

**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. Srvs. §9-203
- B. Md. Code Ann., Courts & Jud. Proc., Subtitle 8A – Juvenile Causes
- C. Md. Code Ann., Crim. Proc., Subtitle 6, Part I. – Restitution
- D. COMAR 16.16.01.01 to 16.16.01.14

**III. DIRECTIVES/POLICIES RESCINDED**

- 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.</p> <p>Revised procedures issued:</p> <ul style="list-style-type: none"> <li>● Added AIM definition;</li> <li>● Added Safety Plan requirements;</li> <li>● 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;</li> <li>● 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;</li> <li>● Added requirement to review restitution;</li> <li>● Revised frequency of case reviews;</li> <li>● 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;</li> <li>● Revised contact requirements based on supervision levels;</li> <li>● Added new requirements for VOP;</li> <li>● Added new requirements for ensuring implementation of services for committed youth; and</li> <li>● Added requirement to ensure monthly contact with service providers.</li> <li>● Orientation form to be completed and signed by all parties within 2 weeks of disposition.</li> <li>● Only the MCASP Assessment has to be completed prior to disposition.</li> </ul>	2/21/16

DESCRIPTION OF REVISION	DATE OF REVISION
<p>Revised procedures issued:</p> <ul style="list-style-type: none"> <li>● Removed all references to VPI</li> <li>● Added requirement to schedule a Resource Staffing when youth is in need of services that require a Staffing</li> <li>● Revised Supervision Levels and Contact Standards;</li> <li>● Added procedures to randomly review CMS contact logs</li> <li>● Added forms to document review: <i>Initial 30-day Supervisor Case Review Form</i> and <i>Subsequent (90 day) Supervisor Case Review Form</i>;</li> <li>● Added requirement to randomly select 3 cases each month and verify that required contacts occurred; and</li> <li>● Revised requirement to conduct informal case review when CMS has requested leave for more than 5 days.</li> </ul>	2/14/18
<p>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</p>	3/2/18
<p>Computation of deadlines procedure added.</p>	3/14/18
<p>Added new Restitution procedures to require CMS to complete all necessary steps to ensure youth is in compliance with court-ordered restitution.</p> <ul style="list-style-type: none"> <li>● Ensure Legal Action reflects the accurate restitution information including any modifications to the original court order and original entry was not over-written.</li> <li>● Ensure all Alerts for restitution have been entered.</li> <li>● Ensure youth and parent are notified of their obligations to make restitution payments and the requirements for a restitution payment plan are completed and presented to the youth and family for signatures.</li> <li>● Ensure that the youth and parent are in compliance with payment plan and, if not, ensure the Restitution Coordinator and CMS referred the case to CCU and obtained an order for judgement and/or modification of the court's order reducing the restitution requirement, and have documented these actions in ASSIST and Restitution Tracking System.</li> <li>● Ensure the Orientation Form and/or attachments include details of the payment plan.</li> </ul>	7/20/21

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|---|--|
| <ul style="list-style-type: none"><li>● When an Administrative folder is used for monitoring restitution obligations, review the payment activity for compliance every 6 months and document any directions to address non-payment.</li><li>● Removed <i>Subsequent (90 day) Supervisor Case Review Form</i>.</li><li>● Added new section: Administrative SCR Reviews.</li><li>● Revised Subsequent Review section.</li><li>● Prior to terminating or closing the case:<ul style="list-style-type: none"><li>○ If the CCU is recommending compromise or settlement of the judgment of restitution, ensure the CMS has notified the victim and obtained the victim's consent or the court has ordered otherwise if the victim cannot be located;</li><li>○ If the amount of court-ordered restitution has been paid or a judgment to settle has been obtained by CCU, ensure the CMS has notified, in writing, the court and, if known, the youth's employer who has an earnings withholding order that the restitution obligation has been satisfied.</li></ul></li></ul> |  |
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## Standard Operating Procedures

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

**APPROVED:** \_\_\_\_\_ /s/ signature on original

**Betsy Tolentino**  
Deputy Secretary for Community Operations

**REVISION DATE:** \_\_\_\_\_ 7/14/21

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### 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)* 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 treatment and rehabilitation. Re-assessments are conducted, as required, 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 needs and 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 utilized by DJS to make recommendations to the juvenile court for permanency planning (where appropriate), the level of supervision and services required for each youth at disposition and at various stages throughout the youth's involvement with the Department.

