



Successful Youth • Strong Leaders • Safer Communities

MARYLAND
Department of
Juvenile Services

POLICY

SUBJECT: Supervisor Workload and Case Reviews
NUMBER: CS-106-13
APPLICABLE TO: Case Management Specialists, Supervisors, and Regional Directors

APPROVED: _____ /s/ signature on original
Sam Abed, Secretary

EFFECTIVE DATE: _____ 10/25/13

I. POLICY

The Department of Juvenile Services requires Case Management Specialist Supervisors (CMSS) to conduct case reviews to review the performance and workload of each Case Management Specialist (CMS) to ensure effective case management at intervals defined by the Standard Operating Procedures. Case reviews encompass a review of the ASSIST and METS databases, hard file reviews and face-to-face meetings with the CMS.

II. AUTHORITY

- A. Md. Code Ann., Hum. Srvc §9-203
- B. Md. Code Ann., Courts & Jud. Proc., Subtitle 8A – Juvenile Causes
- C. COMAR 16.16.01.01 to 16.16.01.14

III. DIRECTIVES/POLICIES RESCINDE D

- A. Supervision of Juvenile Counselors, 05.03.22.

IV. FAILURE TO COMPLY

Failure to comply with a Department’s Policy and Procedure shall be grounds for disciplinary action up to and including termination of employment.

IV. STANDARD OPERATING PROCEDURES

Standard Operating Procedures have been developed.

V. **REVISION HISTORY**

DESCRIPTION OF REVISION	DATE OF REVISION
New policy issued.	10/25/13
<p>Revised title of policy and procedures to include workload reviews. Revised procedures issued:</p> <ul style="list-style-type: none"> • Added AIM definition; • Added Safety Plan requirements; • Added requirement to ensure the MCASP is completed prior to disposition when adjudication and disposition are held on different days or no later than 25 days from disposition when adjudication and disposition are held on the same day; • Added requirement to ensure the Social History Investigation for each youth is completed and sent to the court two days prior to the disposition hearing when the disposition hearing did not occur on the same day as the adjudication hearing or is completed within 30 days of disposition when the adjudicatory and disposition hearings are held on the same day; • Added requirement to review restitution; • Revised frequency of case reviews; • Added requirement to verify in circumstances where the juvenile court has made a new disposition for a new, adjudicated offense or a sustained VOP that a new Certificate of Implementation is completed and forwarded to the court, the TSP and SHI were updated, and a new MCASP Risk and Needs Assessment and a new orientation form are completed; • Revised contact requirements based on supervision levels; • Added new requirements for VOP; • Added new requirements for ensuring implementation of services for committed youth; and • Added requirement to ensure monthly contact with service providers. • Orientation form to be completed and signed by all parties within 2 weeks of disposition. • Only the MCASP Assessment has to be completed prior to disposition. 	2/21/16

DESCRIPTION OF REVISION	DATE OF REVISION
Revised procedures issued: <ul style="list-style-type: none"> • Removed all references to VPI • Added requirement to schedule a Resource Staffing when youth is in need of services that require a Staffing • Revised Supervision Levels and Contact Standards; • Added procedures to randomly review CMS contact logs • Added forms to document review: <i>Initial 30-day Supervisor Case Review Form</i> and <i>Subsequent (90 day) Supervisor Case Review Form</i>; • Added requirement to randomly select 3 cases each month and verify that required contacts occurred; and • Revised requirement to conduct informal case review when CMS has requested leave for more than 5 days. 	2/14/18
Revised contact standard for youth in adult detention awaiting criminal trial with a concurrent juvenile court order for supervision from 1 face-to-face contact to no contact required; CMS are now required to monitor the Maryland Judiciary Case Search weekly for case status and document as a note in the Contact Module; the CMSS also shall monitor the Maryland Judiciary Case Search weekly for case status	3/2/18
Computation of deadlines procedure added.	3/14/18

STANDARD OPERATING PROCEDURES

SUBJECT: Supervisor Workload and Case Reviews
NUMBER: CS-106-13
APPLICABLE TO: Case Management Specialists, Supervisors, and Regional Directors

APPROVED: _____ /s/ signature on original _____
Scott Beal
Executive Director for Community Services

DATE: _____ 3/14/18 _____

I. PURPOSE

To require the review by the Case Management Specialist Supervisor (CMSS) of the workload and performance of each Case Management Specialist (CMS) at defined intervals to ensure implementation of effective case management practices and compliance with existing law, best practices, and departmental policy and procedures.

