

Overview of Case Management	1
I. Inmate Accessibility to Case Management Staff	1
II. Responsibilities of Case Management Staff (4-4126, 4-4299, 4-ACRS-5A-07)	1
III. Inmate Case Note Report	3
A. Maintenance of Case Note Reports	3
B. Completed Case Note Reports	3
IV. Supervision	4
V. References	4
VI. Action.....	4
Referenced Forms	6

Section-06 Classification and Case Management	OP-060101	Page: 1	Effective Date: 02/15/2017
Overview of Case Management	ACA Standards: 2-CO-4B-01, 4-4126, 4-4299, 4-4435, 4-ACRS-5A-02, 4-ACRS-5A-05, 4-ACRS-5A-07, 4-ACRS-5A-13, 4-ACRS-5A-15		
Joe M. Allbaugh, Director Oklahoma Department of Corrections	Signature on File		

Overview of Case Management

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

I. Inmate Accessibility to Case Management Staff

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

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

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

Case manager responsibilities/duties will include:

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

- C. Participating in the facility and unit orientations of newly assigned inmates and ensuring inmate awareness of available programs.
- D. Maintaining a current list of inmates assigned to their caseload. The listing will include information critical for the proper classification and management of the inmate in accordance with this procedure. This will be submitted monthly to the unit manager.
- E. Participating in the inmate disciplinary process.
- F. Encouraging active participation in programmatic activities and ensuring appropriate referrals for all programs noted on the inmate's case plan. Case managers may function as program providers as a means of ensuring a variety of programmatic opportunities are available to the inmate population. (4-4126)
- G. Appropriate classification of inmates on their caseload.
- H. Awareness and knowledge of classification procedure revisions, additions, or deletions, and implementation of revised procedures as they become effective.
- I. Ensuring inmates are appropriately classified and appropriate transfer packets are submitted in accordance with [OP-060104](#) entitled "Community Corrections Assessment", [OP-060204](#) entitled "Offender Transfers", [OP-060102\(F\)\(M\)](#) entitled "Female/Male Initial Custody Assessment Procedures" and [OP-060103\(F\) \(M\)](#) entitled "Female/Male Custody Assessment Procedures."
- J. Reviewing inmate progress at least once a month and documenting the review in the case notes section of the Offender Management System (OMS). (4-ACRS-5A-05)
- K. Facilitating inmate reentry according to procedures outlined in [OP-060901](#) entitled "Pre-Release Planning and Reentry Process." (4-ACRS-5A-13)
- L. Regarding female inmates, pursuant to the Department of Human Services Administrative Rules 340:75-3-400 entitled "Reports of Child Abuse and Neglect with Specialized Protocols," within 30 days of learning that an inmate is pregnant (via receipt of a copy of the "Pregnant Inmate Guidelines" MSRM Form 140106-01), the inmate's case manager will notify the Oklahoma Department of Human Services (DHS) via the statewide hotline, 1-800-522-3511.
 - 1. The case manager will provide the hotline operator with the inmate's first and last name, DOC #, the fact that the inmate is pregnant and her current facility location. No other information will be provided to the hotline operator.

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

III. Inmate Case Note Report

A. Maintenance of Case Note Reports

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

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

B. Completed Case Note Reports

Printed case note reports will be maintained in section four of the inmate's

field file.

IV. Supervision

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

V. References

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

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

OP-060104 entitled "Community Corrections Assessment"

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

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

OP-060203 entitled "Adjustment Review"

OP-060204 entitled "Offender Transfers"

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

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

VI. Action

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

The director of Population, Programs and Strategic Planning is responsible for the annual review and revisions.

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

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-060101 entitled "Overview of Case Management" dated July 2, 2014

Distribution: Policy and Operations Manual
Agency Website

Referenced Forms

Title

Location

[DOC 060203A](#)

"Adjustment Review"

[OP-060203](#)

