



**Texas Department of
Criminal Justice**

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**Date: September 1,
2013**

TCOOMMI

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**Program Guidelines and Processes
for Medical Continuity of Care (COC)**

**Supersedes: January 12,
2011**

Subject: Continuity of Care (COC) referral process for offenders identified as Elderly, Physically or Developmentally Disabled, Significantly Ill, or Terminally Ill.

Purpose: To provide a referral process to TCOOMMI Human Service Specialist for identified offenders scheduled for release on probation, parole, mandatory supervision, and, if deemed appropriate, flat or state jail discharge. In addition, processes are included for individuals who are pre-adjudicated, charged, or convicted.

Authority: Health and Safety Code, Chapter 614 Texas Correctional Office on Offenders with Medical or Mental Impairments.

Definitions:

Elderly	An offender sixty-five (65) years of age or older.
Physically or Developmentally Disabled	A severe, chronic disability that is attributable to a mental or physical impairment or a combination of physical and mental impairments which is likely to continue indefinitely and results in substantial functional limitations in three or more of the following areas of major life activity: self care, self-direction, learning, receptive and expressive language, mobility, capacity for independent living, or economic self-sufficiency. These limitations are reflected in the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services of extended or lifelong duration that are individually planned and coordinated.
Significantly Ill	A number of medical conditions requiring extended care of extended duration that does not necessarily have the meaning of terminally ill or physically handicapped.
Terminally Ill	Is a condition which is incurable and would inevitably result in death within six (6) months regardless of life sustaining treatment and requiring skilled nursing care, hospice, or home healthcare.
COC	Continuity of Care
ISF	Intermediate Sanction Facility
TTC	Transitional Treatment Centers
SAFPF	Substance Abuse Felony Punishment Facility
MRIS	Medically Recommended Intensive Supervision

VA	Veterans Administration
CARS	Clinical Acuity Rating System (CARS)
CSCD	Community Supervision and Correctional Division
CJAD	Community Justice Assistance Division
TCOOMMI Web Application (WebApp)	The TCOOMMI Web Application (i.e., WebApp) will be deployed beginning September 2013. The WebApp will replace the Microsoft Access database file required for reporting program activity and service delivery information. All contract providers are required to request and maintain access to the WebApp for a sufficient number of individuals to ensure that referrals are received and acted upon, and that program activity and service delivery information is entered timely and accurately.
TJJD	Texas Juvenile Justice Department
HSS	Human Service Specialist
RS	Reentry Specialist
DARS	Department of Aging and Rehabilitative Services
DSHS	Department of State Health Services
Youth	All individuals committed to TJJD
LAR	Legally Authorized Representative
SSA	Social Security Administration

Guidelines Pre-Release:

I. Offender Identification

- A. The TDCJ Information Technology (IT) referral report will upload into the WebApp daily and will appear on the pending referrals list. The pending referrals list identifies offenders who may require continuity of care services using standard criteria.
- B. Additional referrals may be received from Health Services via mainframe email, telephone calls from a doctor or nurse, TDCJ Administration and/or from the Parole Division.
- C. Flat discharge and state jail offenders will not be processed unless a specific request to assist an offender is received and the request is approved by the COC Medical PSV.
- D. Each referral, regardless of origination point, will be screened for appropriateness using standard screening criteria, which is driven by Health Services' determination of level of need.

II. Referral

- A. Human Service Specialist shall:
 - 1. Identify offenders that meet the minimum standard criteria for TCOOMMI COC medical services.
 - 2. Make a folder for the offender and print the Electronic Medical Record (EMR) documentation that identifies the offender's medical needs.