II. DEFINITIONS

Accountability and Incentives Management (AIM) is a series of incentives, treatment, services, and sanctions implemented to promote the safety and well-being of adjudicated youth, hold them accountable for their actions, encourage their compliance with program requirements, and enhance public safety.

Administrative Folder means the folder for a youth on courtesy supervision, Child in Need of Supervision (CINS), unsupervised probation, or pending the completion of an investigation in another jurisdiction.

Administrative Supervision Level is the supervision classification assigned to the youth's case when the youth is on a warrant or approved travel status for 30 days or more, the youth is on inter-jurisdictional supervision, or the youth's court order stipulates unsupervised probation.

Maryland Comprehensive Assessment and Service Planning (MCASP) Risk and Needs Assessment is an integrated case management tool for assessing youths' risks and needs throughout the course of their involvement with DJS and implementing interventions that accomplish the dual goals of public safety and youth rehabilitation. Re-assessments are used to inform the individualized service planning for youth and their families, track youth progress, and ensure that each youth receives the level of supervision consistent with his or her risk to public safety.

Out-of-Cycle Review means a supervisory case review providing managerial oversight of a case outside of a standard case review or bi-annual workload review without incrementing the due date of the comprehensive 90-day review.

Safe Measures® is a web based analytic service that mines case management data and presents the data in easy-to-use reports. It provides real time data reports to assist Operations staff in organizing, managing, and prioritizing case work to ensure compliance with departmental standards and improvement of outcomes.

Treatment Service Plan (TSP) means the written document developed jointly with the youth and the youth's parents/guardians/custodians and, for youth in DJS committed programs, the Interdisciplinary Treatment Team, which identifies the treatment goals, objectives, services, and service linkages that:

- address the needs of the youth and the youth's family;
- address the safety and appropriateness of the youth's placement; and
- are used by DJS to make recommendations to the juvenile court for permanency planning (where appropriate) and the level of supervision and services required for each youth throughout the youth's involvement with the Department.

III. GENERAL PROCEDURES

A. Computation of Deadlines

In these procedures, when the deadline for a decision or an action falls on a Saturday, Sunday, state holiday or a day on which the office is not open during its regular hours, the deadline shall fall on the next business day except when a calendar day is specified.

B. Initial Case Assignment

For each unit, a Case Management Specialist Supervisor (CMSS) shall ensure the equitable distribution of cases assigned to individual Case Management Specialists (CMS). The CMSS shall determine caseload distribution based on the total number of staff in the unit, the current workload for each CMS in the unit, and the required supervision level for each youth.

C. Scope of the Initial Supervisor Case Review

1. A CMSS shall conduct an initial supervisor case review within 30 calendar days of the disposition hearing to document that the CMS has completed or ensured the following:
 - a. The Social History Investigation (SHI) for each youth was completed and sent to the court 2 business days prior to the disposition hearing when the disposition hearing did not occur on the same day as the adjudication hearing, or was completed within 30 calendar days of the disposition when the adjudicatory and disposition hearings were held on the same day; includes documentation of the home visit and the date conducted in

