Collaborative Case Management for Community Based Reentry
Community Corrections – State Agency

- Public Safety Agency
- Supervision of ~55,000 Arkansans
  And residential treatment centers as well
- Parole & Probation
- Goal to Reduce Recidivism

Case Management – Technology Firm

- Headquarteredin Arkansas
- Child Support Enforcement Systems
  New Jersey, Michigan, Maine, Delaware, South Carolina, etc.
  International System - Hague Convention in the Netherlands
- Web Portals, SDU Software, Data Mining
- Commissioner's Award: Innovative Tech

We formed a strategic, public-private partnership to begin work on the Good Grid.
The Problem

Offenders are returning to prison at a rate of 53.3%. High recidivism rates are extremely costly to the State, negatively impact public safety, and contribute to prison overcrowding.

- ~5,330 will return within 3 years
- ~10,000 were released in 2016 in AR
- 19,152 were incarcerated in January 2017

2017
Case Study

I am a drug offender and a mother of three small children. I got out on parole about two weeks ago & I’m living in a transitional house. I need a job ASAP and I found one job as a waitress, but I need help preparing for the interview and I also need to help getting slip resistant shoes. Once I get the job, I gotta work on getting an apartment and then work on getting my kids back. On top of all this, I have diabetes which is going to be a huge expense. I’m scared about whether I can afford child support too.
Case Study

I am a drug offender and a mother of three small children. I got out on parole about two weeks ago & I’m living in a transitional house. I need a job ASAP and I found one job as a waitress, but I need help preparing for the interview and I also need to help getting slip resistant shoes. Once I get the job, I gotta work on getting an apartment and then work on getting my kids back. On top of all this, I have diabetes which is going to be a huge expense. I’m scared about whether I can afford child support too.
Little Rock has so many wonderful resources that could help Ashleigh. But who should she go to first? Which organizations provide which resources? Which services does Ashleigh qualify for?

- Harmony Health
- Parole Officer
- Legal Aid
- Child Support
- Goodwill
- LRCMH
- Bank Account
- Recovery Centers of AR
- Goodwill
- Family Reunification
- Transportation to employer
- Recovery Centers of AR
- Our House
- Employer

Proprietary Information of Protech Solutions, Inc.
## Pain Points

<table>
<thead>
<tr>
<th>ACC</th>
<th>Returning Citizen</th>
<th>Service Provider</th>
<th>Employer</th>
</tr>
</thead>
</table>
| **Corrections wants to reduce recidivism.**
  - Difficulty leveraging community in preparing inmates for re-entry
  - Connecting employers with returning citizens
  - Coordinating services between agencies
  - Difficulty tracking & sharing progress on shared clients with other service providers
| **Ashleigh wants successful reentry.**
  - Difficulty navigating between services and reliance on POs & Case Managers for direction
  - Hard to manage “to do’s & directions from different organizations
  - No integrated support through all services
| **Service providers want to be effective.**
  - Trouble leveraging other organizations & resources for integrated support & frustration with duplicative, fragmented services
  - Difficulty breaking out of service “silo”
  - Difficulty keeping track of clients and their overall progress
| **Employers want reliable employees.**
  - Difficulty finding & hiring reliable, skilled employees
  - Poverty of Network - supporting employees with resources to support job/life success
  - Lack of knowledge of financial incentives for hiring offenders.

---

*We all needed a solution that promoted collaboration, transparency, & accountability.*
Vision: Dedicated Good Centers in the City of Little Rock

If Ashleigh approaches any Good Center at any of our existing organizations, they can access the entire Good network.
The client is prompted to choose service categories. This is built from the Open Eligibility taxonomy.
Provider subscribes to a set of categories they can service
This way, they don’t see requests that they are unable to service

Arkansas Hunger Relief Alliance

Ashleigh's Workspace has a request: Just got out on parole - need help Today at 9:33 AM
Housing: I need low cost housing because my transitional home stay ends in 2 weeks.
Food: I don't have any food. Is there a food basket or food pantry anyone could help me with?
Addiction & Recovery: I need to stay away from drugs, so it'd be good to have support.
Work: I need slip resistant shoes to get a waitress job.
Ashleigh now has a clear path laid out in front of her
She doesn’t need to wonder where to go – she knows and can access this information from any internet access point

POST JOBS & CONDUCT INTERVIEWS
They can do this either through LMS or through Goodwill or Our House’s Employment Specialists – This way all jobs are shared with those in need.

