save Finish

10. The **APPEAL PROFILE** should be completed when an **APPEAL DATE** is known. The **APPEAL DATE** is a mandatory field.

11. The **OUTCOME** and **COMMENTS** can be added when known.

Linked Consents

At this time the reentry case management program is not utilizing the **LINKED CONSENTS** feature of AKAIMS.

Linked Client Consents in Other Agencies

Consenting Agency

Clear

Linked Consent List

Actions	Agency	Client Name	Unique Client #	DOB	SSN	Min Act. Date	Max Act. Date

Emergency Services

At this time the reentry case management program is not utilizing the **EMERGENCY SERVICES** feature in AKAIMS.

Emergency Services List

Actions	Start Date	Call Taker	Location	Presenting Risk	Reviewed

Add

Non-Episode Contact

This screen is used to enter any information that may be pertinent to case management services, and that you learned from contact with the client **PRIOR TO** the client being active with your agency.

For the reentry case management program, Active is defined as having had contact during an initial in-reach meeting with the client.

If the client is active, any notes added to the file should happen via the **CASE MANAGEMENT** link under the **THERAPEUTIC COURT** sidebar link.

To **ADD NEW NON-EPIISODE CONTACT RECORD** click the link highlighted in red below.

Non-Episode Contact List				
Actions	Contact Date	Contacted By	Contact Type	Severity Rating
	5/5/2017	Wooden, Alysa	Drop-In	
	9/11/2017	Wooden, Alysa	Drop-In	

Add New Non-Episode Contact Record

Non-Episode Contact image continued in next column.

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

Non-Episode Contact Note

Contact Date

Start Time End Time

Duration

Contacted By

Referral

Referring Agency

Referred By - First Name

Referred By - Last Name

Referred By - Phone

Signed Notes

Unsigned Notes

Outcome

Reason for Ineligibility

Follow-Up

Follow-Up Steps

None

Alcohol treatment

API

Application Received

Follow-Up Steps Selected

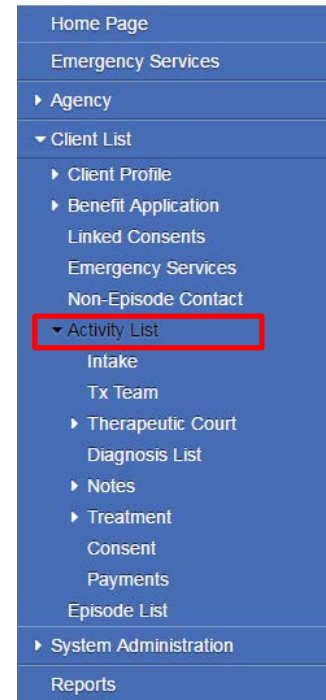
This section does not have reentry-specific fields or drop-down options. Participants added to this section are not officially a part of a case manager's caseload, and therefore do not need to be discharged if they decide to discontinue contact with the case manager.

Activity List – Client Activity List

The **CLIENT ACTIVITY LIST** can be opened either from the **CLIENT SEARCH** screen by clicking on the **ACTIVITY LIST** link at the right

sidebar ([Image 1.13](#)), or if already in the client file, by clicking the left menu **ACTIVITY LIST** link ([Image 1.14](#)).

Image 1.13



Client List (Export)

Actions	Unique Client #	Full Name
	M119099LC998100	Client, Reentry T
	M119099AP998100	Participant, Reentry

Profile **Activity List** **Linked Consents**

Image 1.14

The **CLIENT ACTIVITY LIST** should look like the below screenshot. To complete an intake, the Client Information (Profile) should be completed and shown under the "Activity" column.



Client Activity List

Actions	Activity	Activity Date	Created Date	Status
	Client Information (Profile)	5/23/2017	5/23/2017	In Progress (Details)
	Intake Transaction	5/23/2017	5/23/2017	In Progress (Details)

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

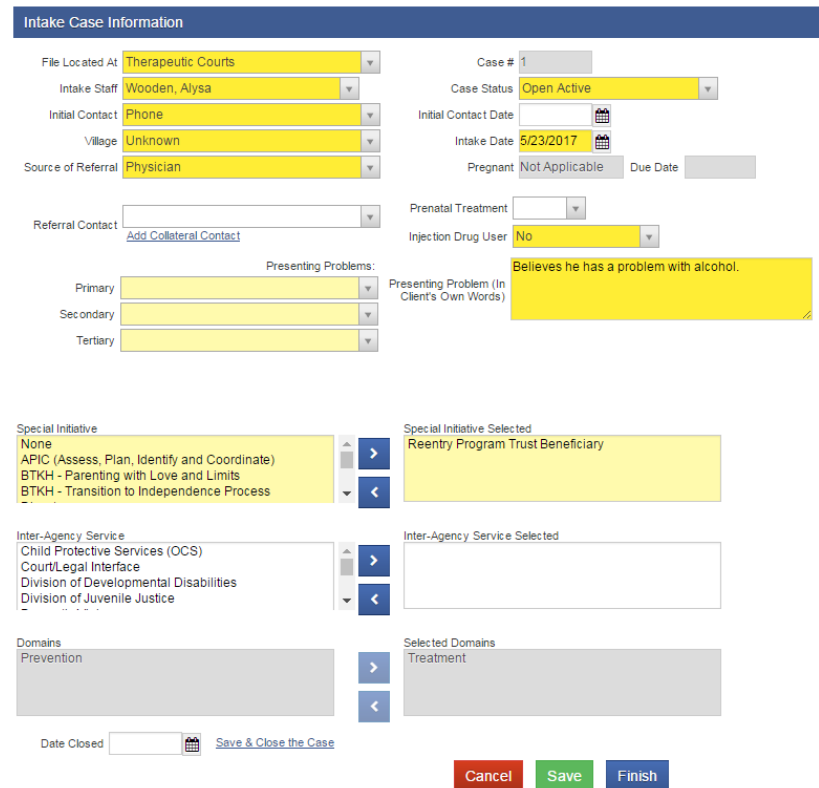
The **ACTIVITY LIST** is the “menu” of events involving the client over time during each *episode of care*. Please note that it is possible to have several episodes of care.

Client Activity List	
Actions	Activity
	Client Information (Profile)
	Intake Transaction

Activity List – Intake

INTAKE for the reentry case management program begins at in-reach and is a way to track the initial contact with the client. **INTAKE** is a snapshot of the client’s information on that date. *Only change it if a mistake was made.* (Image 1.15)

Image 1.15



Intake Case Information

File Located At: **Therapeutic Courts** Case #: **1**
Intake Staff: **Wooden, Alysa** Case Status: **Open Active**
Initial Contact: **Phone** Initial Contact Date: **5/23/2017**
Village: **Unknown** Intake Date: **5/23/2017**
Source of Referral: **Physician** Pregnant: **Not Applicable** Due Date:

Referral Contact: Prenatal Treatment:
Add Collateral Contact: Injection Drug User: **No**
Presenting Problems: **Believes he has a problem with alcohol.**
Primary: Presenting Problem (In Client's Own Words):
Secondary:
Tertiary:

Special Initiative: **None** Special Initiative Selected: **Reentry Program Trust Beneficiary**
APIC (Assess, Plan, Identify and Coordinate)
BTKH - Parenting with Love and Limits
BTKH - Transition to Independence Process

Inter-Agency Service: **Child Protective Services (OCS)** Inter-Agency Service Selected:
Court/Legal Interface
Division of Developmental Disabilities
Division of Juvenile Justice

Domains: **Prevention** Selected Domains: **Treatment**

Date Closed: Save & Close the Case: Cancel Save Finish

The **INTAKE CASE INFORMATION** page includes the following fields. Fields that are listed in **BOLD RED** are mandatory. Fields that are highlighted gray are auto-populated unless other fields are filled out that change the auto-populated status (i.e. The gender of the client, filled out on the **CLIENT PROFILE** is male, therefore, the **PREGNANT** and **DUE DATE** fields will state **NOT APPLICABLE**).