- accordance with the *Social History Investigation Policy*; and the results of a review of the:
- 1) Child Safety Net Dashboard; and
 - 2) Maryland Judiciary Case Search;
- b. If the case was not screened prior to assignment or a disclosure or discovery of relevant information suggested a screening:
- 1) The youth and family were evaluated for evidence-based services (EBS); and/or
 - 2) The youth was screened for any other specialized programs or units in the jurisdiction;
- c. Data in ASSIST for youth is complete and accurate, including:
- 1) Contact information;
 - 2) Alerts;
 - 3) Photos and physical attributes;
 - 4) Medical, education, and client relation screens;
 - 5) Community-based placements; and
 - 6) Legal action with linkages to the correct supervision folder
- d. If an active Safety Plan Initiative Alert is in ASSIST, all of the requirements of the *Statewide Safety Plan Protocol for Juvenile Non-fatal Shooting/Stabbing Victims or Crimes of Violence* are met;
- e. Determination if any restitution has been ordered, that a Restitution Input Document was created and an alert initiated in ASSIST;
- f. Determination of whether a Crime Victim Notification Form (CVNF) or any other written request for victim notification has been made, and if so, an alert has been entered in ASSIST and the youth's file has been stamped to indicate victim notification is required. *Note: All Victim Notification forms can be found on the intranet under Forms/Youth Related Services/Victim Notification.*
- g. Youth was supervised at no less than Moderate supervision pending the completion of the initial Supervisory Case Review, unless:
- 1) as a result of the MCASP Risk and Needs Assessment, the youth was placed on an Intensive or High supervision; or
 - 2) the youth was placed on Intensive supervision because the youth was:
 - a) Adjudicated delinquent for a violent felony offense;
 - b) Adjudicated for possession of a handgun;
 - c) Adjudicated 2 or more times for possession with intent to distribute; or
 - d) Confirmed as a gang member;
- h. Orientation form includes an enumeration of all court ordered conditions (or a copy of the court order is attached) and has been signed and dated by all parties within 2 weeks of disposition;
- i. Initiate random urinalysis if court ordered.
- j. The MCASP Risk and Needs Assessment was completed prior to

- disposition when adjudication and disposition were held on different days, or no later than 25 calendar days from disposition when adjudication and disposition were held on the same day in accordance with the *Assessment and Treatment Service Planning for Adjudicated Youth Policy* and was signed by all parties;
- k. Verify that the MCASP Risk and Needs Assessment was updated or completed within the required time if the youth has a new adjudicated offense; and
 - l. Completion of the youth's TSP in accordance with the *Assessment and Treatment Service Planning for Adjudicated Youth Policy*; and
 - m. The TSP Certificate of Implementation was generated in ASSIST DocGen and signed, dated and submitted to the court within 25 calendar days of disposition.
2. The CMSS shall:
- a. In collaboration with the CMS:
 - 1) review the TSP, MCASP Risk and Needs Assessment, Social History and any other relevant information;
 - 2) determine the initial level of supervision for youth;
 - 3) record the supervision level in the Supervisor Case Review screen; and
 - 4) if the youth is in need of services that require a Resource Staffing, schedule a Resource Staffing.
 - b. Provide specific instructions to the CMS if any of the above items have not been completed and the required time-frames for completion of these items: and
 - c. Document all information using the *Initial Supervisor Case Review (30-day) Form (Appendix 1)*.

D. Frequency of Case Review

A CMSS shall conduct case reviews for each CMS under their direct supervision, with the following frequency:

- 1. All probation and aftercare cases within 30 calendar days from **original disposition** and every 90 calendar days thereafter;
- 2. For Interstate Compact (IC)—
 - a. Receiving cases accepted for supervision - 30 calendar days from the date the IC-Receiving folder is opened and every 90 calendar days thereafter;
 - b. Sending - within 30 calendar days of assignment to confirm receipt by the supervising jurisdiction and initiation of supervision; and every 6 months thereafter to confirm receipt of a progress report documenting continued contact with youth and the youth's compliance;
- 3. Administrative folders including:
 - a. Intra-state (courtesy) Supervision, within 30 calendar days of assignment to confirm receipt by the supervising jurisdiction and initiation of supervision; and every 6 months thereafter to confirm documentation of continued contact with youth and the youth's

- compliance (review of administrative cases does not require face-to-face contacts, MCASP Risk and Needs Assessment or a TSP); and
- b. Child in Need of Supervision (CINS) cases where the court has ordered protective supervision by the Department every 6 months to confirm documentation of continued contact with youth and the youth's compliance;
 - c. Unsupervised probation, when the court order states "unsupervised probation" and requires DJS action, including providing correspondence and/or other documentation, review the overall status of the case every 6 months; and
4. Investigative folders open for more than 90 calendar days with no concurrent supervision folder, review every 90 calendar days to document the status of the case.

