



EFFECTIVE CLIENT CASE MANAGEMENT

Developed by:
National Drug Court Institute

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OBJECTIVES

Understanding the Client's Needs

Tools to Assist Change

Evaluating and Monitoring Services



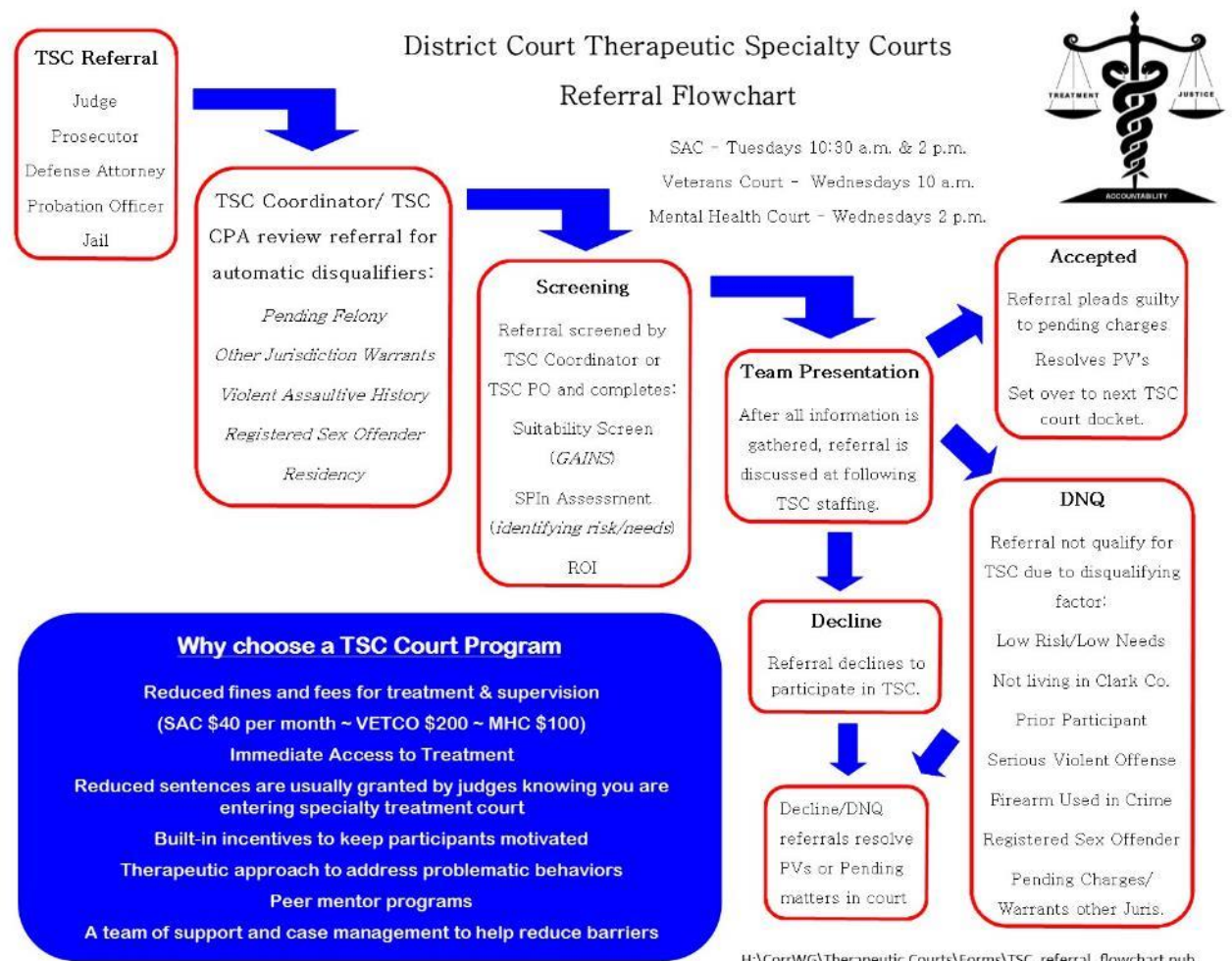


Screening In The Program

UNDERSTANDING CLIENT'S NEEDS

SCREENING

KNOW THE PROCESS





UNDERSTANDING OUR CLIENTS

High Risk
High Needs





SCREENING

UNDERSTANDING OUR CLIENTS

History

Failure

Mistrust

Jail is Easy

Adversarial Role with Courts



MEET CLIENT WHERE THEY ARE AT

Understand Where the Client is Coming From

- ✓ Housing
- ✓ Criminal History
- ✓ Treatment History
- ✓ Peers/Relationships
- ✓ Employment History
- ✓ Accomplishments/Success

