



2025 AT A GLANCE

Providing services to more than 1,000 case managers and supervisors statewide

Pre-Closure reviews
715

Referred reviews
32

CMS initiated reviews
12

Case Management Academies
9

Coaching events
285

Net Budget Impacts
13.0 FTEs

Total reviews above only reflect the top 3 review reasons and are not inclusive of all completed reviews

Case Management Services

Case Management Services (CMS) delivers infinite sustainability of the Washington ONE risk and needs assessment and the continuous case management system by providing substantial support to case management staff statewide through quality assurance and continuous quality improvement strategies including training, coaching, and resources.

Case Management Services is dedicated to ensuring case management staff have the knowledge and tools needed to appropriately assess an individual's risk and needs. An accurate assessment is the foundation for effective case management which contributes to an increase in safety and accountability, and reduced recidivism.

The primary goals of Case Management Services are to:

- Create and nurture an environment of learning and professional growth.
- Support case management staff by providing specialized training, individualized coaching, and Continuous Quality Improvement (CQI) mechanisms that focus on increasing skills and proficiency, increasing fidelity of the Washington ONE and case management, and emphasizing learning.
- Utilize peer reviewers to provide a supportive environment to assess case management peers by providing feedback and coaching to promote professional improvement in assessments and case planning.
- Mitigate risk and increase safety by conducting Washington ONE assessment reviews to ensure accurate Risk Level Classification (RLC) and confidence that the department is supervising and providing resources for those who are higher risk to reoffend.
- Deliver Quality Assurance (QA) and CQI processes that include measures that demonstrate progress towards positive outcomes.
- Maintain databases for all QA/CQI processes and provide outcome reports to agency stakeholders.

Washington ONE version 2.0:

Case Management Services is working with Zach Hamilton, Ph.D., University of Nebraska, as he conducts an evaluation of the current Washington ONE risk and needs assessment to ensure the tool is still the most predictive for recidivism, as required by legislation. The updated models of the tool will address racial and ethnicity disproportionality.

Additionally, Dr. Hamilton is developing a Domestic Violence Risk (DVR) prediction module to promote victim and public safety. The module will provide a DVR value for those individuals who are at a higher risk for committing a domestic violence offense in the community. The result will identify the individuals for programming to reduce their risk.

Fidelity and Quality Assurance:

CMS has developed a multi-method approach for ensuring fidelity in the administration of the Washington ONE assessment and quality assurance of the outcomes to include Key Performance Indicators (KPIs) that are: quantifiable/measurable and actionable; critical to the success of effective case management; and applied consistently among identified staff.

CMS conducts risk-mitigating pre-closure reviews for all Risk Level Classifications (RLC) of LOW or MOD for those whose supervision eligibility is dependent upon the RLC. This includes a thorough review to ensure alignment between the assessment interview, documented information and assessment scoring. CMS then works collaboratively with case managers to identify and correct any inconsistencies between the interview and documented file material to increase the quality, accuracy, and defensibility of the assessment. CMS also accepts assessment reviews on a referral basis. This promotes CMS/case manager collaboration and increases the successful, long-term sustainability, and reliability of a validated tool regardless of the RLC.

Fidelity and Quality assurance extends from the assessment to the continuous case plan. CMS's Quality Assurance Model includes a thorough review of all case plan components to increase adherence to policies and training to ensure effective case planning.

The CMS Quality Assurance Model includes tools and processes that measure proficiency and identifies data driven focus for improvement strategies. Each quality review process includes documentation, behaviorally specific feedback, coaching and support and are measured for:

- Effectiveness: Ensure high service quality that produces intended results,
- Efficiency: Maximize the use of resources, and/or
- Consistency: Ensure mastery of skills and reliability across staff.

Coaching and Support:

Case Management Services provides individualized coaching using a formalized process to assist staff in developing and increasing specific skills and knowledge that will enhance professional growth. CMS's coaching approach is designed to help improve performance for specific areas. This provides the personal attention needed to take the time to understand any concerns and show case managers the most effective way to improve.

CMS staff provide support to Prisons, Community Corrections, and Reentry supervisors by attending meetings with their staff to answer questions, present live or PowerPoint demonstrations of areas of interest, and have conversations. The meetings are intended to increase knowledge and awareness in areas where staff need support.

Specialized Training:

Case Management Services provides Case Management Academy to all new case management staff statewide. This ensures fidelity in the instruction and includes post-CMA coaching upon completion. CMS also offers a variety of booster training to case managers and supervisors that target areas related to assessing and case management. In addition to training, CMS provides a dedicated iDOC site to supporting case managers and their supervisor. The site includes communications, assessment and case planning resources, supervisor meeting tool kits, and contact information.

**For more information, please contact *Gena Adams, Administrator*
or visit [Case Management Services](#) on iDOC.**