### **III. PROCEDURES**

#### **A. General**

##### **1. 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.

##### **2. Initial Case Assignment**

For each unit, a Case Management Specialist Supervisor (CMSS) shall ensure the equitable distribution of cases assigned within 2 business days of disposition 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.

##### **3. Compliance with the Community Case Management Policy and Manual**

For each case review, the CMSS shall ensure that the CMS has complied with the required procedures outlined in the *Community Case Policy and Case Management Manual (CMM)*.

#### **B. Scope of the Initial Supervisor Case Review**

1. A CMSS shall conduct an initial supervisor case review within 30 calendar days of a youth's disposition hearing to review the needs of the youth and family, build relationships with youth and family, and develop a

plan for all service needs as identified in the TSP. The CMSS shall document in a narrative format in the Review Screen in ASSIST that the following have been completed:

- a. The Social History Investigation (SHI) for each youth was completed and sent to the court 2 business days prior to the disposition hearing if the disposition hearing did not occur on the same day as the adjudication hearing; or the SHI was completed within 25 calendar days of the disposition if the adjudicatory and disposition hearings were held on the same day; the SHI 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 required programs listed in the *CMM*.
- 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 available 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 any restitution was ordered, that a Restitution Input Document was created and an alert initiated in ASSIST.
- e. A review of the Legal Action Screen to ensure it reflects the name of each victim, the amount of restitution ordered for that victim, and if there are co-respondents that their names and PIDs are recorded.
- f. All Alerts have been entered for restitution including the petition number(s) to ensure Restitution Coordinators can link Alerts with specific court orders; update the petition number if a transfer of jurisdiction has occurred.
- g. The youth and parent have been notified of their obligations to make restitution payments and have had these obligations explained to them.
- h. The requirements for a restitution payment plan were completed including review and approval of the plan by the CMSS, and presenting the plan to the youth and family and securing their signatures.
- i. 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.*
- j. 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.
  - k. Orientation Form in ASSIST 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.
  - l. If restitution was ordered, the Orientation Form and/or attachments include details of the payment plan approved by CMSS and any special court-ordered conditions (*e.g.*, the date that all restitution must be paid).
  - m. Random urinalysis was initiated, if court ordered.
  - n. 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.
  - o. Verify that the MCASP Risk and Needs Assessment was updated or completed within the required time if the youth has a new adjudicated offense.
  - p. Documentation in the youth's completed TSP includes all identified needs and the services linkages made, any explanation for deferring an identified need and/or service, and all court ordered conditions and updates.
  - q. The TSP Certificate of Implementation was generated in ASSIST DocGen and signed, dated and submitted to the court within 25 calendar days of disposition.
  - r. All required Authorization for Release of Information forms with youth and parent/guardian signatures.
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 within 30 days of disposition.
- 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.
  - c. Document all information using the **Initial Supervisor Case Review (30-day) Form (Appendix 1)**.

### C. 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) cases:
  - 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
  - d. When an Administrative folder is used for monitoring restitution obligations, review the payment activity for compliance with the agreed payment plan every 6 months and document any directions to the CMS to address non-payment.
4. Investigative folders open for more than 90 calendar days with no concurrent supervision folder, review every 90 calendar days to document.

**D. Scope of Subsequent Case Reviews**

The CMSS shall document in a narrative format the following:

