

**County Re-Entry Task Force**  
***Enhanced Service Coordination Training***

**January 29, 2020**



**Division of Criminal  
Justice Services**

# ***Welcome and Introductions***



# Learning Objectives

At the conclusion of this webinar, participants will be able to:

- Define the term “Enhanced Service Coordination”
- Discuss the importance of providing service planning and coordination to address both stabilization and criminogenic needs
- Identify ways to better support CRTF participants when making referrals to programs



# Overview of 2019-2020 CRTF Program

- Case Conference (Pre-Release is preferred)
- **Intake and Service Coordination Plan**
- **Service Coordination**
- Cognitive Behavioral Intervention/Employment Readiness



# Overview of 2019-2020 CRTF Program

Continued...

- Bi-monthly meetings – Coordinators and Co-Chairs
- Public outreach and education
- Distance Learning Modules



***Where does the service planning process begin?***

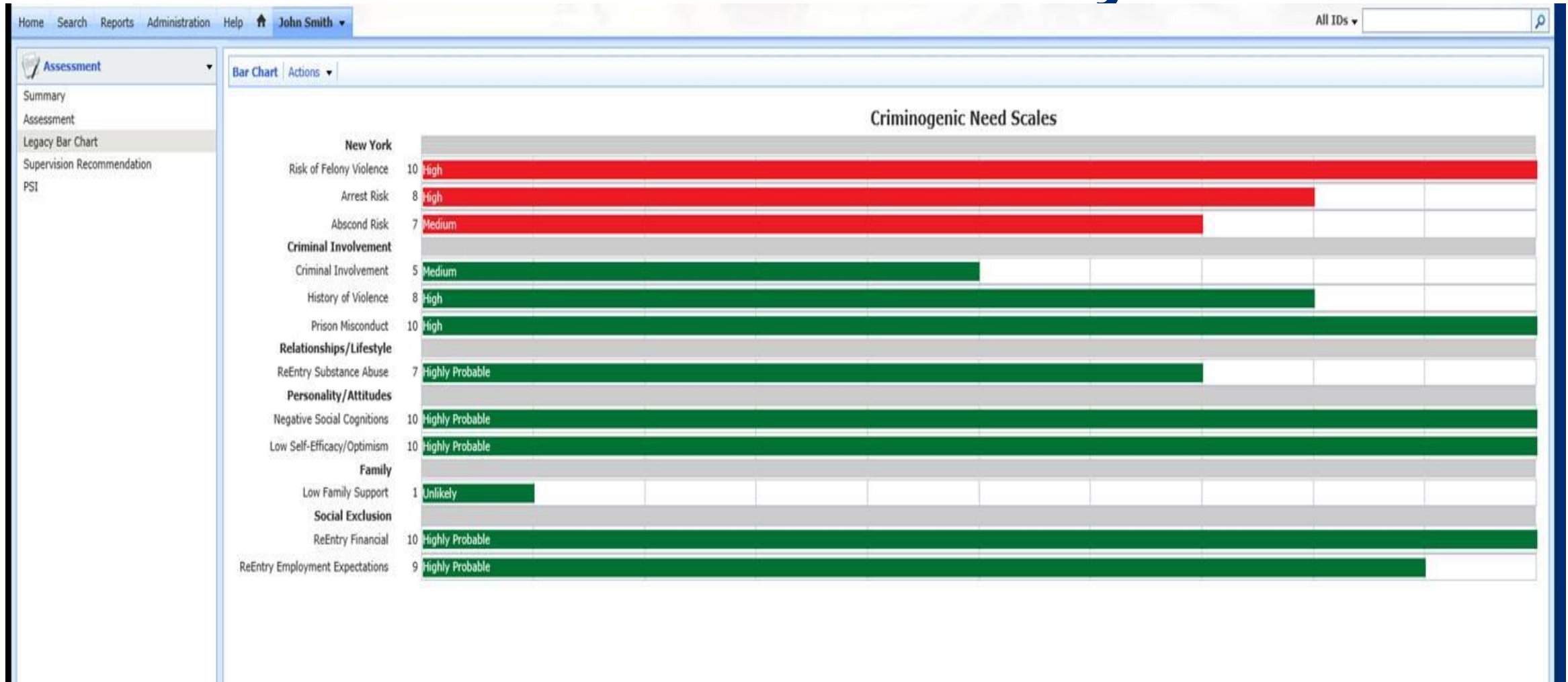
***At Case Conference***



## Pre-Release Model – Case Conference: The CRTFs and DOCCS have designed a system by which the CRTF Referral Packet is provided to the CRTFs in a timely manner