ADDS AN PROJECT: EMPLOYMENT
Uses TGG Employment Portal to create a resume, a letter of explanation, gather 2 reviews and references, and get voucher for shoes. We can track Ashleigh’s job search & have self reported updates.

ADDS AN APPT: LEGAL CONSULTATION
Adds appointment on clients calendar, is able to see free/busy times on the calendar and schedule a time for an online, secure, legal consultation

ADDS A REFERRAL & A TASK: REENTRY 101
Creates a referral to Legal Aid to help with Ashleigh’s custody issues. She also assigns Ashleigh a course on LMS called Reentry 101 with quizzes.

ADDS A FORM: HOUSING PROGRAM INTAKE
The church custom builds an intake form using our form builder & collects & disburses this data to their housing partners.

ADDS A TASK: OUTPATIENT TREATMENT
RCA uses the treatment planner to provide a plan & monitor Ashleigh’s progress in her treatment. They can also monitor hours spent at AA meetings.
Employment: Parole Officer Assigns Actions to Ashleigh

1. Complete Career Profile
   - Pre-built Resume
   - Letter of Explanation
   - Ratings & Reviews

2. Browse & Apply for Jobs
   - Integrations with other Job Boards + Workforce
   - Chatbot
   - Full Time, Part Time, Volunteer, Apprenticeships
3 Learning Management System
- Online Training & Learning
- Court Etiquette 101, Reentry 101
- Chat, Forums, Piazza, Quizzes

4 Videochat/Meeting Rooms
- Access Client Calendar & Set up Appointments
- Secure, Meeting Rooms with Whiteboard, Chat
- Legal Consultation, Training, etc
Treatment: RCA monitors progress & follow-through

5. Treatment Planner
- DSM-5 Compliant
- Builds & streamlines treatment plans
- Comes with a homework planner

6. Monitor Outpatient Treatment
- “Complete 8 hours of outpatient meetings this week”
- Client is accountable & follows up
- Alerts if client is missing goals
We’re all working with the same clients, with the same families
Ashleigh’s Workspace  Profile

Ashleigh Fernandus

Little Rock, Arkansas
Member since Oct 06, 2017

About
I am a drug offender and a mother of three small children. I got out on parole about two weeks ago & I’m living in a transitional house. I need a job ASAP and I found one... See More

2 Followers 0 Connections 37 Posts

Show: All 7 Posts 7 Accepts

Parole Officer added a plan: Employment Plan Today at 9:10 AM
This is the standard employment plan that our area office has. We are customizing it a bit for you, Ashleigh, since you already have a waitress job lined up. Good luck!

Reply Get Started Not Interested

Parole Officer added an action: Finish your resume Today at 9:12 AM

Reply Get Started Not Interested

Parole Officer added an action: Finish your LOE Today at 9:12 AM

Reply Get Started Not Interested

Goodwill added an action: Legal Consultation Today at 9:13 AM
Please see the scheduled consultation for your custody issues.

Reply Get Started Not Interested

Recovery Centers of Arkansas added an action: Outpatient Treatment Today at 9:15 AM
We recommend at least 8 hours of outpatient treatment a week. This can be NAA or Celebrate Recovery and generally turns into 4 sessions a week.

Reply Get Started Not Interested

Total count: 6
**Standardized assessment of client across providers**

Adapted from TCU’s assessment matrix – 1-5 rating for several pertinent categories