File Located At
Intake Staff

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

Initial Contact

Village

Source of Referral

Case

Case Status

Initial Contact Date

Intake Date

Pregnant / Due Date

Referral Contact

Prenatal Treatment

Injection Drug User

Presenting Problems:

Primary

Secondary

Tertiary

Presenting Problem (In Client's Own Words)

Intake Case Information			
File Located At	Therapeutic Courts	Case #	1
Intake Staff	Wooden, Alysa	Case Status	Open Active
Initial Contact	Phone	Initial Contact Date	
Village	Unknown	Intake Date	5/23/2017
Source of Referral	Physician	Pregnant	Not Applicable
		Due Date	
Referral Contact		Prenatal Treatment	
	Add Collateral Contact	Injection Drug User	No
Presenting Problems:		Presenting Problem (In Client's Own Words)	
Primary		Believes he has a problem with alcohol.	
Secondary			
Tertiary			

Special Initiative / Special Initiative Selected – MOVER BOX

Reentry Program – LEAP: The Department of Labor (DOL) has piloted an employment case

management program in the Anchorage and Mat-Su areas.

Reentry Program – Trust Beneficiary: If a client qualifies as a Trust Beneficiary and may be eligible for certain grants and programs through the Alaska Mental Health Trust this option should be selected as part of Intake information.

Inter-Agency Service / Inter-Agency Service Selected –

MOVER BOX

Domains / Selected Domains – MOVER BOX

Date Closed

Special Initiative	Special Initiative Selected
None	Reentry Program Trust Beneficiary
APIC (Assess, Plan, Identify and Coordinate)	
BTKH - Parenting with Love and Limits	
BTKH - Transition to Independence Process	
Inter-Agency Service	Inter-Agency Service Selected
Child Protective Services (OCS)	
Court/Legal Interface	
Division of Developmental Disabilities	
Division of Juvenile Justice	
Domains	Selected Domains
Prevention	Treatment
Date Closed	Save & Close the Case
	<input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Finish"/>

When you are done filling in the information for the INTAKE, be sure to click the SAVE or FINISH option.

Tx Team

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

At this time the reentry case management program is not utilizing the **Tx TEAM** feature in AKAIMS. (Image 1.16)

Image 1.16

Actions	Team Member Name	Is Primary Care Member?	Review Member	Role/Relation	Start Date	End Date

Assign Group

Staff Name: Start Date: End Date:

Non Staff Name: Notes:

Role/Relation:

Review Member:

Primary Care Staff:

Deny Access to Client Records:

Treatment Sub-Teams: Selected Sub-Teams:

Therapeutic Court – Admission

This screen needs to be filled out at reentry case management orientation, which should happen when the client has been released from a jail or institutional facility. The **ADMISSION** profiles should be filled out to the best of the case manager's ability, as it will provide a snapshot of the participant's status prior to being actively involved in the community.

The **ADMISSION** profiles should only be changed if a mistake was made.

- ☒ The information collected at **ADMISSION** mirrors the information collected at **DISCHARGE** and is meant to show

progression/digression over the participant's engagement with case management services.

The **ADMISSION** sidebar drop-down includes: the **ADMISSION PROFILE (STATUS AT ADMISSION)** – Image 1.17 – and the **LEGAL (ADMISSION)** pages – Image 1.18.

Image 1.17 Status at Admission

Admission Assessment

Admission Staff:

Admission Date:

Status at Admission

Employment Status:

Number of Weeks Employed in the past year:

Average Monthly Employment Income in the Past Year:

School/Vocational Training Status:

Living Arrangement:

of Months at Current Living Arrangement:

Number of Children Living with Client in the Last 6 Months:

Highest Grade Completed:

Ever Required to Attend Drug Treatment by a Criminal Justice Supervision Agent:

Does the client live with anyone who:

- has an alcohol problem:
- uses non-prescribed drug:

Actions

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

Image 1.18 Admission: Criminal Cases Information and Legal History

Admission

Criminal Cases Information and Legal History

Criminal History

First Arrest	Yes ▼
Number of Prior Felony Non-Drug Convictions	<input type="text"/>
Number of Prior Felony Drug Convictions	<input type="text"/>
Number of Prior Misdemeanor Non-Drug Convictions	<input type="text"/>
Number of Prior Misdemeanor Drug Convictions	<input type="text"/>
Number of Prior Warrants	<input type="text"/>
Number of Times Incarcerated in Life	<input type="text"/>
Number of Prior DUI Convictions	<input type="text"/>
Age at First Conviction	<input type="text"/>
Total Number of Juvenile Arrests	<input type="text"/>

Drug Court Case Information

Most Severe Instant Arrest Charge	▼
Conviction Charge	▼
Date of Instant Arrest	<input type="text"/>
Arrest No	<input type="text"/>
Most Severe PTRP Charge	▼
Date of PTRP	<input type="text"/>
Judge Name	▼
Criminal Rule 11	<input type="text"/>

Cancel
Save
Finish
⬅

Therapeutic Court – Case Management (Case Notes)

This screen should be filled out every time that there is an encounter or episode of care with a client. There is a specific Reentry **EVENT** and **EVENT TYPE** that should be selected when creating case notes for this program. Most reentry case management program documentation is recorded in this section (**Image 1.19**)

Image 1.19 Case Management Page

Case Management Search

Event	<input type="text"/>	Outcome	<input type="text"/>
Event Type	<input type="text"/>		
Type of Contact	<input type="text"/>		
Start Date	<input type="text" value="5/27/2016"/>	End Date	<input type="text" value="5/26/2017"/>
Clear Go			

Case Management: Related Services for Participant, Reentry Export

Add New

Actions	Date	Due Date	Event	Event Type	Type of Contact	Location	Outcome	Status

Case Management: Related Services for Participant, Reentry Export

Add New

To add a new **CASE MANAGEMENT** note click on the **ADD NEW** button – shown in red below.

The following **CASE MANAGEMENT: RELATED SERVICES** screen should appear.

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

After filling in the mandatory **EVENT DATE** field, choose **REENTRY PROGRAM** from the **EVENT TYPE** drop-down. (Image 1.20)

Image 1.20

With **REENTRY PROGRAM** chosen as the **EVENT TYPE** drop-down, go to the **EVENT** drop-down and choose the appropriate reentry case management descriptor for the case management meeting.

Next, continue filling out the appropriate fields.

✓ Remember that once a note is SIGNED there is no way for an administrator to UNSIGN the note.

The **CASE MANAGEMENT: RELATED SERVICES** page includes the following fields (listed below). Fields that are listed in **BOLD RED** are mandatory. Fields that are highlighted gray are auto-populated.

Event Date

Staff Name – DROP-DOWN

Event Type – DROP-DOWN

The drop-down from this field will change the drop-down selection from the **EVENT** drop-down.

Event – DROP-DOWN

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

The selection chosen from this drop-down will populate the SUMMARY REPORTS for the DBH Program Manager to review. It is important that the correct **EVENT** type is chosen for each encounter.

Outcome – DROP-DOWN

Type of Contact – DROP-DOWN

Duration

Location – DROP-DOWN

Unsigned Note/**Signed Note**

✓ Unsigned notes created in the active white textbox can remain there for “work in progress.” It is possible to add and sign more than one note on a single event, should that ever be necessary.

Therapeutic Court – Current Situation

This screen is used to quickly update a situation encounter that might “pause” an individual’s time on your caseload, but not result in a discharge – or to report that the individual is currently on parole or probation.

The **CURRENT SITUATION** screen is below. To create a new current situation status update click on the **ADD NEW CURRENT SITUATION** link.