E. Scope of Subsequent Case Reviews

For each subsequent case review, the CMSS shall:

1. Verify through SafeMeasures® that the MCASP Risk and Needs Assessment was updated or completed within the required time if the youth has a new adjudicated offense;
2. Verify the youth's TSP was updated, completed, and signed by all parties.
3. Verify that the youth's TSP includes services consistent with the needs identified in the MCASP Risk and Needs Assessment;
4. Review utilization of sanctions and incentives within the review period to ensure compliance with the AIM protocols;
5. Determine the appropriate level of supervision for youth on probation and aftercare by collaborating with the CMS and reviewing the TSP and MCASP Risk and Needs Assessment and documenting in the Supervisor Case Review screen;
6. Document all information in Section D.1 to D.5 using the *Subsequent Supervisor Case Review (90-day) Form (Appendix 2)*;
7. Verify that all court ordered conditions, including Restitution or Community Service, are in place and are being met by the youth;
8. If any event has resulted in a new Safety Plan Initiative Alert being entered in ASSIST, ensure all of the requirements of the *Statewide Safety Plan Protocol for Juvenile Non-fatal Shooting/Stabbing Victims or Crimes of Violence* are met;
9. Verify and document that the CMS made or attempted to make the required number of face-to-face contacts with the youth and family in accordance with the youth's level of supervision and/or legal status. Departmental supervision levels and face-to-face and phone contact requirements are as follows:
 - a. Intensive – 2 weekly face-to-face contacts with youth and 1 contact every other week with parent/guardian/custodian which can be face-to-face, phone or electronic (including text, email, or instant messaging); 90 calendar days of GPS from disposition with curfew set by CMS no later than 9:00 p.m.;

- b. High - 1 weekly face-to-face contact with youth and 1 contact every other week with parent/guardian/custodian which can be face-to-face, phone or electronic (including text, email, or instant messaging);
- c. Moderate - 2 face-to-face contacts each month with youth, one of which shall be completed between day 1 and day 15, and the other between day 16 and the end of month, and not made within 5 calendar days of one another, and 1 contact with parent/guardian/custodian monthly which can be face-to-face, phone or electronic (including text, email, or instant messaging);
- d. Low - 1 face-to-face or phone contact monthly, at least 1 contact within the 90 calendar day period must be face-to-face, and 1 contact with parent/guardian/ custodian monthly which can be a face-to-face, phone or electronic (including text, email, or instant messaging); and
- e. Administrative –
 - 1) For whereabouts unknown (writ/warrant status greater than 30 calendar days), 1 phone contact or attempted contact per month with parent/ guardian/custodian;
 - 2) For unsupervised probation:
 - a) When no action or reporting is required or anticipated by the Department, close the ASSIST folder and no further action is required;
 - b) When court order requires DJS action or reporting:
 - 1. open an Administrative folder; and
 - 2. upon receipt of court order to close, close the Administrative folder, and send a letter to youth and parent advising of case closure; and
 - 3) For Courtesy Supervision cases, no face-to-face contacts by CMS in the sending jurisdiction are required;
 - a) Cases where another jurisdiction is providing court ordered supervision, check ASSIST every 6 months to ensure contact has been made and documented; services are provided; and that the case has not been terminated without the court's permission; and
 - b) Cases held sub curia may be designated as Administrative supervision per Regional practice or with Regional Director's approval.
- f. Detention –
 - 1) For youth held in detention on a juvenile court order -1 face-to-face contact within the first 10 calendar days of admission; and for youth detained in the region of their residence, a face-to-face contact every 14 calendar days; or if youth are detained in a region other than the region of their residence, a video-conference every 14 calendar days;