<table>
<thead>
<tr>
<th>Evaluation Matrix</th>
<th>Project Name: Medical Camp in Putaski</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Case Management</strong></td>
<td></td>
</tr>
<tr>
<td>1 (critical)</td>
<td>1. PT does not come to appointments or check in with case manager</td>
</tr>
<tr>
<td>2 (below expectations)</td>
<td>2. PT has missed more than one appointment in the past month, PT is resistance in talks</td>
</tr>
<tr>
<td>3 (meets expectations)</td>
<td>3. PT has attended one late meeting or missed appointments in the next month</td>
</tr>
<tr>
<td>4 (exceeds expectations)</td>
<td>4. PT has attended all meetings on time or given adequate notice to reschedule PT comes up</td>
</tr>
<tr>
<td>5 (highly exceeds expectations)</td>
<td>5. PT actively identifies problem solves with case manager PT anticipates and addresses</td>
</tr>
</tbody>
</table>

| **Notes:** |                                       |

| **Next Steps:** |                                       |

| **Employment** |                                       |
| 1 (critical)      | 1. PT does not come to appointments or check in with case manager |
| 2 (below expectations) | 2. PT has missed more than one late meeting or missed appointments in the past month, PT is resistance in talks |
| 3 (meets expectations) | 3. PT has attended one late meeting in the past month, PT openly discusses |
| 4 (exceeds expectations) | 4. PT has attended all meetings on time or given adequate notice to reschedule PT comes up |
| 5 (highly exceeds expectations) | 5. PT actively identifies problem solves with case manager PT anticipates and addresses |

| **Notes:** |                                       |

<table>
<thead>
<tr>
<th><strong>Assigned Resources:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Goodwill [120%]</td>
<td>North Puget Diagnostic CL</td>
</tr>
<tr>
<td>2. Goodwill [120%]</td>
<td>North Puget Diagnostic CL</td>
</tr>
<tr>
<td>3. Goodwill [120%]</td>
<td>North Puget Diagnostic CL</td>
</tr>
</tbody>
</table>
Evaluation Matrix
Tracking of a client across providers
Where Are We Now?

- All parolees/probationers within the State of Arkansas (about 56,000 people) have a Good Grid account with access to a free professional email address + prebuilt resume + access to the job tools

- All those incarcerated within the State of Arkansas (about 13,000) have a limited version of Good Grid available (that is secure and does not allow for external communication)

- We have around 850 organizations and 1,300 social hub users on the Good Grid

- We have 13 reentry officers across the State

- Good Grid is now a course at our officer training academy

- We have almost 5000 resumes that have been updated and made public on the Good Grid in the last year.
Easily accessible information!.
The Good Grid Tech is going to be able to help me when I get out. This easy accessible information will help me find a job and keep me out of a life of crime

Paula H.

Services We Can Use
Thank you for giving us the resources we will need when reentering society. I will be following the steps you provided to look for employment. It's good to know about the program. I need the career services and resume writing.

Deborah C.

The peace of mind I needed.
Thank you for all the hard work you ...have done to help people like us to have a very reliable resource to rely on. ...Good Grid has [given] me peace of mind that I can find the answers to questions and help.

Lynn S.
Find Good Collaborative Case Management Example
How might we work together to help a client and their family succeed?

- **Mother Sent to Prison**
  - She is the caregiver for a child, who now enters the foster care system. She herself was part of foster care as well as DYS.

- **Family Court Hearing**
  - Court hearings and outcomes are viewable by authorized Corrections staff.

- **Child Visitation**
  - Is scheduled in order to reduce trauma in child (and ensure that her mother is safe).

- **Transparency**
  - Child welfare workers have up-to-date information on the mother’s status, post-release plans and support.

- **Community Outreach**
  - Programs (housing, drug treatment, family counseling) to help mothers stabilize lives and reconnect with families & communities are notified of need.

- **Mother Is Provided Services**
  - She requests and is delivered services such as “Can someone help me with financial counseling”.

- **Support Networks**
  - Mother is able to stay in touch with her support networks, peers, and counseling groups in order to stay supported.

- **Family Stabilizes**
  - Through the continual support of various providers.

- **Family Reconnects**
  - After the mother has been provided parenting classes, DCFS is able to see this and start reunification.

- **Caregiver Support**
  - Caregivers are provided training and integrated support from the community and the agency.

- **Family Stabilizes**
  - Through support of community organization in organized manner.

- **Mother Stabilizes**
  - Through support of community organization in organized manner.

- **Transparency**
  - Child welfare workers have up-to-date information on the mother’s status, post-release plans and support.