The screenshot shows two parts of a software interface. The top part is a table titled 'Current Situation History' with columns for 'Actions', 'Status', 'Start Date', and 'End Date'. The bottom part is a form titled 'Current Situation Details'. In the top right corner of this form, there is a link labeled 'Add New Current Situation' which is circled in red. Below the link, there are input fields for 'Status', 'Start Date', and 'End Date', and a large text area for 'Note'. A 'Finish' button is located at the bottom right of the form.

The **CURRENT SITUATION DETAILS** page includes the following fields (listed below). Fields that are listed in **BOLD RED** are mandatory.

The screenshot shows the 'Current Situation Details' form. It has a blue header bar with the title 'Current Situation Details'. Below the header, there are input fields for 'Status' (a dropdown menu), 'Start Date' (a date picker), and 'End Date' (a date picker). Below these fields is a large text area for 'Note'. At the bottom right of the form, there are three buttons: 'Cancel' (red), 'Save' (green), and 'Finish' (blue).

Status – DROP-DOWN

Not in community (in treatment)

The individual is not in the community and in treatment, but it is expected that they will be placed back on your caseload when they return.

Not in community (incarcerated)

To be used if the individual is incarcerated for a short jail/prison stay due to a DOC sanction or PTRP, but it is expected that the individual will be placed

Standard Operating Procedure (SOP)

DBH Recidivism Reduction Case Manager Process

back on your caseload when they return. If the individual is being incarcerated for a new criminal conviction – make sure that add this is due to a “new conviction” in the NOTES field.

On warrant status

This does not apply to the reentry case manager program – if an individual is placed on warrant status or has absconded they should be discharged from your caseload.

Parole

This should be used to document that the individuals is currently on DOC probation.

Probation

This should be used to document that the individual is currently on DOC parole.

Start Date

End Date

Note

Therapeutic Court – Discharge

The **DISCHARGE** screen ([Image 1.22](#)) is one of the most important screens used by the reentry case manager, as it will allow the program to be evaluated based off of the types of discharges that occur.

If you have any questions about the types of discharges, as listed under the **REASON** drop-down (under the **DISCHARGE PROFILE** section), please review the [Discharge Section of the SOP](#).

Image 1.22

Discharge Profile

Date Discharged: 5/30/2017
Discharge Staff: Wooden, Alysa
Primary Referral:
Secondary Referral:
Date of Last Contact:
Disposition:
Reason:

Status at Discharge

Employment Status:
of Weeks Employed:
Average Monthly Employment Income in the Past Year:
School/Vocational Training Status:
of Months in School/Vocational Training:
Living Arrangement:
of Months in This Living Arrangement:
Number of Children Living with Client:
Highest Grade Completed:
Has the Client Earned a GED:
Does the client live with anyone who:
- has an alcohol problem:
- uses non-prescribed drug:
Delivered baby during treatment:
Is baby drug free:

Cancel Save Finish

The **DISCHARGE PROFILE** section is below.

Discharge Profile

Date Discharged: 5/30/2017
Discharge Staff: Wooden, Alysa
Primary Referral:
Secondary Referral:
Date of Last Contact:
Disposition:
Reason:

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The **DISCHARGE PROFILE** section includes the following fields (listed below). Fields that are listed in **BOLD RED** are mandatory. Fields that are highlighted gray are auto-populated.

Date Discharged

Discharge Staff

Date of Last Contact

Primary Referral

The primary and secondary referral fields are to be used if the reentry case manager makes referrals for services at the time of discharge.

Secondary Referral

Turns into white, editable field if PRIMARY REFERRAL drop-down is used

Disposition

This field will not be used for the reentry case management program.

Reason – **DROP-DOWN**

RP-Admin. Removal – Reentrant has been pardoned or sentence has been suspended

RP-Admin. Removal – Reentrant has died

RP-Admin. Removal – Reentrant has had parole/probation revoked for reasons other than those identified above as “Program Non-Compliant”

RP-Admin. Removal – Reentrant has moved in-state to a location without a Reentry Case Manager

RP-Admin. Removal – Reentrant has moved out-of-state

RP-Admin. Removal – Reentrant was removed from caseload by probation officer (but is otherwise in compliance)

RP-Admin. Removal – Reentrant release date has changed

RP – Participant Opt-out

The participant has decided that they no longer want to be a part of the Reentry Case Management program.

RP – Program Non-Compliant – Reentrant is not in compliance with case management requirements

This can include absconding or a warrant for arrest.

RP – Program Non-Compliant – Reentrant recidivated *or absconded*

This REASON should be used if the participant is convicted of one or more new criminal charges, and the participant will be returning to jail or prison to serve time as a result of one or more new criminal charges or the participant has absconded from supervision and a warrant has been made for their arrest.

✓ If you are finding that there are individuals who are convicted for one or more new criminal charges, but that they are not receiving significant jail time (i.e. less than 15 days of jail/prison time) and are

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DBH Recidivism Reduction Case Manager Process

being returned to your caseload – be sure to change the **CURRENT SITUATION** status to reflect the start and end date of their incarceration along with a note stating, “NEW CRIMINAL CONVICTION.”

RP – Program Complete –Cooperative Discharge

The participant has completed the entire duration of the Case Management program, but did have PTRPs or DOC sanctions, prior to program discharge.

RP – Successful Program Complete – Cooperative Discharge

This discharge code should be used for individuals who do not receive any PTRPs or DOC sanctions.

The **STATUS AT DISCHARGE** section ([Image 1.23](#)) includes fields that relate to employment, education, or housing are highlighted gray and auto-populated by the latest *saved* information in the employment, education, and housing sections in the **THERAPEUTIC COURT** section of AKAIMS.

Image 1.23

The following **STATUS AT DISCHARGE** are not auto-populated by the latest saved employment, education, and housing information in AKAIMS.

Average Monthly Employment Income in the Past Year

Number of Children Living with Client

Does the client live with anyone who

has an alcohol problem – *drop-down*

uses non-prescribed drug – *drop-down*

Delivered baby during treatment

is baby drug free – *drop-down*

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Therapeutic Court – Education

This section is for tracking detailed client education history – which includes **EDUCATION COMPLETED** as well as **CURRENT EDUCATION DETAIL**.

The screenshot displays the Education Module interface. At the top is a blue bar labeled 'Client Education History (Export)'. Below it is a table with columns: Actions, Education Status, Date Enrolled, School Name, Enrollment End Date, Reason for Termination, and Date Completed. The table is currently empty. Below the table is another blue bar labeled 'Education Completed' with an 'Add New' link on the right. Under this bar, there are input fields for 'Highest Grade Completed' and 'Date Completed'. Below these is a section titled 'Current Education Detail' with a form. The form includes fields for 'School/Vocational Training Status – Enrollment', 'Name of School/Training Center', 'Enrollment Start Date', 'Enrollment End Date', and 'Reason for Termination of Enrollment'. To the right of these fields is a table with columns for 'Grade Period' (1, 2, 3, 4, 5) and rows for 'GPA', 'Suspensions', 'Detentions', 'Days Absent', and 'Expulsions'. A 'Finish' button is located at the bottom right of the form.

The Education Module allows case managers to track highest grade completed, as well as current formalized education and/or vocational training. The Grade Period section is based off of semester or quarter based grading systems and the 4 and 5 Grade Periods are meant to track summer classes.

Information uploaded to this section will also auto populate the Discharge status questions related to education.

The **EDUCATION COMPLETED** section includes the following fields (listed below).

Highest Grade Completed

Date Completed

The **CURRENT EDUCATION DETAILS** section includes the following fields (listed below).

School/Vocational Training Status – Enrollment

Name of School/Training Center

Enrollment Start Date

Enrollment End Date

Reason for Termination of Enrollment

Grade Periods 1-5

GPA

Suspensions

Detentions

Days Absent

Expulsions

You can upload multiple education status updates. Click the **ADD NEW** link to create a new education status update.

