



Division of Correction

Paul B. O'Flaherty

Authorized by:
Paul O'Flaherty
Assistant Commissioner

J. Michael Stouffer

Approved by:
J. Michael Stouffer
Commissioner

Title: Case Management Policy	Directive Number: DOC.100.0001
Related MD Statute/Regulations: None	Supersedes: DOC.100.001, Case Management Manual dated February 28, 2008
Related ACA Standards: ACA Standard 4-4295, 4296 Objective Classification ACA Standard 4-4451 Work Assignments	Authorized By: Assistant Commissioner, Programs and Services
Related MCCS Standards: .05 Inmate Rights A. Access to Programs and Services .05 Inmate Rights B. Case Management	Issue Date: April 1, 2010
Related DOC Directives: DOC.100.0002 Case Management Manual	Effective Date: March 31, 2010
Related DOC Code of Maryland Regulations: COMAR 12.02.07 Case Management Process	Number of Pages: 5

Division of Correction Directive

.01 Purpose.

This directive establishes policy for the Division of Correction (DOC) management of the inmate population, in the area of:

- A. Programs and services;
- B. Security status; and
- C. Housing assignments.

.02 Scope.

This directive is applicable to DOC headquarters and each DOC facility.

.03 Policy.

Case management staff shall classify an inmate to the least restrictive security level consistent with:

- A. The inmate's needs;
- B. Public safety; and
- C. The safe and orderly operation of DOC facilities.

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.04 Definitions.

A. In this directive, the following terms have meanings indicated.

B. Terms Defined:

None.

.05 Responsibility/Guidelines.

A. When an inmate is committed to the custody of the DOC, case management staff shall consider a wide range of relevant facts and circumstances, which may include, but are not limited to an inmate's:

- (1) Case plan participation and compliance;
- (2) Risk of recidivism assessments;
- (3) Total term of confinement;
- (4) Nature and circumstances of offense(s);
- (5) Criminal history information (including history of escape);
- (6) Static and dynamic risk assessments;
- (7) Personal and program accomplishments;
- (8) Need for additional treatment/programming;
- (9) Criminogenic risk factors;
- (10) Detainer(s) and pending charge(s) or both;
- (11) Current release date;
- (12) Parole status;
- (13) Medical and mental health information; and
- (14) Facility adjustment record.

B. Meeting the eligibility criteria for a particular assignment or program does not guarantee or imply an inmate's approval for or assignment to that program.

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C. Case management staff shall:

- (1) Review an inmate's case regularly to determine the appropriate security level and programs; and
- (2) Allow an inmate the opportunity to address general issues, at least every 60 days.

D. Notwithstanding the provisions of the Case Management Manual or any other established procedure, and consistent with the statute and regulations, the Commissioner, or a designee, may modify, suspend, or terminate the case management process at any time and for any reason, to include but, not limited to modification of:

- (1) An inmate's classification;
- (2) Assignment; or
- (3) Both.

E. The procedures set forth in the Case Management Manual establish protocol for DOC staff and do not create any right that is enforceable by any inmate. The failure of a DOC staff member to complete any task within the time limit specified may not give rise to any enforceable action or cause of action of any type on behalf of the inmate.

F. With the exception of a variance or exception to the training requirement by the Director of Case Management, case management specialists in training may not assume full caseload responsibility prior to the completion of the required 15-day training session during the first year of employment.

G. When the designated official or authority declares an emergency because of facility events, a natural disaster, civil unrest, or other extraordinary circumstances, suspension of routine case management operations shall occur.

H. Emergency.

- (1) When the designated official or authority declares an emergency because of facility events and suspension of routine case management operations occurs, the case management manager, or a designee, shall ensure that at least the following continue:
 - (a) Staff may access case records;
 - (b) A supervisor or manager and or case management specialist is available to interpret the contents of the file;
 - (c) Staff may process releases from custody;

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(d) Staff may identify inmates who:

(i) Can readily be transferred; or

(ii) May not transfer without special precautions;

(e) The ability to accurately and completely document all actions taken as a result of the suspension of applicable policies and procedures; and

(2) When the designated official or authority declares an emergency under the provisions of §.05.I.(1) above, case management staff shall be subject to performing tasks outside the scope of normal duties to the extent successful completion of the correctional training academy qualifies them to do.

I. Time Frames.

(1) Unless otherwise specified in the Case Management Manual, time frames of 15 days or less refer to business days and do not include Saturdays, Sundays, and holidays.

(2) Time frames of more than 15 days refer to calendar days.

J. Managing Official.

A managing official shall ensure a case manager receives proper training in case management processes and procedures as set forth in the Case Management Manual.

K. Case Management Manual.

This directive authorizes, subject to the Commissioner's approval:

(1) The Director of Case Management to create a:

(a) Case Management Manual that incorporates detailed procedures to implement and maintain requirements of this directive; and

(b) Behavior Management Manual that incorporates detailed procedures to implement behavior management programs in the DOC.

(2) Mental Health Services to create a Special Needs Unit (SNU) manual that details procedures to implement a special needs program in the DOC.

.06 Attachment(s).

None

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.07 History.

This directive rescinds the Case Management Manual, DOC.100.0001 dated February 28, 2008.

.08 Distribution.

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