ALL
RISE





SCREENING

KNOW THE DIFFERENCE

Understand Where the Client is Coming From

- ✓ Housing
- ✓ Criminal History
- ✓ Treatment History
- ✓ Peers/Relationships
- ✓ Employment History
- ✓ Accomplishments/Success



ASSESSMENT TOOLS

SCREENING

Legal Screening

- ✓ Risk/Needs Assessment – Validated
- ✓ Static and Dynamic Factors
- ✓ Validated for your population

Clinical Screening

- ✓ Chemical Dependency Evaluation– Validated
- ✓ SAMHSA? / ASAM?

ALL
RISE





SCREENING

ASSESSMENT TOOLS

SHARE!!!





PROBATION

EXAMPLES OF CASE MANAGERS

Probation

Treatment

TASC (Treatment Accountability for Safer Communities)

Pre-Trial Services

Private Agencies

Community-based organizations

Coordinator

What is the difference between treatment case managers and probation officers?



PROGRAM

CASE MANAGEMENT

Level of Supervision based on risk/needs/responsivity assessment

Reporting schedule

of home visits per month/quarter

Monitors compliance to the judgment and sentence (J&S)

Sets timelines with client

Reports to the team any violations of J&S

Constant communication with team

Helps client problem-solve issues

Connects with community resources

Makes referrals to ancillary services



PROGRAM

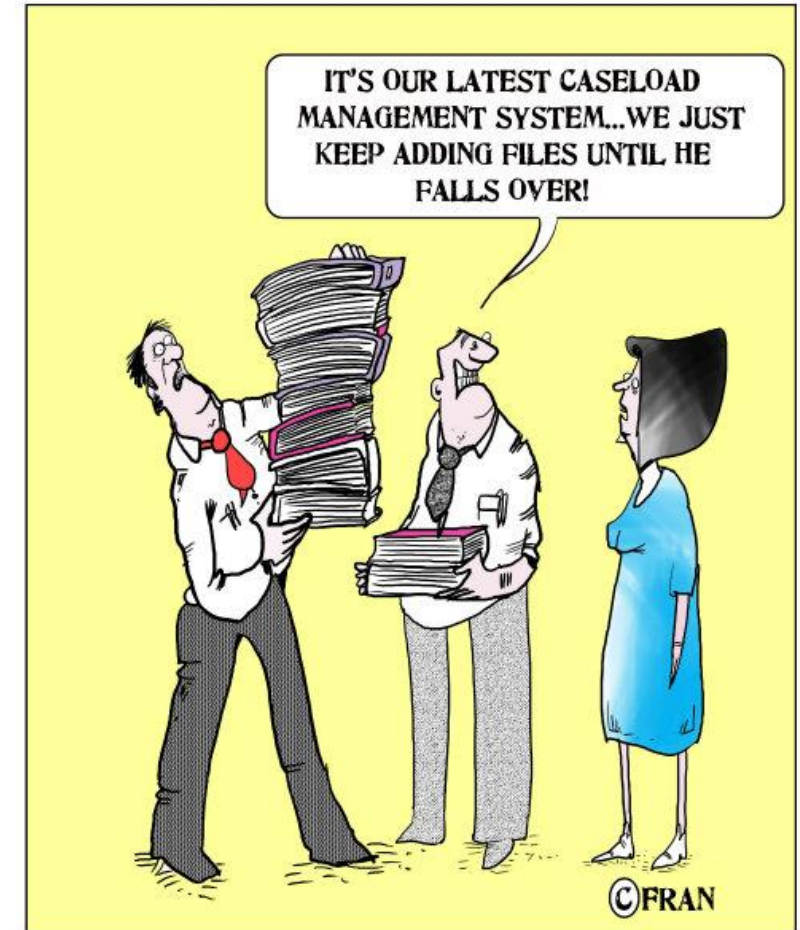
CASE MANAGEMENT

Identify resources that are able to assist in various aspects of case management

What agencies are able to assist in providing supervision?

