

Standard Operating Procedures

Healing to Wellness Case Manager

The Santa Ana Healing to Wellness Court

INTRODUCTION

This is the Standard Operating Procedures (SOP) of the Santa Ana Healing to Wellness Court Case Manager (CM) beginning on March 17, 2020 and extending throughout the duration of the COVID – 19 social isolation period, such periods to be determined by the Pueblo of Santa Ana Governor’s Office.

These Standard Operating Procedures supersede all previous of the Healing to Wellness Case Managers policies and procedures. They shall be amended regularly following input from the Santa Ana Pueblo Judicial Branch.

The Santa Ana Healing to Wellness Court is designed to provide a structured environment to help stop an individual’s pattern of drugs and alcohol. The Wellness court is doing this by bridging partnerships with service providers and community resources with a view of breaking the cycle of alcohol and substance abuse. The program is assisting community members by providing coordinated, court supervised therapeutic programs designed to help individuals achieve sobriety and assist the participant in reconnecting with family, community, and their cultural identity.

MISSION

Healing to Wellness Case Manager (CM) is dedicated to positively connecting community, participants, and wellness by ensuring the involvement of the participants, communities and relevant agencies.

Honesty is the cornerstone of the Healing to Wellness Court Program. The Healing to Wellness Court Team established an environment where honesty is promoted and encouraged. Participant accountability and personal responsibility are core elements of Wellness and are emphasized.

CM shall:

- Be responsible for facilitating a participant’s entry into the Wellness Court program
 - Possible participants will have to be referred by Public Defender (PD) or Prosecutor; PD or Prosecutor will have to submit an eligibility form and a Petition for referral to the Deputy Court Clerk (DCC) of Santa Ana Tribal Contemporary Court, and stamp file the petition
 - The DCC will email a copy of the stamped petition to the CM
 - The CM will file that petition on the participants individual case file electronically
 - CM will contact potential participant to schedule a time to discuss intake, explain, and answer any questions through Zoom. CM will email PDF fillable blank forms/documents to potential participant to complete and sign electronically.
 - CM will review the Participant Handbook with the potential participant

- CM will schedule participant an Orientation Phase Checklist Appointments over Zoom and ensure all documents are submitted and signed.
 - Once all documents are turned in CM will schedule an interview with possible participant via Zoom prior to being accepted to the program.
 - CM will contact participant directly to notify whether they have been accepted or do not meet criteria and mail a letter of acceptance
 - CM will be provided by the DCC the Order transferring the case to Healing to Wellness and the waiver of rights to be filed in the participants electronic file
 - CM will go over Phase 1 Agreement Form with participant over zoom
- Monitoring participants progress throughout the program electronically.
 - Electronic monitoring of participant progress includes the following:
 - Telephone calls to/from participants at least one per day;
 - Probation Officer (PO) will follow up with participants electronically.
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 - CM will collaborate with PO regarding collection of random UA's, or 1084 devices on participants deemed appropriate. CM will attend the MDT meeting with recommendations. Recommendations are reviewed on a case by case basis. PO will be meeting with participants with no 1084 device or SCRAM and conduct random UA's as needed based on the PO's recommendations.
 - If participants have a questionable reading or potential tamper, they will be contacted immediately by the PO to take a UA.
 - If participants are ill or are recommended to stay in quarantine the PO will not have physical contact with those participants
 - PO will give all new participants a UA to establish a baseline
 - PO will take precautions when meeting with participants and follow CDC recommendations that include wearing a face mask, gloves, sanitizing, keeping distance, and disinfecting after meeting
 - For any trouble-shooting issues related to participant access and facilitation of electronic devices, CM will assist participants **and** help them obtain an email address and ensure they are connected to Santa Ana IT department.

- CM will provide materials needed for the groups through email.
 - CM will provide basic case management-identifying needs, concerns, and connecting participants with services, agencies, and/or resources.
 - CM will collaborate with the Judge in gathering data to obtain funding for participants in need of appropriate electronic devices
- Facilitate the Wellness Court Weekly meetings, maintain data collection for statistical reporting enter data into DIMS and maintain the electronic administrative records related to the Healing to Wellness Court Program
 - Update DIMS software system on a weekly basis
 - Audit DIMS software to ensure all providers have entered the proper information and communicate with providers who need to edit or add information to the system
 - Train SCDWII and FNCH staff on DIMS to update the system regularly.
- Facilitate the following meetings by Zoom send out invitations to all that should be in attendance and distribute any documents or information to the appropriate service providers:
 - MDT meetings
 - HTWC hearings (status hearings)
 - Judge will schedule the meetings via Zoom and send the links to CM. CM will ensure that scheduled meetings are on the calendar for court staff, the MDT team, and the participants.
 - Healing to Wellness Committee Meetings including Advisory Committee and Healing to Wellness Committee
- Assist in providing administrative support and collaboration between the Healing to Wellness Court committee, service providers, community organizations and program participants.
 - CM will have telephonic and/or electronic communication with service providers regarding groups and individual sessions.
 - CM will facilitate and communicate between the Advisory Committee and MDT Review team regarding future meetings.
 - CM will ensure Zoom invitation has reached all parties.
 - CM will develop materials for meetings.
 - CM will conduct outreach and collaborate material with team regarding content.
 - CM will communicate regularly with judge and court staff about administrative issues electronically.
 - CM will keep in contact with service providers to ensure that Life Skills and other groups are being provided
 - ensuring participants have materials by email