3. Refer the offender to the HSS caseload in the WebApp.
4. Review the EMR for notes regarding appropriate housing. If the appropriate housing can not be determined, an email via EMR shall be sent to the current care provider on the offender's unit of assignment to request an appropriate housing assessment.
5. Assess the offender's needs as it relates to Social Security federal entitlement benefits, appropriate housing, and medical care.
6. Assess the offender to determine Veteran status. If the offender is identified as a Veteran, a COC referral will be generated. The COC referral shall include:
 - a. Identification information, release plan, Veterans Administration (VA) match, and diagnostic information, if appropriate.
 - b. Send the COC referral to the appropriate VA representative based on the offender's unit of assignment.
 - c. Document the COC referral in the WebApp.
7. Request authorization to interview the offender from the Warden or designee on the offender's unit of assignment. If the unit of assignment is more than a day trip in distance the HSS will request assistance from the TCOOMMI Program Specialist V (PSV). The PSV will coordinate with the Local Mental Health Authority (LMHA) to complete the Social Security Administration (SSA) application.
8. Enter the social security information online at www.ssa.gov. Then the completed social security forms, with supporting documentation shall be submitted to the local SSA Office.
9. Ten (10) working days after the submission of the SSA application the assigned HSS shall call SSA and verify the case is in Disability Determination Services System.
10. Enter the SSA information into the WebApp.
11. The referral process to secure appropriate housing, nursing home, assisted living, or group home, should be initiated. The referral shall be requested from the offender's local county of residence (LCOR). If a referral cannot be secured from the LCOR, then referrals should be expanded to include the surrounding counties.
12. Once a housing referral is secured an email shall be sent to the Parole Division via lotus notes requesting that the referral plan be added to the Parole Plan Update (PPU) screen and placed in "I" investigate status.
13. Track the residential plan on the PPU screen until the plan is passed or failed. If the plan is failed, the HSS shall email the COC Medical PSV with the reasons why the plan failed. If the plan remains failed the HSS shall secure a referral from a different provider. If the plan passes the HSS shall track the issuance of a Parole or Mandatory Supervision release certificate on the mainframe minutes screen.
14. If the offender will need special transportation as part of the approved residential plan, then an email via mainframe will be sent to the Health Services liaison requesting arrangement of the special transportation.
15. The WebApp shall be updated with the approved plan, certificate of release issuances and the release date of the offender.
16. The case shall be tracked until the offender releases from CID and has physically arrived at the approved residential plan.

17. The WebApp shall be updated with the actual release date and closed. A new referral shall be opened and assigned to the Post-Release HSS.

Guidelines Post-Release:

I. Referral

A. TCOOMMI Post-Release Referral Process

1. Within first working day following release, the receiving HSS will:
 - a. Contact the Parole Supervisor;
 - b. Verify the offender reported as required;
 - c. Identify the assigned Parole Officer;
 - d. Verify the offender's contact information; and
 - e. Inform Parole Officer of service/treatment appointment information.
2. Contact the offender as a reminder of their service/treatment appointment(s).
3. Document all contacts in the WebApp within 3 working days.
4. Within 48 hours following missed intake appointment, staff case with community supervision officer and COC Medical PSV.

B. Monthly:

1. Contact Offender and Parole Officer by phone or in person, unless case has been assigned to a case manager.
2. Evaluate offender for ongoing service and/or treatment needs.
3. Review transitional plan every 30 days.

C. Thirty (30)/Ninety (90) days after release, close case and update the WebApp to reflect case closed status after 90 days.

II. Arrest and Detention

A. Upon notification of arrest and detention:

1. HSS Worker shall:
 - a. Forward the latest available medical record, and the HSS worker's contact information to the jail.
 - b. Contact the detaining agency and assess the offender's needs within 72 hours of detention notification. Contact may include telephone interview with the offender, medical professional employed by the county jail, community supervision officer or parole officer.
 - c. Monitor status of the offender until disposition.
 - d. Coordinate referral and link back to appropriate community care resources upon release.
 - e. Document activities within comments in the WebApp.

III. Probation

A. Upon notification of sentencing to probation:

1. HSS worker shall:
 - a. Assess offender and staff with Community Supervision and Correctional Division (CSCD) staff to determine appropriate community care needs.

- b. Refer to appropriate services and close case if determined offender has accessed appropriate community care providers.
- c. Document activities within comments in the WebApp.

IV. Residential Re-entry Center

- A. Upon notification of offender in a Residential Re-entry Center (RRC) with significant or terminal illness:
 1. A Human Services Referral shall be requested and forward to TCOOMMI Austin
 2. Within one (1) working day of receiving the referral, TCOOMMI Austin shall assign the referral to the appropriate HSS and enter the information into the WebApp
 3. Within two (2) working days of receiving the referral the HSS shall interview the parole officer/ probation officer, RRC case managers and other involved staff members to determine what appropriate referrals need to be made on behalf of the offender. The HSS shall coordinate:
 - a. Obtaining current medical/psychiatric records from care providers;
 - b. Secure records from offender's previous records holder for those identified through CARE match;
 - c. Refer offender to appropriate community care service providers as needed; and
 - d. Coordinate residential planning with community supervision officer.