The screenshot shows the 'Education Completed' section with a blue bar at the top. On the right side of the bar, there is a link labeled 'Add New' which is circled in red.

The **EDUCATION COMPLETED** and **CURRENT EDUCATION DETAIL** fields will turn white when edits can be made (Image 1.24).

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Image 1.24

Education Completed

Highest Grade Completed Date Completed

Current Education Detail

School/Vocational Training Status – Enrollment

Name of School/Training Center

Enrollment Start Date

Enrollment End Date

Reason for Termination of Enrollment

Grade Period

	1	2	3	4	5
GPA	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Suspensions	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Detentions	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Days Absent	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Expulsions	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Cancel](#) [Save](#) [Finish](#)

Therapeutic Court – Employment

This section is for tracking detailed client employment history. Information uploaded to this section will also auto populate the Discharge status questions related to employment.

Employment History

Actions	Start Date	Employment Status	Wage	End Date	Termination Reason
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Employment History Details [Add New Employment](#)

Employment Start Date Employment End Date

Employment Status Employment Termination Reason

Name of Employer

Occupation

Wage Wage Type

Hours per Week

[Finish](#)

You can upload multiple employment history details. Click the **ADD NEW EMPLOYMENT** link to create a new employment history detail update.

Employment History Details [Add New Employment](#)

The **EMPLOYMENT HISTORY DETAIL** fields will turn white or will be highlighted yellow when edits can be made, as shown below.

Employment History Details [Add New Employment](#)

Employment Start Date Employment End Date

Employment Status Employment Termination Reason

Name of Employer

Occupation

Wage Wage Type

Hours per Week

[Cancel](#) [Save](#) [Finish](#)

The **EMPLOYMENT HISTORY DETAILS** section includes the following fields (listed below). Fields that are listed in **BOLD RED** are mandatory. Fields that are highlighted gray are auto populated or will turn white based off of other text fields.

Employment Start Date

Date employment began

Employment End Date

Should be left blank if the individual is still employed at this company/organization.

Employment Status

Select from Drop Box

Employment Termination Reason

This field turns into a drop-down once an employment end date has been selected.

Name of Employer

Type in Name of Company/Organization

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Occupation

Type of work participant completes

Wage

Note when you fill in the Wage field, the Wage Type field becomes mandatory

Wage Type

This field becomes mandatory if the Wage field is filled out.

Hours per Week

Populates the status from the total hours of meaningful activity entered.

Therapeutic Court – Housing

This section is for tracking detailed client housing history details. Information uploaded to this section will also auto populate the **DISCHARGE** status questions related to housing.

The image shows two screenshots of a software interface. The top screenshot is the 'Housing History' table, which has columns for 'Actions', 'Start Date', 'End Date', and 'Termination Reason'. The bottom screenshot is the 'Housing History Details' form, which includes fields for 'Start Date', 'End Date', 'Address Type', 'Address', 'City', 'State', 'Zip', 'Termination Reason', 'Benefits or Subsidy being applied for', 'Benefits or Subsidy Approved', 'Relation to Client' (with a dropdown menu showing 'Aunt(s)', 'Brother(s)', 'Daughter(s)', 'Father'), 'Living with Client', 'Signed Note', and 'Unsigned Note (Work in Progress)'. There are 'Cancel', 'Save', and 'Finish' buttons at the bottom right of the form.

You can upload multiple housing history details. Click the **ADD HOUSING** link to create a new housing history detail update.

The image shows the header of the 'Housing History Details' form. The 'Add Housing' link is highlighted with a red circle.

The **HOUSING HISTORY DETAIL** fields will turn white or will be highlighted yellow when edits can be made, as shown below.

The image shows the 'Housing History Details' form with several fields highlighted in yellow, indicating they are editable. These fields include 'Start Date', 'End Date', 'Address Type', 'Address', 'City', 'State', 'Zip', 'Benefits or Subsidy being applied for', 'Benefits or Subsidy Approved', 'Relation to Client', and 'Living with Client'. There are 'Cancel', 'Save', and 'Finish' buttons at the bottom right of the form.

The **HOUSING HISTORY DETAILS** section can also be used to track benefits or subsidies used for the reentry case management program. For reentry funding purposes there are certain drop-downs that should be used when tracking case management funded housing (**Image 1.24**).

For instance if the participant has funding for temporary housing costs – the **ADDRESS TYPE** drop-down selection should be **TRANSITIONAL HOUSING**.

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- ✓ Transitional housing is intended to be short-term, emergency housing funds (with a designated end date) to provide shelter while the participant looks for employment and more permanent housing options.

Image 1.24

A screenshot of a web application showing a dropdown menu for 'Address Type'. The menu is open, displaying a list of options: Address, Hotel, Jail/Prison/Detention Facility, Other, Out of Home Placement, Private Residence (apartment, home, room), Residential Substance Abuse Treatment Facility, Shelter, Street/Outdoors (sidewalk, abandoned building, park), and Transitional Housing. The 'Transitional Housing' option is highlighted in blue. The 'Address Type' label is highlighted in yellow.

If using reentry case management funding to pay for housing costs, be sure to select the **EMERGENT FUNDS** drop-down under the **BENEFITS OR SUBSIDY BEING APPLIED FOR** section. (Image 1.25)

Image 1.25

A screenshot of a web application showing a dropdown menu for 'Benefits or Subsidy being applied for:'. The menu is open, displaying a list of options: None, Emergent Funds, Housing Assistance Program, Tribal Housing, AHFC Section 8 Assistance, and Other. The 'Emergent Funds' option is highlighted in blue. The 'Benefits or Subsidy being applied for:' label is highlighted in yellow.

The **HOUSING HISTORY DETAILS** section includes the following fields (listed below). Fields that are listed in **BOLD RED** are mandatory. Fields that are highlighted gray are auto populated.

Start Date

Date Participant began living at address

End Date

Date Participant no long lived at address (this does not have to be filled out, unless the address is no longer valid – *leave this blank if the participant is currently living at this address*)

Termination Reason

This drop-down box will become active when End Date is entered

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Address Type – DROP-DOWN

Address

Address

City

State

Zip

Benefits or Subsidy being applied for – DROP-DOWN

Select financial support type if used for housing

Benefits or Subsidy Approved

Enter financial support amount

Relation to Client / Living with Client – MOVER BOXES

Unsigned Note / Signed Note

This note is specific to notes associated with the participant's living environment.

Therapeutic Court: Court & Other Justice

At this time the reentry case management program is not utilizing the **COURT & OTHER JUSTICE** section in AKAIMS. (Image 1.24)

Image 1.24

Court and other Criminal Justice Supervision/Events Export

Actions	Date	Event	Type of Contact	Location	Outcome	Court Action	Court Phase

Detailed Information [Add New](#)

Event Date Facility

Event Staff Name

Type of Contact Outcome

Location Court Action

Court Phase

Signed Note

Release this note?