1. Verify that the youth's TSP includes linkages to services consistent with the needs identified in the MCASP Risk and Needs Assessment; if any needs or services have been deferred, ensure an explanation for the deferral has been documented.
2. Review utilization of sanctions and incentives within the review period to ensure compliance with the AIM protocols; ensure the implementation of each incentive or sanction was documented.
3. Review and confirm the appropriate level of supervision for youth on probation and aftercare has been set by collaborating with the CMS and reviewing the TSP and MCASP Risk and Needs Assessment and documenting in the Supervisor Case Review screen.
4. Verify that all court ordered conditions are listed, updated (when applicable), and the status of each condition identified if restitution was ordered:
  - a. ensure that the youth and parent are in compliance with payment plan and if not, ensure appropriate steps, including referral to CCU, obtaining an order for judgement, and/or modification of the court's order reducing the restitution requirement, have been taken by Restitution Coordinator and CMS; and
  - b. ensure that any modifications of the original court order related to restitution are added to the Legal Action record as a separate entry in the Conditions section of ASSIST and the original entry was not over-written.
5. Review contacts with the youth and family, as required by the *CMM* to ensure the CMS has:
  - a. documented all contacts and all efforts to address the youth and family's identified needs;
  - b. reviewed the re-entry/transition plan while the youth is in placement and has documented the discussion as part of the contact with youth and/or family;
  - c. attended all Treatment Team meetings and has documented their attendance and the outcome of the meeting;
  - d. encouraged the family to attend the Treatment Team meetings and documented these efforts; and
  - e. ensured that a re-entry meeting was held with the youth and that service linkages for identified services were made and documented prior to the youth's discharge from placement.
6. If any event has resulted in a new information being reported or entered in ASSIST, ensure all of the requirements, as indicated in the *CMM*, are met.
7. 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.
8. If a petition for revocation of probation 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 revocation of probation adjudicatory hearing; and
  - c. *regardless* of who initiated the petition, ensure all petitions for revocation were recorded in ASSIST as a new charge; and
  - d. document the disposition for the revocation of probation petition.
9. For committed youth in placement, ensure the participation of the CMS in Treatment Team meetings, including Re-entry/Transition Plan meetings, and documentation of the participation in the Contact Module in ASSIST within 2 business days.
  10. Elicit from the CMS any impediments, problems or concerns with performing their case management duties effectively.
  11. 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.
  12. Inform the next level of management about any problems, concerns and/or impediments that cannot be addressed at the CMSS level and document the discussion in the appropriate SCR screen in ASSIST.
  13. Randomly select 3 youth each month who are subject to a Supervisor Case Review and had out-of-office contacts recorded in the Contact 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.

#### **E. 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 out-of-cycle review if the supervision level is adjusted following the revocation of probation hearing; the CMSS shall document the supervision level and if necessary, a MCASP Risk and Needs Assessment override.
3. 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.
4. 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.
5. 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.
  6. Coaching of staff may be done at any time during the youth's supervision to address the needs of the case.

**F. Termination of Supervision/Closure of Case**

1. When a case is scheduled for termination of supervision or closure, the CMSS shall ensure the CMS has addressed restitution obligations by referring any unpaid restitution account(s) to the Central Collection Unit (CCU), by requesting a judgment and/or abatement of the restitution court-ordered amount, and by documenting these actions in ASSIST and Restitution Tracking System.
2. Prior to terminating or closing the case, the CMS shall ensure when restitution was court-ordered that the victim is notified of the status of the restitution case.
3. Ensure that when a case is scheduled for termination of supervision or 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.

**G. 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.

## **H. Supervisor Case Review (SCR) Administrative Reviews**

- 1. Regional Directors or their designees will select 5% of a unit's Supervisors Case Reviews for an Administrative Review each month.
  - a. The Administrator shall review the SCR to ensure:
    - 1) The CMSS is addressing compliance with the *Community Case Management Policy and Procedures*; and
    - 2) The CMSS is addressing the treatment needs, court ordered conditions and establishing a viable action plan to meet the target

goals of supervision (*i.e.*, 6 months for misdemeanor offenses and 12 months for felony offenses).

- b. The Administrator completing the review shall document their review at the bottom of the SCR in ASSIST.
- c. Regional Directors shall coordinate the workflow to ensure reviews are completed as outlined. If a Region needs assistance for Administrator Reviews, other Regional Directors shall make their teams available for support.

**IV. RESPONSIBILITY**

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

**V. INTERPRETATION**

The Deputy Secretary of Community 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. APPENDIX**

1. Initial Supervisor Case Review (30 day) Form



## Statement of Receipt and Acknowledgment of Review and Understanding

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**SUBJECT: Supervisor Workload and Case Reviews**

**NUMBER: CS-106-13**

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

**REVISED PROCEDURES: July 20, 2021**

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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 ELECTRONICALLY SIGNED COPY TO YOUR SUPERVISOR FOR  
PLACEMENT IN YOUR PERSONNEL FILE.***

**INITIAL 30 DAYS SCR**

Disposition Date:

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

**Yes/No**

Home Visit Documented and Complete

Dashboard Review Date:

DHR Involvement: Yes/No

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:

Updated or completed w/in timeframe if new adjudication:

MCASP Override is documented in ASSIST:

**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:

**Contacts with CMS:**

**File reviewed with CMS:**

**Supervision Narrative:**

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

-