

Josephine County Community Corrections
Case Management Training
02.09.22

New Cases, Assessments, and BCP Standards Objectives:

- Establish practice/protocol for new cases, specifically completing assessments and case plans within 60 days
- Gain compliance with OAR
- Brainstorm and discuss practical strategies to assist with 60-day compliance goals
- Identify barriers to achieving 60-day compliance
- Improve our dashboard numbers and reflect our statewide impact

What is working for us now:

- Schedule 2-hour block of time for initial office visit (post group intake).
- Utilize 2 protected field days & use them as LSMCI/Case Planning “catch up” time.
- Take control of office visits
- Scripted/Guided introduction re the WRNA
- 2X/Month for females. Allow enough time to get through the WRNA/triage
- Explain why we do assessments
- Conduct LSCMIs/WRNAs while the individual is in custody
- If possible, escort your Group Intake individual to your office and conduct the LSCMI
- Active listening
- Utilize OMS greens/reds for quick self-audit purposes.
- Flag your files that need assessments/case planning
- Establish expectations to the individual while you’re walking them to your office

Current/Potential Barriers:

- Clients “no show” office visits
- Cases are showing “overdue” before we have a chance to meet with them (multiple setovers from Group Intake)
- Covid
- Client’s lack of phone/address
- Client’s mental health condition
- Getting in our own way
- Time/Other job duties
- Trainings/Meetings
- Short staffed
- Interruptions
- Jail Covid protocol

- Resistance
- Frustration
- Expectation/Responsibilities have changed
- We work harder than the clients
- Training new POs

Solutions to Barriers:

- When POs are unavailable – communicate with Support Staff to contact a Duty Officer that day. Start the LSCMI.
- Be pro-active to accomplish compliance
- Be a good Duty Officer
- Notify Support Staff re 60 day timeline
- Communicate due date for LSCMI via chronos
- Pop in to Group Intake & conduct the LSCMI
- More support from management