- With regard to individual counseling, CM will ensure services are provided, provide technical support to ensure continuation of services.
 - CM will provide test runs on new participation formats such as for AA or Wellbriety.
 - CM will find alternatives for groups not currently being offered, for example participants will attend Wellbriety instead of AA and talking circle instead of Life Skills

- Attend weekly staffing and court hearings, prepare weekly status reports and conduct necessary follow up electronically.
 - CM will send by email the participants weekly logs to MDT on the day of the hearing.
 - CM will keep minutes of the MDT meetings and Status Hearing; this will be kept in the CM's work computer files (participant's file) and file with the Court.
 - CM will submit the typed minutes (from MDT meeting and Healing to Wellness Court Status Hearing) regarding each participant and submit them to the Deputy Court Clerk (DCC) for filing in the participant's electronic file. The DCC will file stamp the document and file it electronically (in Share Point and Full Court) and physically in the file.
 - CM will file the stamped minutes by the DCC into each participant electronic file. CM will print and transfer those notes into the participants physical file when the CM returns to the office.
 - The Healing to Wellness Court hearings are recorded by the Judge and emailed to the DCC. The DCC will transfer the Court Recordings to the respected folder.
 - In the event the DCC is not available, the CM will take the following actions:
 - DCC and CM will cross train on court hearing recordings.
 - CM will transfer the recording to the proper file

- CM will confer with representative of the court and resource agencies electronically.

- Facilitate community outreach to educate the Community on Healing to Wellness
 - Contact Deputy Court Clerk to communicate regarding Flyer
 - Send out final flyer to all Gov and Community
 - Coordinate with Judge and DCC on developing PowerPoints
 - Communicate with staff on creative ways to teach the Community what Healing to Wellness is and does

- Develop recommendations regarding incentives, sanctions, community services, and additional aspects of the program as new developments arise. This can

include contact by the CM to participants to discuss or develop wellness plans and advocate for these recommendations to the MDT.

- CM will communicate with all participants and create a community service plan based on their recommendations.
- Ensure that the program continues to offer appropriate incentives & sanctions
 - CM will create a list of incentives that the participants can utilize during this time
 - Incentives include verbal acknowledgement, hand waves, and gift cards to appropriate places
 - CM will purchase incentives, stamps, and envelopes.
 - CM will mail out incentive to participants
 - CM will create a list of sanctions that will limit exposure to COVID-19
 - CM will follow up with participants who receive sanctions to ensure they understand what the expectations are
 - Sanctions will include essay, maximizing 1084 device supervision, being placed on 1084 device or on SCRAM, meeting with sub-committee, therapeutically: BCA and/ or two therapy sessions weekly, make-up sessions, and all other appropriate sanctions recommended in the MDT meetings
- Verify participants qualify for phase advancement
 - CM will work with IT to make phase advancement forms into electronic PDF forms
 - CM will email the forms to the participants to fill out electronically and email back
 - CM will verify that participants have met the qualifications to advance to the next phase
 - CM will inform the MDT of the phase advancement and review with the MDT during weekly meeting
 - If the participant's phase advancement request was approved, the CM will email the participant a phase agreement form to fill out electronically and email back
 - CM will review the new phase requirements with the participant and answer any questions
- Ensure appropriate communication measures with the MDT members electronically by doing the following:
 - CM will post information on the DIMs system
 - CM will email outlook invites for scheduled MDT meetings and status hearings.
 - CM will check and respond to emails regularly

- Collect and provide useful information to further advance the mission of the HTWC, including needs assessments, recommendations, and written reports electronically.
- Ensure participants are aware of all groups/meeting
 - CM will communicate with providers
 - Collect Zoom links for groups
 - Create an organizational chart for each participant on a weekly basis with the group name, time, provider, and zoom link.
 - Email organizational chart to each participant on a weekly basis
- Organize the Advisory & Healing to Wellness Committee Meetings
 - CM will Link communication between Advisory Team and MDT Review team regarding future meetings
 - CM will continue to work on PowerPoint and submit draft to Judge and DCC for feedback and revisions.
 - Contemporary Court Judge will create Zoom invitation and email to CM. CM will send an outlook invite to the appropriate Committee members
 - CM will work on developing materials for meetings, continued planning, outreach, and collaboration regarding content
 - For Advisory Committee:
 - Judge will record the meeting and CM will email to those not present at the meeting
 - For Healing to Wellness Committee:
 - CM will collaborate with team in reviewing policies & procedures
 - CM will email revisions to the team
- Collect data on current Aftercare and Graduation
 - CM will email various Healing to Wellness Courts in New Mexico and gather information regarding their aftercare and graduation
 - CM will read their policies & procedures on program management and development and create a protocol for continuation of care.

