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Chapter: **Community Case Management**

Classification: **Public Document**

Subject: **Standards for Supervision, Intervention Modes and Case Management Plan**

For: **All Community**

  
Authorized by the Executive Director

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## Policy

- 1 Correctional Services will determine standards for supervision of adults and young persons
  - (a) serving community-based court orders
  - (b) subject to court orders requiring intensive support and reintegration supervision

## General Supervision Standards

- 2 All cases will be supervised at the maximum level until a risk and need assessment is completed.
- 3 Individuals convicted of charges relating to intimate partner violence will be assessed to determine whether to designate the case a High Risk For Domestic Violence (HRDV). This will be done in accordance with policy *Chapter 30 – [Victims and High Risk for Domestic Violence](#)*.
- 4 Individuals will be supervised according to the supervision level that corresponds with their risk assessment. The following exceptions apply
  - (a) Designated HRDV cases, regardless of the type of order, will be supervised at the maximum supervision level or higher until such time as the individual has been afforded the appropriate programs and services identified in their case management plan.
  - (b) When a case is designated HRDV and the individual is charged or convicted of subsequent offences while under supervision, the probation officer will complete a risk reassessment to determine if supervision at a higher level is necessary.
  - (c) Individuals being supervised for a sexual offence will be supervised at the maximum level until they have successfully attended and completed offense specific treatment to the satisfaction of their supervisor. They will then be supervised in accordance with their risk/need assessment.
  - (d) Reintegration supervision will be in accordance with Policy and Procedures, Subject No. 20.06.00 [Reintegration Supervision](#).
  - (e) Intensive Support and Supervision will be in accordance with Policy and Procedures, Subject No. 20.07.00 [Intensive Support and Supervision](#).

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- (f) Probation officers may override the supervision level when it will enhance the individual's ability to meet their case plan objectives and compliance with their court ordered conditions.
  - (g) Where the risk assessment override function has been used, the probation officer will ensure the CM Supervision Level is updated to reflect the same.
    - i. When a lower supervision standard is being recommended, the following applies
      - a the probation officer will provide the senior probation officer with a plan that employs other available resources which can be implemented to provide reasonable supervision of the case
      - b the senior probation officer will approve the plan prior to implementation and document their decision and rationale in JEIN
  - (h) During the initial interview with an individual, the probation officer will
    - i. review the conditions of the court order
    - ii. inform the individual of the consequences of any failure to comply with the conditions of the order and the variation process
    - iii. advise the individual of their reporting obligations and ensure they are provided a next reporting date
    - iv. obtain a digital photograph of the individual
- 5 Probation officers will complete collateral contacts to inform the individual's risk assessment and throughout their period of supervision to monitor progress in the community, compliance with conditions, and verify case plan information.

## Definitions

- 6 **Minimum (Very Low/Low LS/CMI 0-10; YLS/CMI 0-8)** Individual manifests few criminogenic needs and is identified as a low risk for recidivism.
- 7 **Medium (Medium LS/CMI 11-19; YLS/CMI 9-22):** Individual has been assessed to have a moderate probability of continued criminal involvement, requiring ongoing supervision.
- 8 **Maximum (High LS/CMI 20-29; YLS/CMI 23-34):** Individual has a high probability for

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continued criminal behaviour and/or has demonstrated a substantial need for ongoing supervision.

- 9 **Maximum Enhanced (Very High LS/CMI 30+; YLS/CMI 35+)**: Individual has a very high probability for continued criminal behaviour and has demonstrated a substantial need for ongoing supervision, services and programs.

### Intervention Requirements

- 10 The following intervention requirements apply
- (a) **Minimum**: the probation officer, will have one in person contact with the individual every three months and complete collateral contacts as necessary.
  - (b) **Medium**: The probation officer, at a minimum, will every two months have one
    - i. in person contact with the individual
    - ii. other intervention mode
  - (c) **Maximum**: the probation officer, at a minimum, is required every month to have one
    - i. in person contact with the individual
    - ii. other intervention mode
  - (d) **Maximum Enhanced**: the probation officer, at a minimum, is required every month to have
    - i. two in person contacts with the individual
    - ii. one other intervention mode
- 11 Other intervention modes include
- (a) other contact with the individual, e.g. phone, text, email
  - (b) modified counter reporting as per intervention levels
  - (c) participation in focused therapy/counselling session e.g., psychologist, psychiatrist
  - (d) participation in focused group sessions, e.g., spousal abuse, anger management, sex offender groups
  - (e) participation in focused one-to-one program, e.g., Volunteer In Corrections