Are there positions within the agency to assist in supervision?

What programming and services are the participant utilizing?

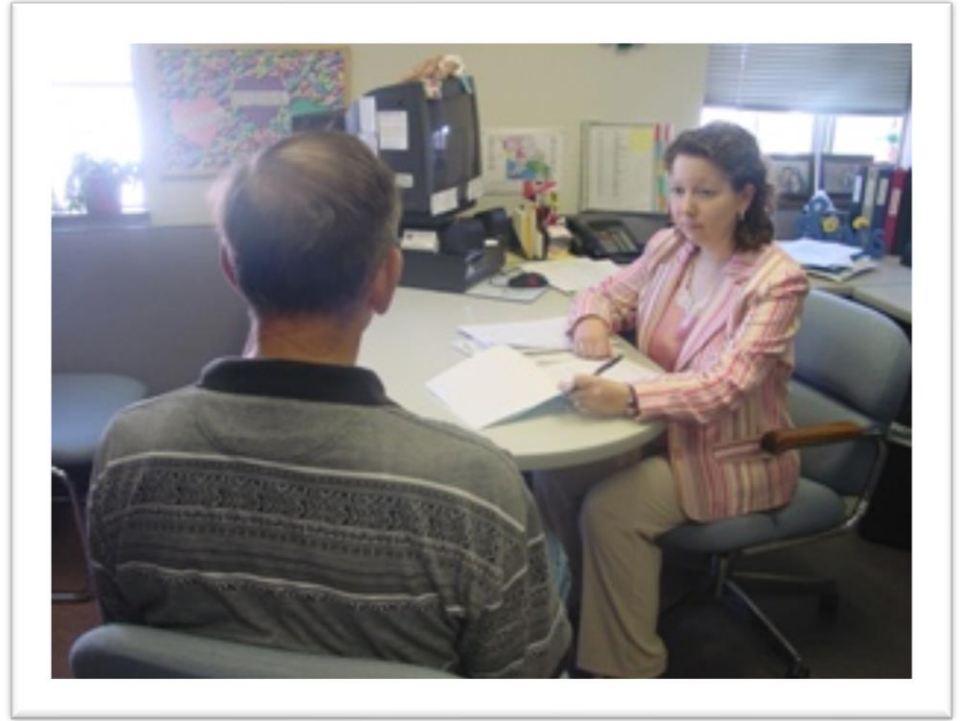




PROGRAM

OFFICE VISITS

- Good place for planned confrontation
- Collection of routine information
- Follow-up on treatment
- Adjustment of case plan
- NO substitute for field services
- Re-Assess clients





PROGRAM

HOME VISITS

Announced and Unannounced

Different time and days of the week

Non-governmental hours

Event visits, etc.

Condition of the home: Safe?
Cleanliness?





PROGRAM

HOME VISITS

Engagement of family?

Test (PBT or oral swab)

Curfew checks

Catch them doing something right





PROGRAM

GET OUT THERE!

You cannot visit and test too much, but you **CAN** do too little

This group presents a clear and present danger, and alcohol consumption is difficult to monitor

Caseload sizes **MUST** be kept in check to allow field visits and testing on a frequent basis. These caseloads are defined within an overall work load



PROGRAM

HOME VISITS CAN BE CRITICAL!

Participant found dead in bedroom

Had been drinking over the weekend

Court didn't test on nights or over the weekend

ALL RISE



IN-DEPTH:

Sobriety Court Program



Repeat drunk driver cause of death is still unknown.

But because a police report states he had been drinking over the weekend, despite court restrictions not to, we went to learn more about the Sobriety Court program was involved in.

Only a little more than a year old, the Sobriety Court aims at reaching repeat drunk drivers in ways other courts haven't, through support and treatment.

coordinators say, was doing well in the program and had tested negative on every alcohol test administered to him.