- **Community Outreach**
  - Programs (housing, drug treatment, family counseling) to help mothers stabilize lives and reconnect with families & communities are notified of need.

- **Mother Is Provided Services**
  - She requests and is delivered services such as “Can someone help me with financial counseling”.

- **Support Networks**
  - Mother is able to stay in touch with her support networks, peers, and counseling groups in order to stay supported.

- **Family Stabilizes**
  - Through the continual support of various providers.

- **Family Reconnects**
  - After the mother has been provided parenting classes, DCFS is able to see this and start reunification.

- **Caregiver Support**
  - Caregivers are provided training and integrated support from the community and the agency.

- **Family Stabilizes**
  - Through support of community organization in organized manner.

- **Mother Stabilizes**
  - Through support of community organization in organized manner.

- **Transparency**
  - Child welfare workers have up-to-date information on the mother’s status, post-release plans and support.

- **Community Outreach**
  - Programs (housing, drug treatment, family counseling) to help mothers stabilize lives and reconnect with families & communities are notified of need.

- **Mother Is Provided Services**
  - She requests and is delivered services such as “Can someone help me with financial counseling”.

- **Support Networks**
  - Mother is able to stay in touch with her support networks, peers, and counseling groups in order to stay supported.

- **Family Stabilizes**
  - Through the continual support of various providers.

- **Family Reconnects**
  - After the mother has been provided parenting classes, DCFS is able to see this and start reunification.

- **Caregiver Support**
  - Caregivers are provided training and integrated support from the community and the agency.

- **Family Stabilizes**
  - Through support of community organization in organized manner.

- **Mother Stabilizes**
  - Through support of community organization in organized manner.

- **Transparency**
  - Child welfare workers have up-to-date information on the mother’s status, post-release plans and support.

- **Community Outreach**
  - Programs (housing, drug treatment, family counseling) to help mothers stabilize lives and reconnect with families & communities are notified of need.

- **Mother Is Provided Services**
  - She requests and is delivered services such as “Can someone help me with financial counseling”.

- **Support Networks**
  - Mother is able to stay in touch with her support networks, peers, and counseling groups in order to stay supported.

- **Family Stabilizes**
  - Through the continual support of various providers.

- **Family Reconnects**
  - After the mother has been provided parenting classes, DCFS is able to see this and start reunification.

- **Caregiver Support**
  - Caregivers are provided training and integrated support from the community and the agency.

- **Family Stabilizes**
  - Through support of community organization in organized manner.

- **Mother Stabilizes**
  - Through support of community organization in organized manner.

- **Transparency**
  - Child welfare workers have up-to-date information on the mother’s status, post-release plans and support.

- **Community Outreach**
  - Programs (housing, drug treatment, family counseling) to help mothers stabilize lives and reconnect with families & communities are notified of need.

- **Mother Is Provided Services**
  - She requests and is delivered services such as “Can someone help me with financial counseling”.

- **Support Networks**
  - Mother is able to stay in touch with her support networks, peers, and counseling groups in order to stay supported.

- **Family Stabilizes**
  - Through the continual support of various providers.

- **Family Reconnects**
  - After the mother has been provided parenting classes, DCFS is able to see this and start reunification.
But, Ashleigh’s is just one example
How can this be used in other ways?
Returning Citizens

Kids in Foster Care

Workforce Clients

Non-Custodial Parents

Returning Soldiers/Veterans

Homeless Clients

Victims of Domestic Violence

TANF/SNAP Recipients

Children K-12 of Low Income Families

Youthful Offenders

Refugees

Vulnerable/Aging Adults
Takeaways

- **Truly engage all community partners**
  - Existing community services are leveraged and coordinated through shared case management
  - Eliminates duplicative case management and redundant services

- **Let the client drive & navigate their success**
  - Client centric system allows client to navigate the community’s “system of services”
  - Users have transparency and visibility into the services that already exist.

- **Get a true, accountable sense of progress**
  - Cross-agency reporting enables a holistic look at services being provided for the client
  - System provides visibility into the quantity and quality of shared services provided
Thank You. Questions?

Nisha Garimalla
Product Manager
team@goodgrid.com
501-687-2346