Unsigned Note (Work in Progress)

[Sign Note](#)

[Cancel](#) [Save](#) [Finish](#)

Therapeutic Court: New Charges

At this time the reentry case management program is not utilizing the **NEW CHARGES** section in AKAIMS. (Image 1.25)

Image 1.25

Charges Received During Drug Court (Export)

Actions	Date	Offense	Disposition	Disposition Date	Disposition Charge

Detailed Information [Add New](#)

New Arrest Date

New Arrest Charge (Most Severe)

Disposition Date Disposition

Disposition Charge

VOP Date VOP Charge

Signed Note

Unsigned Note (Work in Progress)

[Sign Note](#)

[Cancel](#) [Save](#) [Finish](#)

Therapeutic Court: Incentives/Sanctions

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At this time the reentry case management program is not utilizing the **INCENTIVES/SANCTIONS** section in AKAIMS. (Image 1.26)

Image 1.26

Actions	Behavior Date	Behavior Type	Behavior	Response Date

Graduated Incentives / Sanctions Details [Add New](#)

Behavior Type: [Dropdown] Behavior Date: 5/30/2017 Behavior: [Dropdown]
Response Date: 5/30/2017 Unit: Therapeutic Courts Staff: Wooden, Alysa
Responses: [Text Area] Selected Responses: [Text Area]
Signed Note: [Text Area] Unsigned Note (Work in Progress): [Text Area] Sign Note
Cancel Save Finish

Therapeutic Court: Progress

At this time the reentry case management program is not utilizing the **PROGRESS** section in AKAIMS. (Image 1.27)

Image 1.27

Client Progress Report

Activity Date Range From [Date Picker] To [Date Picker]
On Screen Cancel

How to open a current client's AKAIMS CLIENT PROFILE or ACTIVITY LIST (which includes the Therapeutic Courts drop-down)

The **CLIENT LIST** page has three sections: **CLIENT SEARCH**, **CLIENT LIST**, and **CLIENTS WITH CONSENTS FROM OUTSIDE AGENCIES**. For reentry we will be primarily focusing on the **CLIENT SEARCH** screen.

Client Search

You can use this section to generate lists of clients matching specific criteria, such as first name. You can hit the "GO" button without any search criteria filled in, if there are less than 1000 client records.

- ✓ As the case manager client lists builds, it is recommended that you perform a search for clients so that duplicate clients are not created. This is especially important for reentry, as clients may discharge from the program only to be placed into case management again.

This is a screenshot of the **CLIENT SEARCH** section (Image 1.28).

Image 1.28

Client Search

Agency: aaaPatrick's Test Agency Facility: [Dropdown]
First Name: [Text Field] Last Name: [Text Field]
SSN: [Text Field] DOB: [Text Field]
AKAIMS Client Id: [Text Field]
Unique Client Number: [Text Field] Provider Client ID: [Text Field]
Treatment Staff: [Dropdown] Primary Care Staff: [Text Field]
Case Status: All Clients Intake Staff: [Dropdown]
Other Number: [Text Field] Number Type: [Dropdown]
Include Only Active Consents: Yes [Dropdown] Case #: [Text Field]
Clear Go

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ACOMS – DHSS-DOC Reentry Case Management Module

The ACOMS (Alaska Corrections Offender Management System) system is utilized by the Department of Corrections staff for offender management; including booking, case notes, and documents.

The Department of Corrections has, in coordination with the Department of Health and Social Services, created an automated referral program called the DHSS-DOC Reentry Case Management Module as a separate section within in ACOMS.

The purpose of this referral module is to increase referrals from DOC to case managers within 90 days of release, to better assist reentrants in getting support services.

Access to this module is restricted to reentry case managers who have filled out the DOC ACOMS forms **and** who have been approved by DOC to access the module.

Approval to access the module comes directly from DOC and occurs on a case-by-case basis.

It is recommended that reentry case managers check the ACOMS reentry case management waiting list at least once (1x) daily to ensure that offender referrals and updates are being monitored regularly.

ACOMS Homepage



WARNING: Alaska's criminal justice information is confidential; the existence or nonexistence of Alaskan criminal justice information may not be released to or confirmed to any person except as provided in Alaska Statute 12.62.160. Criminal justice information includes criminal identification information, defined in Alaska Statute 12.62.900 as "fingerprints, photographs, and other information or descriptions that identify a person as having been the subject of a criminal arrest or prosecution.xtr"

The ACOMS homepage can be accessed by the typing in the following web address into your internet browser: <https://xtr.correct.state.ak.us/acoms/>

Update: 2/28/2018 DHSS-Division of Behavioral Health: Reentry Case Management

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Please note: DOC IT has stated that the ACOMS system works best remotely utilizing the Internet Explorer browser and tends to have the most glitches when utilized through Google's Chrome browser.

Logging In

Once case managers have been approved by DOC to access the ACOMS reentry case management module they should receive a **USER ID** and a **PASSWORD**.

After accessing the homepage, case managers should click on the **APPLICATION LOGON** button located above the Department of Corrections seal.

Application Logon

After clicking on the **APPLICATION LOGON** button a new log-in window will open. The window will show the **USER ID, PASSWORD, FORCE RELOGON**, and application. Case managers should enter in their login information provided by the Department of Corrections below. **FORCE RELOGON** can remain YES.

ACOMS
Alaska Corrections Offender Management System

Logon: Enter your ID and Password

User ID:

Password:

Force Relogon ☒ Yes ☐ No

Application:

Logon Reset Close

After filling in your information, including: **USER ID, PASSWORD**, and changing the **APPLICATION** to “RE-ENTRY CASE MANAGEMENT,” click the **LOGON** button.

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ACOMS

Alaska Corrections Offender Management System

Logon: Enter your ID and Password

User ID:

Password:


Force Relogon ☒ Yes ☐ No

Application:


DOC-DHSS Re-entry Case Management Waiting List: Column Fields & Page Navigation

After case managers have logged-in with their **USER ID** or **PASSWORD**, the log-in screen will change to the DOC-DHSS Re-entry Case Management Waiting List.

Re-Entry Case Management



DOC-DHSS Re-entry Case Management Waiting List



Add selected to my workloadView selected offender packetView my workloadView re-entry services historyView global workload

Off. #	Name	APSIN #	DOB	Location	Office	Release Date	Vet?	Cyc.
				MIDTOWN CTR - ANCH	ANCHORAGE RE-ENTRY	02/01/2018	N	1
				WILDWOOD CC	FAIRBANKS RE-ENTRY	01/26/2018	N	1

1-2 of 2

Refresh

Update: 2/28/2018 DHSS-Division of Behavioral Health: Reentry Case Management

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The waiting list houses active clients who have been referred by Institutional Probation Officers (IPOs) within DOC institutions. Offender information includes:

- **Offender #** (ACOMS/OBSIS #)
- **Name** (offender name)
- **APSIN #**
- **DOB** (date of birth)
- **Location** (institution where the offender is currently located)*
- **Office** (the location where the offender is set to release)*
- **Release date** (when the offender is set to be released into the community)*
- **Vet?** (whether or not the offender has self-identified as being a military veteran)
- **Cyc.** (the amount of times the offender has cycled through the ACOMS reentry case management referral system for case management services)

An asterisk () indicates fields with information that change frequently. Case managers will need to check their ACOMS reentry case management referral lists frequently to stay updated.*

Bottom of Page Navigation



At the bottom of the ACOMS reentry case management waiting list is the page navigation bar. On the bar are arrows that allow case managers to return to the very first and last page, or to go back or forward one page at a time.

First and Last Page buttons



Back and Forward buttons

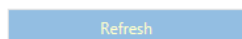


Page Number and Current Page out of All Pages



Refresh Waiting List

The **REFRESH** button allows you to get “real time” refreshed updates to the reentry case management list. This button is located at bottom of the waiting page.



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DOC-DHSS Re-entry Case Management Waiting List: Top Navigation Buttons

The waiting list has five top navigation links.

Add selected to my workload

View selected offender packet

View my workload

View re-entry services history

View global workload

The five navigation buttons are:

- **Add selected to my workload**
After you click on an offender name, the **ADD SELECTED TO MY WORKLOAD** button will become active (clickable) and turn blue. This button allows case managers to add an offender from the list to their caseload for their location.
- **View selected offender packet**
This button will become active and turn blue once an offender name has been selected. This button allows case managers to view the current OMP and reentry plan for the offender.
- **View my workload**
This button allows case managers to view the offenders that they have placed on their caseload.
- **View re-entry services history**
This button allows case managers to view the service history for the offenders that they have placed on their caseload.
- **View global workload**
This button allows case managers to view the global workload history for all offenders who have been referred for case management services.