V. Substance Abuse Felony Punishment Facility (SAFPF)

- A. Upon notification of sentencing to SAFPF
 1. Human Service Specialist shall provide incident report to TCOOMMI Austin notifying of pending transfer to SAFPF.
 2. CJAD will notify TCOOMMI Austin of SAFPF assignment and transfer date.
- B. Upon Arrival at SAFPF
 1. SAFPF coordinator will:
 - a. Notify TCOOMMI Austin of all newly received special needs offenders via monthly report including county of conviction and diagnosis; and
 - b. Notify TCOOMMI Austin of Transitional Treatment Center (TTC) assignment via monthly report including TTC and Community Justice Assistance Division (CJAD) contact information and schedule dates of transfer.
 2. TCOOMMI Austin shall:
 - a. Submit a list of identified offenders to appropriate HSS to determine needs.
 - b. Open a referral to HSS in the WebApp.
 - c. COC Medical PSV shall assign to HSS worker within 24 hours of receipt.
 - d. HSS shall generate a referral for offenders identified as Veterans. The referral shall include: identification information, release plan, VA match, and diagnostic information, if appropriate; and
 - e. Assign the referral to the appropriate VA representative based on offender's unit of assignment.

- C. Early Discharge Based on Medical or Behavior
1. SAFFP coordinator will notify TCOOMMI Austin of scheduled date of discharge and reason for unsuccessful completion of program including contact information for responsible court.
 2. TCOOMMI Austin shall:
 - a. Submit a list of identified offenders to the appropriate HSS to determine needs.
 - b. Open a referral assignment to HSS in the WebApp.
 - c. COC Medical PSV shall assign to HSS worker within 24 hours of receipt.
 - d. HSS shall generate a referral for offenders identified as Veterans. The referral shall include: identification information, release plan, VA match, and diagnostic information, if appropriate;
 - e. Assign the referral to the appropriate VA representative based on offender's unit of assignment; and
 - f. Notify HSS of discharge information with instructions to contact the court for disposition.
 3. HSS shall respond to TCOOMMI Austin with action taken by courts within 30 days of discharge notification.

VI. Intermediate Sanction Facility (ISF)

- A. Upon notification of sentencing to ISF
1. HSS worker shall provide incident report to TCOOMMI Austin.
 2. Parole Division – Central Coordination will notify TCOOMMI Austin of ISF assignment and transfer date.
 3. TCOOMMI Austin shall:
 - a. Submit a list of identified offenders to the appropriate HSS to determine needs.
 - b. Open a referral and assign to HSS in the WebApp.
 - c. COC Medical PSV shall assign to HSS worker within 24 hours of receipt and enter information into the WebApp.
 - d. HSS shall generate a referral for offenders identified as Veterans. The referral shall include: identification information, release plan, VA match, and diagnostic information, if appropriate; and
 - e. Assign the referral to the appropriate VA representative based on offender's unit of assignment.
- B. Upon Arrival at ISF
1. HSS shall notify ISF intake staff of offender diagnosis, last known meds, last known medical status upon intake.
 2. Parole Division – Central Coordination will notify TCOOMMI Austin of discharge date and release location (i.e., county).
 3. TCOOMMI Austin shall notify HSS for county of release of discharge information to include all current meds.
 4. HSS for county of release shall ensure residential referral is back to county of residence prior to release.

VII. Transferring From County to County

A. Upon Offender's Request to Relocate

1. HSS shall:
 - a. Contact local HSS to check availability of services;
 - b. Staff case with supervising parole/probation officer and
 - c. Enter all coordination and contacts in the WebApp within 3 working days.
2. If transfer is denied, continue current services.
3. If approved, then enter referral, coordination and contacts in the WebApp within 3 working days.

B. Receiving HSS shall:

- a. Coordinate services with sending HSS and parole/probation to ensure a smooth transition;
- b. Make contact within 48 hours of arrival; and
- c. Enter all coordination and contacts in the WebApp within 3 working days.

VIII. Management Oversight

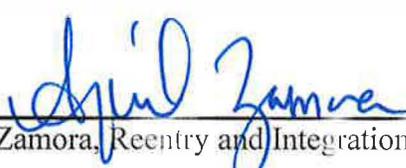
A. COC Medical PSV shall:

1. On a monthly basis randomly select five (5) pre-release, and five (5) post-release cases for quality control review.
2. Any identified deficiencies shall be documentment and corrected.
3. Documentation of the review shall be maintained in accordance with the record retention schedule.

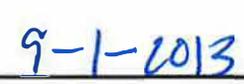
IX. Miscellaneous COC Issues:

A. The EMR system provides instant access to medical and psychiatric records during the offender's TDCJ-CID incarceration. Each HHS is required to maintain access to the EMR system. HSS shall:

1. Log into the EMR system a minimum of one (1) time every two (2) weeks;
2. Immediately report viewing/printing problems to the CMC Helpdesk at 409-747-4346 and notify Austin TCOOMMI via e-mail at tcoommi@tdcj.state.tx.us;
3. If problem is not resolved through the helpdesk, e-mail arnichol@utmb.edu detailing the problems with steps taken to resolve the issue and copy COC Medical PSV.



April Zamora, Reentry and Integration Division, Director



Date