Those semi-random tests, though, typically are not given on nights or weekends, a policy the court's leaders now say they look to change.

"Do you think if we had been doing testing differently, we might have noticed if he was drinking?" the reporter asked.

"Well, naturally that would be the easiest thing to say, that yeah, it might possibly have caught that, but it's hard to say, it might be a weekend of falling off the wagon, and it's terrible, but ultimately he paid the ultimate price for that bad judgment," said a Sobriety Court Coordinator.

The difficulty: the program receives very few funds. Additional testing, some say, could be costly.

Research



Guidelines for Community Supervision

“When assessment and planning do not occur or are conducted poorly, supervision is haphazard, conducive to negative outcomes, and ultimately indefensible.”

Patricia M. Harris, Associate Dean, University of Texas at San Antonio (1994)

Take away...

Individualized case or supervision plans for all treatment court offenders that outline specific supervision strategies

Assess and reassess. Case and supervision planning is a dynamic process and should occur more than once during the supervision process.

Create goals, objectives, and task-oriented strategies based on information from the risk/needs assessment and alcohol/drug history. *Goals, objectives, and strategies should be framed in a positive and strength-based context.*

Establish a collaborative relationship with treatment providers and communicate regularly.



Caseload Sizes

Table 2	APPA RECOMMENDED CASELOADS	
Probationer Risk and Need Level	1990 Guidelines	2006 Guidelines
ISP: high risk and high need	NR	20:1
High Risk	30:1	50:1
Moderate Risk	60:1	50:1
Low Risk	120:1	200:1

Probationers on 50:1 caseloads had significantly better probation outcomes including fewer positive drug tests or other technical violations.

Probation Officers with caseloads substantially above 50:1 had considerable difficulty accomplishing their core missions of monitoring probationers closely and reducing technical violations.

Sources: APPA (1991); Byrne (2012); DeMichele (2007)



Caseload Sizes

Benefits of 30:1 Caseloads

More frequent and longer contacts

More specialized services designed to reduce risk to public safety

Significantly lower recidivism rates lasting for at least 2 ½ years, including fewer new arrests for drug, property, and violent crimes

Source: Jalbert et al., 2010



REMEMBER

Treatment court case managers should only be supervising Treatment court cases

Recommended Case Load 30:1

Why?