# COMPAS Re-Entry





# The Service Coordination Planning Process...

- Begins at Case Conference, incorporating information from the risk and needs assessment (COMPAS Re-Entry), and other supporting documentation from DOCCS
- Incorporates the information obtained in the face to face Intake appointment so the participant has the opportunity to help develop and invest in the plan
- Includes the support and approval of Parole Officer



## Service Coordination is...

- Understanding the needs of the participant
- Using “Effective Client Engagement” as a skill-based approach to building trust with the participant in a culturally competent and trauma informed way
- Empowering the participant to make sustainable changes in behavior and avoid recidivism.
- Assessing the participants level of motivation to pursue established goals
- Assisting the participant in meeting those goals by coordinating the services to address the identified stabilization and criminogenic needs (i.e. accompanying the participant to DSS for a an appointment, assisting participant in filling out housing application, addressing barriers such as child care issues and transportation).



## What is NOT Service Coordination?

Service Coordination is NOT...

- a quick chat in the hallway of the Area Reporting office
- handing the participant a business card and sending them on their way to make an appointment with a provider they're not familiar with
- monitoring compliance with mandated conditions of release



# Effective Client Engagement

## Enhancing the CRTF Coordinator and staff roles

- Quality of time spent with participant;
- Connecting participant to network of services;
- Using client engagement skills dynamically;
- Enhancing skill set to meet the needs of the population



# CRTF Coordinator and Service Coordination Staff

## Service Coordinators:

- Use Motivational Interviewing and Effective Client Engagement skills
- Develop reasonable and achievable service plan goals with the participants at the face to face Intake appointment
- Show the participants how to navigate through the community services to which they are referred
- Connect participants with the necessary resources and schedule appointments with the participant



**Name:** \_\_\_\_\_ **Appointments and Program Referrals**

**Date:** \_\_\_\_\_

Agency: \_\_\_\_\_

Contact name/number: \_\_\_\_\_

Location: \_\_\_\_\_

Date / Time: \_\_\_\_\_

\_\_\_\_\_

Agency: \_\_\_\_\_

Contact name/number: \_\_\_\_\_

Location: \_\_\_\_\_

Date / Time: \_\_\_\_\_

EXAMPLE



## CRTF Coordinator and Service Coordination Staff

Continued...

- Conduct periodic reviews of the Service Coordination Plan
- Offer incentives for progress
- Meet the participant where they are – Area/Reporting office, service providers, DSS
- Avoid over-programming the participant
- Follow-up on a regular basis with referral agencies and document the follow-up in case notes



# Guidelines for Developing the Service Coordination Plan

CRTFs should:

- Ensure that the plan is developed with input from the participant along with information obtained from the Case Conference
- Develop of the Service Coordination Plan that are informed by the COMPAS Re-Entry and any available case plans from DOCCS
- Address stabilization and criminogenic needs, goals to be achieved, and services that are supported by the CRTF as well as the Parole Officer
- Ensure that the Service Coordination Plan be approved/signed by the participant and CRTF staff
- Provide copy of the plan to the Parole Officer
- Identify barriers/challenges and strategize to overcome them, in order to achieve the goals listed in the Service Coordination Plan





# Reviewing the Service Coordination Plan

CRTF Staff should:

- Periodically (at least every 30-45 days) review the Service Coordination Plan
- Modify the Service Coordination Plan as needed and provide a copy of the revised plan to the Parole Officer
- Prior to conclusion of Service Coordination, CRTF staff should review the Service Coordination Plan with the Parole Officer and participant to determine whether CRTF service coordination should continue



