



STATE OF WASHINGTON  
DEPARTMENT OF CORRECTIONS

APPLICABILITY  
**DEPARTMENT WIDE**

REVISION DATE  
3/5/25

PAGE NUMBER  
1 of 6

NUMBER  
**DOC 300.000**

**POLICY**

TITLE  
**CONTINUOUS CASE MANAGEMENT**

**REVIEW/REVISION HISTORY:**

Effective: 10/14/16  
 Revised: 12/15/17  
 Revised: 3/30/18  
 Revised: 5/31/21  
 Revised: 1/12/22  
 Revised: 3/5/25

**SUMMARY OF REVISION/REVIEW:**


Policy Statement I., Directive V.A., V.A.3., VI.B., and VII.A. - Adjusted language for clarification  
 I.A., II.A.4., IV.A.1.a.2) - 4), IV.A.2.b., IV.B., V.A.1.a., V.A.3.a. & b., V.B., and VI.C. - Added  
 language for clarification  
 II.A.3., III.A., IV.A.1.a.1), IV.A.2., IV.A.2.a., VI.A., VI.B.1., VI.C., and VII.C. - Removed  
 unnecessary language  
 Added section VIII. for Safety Concerns

**APPROVED:**

Signature on file

\_\_\_\_\_  
**TIM LANG**, Secretary  
 Department of Corrections

1/30/25  
 \_\_\_\_\_  
 Date Signed

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**REFERENCES:**


DOC 100.100 is hereby incorporated into this policy; [RCW 72.09.270](#); DOC 320.400 Risk and Needs Assessment Process; Risk Reducing Contact Steps

**POLICY:**


- I. The Department has established a continuous case plan based on evidence-based principles and practices to address safety, accountability, and the reduction of recidivism including:
  - A. Assessments
  - B. Behavior observation entries
  - C. Formal and informal interventions
  - D. Collaborative input

**DIRECTIVE:**

- I. General Requirements
  - A. All information, including Protected Health Information (PHI), contained in an individual's electronic file will only be accessed by designated employees to the minimum extent necessary in the course of their duties (e.g., transfer investigations), and only while an individual is under the Department's jurisdiction.
  - B. Case managers must successfully complete:
    1. Case Management Academy before entering any information on the Case Management banner in the electronic file, and
    2. Subsequent case management training.
  - C. Case managers will use the resources on the Case Management Services page of the Department's internal website to develop and maintain a continuous case plan for each individual on the case manager's caseload, to include:
    1. Personal goals and incentives
    2. Assessment results
    3. Behavior targets
    4. Identifying and targeting risks and needs
    5. Collaborative goals and objectives
    6. Contacts
    7. Strategies that keep the individual invested in making progress toward the individual's goals

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- D. Reception Diagnostic Center (RDC) case managers are not required to complete:
1. Personal Goals and Incentives,
  2. Behavior Targets,
  3. Collaborative Goals and Objectives, or
  4. Prioritization of Risk/Needs or identification of Barriers in the Assessment Domains.
- II. Personal Goals and Incentives
- A. Upon an individual being assigned to a caseload, the case manager will meet with the individual within 30 days to complete or review/update the Personal Goal Narrative and Incentives Narrative sections of the individual's electronic file.
1. The Personal Goal Narrative will be a personal, pro-social goal the individual would like to achieve.
  2. The Incentives Narrative will include the reason/motivation the individual gives for wanting to achieve the personal goal.
  3. Personal Goals and Incentive Narratives will be updated when the:
    - a. Goal has been accomplished or is no longer relevant, or
    - b. Individual identifies a new pro-social goal they would like documented.
  4. Reviews/updates made with the individual will be documented in the Contacts section of the electronic file.
- III. Risk and Needs Assessment
- A. The case manager must complete an assessment per DOC 320.400 Risk and Needs Assessment Process.
- IV. Behavior Targets
- A. Unless already completed for an active cause, the case manager will complete the initial Behavior Targets section of the individual's electronic file within 30 days of the initial assignment to assist with identifying priorities in the case plan.
1. The case manager will meet with the individual face-to-face to complete a High Risk Situation, documenting the individual's version of the events that led to criminal/antisocial behavior related to a current cause.