DOC-DHSS Re-entry Case Management Waiting List: Discharging Referrals

If a participant, referred through the ACOMS reentry referral module, is discharged from case management services in AKAIMS – for any reason – the individual will need to be manually discharged from the ACOMS reentry referral module as well.

At this time the two systems are not linked so that discharge information in AKAIMS is automatically transferred to the ACOMS reentry referral module.

Below are the steps for discharging an individual from the ACOMS reentry referral module.

Step 1: Open the MY WORKLOAD pop-up window

View my workload

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A new window will open called, "MY WORKLOAD."

My workload

Discharge selected Return selected to waiting list Export (XLS)

Off. #	Name	APSIN #	DOB	Location	Office	Release Date	Vet?	Discharge Comments
				CORDOVA CTR	ANCHORAGE RE-ENTRY	01/15/2018	N	
				MIDTOWN CTR - ANCH	ANCHORAGE RE-ENTRY	02/01/2018	N	

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Close this window

In order to discharge an individual on the ACOMS system, case managers should click on the name of the participant that they are trying to discharge. The name clicked on will then become highlighted in blue (picture: right). Next, click on the **DISCHARGE SELECTED** button (picture: left).

My workload My workload

Discharge selected Return selected to waiting list Export (XLS)

Off. #	Name	APSIN #	DOB	Location	Office	Release Date	Vet?	Discharge Comments
				CORDOVA CTR	ANCHORAGE RE-ENTRY	01/15/2018	N	
				MIDTOWN CTR - ANCH	ANCHORAGE RE-ENTRY	02/01/2018	N	

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Close this window

Discharge selected Return selected to waiting list Export (XLS)

Off. #	Name	APSIN #	DOB	Location	Office	Release Date	Vet?	Discharge Comments
				CORDOVA CTR	ANCHORAGE RE-ENTRY	01/15/2018	N	
				MIDTOWN CTR - ANCH	ANCHORAGE RE-ENTRY	02/01/2018	N	

51-52 of 52

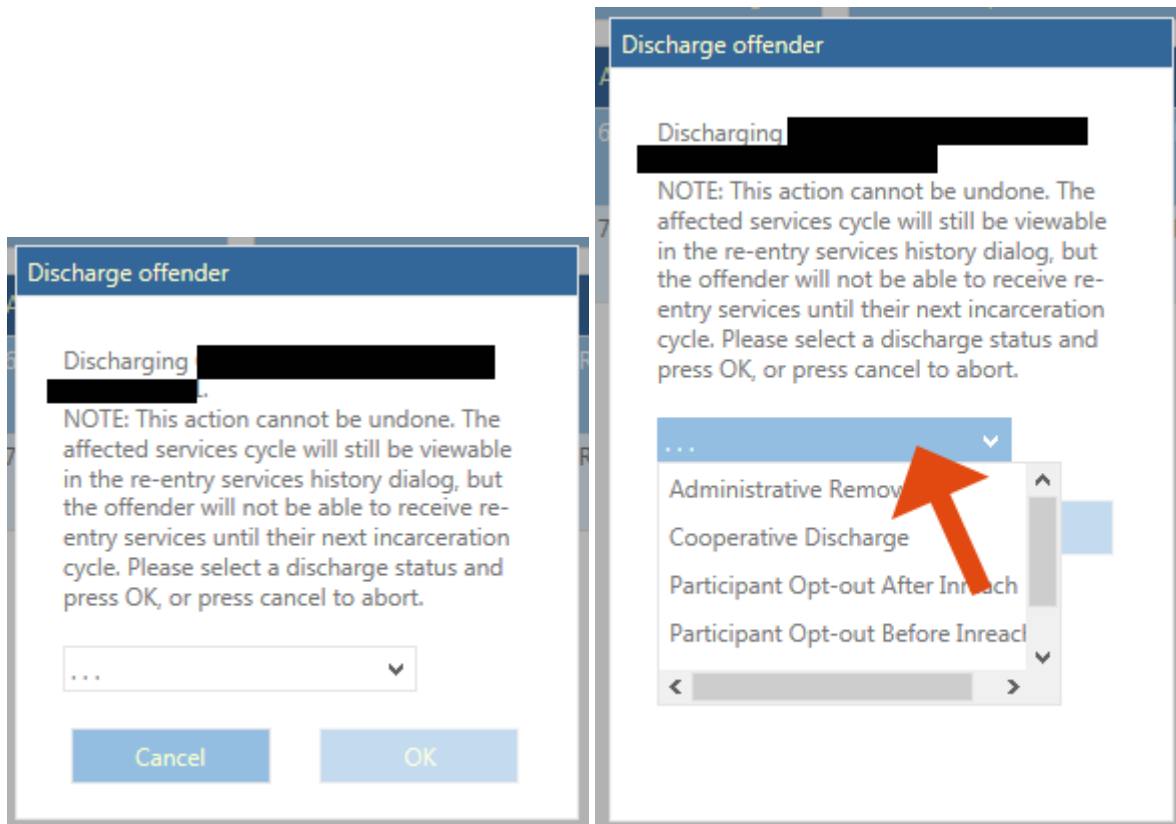
Close this window

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Step 2: Fill out the discharge offender pop-up box

A pop-up box will appear when the **DISCHARGE SELECTED** button is selected, called Discharge offender. The box contains a box warning that the action cannot be undone, a list of discharge options, and **CANCEL** and **OK** button.



Case managers should choose and click on the appropriate discharge category from the drop down and click the **OK** button. The discharge reason, date stamp, and case manager name will automatically update the **DISCHARGE COMMENTS** column. No additional discharge comments are needed in the ACOMS reentry case manager referral module. All other participant specific discharge comments should be uploaded to AKAIMS only.

Discharge Type Clarification

At this time, the discharge options available are: **Administrative Removal**, **Cooperative Discharge**, **Participant Opt-Out After In-reach**, **Participant Opt-out Before In-reach**, **Program Non-Compliance**.

- **Administrative Removal:** If any of the below discharge types are used in AKAIMS this drop-down option should be chosen in the ACOMS reentry case management module.
 - RP – Admin. Removal – Reentrant has been pardoned or sentence has been suspended.
 - RP – Admin. Removal – Reentrant has died

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- RP – Admin. Removal – Reentrant has had parole/probation revoked for reasons other than those identified as “Program Non-Compliant”
 - RP – Admin. Removal – Reentrant has moved in-state to a location without a Reentry Case Manager
 - RP – Admin. Removal – Reentrant has moved out-of-state
 - RP – Admin. Removal – Reentrant was removed from caseload by probation officer (but is otherwise in compliance)
 - RP – Admin. Removal – Reentrant release date has changed
- **Cooperative Discharge:** The reentrant completed the six-month program in compliance with the program requirements.
 - RP – Program Complete – Cooperative Discharge
 - RP – Successful Program Complete – Cooperative Discharge
- **Participant Opt-Out After In-reach:** The offender had a one-on-one in-reach with the case manager, but opted out of case management services after the in-reach.
 - RP – Participant Opt-out
- **Participant Opt-Out Before In-reach:** This discharge is the only discharge from the list that is ACOMS specific and not in AKAIMS. Participants are not input into AKAIMS as part of a case manager’s caseload until after in-reach; therefore, participants who opt-out of case management prior to an in-reach will only need to be discharged in the ACOMS system and not in the AKAIMS system.
- **Program Non-Compliance:** This discharge is used if a participant has been removed from a case managers caseload due to the following two non-compliance AKAIMS options:
 - RP – Program Non-Compliant – Reentrant is not in compliance with case management requirements
 - RP – Program Non-Compliant – Reentrant recidivated

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DOC-DHSS Re-entry Case Management Waiting List: Moving Participants Back to the Waiting List

There may be situations when case managers will need to move an offender from their workload, back to the main waiting list. Often, this happens because the location of an offender has changed to a location area that the case manager does not cover.