# Case Study – Evan

**Evan : Male (45 year old, divorced)**

Criminal History: Drug trafficking; Prior offenses – possession and sales of drugs, criminal gang activity (negative peer affiliations), theft, firearms, assault/domestic violence

Family: Three children, teenaged (limited contact)

Health: Hep C – NO CURRENT MEDICAID

Housing: Living with father temporarily

Mental Health: No history

Substance Use: Alcohol, marijuana, cocaine

Educational/Vocational: High School Graduate

Employment: Limited; warehouse work

Mandated Conditions of Release: Anger Management and Substance Abuse treatment

Transportation: No drivers license



# Stabilization Needs:

Health: Hep C – NO CURRENT MEDICAID

Housing: Living with father temporarily

Mental Health: No history

Transportation: No drivers license



# Criminogenic Needs:

**Current Offense**: Drug trafficking; Prior offenses – possession and sales of drugs, criminal **gang activity**, theft, firearms, **assault/domestic violence**

**Family**: Three children, teenaged (limited contact)

**Substance Use**: Alcohol, marijuana, cocaine

**Educational/Vocational**: High School Graduate

**Employment**: Limited; warehouse work



## Sample Service Coordination Plans



# Service Coordination Plan – Evan

<b>Need #</b>	<b>Stabilization</b>	<b>Mandated by Parole:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Problem</b> (what is getting in the way of successful re-entry)			
Current housing is temporary			
<b>Goal</b> (long-term aim)			
Participant Needs affordable and safe housing within 60-120 days; Evan has an Aunt who may be able to help with housing			
<b>What will the participant do?</b>		<b>What will the CRTF coordinator do?</b>	
Stay in touch with housing resource center to review apartment openings and file necessary applications; communicate with Aunt to discuss housing options with her		CRTF Staff will continue to accompany participant to the housing resource center or DSS to review apartment openings and file necessary applications; CRTF Staff will assist participant with discussing housing options with his Aunt	
<b>Anticipated Barriers</b>		<b>Suggested Solutions</b>	
Needs Transportation: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Public transportation is available and CRTF can assist by providing bus passes/metro cards	
<b>Status:</b>	<input checked="" type="checkbox"/> Referred	<input type="checkbox"/> Active	<input type="checkbox"/> Successfully Completed <input type="checkbox"/> Unsuccessfully Discharged
<b>Referral Information</b> – CRTF STAFF SHOULD MAKE INITIAL APPOINTMENTS FOR PARTICIPANT WHENEVER POSSIBLE			
Agency:	LOCAL PROVIDER	Address: LOCATION of Provider / Location of Aunt	
Contact:	NAME of provider/ Name of Aunt	Phone: OFFICE NUMBER / Aunt's phone number	

# Service Coordination Plan – Evan

<b>Need #</b>	<b>Criminogenic</b>	<b>Mandated by Parole:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Problem</b> (what is getting in the way of successful re-entry)			
Gang involvement/negative peer affiliations			
<b>Goal</b> (long-term aim)			
Positive relationships in his community			
<b>What will the participant do?</b>		<b>What will the CRTF coordinator do?</b>	
Participate in joint recommended CBI		Enroll participant in joint recommended CBI - Interactive Journaling is offered in several offices throughout the county	
<b>Anticipated Barriers</b>		<b>Suggested Solutions</b>	
Needs Transportation: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Bus passes are available for local transportation to the office where CBI is delivered	
<b>Status:</b>	<input checked="" type="checkbox"/> Referred	<input checked="" type="checkbox"/> Active	Successfully Completed <input type="checkbox"/> Unsuccessfully Discharged <input type="checkbox"/>
<b>Referral Information</b> – CRTF STAFF SHOULD MAKE INITIAL APPOINTMENTS FOR PARTICIPANT WHENEVER POSSIBLE			
Agency:	LOCAL PROVIDER	Address: LOCATION	
Contact:	NAME	Phone: OFFICE NUMBER	



# Case Note/Progress Note Documentation

## How quality case notes support your work:

- Captures the work you are doing;
- Demonstrates the specific work you have completed with the participant to date;
- Acts as a “receipt,” confirming that you provided service coordination to the participant