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- a. If the individual refuses to participate, the case manager will:
  - 1) Not complete the High Risk Situation at that time,
  - 2) Continue to engage with the individual during subsequent face-to-face contacts to complete the High Risk Situation, and
  - 3) Document all refusals, including the reason for the refusal in the Contacts section in the electronic file.

2. The case manager will use relevant information (e.g., High Risk Situation interview, police reports, probable cause) to complete the Triggers and Motivations section, identifying the individual’s motivations, triggers, and patterns of behavior.

- a. This will be completed using available documentation, even if the individual refuses to participate in the High Risk Situation interview.
- b. The case manager will use the completed Triggers and Motivations to help the individual identify alternative, prosocial strategies to avoid high risk behavior.


B. Additional High Risk Situations and/or Triggers and Motivations may be completed when the case manager determines it is beneficial or informative to case management (e.g., disciplinary action, revocations).

V. Case Management Needs/Goals

A. Within 30 days of completing an assessment/reassessment or assignment to a parent facility, the case manager will:

1. Prioritize risk/needs identified on the Needs/Goals banner under the Assessment Domains section and identify barriers to determine where to focus strategies for the individual’s success and progress.
  - a. “High” risk/needs must be selected as a current focus and identify a priority or barrier.
    - 1) “High” risk/needs will be prioritized before “Moderate”, and “Moderate” before “Low”, unless a barrier is documented for other targets to be prioritized first.

b. The following will be considered when establishing priorities:

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- 1) Specific responsivity for the individual
  - 2) What the individual is motivated to work on
  - 3) Court-ordered requirements
  - 4) Available resources and programs
2. Select at least one priority need area as a current focus to target for intervention.
    - a. Case managers will target a moderate or low need area for individuals without an identified high need area.
    - b. Other need areas may be targeted at the discretion of the case manager in consideration of responsivity, court-ordered requirements, or other factors.
  3. Collaborate with the individual face-to-face to establish, maintain, and document at least one Collaborative Goal in the targeted need area(s) with at least 2 active Objectives.
    - a. The case manager will work with the individual to keep Collaborative Goals and Objectives current and updated to keep the individual involved and moving toward success.
    - b. Each objective must be specific to the goal, measurable, attainable, relevant to the need area, and time oriented.
- B. The case manager may add a future Program to the Progression Plan.

## VI. Case Manager Contacts

- A. Contacts with the individual will be conducted using the step-by-step Risk Reducing Contacts Expectations located on the Case Management Services page on the Department's internal website.
- B. Contacts will be documented in the Contacts sections of the individual's electronic file to include the date, time, location, type of contact made, and a narrative of the discussion.

## VII. Case Plan

- A. After initial collaborative goals and objectives have been established, the case manager will review the case plan with the individual, print it out, and have the individual sign it. The signed original will be provided to the individual and a copy will be scanned into the individual's electronic imaging file.

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B. When printing the case plan, the case manager should include:

1. Risk/protective factors
2. Collaborative goals
3. Objectives
4. Conditions

C. Consideration should be given to the individual's location and what is selected to be printed in the case plan.

#### VIII. Safety Concerns

A. Risks to the safety of employees/contract staff/volunteers, the individual, or others should be documented in the Safety Concerns banner when:

1. Safety related information is received from law enforcement or documented in a probable cause statement/police report.
2. Force has been used.
3. A potential hazard is discovered.
4. There are hostile/threatening interactions during a contact with the individual or a collateral.

B. Confidential and PHI will not be documented on the Safety Concerns banner.

#### **DEFINITIONS:**

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Case Manager. Other words/terms appearing in this policy may also be defined in the glossary section.

#### **ATTACHMENTS:**

None

#### **DOC FORMS:**

None