Monitor meetings and status hearings

Perform drug & alcohol tests

Contribute critical observations and information during pre-court staffing

Deliver cognitive-behavioral criminal-thinking interventions

Conduct field visits





TOOLS TO ASSIST CHANGE

CHANGE MAKERS

MRT

CBT

T4C

Goal Setting

MI

Gender Specific

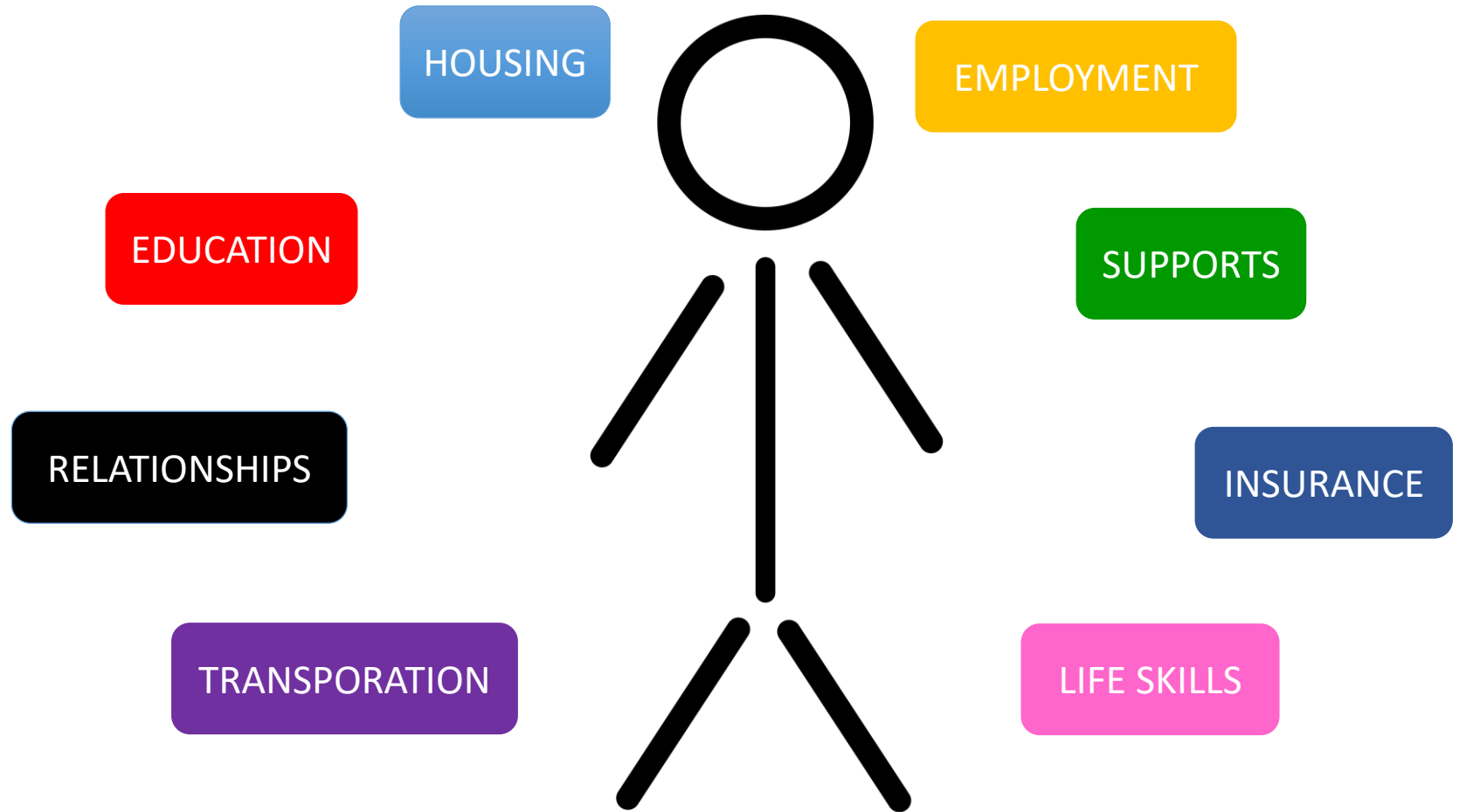
ART

SSC

R & R



WRAP AROUND SERVICES



NEEDS LIST

Give
Ownership
to Client



Needs List

Name _____ Date _____

I am needing help to accomplish these needs:
(please check **all** that apply)

Transportation

- Transportation
- Obtaining Driver's License
- Ignition Interlock
- DOL hearing (habitual offender status)
- Fines in Collections

Employment

- Employment / Resume / Job search

Housing

- Clean and sober housing

Education

- Education / GED
- Finances / Budgeting
- Time Management
- Stress Management
- Parenting Classes
- Learning about or to use computers
- Substance Abuse Treatment
- Domestic Violence Classes

Health & Wellness

- Medications (access / copay)
- Dental health care insurance / issues

- Medical health Care/ issues

- Mental Health Counseling

- Other counseling/classes

- Nutrition

- Cooking

- Healthy Relationships

- Childcare while in services

- Fitness

- Trusting staff to share / Honesty

- Changing attitude/beliefs

Pro-Social

- Having fun sober (hobby, exercise)

- Recovery environment

- Having fun sober (hobby, exercise)

Other

- Obtaining State ID card

- family/peer support

- Making appointments (scheduling)

- Telephone assistance

- Other (please specify) _____

- Other (please specify) _____

- Other (please specify) _____

BARRIERS WORKSHEET



Keep
It
Simple
Silly



Overcoming Your Barriers

Client: _____

Date: _____

Identify 3 target areas you would want to focus on from your "Needs List".

1. Housing
2. Transportation
3. Trusting Staff

Circle a target area you want to focus on first

Identify the barriers that prevent you from achieving the circled need.

Do not have a sober place to stay
Bad rental history
No current job

Discuss with the Probation Officer on ways to overcome these barriers and write them down.