# Sample Case Notes



Case Note Sample #1:

*I met with Evan on this date. He still needs ID and food stamps. Told him to go to DSS. Evan is asking for help finding housing. Will talk to housing rep at next staff meeting. Evan reported he went to his T4C meeting.*





Case Note Sample #2:

*Navigator/Service Coordinator Jones met with Evan at the Area/Reporting office on 1.29.2020. Review of the Service Coordination Plan was completed – I accompanied Evan to DSS today to apply for food stamps and explained the application process. His DSS benefit worker's name is Mary Lewis. We are going to DMV to apply for his ID 1.30.2020 at 10am. Bus pass provided to Evan to get a ride to DMV office. Evan and I are going to speak with his aunt today about housing. She may have room for him in her home and is interested in discussing this possibility. Evan expressed that he is encouraged about his new T4C group and enjoyed the first few sessions. Navigator/Service Coordinator will contact T4C group facilitator, John Bower, to discuss Evan's progress in the group. Navigator/Service Coordinator will visit with Evan again on next Community Supervision report date unless other needs require my involvement before then.*

*Call made on 1.30.2020 to John Bower – he advised me that Evan is an active member of the T4C group*





Case Note Sample #3:

*Navigator/Service Coordinator Jones met with Evan at the Area/Reporting office on 2.7.2020. Brief review of the Service Coordination Plan was completed. Housing is Evan's priority goal at this time. Evan advised me that he is going to his Aunt's today at 1pm to move furniture into his new room. We went to DSS once more to drop off landlord statement with his new address on it in order to complete benefits application. Evan stated he is on week 4 of T4C and is learning ways to think before he acts. Navigator/Service Coordinator will contact T4C group facilitator, John Bower, to discuss Evan's progress in the group. Evan asked if I am aware of any gang prevention programs in his neighborhood. I provided him with the name and phone number of the gang prevention specialist; Evan informed me that he would like to reach out to the gang prevention specialist on his own.*

Call made to John Bower on 2.7.2020 – Evan remains an active member of the T4C group



# ***What does the end of Service Coordination look like?***



## **Service Coordination Ends When:**

- **A final review of the Service Coordination Plan has been completed**
- **The participant has achieved most or all of his/her goals outlined in the Service Coordination Plan**
- **The CRTF staff, participant and Parole Officer agree that service coordination should end and develop an Exit Summary**



## **How Do CRTF Staff Transition Participants From CRTF Involvement:**

- **Discuss the conclusion of your working relationship with the participant**
- **Advise the participant that should the need arise, he/she may return to the CRTF for support or additional service coordination**
- **Document outstanding issues that could be addressed by the participant after CRTF involvement ends in the Exit Summary**
- **Reinforce the goals met and gains made by the participant**



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# Community Corrections Data Submission Application (CCDS)



# Reporting in the CCDS Application

When entering data, please refer to the CRTF Required Fields document

## **Enter data only for individuals who receive service coordination by the CRTF**

- If a participant is case conferenced but does not receive service coordination, no data should be entered
- Case Conference dates before 10/1 will be collected separately by OJRP
- NYSID, DOCCS Supervision Level, Admission Date, and Last Date of Formal Services are required for all participants



# CCDS Milestones/Targets

## Case Conference:

- Date the case conferencing committee first reviews the CRTF Referral Packet

## Service Coordination Start:

- Date the CRTF participant begins to receive service coordination.

**Note:** For most participants, the service coordination plan will be finalized during the intake appointment. The plan does not need to be signed for the participant to begin service coordination, though a signed copy is required for case file documentation.

## Service Coordination End:

- Date service coordination ends, as indicated in the Exit Summary provided to the Parole Officer

## CBI/RSW Enrollment and Completion:

- Enrollment and successful completion dates for each curriculum.



# Admission and Discharge Information

## Admission Date:

- Should match the *Service Coordination Start* date

## Last Date of Formal Services:

- Should match the *Service Coordination End* date

## Reason for End of Formal Services:

- Successful, Unsuccessful, Administrative Discharge



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**Thank you for your participation!**



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