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- (f) case conferencing
- (g) ongoing confirmation of full-time or part-time attendance at a school or job
- (h) contact with informed collateral person, e.g. victim, social worker, community service order placement, parents, relatives, neighbour
- (i) electronic monitoring or voice identification supervision solutions

### **Case Management Plan**

- 12 The probation officer will develop a case management plan in collaboration with the individual based on their risks and needs, stages of change and responsivity factors. At minimum, the probation officer will review and update the case plan each time an individual is reassessed. The plan will be updated to reflect the individuals progress, changes to their risk and needs, and identify any new goals and means of intervention.
- 13 The case management plan will
  - (a) outline the criminogenic need(s) of the individual as identified in the
  - (b) risk/need assessment
  - (c) identify the stage of change as it pertains to the individuals criminogenic need(s)
  - (d) include SMART (specific, measurable, attainable, relevant, and timely) goals and interventions to promote behavior change
  - (e) note any non-criminogenic needs and related goals and means of intervention as agreed upon by the probation officer and the individual
  - (f) be reviewed at all in person appointments and updated as required
- 14 Following the individual's reassessment, at minimum, their case management plan will be updated to include
  - (a) details regarding progress on goals and interventions identified in the previous plan
  - (b) goals and interventions for the next six-month period
  - (c) any noteworthy developments since last assessment

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### **Administrative Inactive Status (AIS)**

15 It is the policy of Correctional Services to utilize supervision strategies which effectively reduce recidivism. Where the individual's risk and needs can be met without regular contact with the probation officer, an individual's reporting requirement may be suspended.

### **AIS Eligibility**

16 The following eligibility criteria must be met prior to placing an individual on AIS

- (a) risk assessment indicates the individual is a low risk to re-offend
- (b) case management plan requirements have been completed
- (c) there is no court ordered minimum reporting requirement

17 If an individual has court ordered community service work, prior to placing the individual on AIS, the probation officer will make necessary referrals and advise the individual of their obligation to provide proof of completion.

18 If an individual meets eligibility criteria but has outstanding charges the probation officer will discuss with the Senior Probation Officer to determine the appropriateness of suspending the individual's reporting requirement prior to placing them on AIS.

- (a) The decision and details of the conversation will be documented in an AIS activity note.

### **AIS Exclusion**

19 Administrative Inactive Status will not be considered for individuals

- (a) whose active period of supervision includes conviction for the following
  - i. sex offences
  - ii. spousal/partner violence related offences
- (b) on conditional sentence
- (c) on conditional supervision or deferred custody
- (d) supervised at medium risk or higher

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### **AIS – Process for Eligible Individuals**

- 20 When an individual is eligible for AIS, the probation officer will
- (a) require the individual to sign an AIS Acknowledgement Form ([14.03.00-A](#))
  - (b) provide the individual with a copy and upload the original signed copy to the documents section in JEIN
  - (c) enter an activity note using the AIS activity note type documenting the reason for placement on AIS
  - (d) ensure JEIN Supervision Status and CM fields are updated to reflect AIS status
- 21 Probation officers must receive approval from the senior probation officer when requiring an AIS eligible individual to continue to report.
- (a) The probation officer will provide the senior probation officer with their rationale to continue required reporting and a detailed case management plan to help the individual address their risks and needs.
  - (b) The senior probation officer will document the details of the decision made and rationale in an AIS activity note.
- 22 The senior probation officer will review probation officer caseloads monthly to ensure AIS is utilized properly.
- 23 Individuals may recommence reporting if deemed appropriate by the probation officer and approved by the senior probation officer. This may occur when the individual incurs new charges or requests to resume supervision.
- (a) Probation officers will discuss with their Senior Probation Officer prior to reinstating an individual's reporting requirement due to new charges. The outcome and details of the conversation will be document in an AIS activity note.