Look into living at an Oxford House
Apply for housing assistance
Go to local Unemployment office to get help
with resume

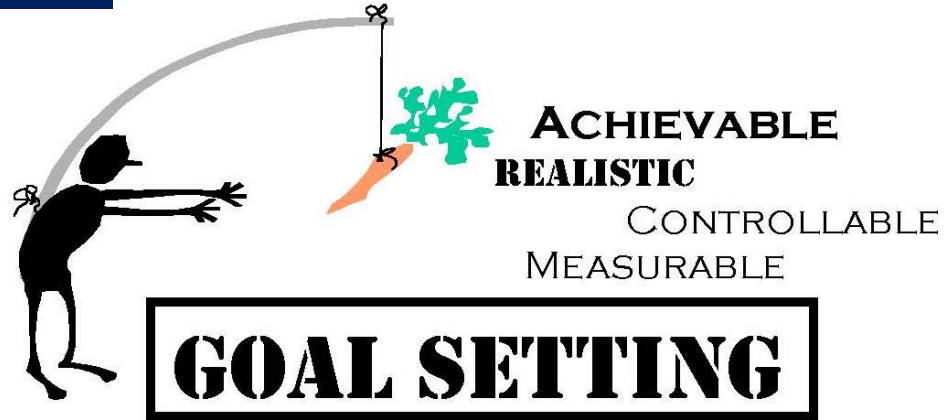
Use the Goal Worksheet to write an achievable, realistic, controllable, and measurable goal to accomplish this need.

I will have a check-in on _____ at _____ am/pm to review my progress.

Client signature

Probation Officer signature

SETTING GOALS



Here are some key factors to setting goals:

Achievable: Am I able to accomplish my goal in the set time period.

For example: "I will read one book in the next three months."

"I will finish my treatment work before the day of group."

Realistic: Do I have the skills and abilities to accomplish this goal?

For example: "I will play my trumpet for 30 minutes every night."

"I will drive my sister home from school everyday."

Controllable: Am I able to control the situation to accomplish this goal?

For example: "I will not swear at my counselor when angry."

"I will chew gum instead of smoking cigarettes."

Measurable: How do you know that you are accomplishing this goal?

For example: "I will call probation every time my plans change."

"I will write one letter a day to a friend or family member."



SETTING GOALS

Think about what you want to be able to do that requires you to better achieve your goal. This can be something simple or complex, but should be focused on doing something that will better prepare you for a clean and healthy lifestyle. Use the following page as a guideline for writing this goal.

Goal Statement: I will successfully find
clean and sober housing by:

Objective 1:

Visiting 2 Oxford Houses to get my questions answered by my next court date

Objective 2:

Go to the Housing Authority to apply for housing assistance by my next court date

Objective 3:

Go to the work source office and get help with my resume to apply for work by my next PO report date

Name: John Doe Date: _____

Use the Overcoming Your Barriers Worksheet as your guide and fill out the Goal Statement

Be sure to have the Client Sign the Goal Statement

Share with the Team



MULTIDISCIPLINARY TEAM





EVALUATING & MONITORING

DOCUMENTATION

- ✓ Court reporting requirements
 - ✓ Return to Court Forms?
- ✓ Are there written reports to chart progress?
- ✓ Do files reflect history of case management?
(i.e.: attendance, participation, test results, plan modification, sanctions/incentives)
- ✓ How do case management activities make their way into your MIS?



MANAGEMENT INFORMATION SYSTEM

✓ Data Collection System?

- ✓ Track incentives...sanctions...
- ✓ Track alcohol/drug testing history
- ✓ Track phases
- ✓ Track needed information for stakeholders/grants

✓ Case Management System

- ✓ Chronos
- ✓ Case Plans
- ✓ Goals / Tasks



EVALUATING CASE MANAGEMENT

**ADULT DRUG COURT
BEST PRACTICE STANDARDS**

VOLUME II

NATIONAL ASSOCIATION OF DRUG COURT PROFESSIONALS
ALEXANDRIA, VIRGINIA

IX. CENSUS AND CASELOADS

A. DRUG COURT CENSUS

B. SUPERVISION CASELOADS

C. CLINICIAN CASELOADS