To remove a name from the workload area, back to the main waiting list:

Select (click on) the offender name – which will be highlighted blue when active – and then click on the **RETURN SELECTED TO WAITING LIST** button at the top of the pop-up window.

The screenshot shows a web application titled "Re-Entry Case Management". Below the title bar is a header "My workload" with a close button (X). Below the header are three buttons: "Discharge selected", "Return selected to waiting list" (highlighted with a red box and an arrow), and "Export (XLS)". Below the buttons is a table with the following columns: Off. #, Name, APSIN #, DOB, Location, Office, Release Date, Vet?, and Discharge Comments. The table contains several rows of data, including "ANCHORAGE PROB", "ANCHORAGE JAIL", "FAIRBANKS PROB", "ABSCONDER", and "ANCHORAGE PROB". A large black redaction box covers the "Name" and "DOB" columns for the first several rows. At the bottom of the table is a pagination bar showing "1-10 of 52" and a "Close this window" button.

Off. #	Name	APSIN #	DOB	Location	Office	Release Date	Vet?	Discharge Comments
				ANCHORAGE PROB	ANCHORAGE RE-ENTRY		N	
				ANCHORAGE JAIL	ANCHORAGE RE-ENTRY		N	NOTE: No longer requesting services as of 2017-11-20
				FAIRBANKS PROB	FAIRBANKS RE-ENTRY		N	
				ABSCONDER	MAT-SU RE-ENTRY		N	NOTE: No longer requesting services as of 2017-09-29
				ANCHORAGE PROB	ANCHORAGE RE-ENTRY		N	NOTE: No longer requesting services as of 2017-10-17
				D/CHG OUT OF SYSTEM	ANCHORAGE RE-ENTRY		N	
				D/CHG OUT OF SYSTEM	ANCHORAGE RE-ENTRY		N	
				ANCHORAGE PROB	ANCHORAGE RE-ENTRY		N	
				ANCHORAGE PROB	ANCHORAGE RE-ENTRY		N	
				ANCHORAGE PROB	ANCHORAGE RE-ENTRY		N	

The DOC contact for ACOMS questions / concerns is:

Christina Shadura

christina.shadura@alaska.gov

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VII. Addendum

Quick Start Guide

This quick start guide is intended for new case managers who are in need of the most pertinent information in order to start working with program participants.

Hiring Forms

- Grant Case Manager / Reentry Coordinator Hiring Agreement
- DOC Hiring Documents
- ACOMS Reentry Module Agreement

Mandatory Trainings / Meetings, II. DBH Reentry Case Manager Training

Read & Sign

- DHSS / DBH Reentry Case Management SOP
 - Start Here:
 - I. Policies, Procedures, and Practices
 - III. Performance & Quality Improvement
 - IV. Required Participant Paperwork
 - VI. Training Resources
 - VII. Addendum

Read

- Alaska Community Reentry Manual
 - Start Here:
 - Case Management Section
 - Program Outcomes Section

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FAQ (Frequently Asked Questions)

Question (Q)		Answer (A)	
Q	How long is the case management program? / When does the program begin?	A	The case management program begins at least 90-days prior to release for referrals from DOC institutions. The program is a six-month, post-release program.
Q	What are the phases of the program? What does each phase mean?	A	<p>There are three transitional phases of the program, separated by 2-month periods. The transitional phases of the program are:</p> <ul style="list-style-type: none"> • Phase 1 (Months 1-2) • Phase 2 (Months 3-4) • Phase 3 (Months 5-6) <p>Each transitional phase represents a reevaluation period for the case manager and program participant, and a new transitional plan is filled out at the end of each phase.</p> <p>In addition to the transitional phases, case managers create an aftercare plan for each individual prior to discharge from the program.</p>
Q	What are transitional plans / aftercare plans and how do they work?	A	<p>Transitional plans are program plans created with reentrants once they have been released out into the community.</p> <p>Transitional plans are based off of the information provided as part of the Department of Correction's Offender Management Plan or Release Plan.</p> <p>Transitional plans serve as a guide for both the case manager and the reentrant as to the support service needs and goals that should be focused on during each transitional phase.</p> <p>Transitional plans are updated at the end of each phase.</p> <p>Aftercare plans are serve as referral and service guides for reentrants after they are discharged from the program. An aftercare plan can be created at any transition phase,</p>

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			and can include opt-outs and reentrants who have completed the case management program.
Q	Who qualifies to be a reentry case manager?	A	<p>Reentry case managers, on-behalf of the DBH reentry case management grant, are hired through the agency (fiscal agency) awarded the grant. The case management position for this grant may also be sub-contracted out to another agency, though oversight of the grant (including expected outcomes and reporting) are expected to be submitted and completed by the grantee.</p> <p>Reentry case managers are also required to pass additional background and hiring requirements developed through an implementation partnership between the Division of Behavioral Health and the Department of Corrections.</p>
Q	What agencies qualify to be grantees for the DBH case management grant?	A	<p>Grants for this program are awarded through the Division of Behavioral Health, Department of Health and Social Services.</p> <p>The Department of Health and Social Services has a Grants and Contracts arm that administers and executes award on behalf of the Department.</p>

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Case Management Contact Media Guidelines

The following media guidelines are intended for case managers – for use if they are engaging in media activities within their position as a case manager or on behalf Reentry Case Manager Program – funded through the Division of Behavioral Health, Department of Health and Social Services.

It is important to note the following:

1. These guidelines are not intended to curtail your right as an individual to connect with the media, however, it is *strongly* encouraged that case managers understand the potential for unclear distinctions between personal and professional viewpoints and the consequences that any vagueness can have in the context of this program.
2. The Division of Behavioral Health does not have the ability to monitor every social network channel or media outlet, and expects case managers to be professional and aware of the challenges of posting or contacting media if representing viewpoints on behalf of the case management program or within the context of your role as a reentry case manager.
3. Case managers working with individuals, either currently incarcerated or supervised by DOC staff, should be aware of the restrictions around posting media (including, but not limited to, pictures, audio and/or video, and written text) of and/or about offenders or reentrants. In addition, case managers should maintain appropriate boundaries in utilizing media (including, but not limited to, pictures, audio and/or video, and written text) especially when working with participants of the program, as part of their caseload.

If there are any questions about what is or is not appropriate, questions should be directed to the DHSS Program Manager, who may forward written requests for clarification to the Department of Corrections Public Information Officer.

4. Case managers will not utilize internal or external media channels and/or outlets to discuss confidential items; including, but not limited to, legal matters, litigation, protected information, and health information.
5. Any violations of the media guidelines will be addressed with both the case manager and the grantee organization, and a formal written complaint can be submitted by the Department of Corrections utilizing the Incident Report Form. Case managers are *strongly* encouraged to carefully read and follow the media contact guidelines to reduce the likelihood of there being any confusion about media contacts.

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Media Communication & Media Contacts by Department

Media refers to all communication which reaches or influences people locally, nationally, or globally. Media includes physical formats (books, magazines, or newspapers), electronic formats (i.e. websites, blogs, Twitter, Instagram), or broadcast formats (websites, radio, or television).³

Case managers should report all media contact to the DHSS Program Manager as soon as possible, but no later than **three (3) business days from the initial contact** with a media organization or media representative.⁴ Case managers should submit the media contact form via email so that a written copy can be shared with any other state organization in need of this information.

Case managers should defer questions or information requests about the Division of Behavioral Health, Department of Health and Social Services or the Department of Corrections to the Communications Coordinator or Public Information Officer (PIO) for either department.

Department of Health and Social Services	Clinton Bennett DHSS Associate Coordinator Phone: (907)269-4996 Email: clinton.bennett@alaska.gov
Department of Corrections	Megan Edge DOC PIO Phone: (907)269-5037 Email: megan.edge@alaska.gov

A copy of DOC's media contact policies and procedures form can be obtained by contacting the DOC PIO, Megan Edge.

