



## Division of Criminal Justice Services

### County Re-Entry Task Force FAQs for Service Coordination Planning

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#### 1. When does the service coordination planning process begin?

- Starting service coordination and planning at the Case Conference results in a quality service coordination plan developed due to the benefit of having a discussion regarding the stabilization, criminogenic needs and mandated conditions of release.
- In addition, the service coordination plan is continuously developed by the County Re-Entry Task Force Coordinator, the participant and Parole Officer (if he/she is available).

#### 2. Who is involved in the development of a Service Coordination Plan (SCP)?

- The participant, the County Re-Entry Task Force Coordinator and the Parole Officer.
- The Coordinator and Co-Chairs must encourage and support collaboration between the County Re-Entry Task Force staff and DOCCS.

#### 3. How does the Case Conference and the Intake Appointment help develop the Service Coordination Plan?

The Case Conference and Intake Appointment provide an opportunity to discuss the participant's stabilization and criminogenic needs and mandated conditions of release. It also:

- Incorporates information from the risk and needs assessment (COMPAS Re-Entry), and other supporting documentation from DOCCS;
- Allows the participant to help develop and invest in their plan during the face-to face Intake appointment; and
- Includes the support and approval of the Parole Officer.

#### 4. What is a quality Service Coordination Plan?

A plan, signed by the County Re-Entry Task Force Coordinator and participant, that:

- Addresses the primary stabilization and criminogenic needs of the participant;
- Contains goals that are reasonable and achievable for the participant;
- Utilizes effective client engagement;
- Empowers the participant to make sustainable change in behavior and avoid recidivism;
- Assesses the participants level of motivation to pursue established goals;
- Assists the participant in meeting those goals by scheduling and coordinating the services to address the identified stabilization and criminogenic needs (i.e. accompanying the participant to an appointment with the Department of Social Services, assisting the participant with completing a housing application; and addressing barriers such as access to childcare and transportation.

#### 5. What is NOT Service Coordination?

- Chatting briefly in the hallway of the Area Reporting office or having a single phone call with a participant;
- Giving the participant a business card of a provider with which they are not familiar and expecting them to make an appointment; and
- Monitoring the participant's compliance with mandated conditions of release: that is the role of the Parole Officer.

## **6. What is Effective Client Engagement?**

- Quality of time spent with the participant, not handing them a business card. Time spent must be used effectively and with the goal of addressing stabilization and criminogenic needs, which leads to greater focus on the case plan.
- County Re-Entry Task Force staff must know their providers and the services that they provide and connect participants to services by scheduling appointments and showing them how to navigate these systems and resources.
- Use client engagement skill sets (Motivational Interviewing) to assess the participant's motivation and progress over time.
- Enhance your own skill set to meet the ever-changing needs of the population through ongoing training.

## **7. How do County Re-Entry Task Force staff engage individuals on parole?**

- Once the Service Coordination Plan has been developed and established, it is important for the County Re-Entry Task Force Coordinator and staff to maintain communication and engagement with the participant via phone, email and in person.
- Staff must stay in touch with collateral service providers to confirm participant's participation and receive any program updates to ensure the individual is referred to the appropriate service provider.
- After the plan has been developed, the County Re-Entry Task Force must regularly review the plan and update it as necessary.
- All information about a participant's progress and updates to the plan must be shared with the Parole Officer.

## **8. How long should a participant be engaged with the County Re-Entry Task Force?**

- The length of time varies and depends on a variety of factors:
  - The goals and objectives in the service coordination plan; The recommendation for mandated services imposed by the Parole Officer; and
  - The participant's level of engagement, connection to services, and demonstration of progress toward meeting the goals in the plan.
- For example, a participant is required to attend cognitive-behavioral intervention, employment readiness, and anger management programs; have access to behavioral health services, and/or is in need of a birth certificate. The Coordinator should remain involved with the participant until such time he/she has established a relationship with the service provider(s), has completed cognitive-behavioral intervention and/or employment readiness, and has obtained a birth certificate.

## **9. What if you receive a referral for a participant who requires minimal assistance, such as only obtaining a birth certificate, non-driver's ID or another type of personal identification?**

- The individual's case should be reviewed thoroughly at the case conference by the case conference committee.
- If the committee decides that the participant needs County Re-Entry Task Force services, the Coordinator should assist the individual; a service coordination plan may not always be required.
- Remember: Service coordination is defined as "the interaction between the County Re-Entry Task Force and the individual to support participation and progress in services identified in the re-entry service plan."
- Assisting a participant in obtaining a non-drivers ID, or birth certificate may not require in-depth service coordination (Refer to Question 4 for additional information).

## **10. How can the County Re-Entry Task Force staff assist the participant in obtaining goals detailed in the Service Coordination Plan?**

- Utilize Motivational Interviewing and Effective Client Engagement skills;
- Develop goals that are reasonable and achievable;
- Show the participants how to navigate through the community services;
- Connect participants to network of services and schedule appointments with them;
- Follow-up with service providers to ensure participants are receiving services indicated in the service plan; and

- Ensure that the County Re-Entry Task Force staff maintain contact with the Parole Officer to confirm no additional service recommendations have been made.

**11. How often should County Re-Entry Task Force staff provide plan updates to the Parole Officer?**

- At least every 30 to 45 days or whenever the plan is updated or modified.
- The original plan and any updates or modifications should be provided in writing, either through email or surface mail.

**12. Are there required components that need to be included the Service Coordination Plan?**

- Yes, if you are using the template provided by DCJS, the plan includes:
  - Participant Identifying Information
  - Selected areas of concerns within both the Major and Supportive needs category
  - Selected services mandated by Parole
  - Referrals to specific programs/providers for each area of need
  - Identify Needs (1 to 5)
    - Define the problem
    - Identify goals
    - Role of participant and role of the County Re-Entry Task Force Coordinator
    - Anticipated barriers and suggested solutions
    - Status of appointments and appointment information
  - Signature of participant and County Re-Entry Task Force Coordinator
  - The signed plan must be distributed to the participant and the Parole Officer

**13. What types of services may the CRTF participant need?**

Participants may have needs in the following areas:

- Housing
- Local and Federal Social Services Assistance
- Employment
- Education
- Cognitive Behavioral Interventions (CBI)
- Behavioral Health Treatment
  - Anger Management
  - Domestic Violence
  - Parenting
- Mentoring Services
- Health Homes
- Medical Treatment Services

**14. When should service coordination end?**

- Formal coordination of services is expected to last between 30 to 120 days, but can be longer, depending on the needs of the participant.
- Staff must periodically (at least every 30 to 45 days) review service coordination plans and make any modifications if necessary.
- When all goals outlined in the service coordination plan are met, the County Re-Entry Task Force staff, participant and Parole Officer should discuss ending service coordination.
- The County Re-Entry Task Force may continue to be supportive of the participant after the formal service coordination period has concluded.