- 2) For youth held in juvenile detention on a criminal court order with a concurrent juvenile court order for supervision, 1 face-to-face contact each month; Note: Supervision level should be set to “Detention/Adult Remand”; and
 - 3) For youth held in juvenile detention on a criminal court order with no concurrent juvenile order for supervision, no face-to-face contacts with Community CMS are required. Note: A youth held in juvenile detention on a criminal court order with no concurrent juvenile order for supervision will have a Detention folder in ASSIST assigned to a Residential CMS. With the exception of investigation assignments, no contact with the detained youth by a Community CMS is required; Residential CMS are responsible.
- g. Re-entry –
- 1) Place a youth released from an out-of-state or hardware secure facility on Intensive supervision for 30 calendar days and then reassess the supervision level; place on GPS for 90 calendar days with curfew of no later than 9:00 p.m. set by CMS; conduct at least 1 home visit monthly, 2 weekly face-to-face contacts with youth and 1 contact every other week with the youth’s parent/guardian/custodian;
 - 2) Place a youth released from a staff secure or community-based placement on High supervision for 90 calendar days and then reassess the supervision level after 90 days; conduct at least 1 home visit every 90 calendar days, 1 weekly face-to-face contact with youth and 1 contact every other week with the youth’s parent/guardian/custodian;
- h. Placement -
- 1) For youth in an in-state placement, 1 face-to-face contact each month;
 - 2) For youth in adult detention awaiting criminal trial with a concurrent juvenile court order for supervision, no face-to-face contact is required, monitor the Maryland Judiciary Case Search weekly for case status, document in the Contact Module, and upon a youth’s release schedule a face-to face contact within 2 business days; **the CMSS also shall monitor the Maryland Judiciary Case Search weekly for case status;**
 - 3) For youth in an out-of-state placement, 1 face-to-face contact per quarter and 1 monthly phone or video conference contact; and
 - 4) For all youth, 1 phone, video conference, or electronic contact with their parent/guardian/custodian each month if

- the parent/guardian/custodian did not have face-to-face contact with the CMS that month;
- i. Home visits –
 - 1) For youth on Intensive supervision, 1 home visit every 30 calendar days;
 - 2) For youth on High and Moderate supervision levels, 1 home visit every 90 calendar days;
 - 3) For youth on low supervision, complete a home visit as part of the initial Social History Investigation (in accordance with the Social History Investigation Policy); and
 - 4) For youth returning to the community from committed placement, 1 home visit within 30 calendar days of planned re-entry to the community to determine the appropriateness of the home and within 30 calendar days after returning to the community to determine the continued appropriateness of the home and to assess any issues. Note: For unplanned re-entry to the community, complete a home visit as soon as possible but no later than 30 calendar days from the date of re-entry.
 10. Ensure documentation of all successful and attempted contacts with the youth and the parent/guardian/custodian are in the Contacts Module including date, location, and participants along with a concise summary of the discussion within 2 business days of the contact.
 11. Randomly select 3 youth each month who are subject to a Supervisor Case Review and had out-of-office contacts recorded in the Contacts Module. For each:
 - a. Review the related **Field Contact Log** for each selected youth and confirm matches for location and date, and youth/parent signature; and
 - b. Note the results of the random check in the body of each selected youth's Supervisor Case Review.
 12. Ensure data in ASSIST and METS databases for each youth are updated and accurate, including:
 - a. contact information;
 - b. initiation, updates and closures of alerts;
 - c. photos and physical attributes;
 - d. medical, education and client relations;
 - e. community-based placements; and
 - f. completion of any new legal action with linkage to the correct supervision folder.
 13. Indicate if any new arrests (juvenile or adult) have occurred since the last review, briefly state the circumstances and ensure an Alert is opened in ASSIST for adult arrests;
 14. Verify in circumstances where the juvenile court has made a new disposition for a new adjudicated offense or a sustained VOP that a new Certificate of Implementation was completed and forwarded to the court,