³ This definition of "media" was pulled directly from the Department of Corrections, Policies and Procedures, Chapter 808, Number 808.02, Media Policy; last updated 2/01/12.

⁴ A media organization is a business or non-profit whose job it is to gather and report news to the public or a special audience. A media representative is a person whose occupation is to gather or report news. The definition for "media organization" and "media representative" was pulled directly from the Department of Corrections, Policies and Procedures, Chapter 808, Number 808.02, Media Policy; last updated 2/01/12.

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Reentry Case Manager Professional Code of Conduct

Reentry case managers are expected to uphold professional standards in their work with program participants, both within institutions and out in the community. Program participants for the reentry case management program are vulnerable adults, often with underlying behavioral health issues, which are complicated by repeated violations of the law and multiple incarceration stays.

Reentry case managers are the link between much needed support services and the program participant, and will regularly be in contact with multiple program stakeholders – including working directly with the Department of Corrections staff.

It is imperative that case managers maintain appropriate boundaries and understand the important role that they play in helping to reduce recidivism.

With the above in mind, the following codes of conduct should be a part of the professional practice of all case managers:

- Program participants are not to ride in personal vehicles, unless the organization has the appropriate insurance for the vehicle, the driver, the passenger, **and** approval has been received by DOC *if* the individual is under DOC supervision. **It is highly recommended that case managers do not transport program participants for the following reasons:**
 - The purpose of reentry case management is for the reentrant to build long-term community supports, including transportation supports.
 - If an accident should occur, liability could be an issue, and the State will not take on that liability for any grantee.
 - This could present multiple areas for boundary issues or misinterpretations.
- Program participants should not be calling personal cellphone numbers.
- All interactions with program participants should be documented in AKAIMS to reduce any misunderstandings or miscommunications. Reentry case management information; including intakes, admission, notes, and discharges, should be uploaded consistently, *as soon as possible*, and **no more than five (5) days after client contact**.
- Program participant information should be kept in AKAIMS and stored safely if paper files are involved. HIPAA and CJIS standards should form the basis of file storage decisions.
- Case Managers will develop positive working relationships with DOC staff and openly share concerns or feedback with DOC supervision staff. This program is built upon the trust that is developed between DOC and reentry case managers.
- Case managers will actively engage in trainings and meetings and provides feedback, in order for continuous program improvement.

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VIII. Forms

Incident Report Form Description

The incident report form can be utilized by DOC staff or reentry case managers to formally report any unusual or impactful incidents with potential negative implications that occurred at an institution or out in the community.

The incident report form is not an injury report form.

Incident reports should not be used by case managers to discuss or disclose participant specific information. Issues involving program participants should be recorded utilizing the AKAIMS Reentry Case Management (Notes) module.

Incident report forms should be forwarded to the DHSS Program Manager and may be shared with the case manager and grantee organization. Incident report forms submitted to the DHSS Program Manager will be shared with the DHSS Grants Administrator and become a part of the grantee organization's file.

Media Contact Form Description

This form should be filled out by case managers within no more than **three (3) business days** of media contact. This form may be shared by the DHSS Program Manager with DOC, DHSS, or other stakeholders in order to ensure transparency in media reporting / media communications.

In addition, the DHSS Program Manager may follow-up with case managers about the information on the media contact form.

Case Manager Evaluation Form


This form is filled by the DHSS Program Manager for the Recidivism Reduction grants. The purpose of the evaluation is to assess and identify areas of program / case management improvement. Insights gained from this reentry case manager program evaluation may be used by the DBH Program Manager to develop additional case management training and educational opportunities. The full case manager evaluation form is attached separately and will be available on GEMS as part of the FY19 grant continuation.

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This page should be signed, dated, and returned to the DHSS Program Manager. The signature page is documentation that both the grantee and case manager have read this document and agree to the policies and procedures listed within.

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Incident Report Form

<p align="center">STATE OF ALASKA DEPARTMENT OF HEALTH AND SOCIAL SERVICES (DHSS) DIVISION OF BEHAVIORAL HEALTH (DBH)</p>  <p align="center">DHSS INCIDENT REPORTING FORM REENTRY CASE MANAGEMENT STANDARD OPERATING PROCEDURES</p>	SECTION:		PAGE:	
	DBH, RECIDIVISM REDUCTION GRANTS		1 of <input type="text" value="enter #"/>	
	TITLE:			
	DHSS INCIDENT REPORTING FORM, STANDARD OPERATING PROCEDURES			
	VERSION NUMBER:		LAST UPDATE:	
	V.1		12/18/17	
INCIDENT DATE		INCIDENT TIME		
___ / ___ / 20__		___ : ___ AM / PM		
REPORT DATE				
___ / ___ / 20__				
INFORMATION OF INDIVIDUAL REPORTING INCIDENT				
Reported by Name		Agency / Position		
Reported by Primary Phone		Reported by Email		
INCIDENT INFORMATION				
Location of Incident (facility / geographical area)		Did this incident occur inside of a DOC institution or jail?		
		<input type="checkbox"/> Yes <input type="checkbox"/> No Institution/Jail: _____		
Incident Description – Please attach additional documentation if needed:				
Was an Agency or Authority Notified? <input type="checkbox"/> Yes <input type="checkbox"/> No Whom: _____				
INFORMATION OF WITNESSES OF INCIDENT (Duplicate if needed)				
Reported by Name		Agency / Position		
Reported by Primary Phone		Reported by Email		


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<div style="text-align: center;"> <h1>STATE OF ALASKA</h1> <h2>DEPARTMENT OF HEALTH AND SOCIAL SERVICES (DHSS)</h2> <h3>DIVISION OF BEHAVIORAL HEALTH (DBH)</h3>  <h3>DHSS MEDIA CONTACT FORM</h3> <h3>STANDARD OPERATING PROCEDURES</h3> </div>	SECTION: DBH, RECIDIVISM REDUCTION GRANTS		PAGE: 1 of 1
	TITLE: DHSS MEDIA CONTACT FORM, STANDARD OPERATING PROCEDURES		
	VERSION NUMBER: V.1	LAST UPDATE: 12/18/17	
	Case managers should report all media contact to the DHSS Program Manager as soon as possible, but no later than three (3) business days from the initial contact with a media organization or media representative.		
Type of Interview <input type="checkbox"/> Phone <input type="checkbox"/> In-person <input type="checkbox"/> Email <input type="checkbox"/> Other: _____	The Reporter's / Interviewer's Name		
	The Name of the News Agency or Organization		
	The Air Date or Release of the Interview / Media Piece		
The link to the interview or media			
Any additional comments			

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Standard Operating Procedure Signature Page

STATE OF ALASKA DEPARTMENT OF HEALTH AND SOCIAL SERVICES (DHSS) DIVISION OF BEHAVIORAL HEALTH (DBH)  DHSS Standard Operating Procedures Signature Page REENTRY CASE MANAGEMENT STANDARD OPERATING PROCEDURES	SECTION: DBH, RECIDIVISM REDUCTION GRANTS	PAGE: 1 of 1
	TITLE: DHSS STANDARD OPERATING PROCEDURES SIGNATURE PAGE, STANDARD OPERATING PROCEDURES	
	VERSION NUMBER: V.1	LAST UPDATE: 12/18/17
	By signing this form and returning it to the DHSS Program Manager both the case manager and the grantee agree that they have read the reentry case management Standard Operating Procedures document and will follow the policies and procedures listed therein.	
X		
CASE MANAGER NAME (PRINTED)		
X / /		
CASE MANAGER SIGNATURE DATE		
X		
GRANTEE SIGNER NAME / ORGANIZATION (PRINTED)		
X / /		
GRANTEE SIGNER SIGNATURE DATE		

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IX. Release Versions

Final Versions

2/28/18

Draft Versions

8/14/17

12/18/17

1/12/18