1. OVERSIGHT

Applicable Administrative Policies

The following rules, policies and procedures apply to the Santa Ana Healing to Wellness Case Manager:

- Santa Ana Healing to Wellness Policies & Procedures

- Santa Ana Tribal Court
- HR Rules and Regulations

2. PURPOSE

The Healing to Wellness Court Program seeks, through intensive judicial intervention and supervision of the participant(s), to reduce the recidivism of drug- and/or alcohol-related criminal offenses within the community. The Program provides consistent and ongoing structure so that participants will benefit from the treatment experience.

3. FIELD ACTIVITY POLICY

The Healing to Wellness Case Manager may spend much of their time in meeting with Judicial Staff, participants, MDT meetings, Stakeholders, and behavioral health staff meeting, or other meetings electronically either telephonically or via Zoom.

WORK HOURS POLICY:

- Regular office/work hours apply with flexibility as set forth below. On Mondays the Healing to Wellness CM will work electronically from 8:00am to 6:30 PM or until the end of the last group that day and will flex the hours throughout the week.
 - On Mondays after hour groups CM will :
 - i. provide technical support to the participants and the providers.
 - ii. Follow up on participants if they missed the group

STAFF MEETING POLICY

Staff meetings may be called electronically by the Contemporary Court Judge, Healing to Wellness Stakeholders, or CM. The CM will be expected to attend all Court Staff meeting unless excused by the Department having the meeting.

4. STAFF DEVELOPMENT

The Court shall identify staff development needs and promote and support the continuous professional growth of the Case Manager.

CM will:

- Attend online or telephonic trainings as requested by the Court
- Attend online or telephonic trainings as requested by HR
- Attend online or telephonic trainings as required by CTAS grant
- Attend online or telephonic trainings as CM identifies is needed to ensure CM is offering proper services to participants

5. REPORTING

The Case Manager will work directly with the Contemporary Court Judge and the Court Administrator on any Healing to Wellness grant reporting's.

Case Manager will

- Gather any information needed if it pertains to Healing to Wellness from CM's records
- Notify Contemporary Court Judge and Court Administrator of any information needed for the reporting period
- Gather the following information as of 03.25.30
 - How many CM calls made to participants, providers, and other organizations;
 - How many interactions were to offer technical assistant with providers or participants;
 - How much contact CM had with providers to transfer via telehealth.

6. RECORD KEEPING

The Case Manager will keep records of interaction with participants and any documents or forms needed from the participants during each phase.

A. ACCURACY

CM will work with the MDT team to ensure that information in CM's files accurately reflect the participant's updated case record. CM is responsible to ensure the file is secured.

B. SECURITY

CM's case files shall be maintained in a secure area safeguarded from unauthorized or improper access. Records not in use shall be stored in a locked file cabinet. Information shall only be released to persons authorized to receive the information. Files shall not leave the facility.

C. CONFIDENTIALITY

CM will maintain secure, current and accurate case records electronically. CM will comply with the following Confidentiality Regulations:

- Federal Law
 - CM will comply with the federal confidentiality regulations (42 C.F.S. § 2.12(e)). The federal regulations apply to Healing to Wellness programs because the program receives federal funding.
 - CM understands that information that is protected by federal confidentiality regulations may always be disclosed after the offender has signed a proper consent and waiver form. The regulations also permit disclosure without the offender's consent in several situations, including medical emergencies, program evaluations, and communications among program staff.
- Santa Ana Employee Confidentiality Policy

CM will comply with the Pueblo of Santa Ana Confidentiality Agreement from Human Resources (HR) that CM signed and agreed to follow during new hire orientation. Any violation of this policy will be subject to disciplinary action, up to and including termination, and may be subject to legal action.

- Release of Information

CM will:

Ensure all participants sign a release of information, during intake, authorizing that information will be provided to all the team members, so that Healing to Wellness Courts share all information amongst the team.

G. CASE FILE UPDATES

CM is responsible for updating case files and documenting the client's program with the terms of a Healing to Wellness. CM shall update client case files as events unfold. CM will hold on to documents/notes until she is able to physically place records in the participants files, which are locked up in the facility. The notes or documents that CM has on hand will only have the participants initials and Healing to Wellness case number so the participant is not easily identified. The notes will be kept in a folder and placed in a drawer upstairs where no one has access to.

CM will provide updates to any other Courts that participants may have open cases with and have agreed for participant to complete Healing to Wellness as part of their sentencing.