- SHI was updated, and a new TSP, MCASP Risk and Needs Assessment and Orientation form were completed;
15. If a petition for Violation of Probation (VOP) is or was initiated:
 - a. **by DJS**, ensure a resource consult was completed to ensure all community-based services have been exhausted and the petition was approved, signed, and dated by the CMS and supervisor prior to submission to the court;
 - b. **by any other party**, ensure a resource consult was completed prior to the VOP adjudicatory hearing; and
 - c. **regardless of who initiated the petition**, ensure all VOP were recorded in ASSIST as a new charge;
 16. For committed youth, ensure:
 - a. For any youth in placement, the CMS documented participation in treatment team meetings including discussion of the Re-entry/Transition Plan;
 - b. For any youth in placement, a Re-entry/Transition Plan was developed and documented for each youth prior to release from residential placement or detention;
 - c. For youth pending release from committed programs, the CMS conducted a home visit within 30 calendar days of planned community re-entry; and
 - d. For post-release youth from a committed program, the CMS made weekly face-to-face contacts with youth and completed another home visit within 30 calendar days.
 17. For all youth in the community, ensure the CMS documented monthly contact with service providers to confirm the youth's attendance and participation;
 18. Elicit from the CMS any impediments, problems or concerns with performing their case management duties effectively;
 19. Document the discussion with the CMS when any of the above case management duties were not completed or in compliance. The CMSS shall develop, with the CMS, a work plan that includes timeframes for completion of any items requiring attention.
 20. Inform the next level of management about any problems, concerns and/or impediments that cannot be addressed at the CMSS level; and
 21. Ensure that when a case is eligible for closure, the CMS has sought permission to close the case from the court and if not, document the instruction to seek closure in the Supervisor Case Review.

F. Interstate Compact for Juveniles

For each case review, the CMSS shall:

1. For IC Receiving,
 - a. Ensure all ICJ forms, evaluations, investigations and reports required to initiate or terminate ICJ supervision have been completed in a timely fashion and copies placed in the youth's case file; and

- b. Ensure ICJ Form IX – Quarterly Progress, Violation or Absconder Reports have been completed by the supervising CMS, reviewed by the CMSS and forwarded to the regional ICJ Coordinator within required time-frames.
 2. For IC Sending,
 - a. Ensure all ICJ forms, evaluations, investigations and reports to initiate or terminate ICJ supervision have been completed in a timely fashion and copies placed in the youth’s case file.
 - b. Ensure ICJ Form IX – Quarterly Progress, Violation or Absconder Reports have been received within required time-frames for youth being supervised by other jurisdictions and any indicated actions taken.
 3. For Victim Notification,

Ensure all actions required by DJS policy have been followed when a Crime Victim Notification Form has been completed and filed by a victim in either the receiving or sending state.
 4. For Travel Permits,

Ensure all actions required by DJS policy regarding ICJ Travel Permits have been followed for youth leaving or entering Maryland.

G. Out-of-Cycle Reviews

1. The CMSS **may** conduct an out-of-cycle review of a youth’s case at any time to address circumstances that might affect the supervision of a youth but do not warrant the scope of inquiry involved in regular case reviews;
2. The CMSS shall conduct an informal caseload review when a CMS has requested leave for a period greater than 5 business days. In such cases, the CMSS shall complete a short narrative with a task list to ensure continuity of supervision and services during the CMS’s absence and document in writing of the task list shall be maintained by the CMSS;
3. If the CMSS learns the assigned CMS will be unavailable due to emergency long-term leave, the CMSS shall conduct an in-depth review within 2 business days of that CMS’s caseload including the ASSIST Contact Module, all active Alerts, SafeMeasures®, and the hard files to determine what casework requires attention. The CMSS shall:
 - a. Determine if it is appropriate to reassign the caseload in part or in whole and complete those reassignments within 5 business days;
 - b. Ensure cases being assigned to another CMS include explicit instructions regarding contact expectations, actions required to ensure continuity of services, and plans for anticipated changes in custody or legal status;
 - c. Assume responsibility for any cases not assigned to another CMS; and
 - d. Advise the Regional Director or their designee **via email** that a plan has been established to ensure continuity of supervision and services during the CMS’s absence; and

