



## Illinois Department of Corrections

### Administrative Directive

Number: <b>04.23.100</b>	Title: <b>Case Management System</b>	Effective: <b>9/1/2022</b>
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<b>Authorized by:</b>	<i>[Original Authorized Copy on File]</i> <b>Rob Jeffreys</b> Director
<b>Supersedes:</b>	04.23.100C effective 7/1/1996

<b>Authority:</b> 730 ILCS 5/3-13-1	<b>Related ACA Standards:</b> 5-ACI-5A-05, 5-ACI-5E-13 – 15, 5-ACI-5F-01 – 03
<b>Referenced Policies:</b>	<b>Referenced Forms:</b> DOC 0286 – Individual in Custody Request DOC 0468 – Initial Intake DOC 0575 – Individual Program Contract DOC 0576 – Individual Program Contract Staffing Report

#### I. **POLICY**

A uniform case management system shall be established to provide each resident with support for successful adjustment to the Transitional Security facility program with the goal of reintegration into the community.

#### II. **PROCEDURE**

##### A. **Purpose**

The purpose of this directive is to establish written procedures for a uniform case management system for Transitional Security facilities.

##### B. **Applicability**

This directive is applicable to Transitional Security facilities in the Department.

##### C. **Facility Reviews**

A facility review of this directive shall be conducted at least annually.

##### D. **Designees**

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

##### E. **Requirements**

The Chief Administrative Officer shall ensure written procedures are established for a uniform case management system. The procedures shall:

1. Ensure each resident placed in the Transitional Security facility is assigned to a correctional counselor who shall coordinate the resident's case management throughout the resident's stay.
2. Ensure a case file is established and maintained on all pre-release residents living at the Transitional Security facility.
3. Include procedures for governing the use and content of case records, right to privacy, secure placement of records, and the schedule for destroying inactive records.

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4. Ensure a program is established which assists residents in preparing for reintegration to society. Progress shall be documented in CHAMPs.

**F. Initial Orientation**

1. On the resident's first day at a Transitional Security facility, the assigned staff shall ensure that the resident receives initial orientation regarding physical needs, rules of conduct and emergency procedures. An Initial Intake, DOC 0468, shall be completed and copies shall be placed in the appropriate files.
2. The resident shall receive comprehensive orientation within the first seven days of arrival regarding:
  - a. House rules;
  - b. Programming expectations;
  - c. Center assignments;
  - d. Transitional Security facility leaves;
  - e. Individual Program Contracts;
  - f. Mail, telephone and visiting privileges;
  - g. Transportation;
  - h. Security;
  - i. Contraband;
  - j. Personal property;
  - k. Discipline and grievances;
  - l. PREA; and
  - m. Other programs available at the time.

**G. Re-Entry Program**

**1. Individual Program Contract (IPC)**

During the orientation process, the correctional counselor shall establish an Individual Program Contract, DOC 0575, for the resident which includes re-entry requirements and inform the resident that:

- a. The resident's privileges are dependent on completion of progress towards completion of the objectives designated in the contract; and
- b. The resident's objectives shall be reviewed monthly and shall be documented until completion on the DOC 0575.
  - (1) Once completed, objectives shall be reviewed monthly for compliance and documented in CHAMPs.

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- (2) Any unexpected level or IPC adjustments shall be documented on the Individual Program Contract Staffing Report, DOC 0576.

**2. Resident Contacts**

- a. Contacts with the resident shall be documented at least every 30 days in CHAMPs. The contacts may include, but not be limited to:
  - (1) Orientation progress;
  - (2) Program involvement and career counseling;
  - (3) Planning and use of Transitional Security facility leaves;
  - (4) Discipline;
  - (5) Development of Individual Program Contract goals;
  - (6) Release plans and any pre-release objectives completed at the Transitional Security facility;
  - (7) Substance abuse counseling, if necessary, and mandatory orders;
  - (8) Medical problems, if any; and
  - (9) Family and personal problems, if any.
- b. The resident shall be advised that he or she may, at any time, request a review of his or her progress and program status by submitting a written request to his or her counselor on an Individual in Custody Request, DOC 0286.

**3. Release Plans**

The correctional counselor shall ensure that release plans are developed and re-entry training on community reintegration topics is provided, where applicable.

**4. Termination**

Re-Entry compliance at the Transitional Security facility shall be entered into CHAMPs prior to termination when possible.

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