4. When the supervision level of a youth changes, the CMSS **shall** document in the ASSIST Supervisor Case Review Screen the reason for the change in supervision level and any direction being given to the CMS to ensure continuity of supervision and services.

H. Bi-annual Workload Review:

1. When established workload management guidelines (112.5 hours/month) are exceeded for more than 60 calendar days based on monthly caseload statistics and workload analysis, the CMSS shall hold a bi-annual meeting with the CMS to review the entire workload of the CMS and the ability of the CMS to manage the assigned workload based on observed and/or verifiable work-related, actions, statements and results.
 - a. A workload review may be scheduled by the CMSS earlier than the regularly scheduled bi-annual review.
 - b. The CMS may request a workload review earlier than scheduled, specifying the reason for the review. When this early workload review is requested by a CMS, it shall be held within 5 business days of the request. Early workload reviews may be requested no more frequently than at 45 calendar day intervals.
 - c. The workload review shall result in a written agreement regarding action to be taken that may include but not be limited to re-directing newly assigned cases and transferring cases. In addition, the following remedies shall be considered:
 - 1) Extending due dates for Social History Investigations that are not required for court hearings;
 - 2) Addressing face-to-face visit requirements for youth in DJS operated placements through designation of one CMS to visit all of the youth placed at a specified facility from the same Region;
 - 3) Reducing the requirement to update less essential ASSIST screens (including updated pictures, education, relations, client relations, other agency, medical);
 - 4) Extending deadlines on 6 month MCASP reassessments to allow for an additional 30 calendar days;
 - 5) Reviewing low supervision cases and considering moving the cases to administrative status; and
 - 6) Adjusting training schedules where possible.
 - d. A copy of the agreement shall be provided to the CMS and Regional Director or designee and a copy maintained by the CMSS.
 - e. The CMS shall comply with supervisory instructions as well as policies and procedures governing management of the assigned workload to the best of his or her abilities, including adjusting supervision levels of youth and closing cases in a timely manner.

- f. The CMSS shall follow the agreement made as the result of the workload review barring any emergency and, if an emergency exists, shall document the emergency.
2. The CMSS shall consider workloads over the agreed maximum volume as a mitigating factor when evaluating the performance and determining negligence-based discipline of a CMS.
3. The CMSS shall distribute to the CMS the current tool used to calculate a workload.

IV. RESPONSIBILITY

Regional Directors are responsible for implementation and compliance with this procedure.

V. INTERPRETATION

The Deputy Secretary of Operations shall be responsible for interpreting and granting any exceptions to these procedures.

VI. LOCAL OPERATING PROCEDURES REQUIRED

No

VII. DIRECTIVES/POLICIES REFERENCED

1. Social History Investigation Policy
2. Assessment and Treatment Service Plan for Adjudicated Youth Policy
3. Community Case Management Policy

VIII. APPENDICES

1. Initial Supervisor Case Review (30 day) Form
2. Subsequent Supervisor Case Review (90 day) Form



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Statement of Receipt and Acknowledgment of Review and Understanding

SUBJECT: Supervisor Workload and Case Reviews

NUMBER: CS-106-13

APPLICABLE TO: Case Management Specialists, Supervisors, and Regional Directors

REVISED PROCEDURES: 3/14/18

I have received and reviewed a copy (electronic or paper) of the above titled policy and procedures. I understand the contents of the policy and procedures.

I understand that failure to sign this acknowledgment form within five working days of receipt of the policy shall be grounds for disciplinary action up to and including termination of employment.

I understand that I will be held accountable for implementing this policy even if I fail to sign this acknowledgment form.

SIGNATURE

PRINT FULL NAME

DATE

WORK LOCATION

SEND THE ORIGINAL, SIGNED COPY TO THE DIRECTOR OF THE DJS OFFICE OF HUMAN RESOURCES FOR PLACEMENT IN YOUR PERSONNEL FILE.

INITIAL SUPERVISOR CASE REVIEW FORM

INITIAL SCR (30 DAYS)

Disposition Date:

SHI completed and sent to Court 2 days prior to disposition or w/in 30 days in combined hearing:

Home Visit Documented and Complete:

Dashboard Review Date:

DHR Involvement:

MD Judiciary Case Search Review Date:

Data in ASSIST and METS are complete and accurate: (Yes/No)

Picture Completion date:

Physical Attributes up to date:

Education Screen up to date:

Client Relations Screen up to date:

Medical Screen up to date:

Community based placements up to date:

Legal action with linkage to correct supervision folder:

Alerts: (Yes/No)

Restitution Ordered and Alert entered:

Safety Plan Alert and all requirements of protocol are met:

Crime Victim Notification Received, alert entered and youth's file stamped:

Orientation form is complete with all Court ordered conditions and signed by all parties within 14 days of disposition: (Yes/No)

MCASP completed prior to disposition or w/in 25 days after combined ADJ & DISP:

Recommended Level:

Justification for over-riding recommended level:

Updated or completed w/in timeframe if new adjudication:

INITIAL SUPERVISOR CASE REVIEW FORM

TSP Completion Date:

Services consistent w/MCASP:

Signed by all parties:

COI generated in ASSIST and submitted to Court w/in 25 days:

Youth linked with services (referral or engaged in Services):

Court Ordered Special Condition(s):

Restitution Account Opened: (Yes/No)

Contacts with CMS:

-Confirmed one face to face contact during the review period (Yes/No)

File reviewed with CMS:

Supervision Narrative:

-Report any concerns or successes in the initial 30 days of supervision

Instruction provided to CMS to complete above items and timeframe for completion:

SUBSEQUENT SUPERVISOR CASE REVIEW FORM

SUBSEQUENT SCR (90 DAYS)

Youth's History Report in Safe Measures reviewed for compliance with Policy and Procedure: Yes/No

PID:	
Folder ID:	
Folder Type:	
Folder Open:	
Birth Date:	
Age:	
Last Supervisor Review:	
Supervision Level:	
Next Supervisor Review Due:	
Last MCASP:	
Next MCASP Due:	
Last TSP:	
TSP Due:	
AWOL Alert Type:	
AWOL Alert Start:	
AWOL Alert End:	
Last Photo:	
Next Photo Due:	
Drug Screen:	
Restitution:	\$0.00

(If compliance issues are noted: Actions steps entered here.)

ASSIST and METS databases are complete and accurate: (Yes/No)

AIM Sanctions and Incentives utilized: (Yes/No)

Youth seen at assigned supervision level: Yes/No

Confirmation of 1 Face to Face Contact

New arrests (Adult or Juvenile):

Circumstance of Arrest:

Alert opened for Adult arrest:

CMS response:

SUBSEQUENT SUPERVISOR CASE REVIEW FORM

VOP:

Resource consult completed:

Signed by CMS and CMSS prior to submission to Court:

VOP is entered in ASSIST:

Identify appropriate level Supervision:

Court Ordered Special Condition(s): (Status of Each)

Committed Youth:

Documentation of participation in Treatment Team Meeting including re-entry discussion:

Re-entry plan is developed and documented prior to release:

Re-Entry Efforts:

Living Arrangements, School, Counseling, Support Services, Employment, etc.

CMS has documented monthly contacts with providers to confirm participation/attendance:

CMSS identified problems/concerns w/performing case management duties effectively:

Document discussion with CMS and developed work plan to address performance measures not in compliance:

Case closure recommended: