

**POLICY & PROCEDURES**

<b>CHAPTER:</b>	5	Inmate Program	<b>5.3.1</b>
<b>SECTION:</b>	3	Social Services	<b>EFFECTIVE DATE:</b> 5 / 29 / 2020
<b>SUBJECT:</b>	1	<b>Casework Services</b>	
<b>STANDARDS: ACA – 4 – ALDF: 5A-01, 02, 03, 5B—13, 6A-06, 6D-01</b>			
<b>APPROVED:</b>			<b>REVIEW DATE:</b> 5 / 29 / 20
_____ <b>Dale Glass</b> <b>COMMISSIONER OF CORRECTIONS</b>			<b>REVISION DATE:</b> 6 / 26 / 20
Rescind: 5.3.1 dated 12/1/05 Cancel:			

**I. POLICY**

It is the policy of the St. Louis City Division of Corrections to assign staff to work with detainees/inmates in response to their social services and programming needs and to assist with access to the courts.

**II. RESPONSIBILITIES**

All Division of Corrections staff involved in casework and classification services are responsible for adhering to the following procedures.

**III. DEFINITIONS**

**Caseworker:** A correctional staff member who serves as the primary contact point between the detainee/inmate, the administration, and the community. The Caseworker provides counseling and crisis intervention upon request and as scheduled by policy.

**Casework Summary or Case Notes:** Information and narratives recorded on service records a primary source document for summarizing services provided to detainees/inmates during interactions with caseworkers.

**Classification:** The process for determining the needs and requirements of those for whom confinement has been ordered and for assigning them to housing units and programs according to their needs and existing resources.

City of St. Louis Department of Public Safety / Division of Corrections  
**POLICY & PROCEDURES**

---

**Classification Committee:** Chaired by the Unit Manager/Classification Manager or designee, with members consisting of Caseworker (s) assigned to special management unit, a Supervisor and (1) Correctional Officer assigned to special management unit. The members of the committee will meet at least once a week to review the classification status of inmates assigned to Special Management housing and make recommendations for release to the Deputy Superintendent of Housing/designee. Three committee members must be present during a review procedure.

**Inmate Contact Sheet:** An accountability form completed by the caseworker to succinctly list daily inmate contacts and services provided.

**Inmate File:** A hard-copy, file folder identified by the inmate's full name, date of birth, and reference number, containing all information and documents collected concerning an individual inmate (including admission and release information, social services and inmate program information, Disciplinary Reports, and any other relevant documents) for inclusion and formation of a permanent profile of the individual detainee/inmate.

**Missouri Victim Assistance Network (MoVA):** MoVA is a non-profit organization whose mission is to promote the fair treatment of victims of crime. Mo VA's Goals are as follows:

- a. To create a community of concerned citizens, agencies and organizations which shall work to:
  - Assist in the exchange of information and ideas relevant to the field
  - Encourage the sharing and utilization of resources
  - Identify and address issues of concern to the field.
- b. To develop and present educational materials and events for public and professional information.
- c. To provide for cooperation on policies and programs which affect victims and network members.
- d. To increase the efficiency of MoVA members, law enforcement personnel, other members of the criminal justice system, and the interested public in responding to the needs of victims of crime.

#### **IV. PROCEDURES**

##### **A. General Information**

1. Each inmate is assigned a Caseworker according to designated housing assignment. The Caseworker is the inmate's link to the community, the courts,

City of St. Louis Department of Public Safety / Division of Corrections  
**POLICY & PROCEDURES**

---

and attorney/public defender as well as to programs and services provided within the Division of Corrections.

2. The Division will provide programs and services to all inmates. An inmate's behavior, custody status, and need for special housing can affect program eligibility. Programs and services include the following:
  - a. Access to Legal Material
  - b. Dental Services
  - c. Education Program
  - d. Inmate Work Program
  - e. Medical Services
  - f. Notary Services
  - g. Psychological Services
  - h. Religious Programs
  - i. Substance Abuse Treatment (at MSI by court order only)
  - j. Vocational Services
  - k. Volunteer Services
  1. Work Release & School Release (by court order only)
3. Classification and Casework services have historically been viewed as a distinct and separate entity. The Classification Specialist is a Caseworker or a Correctional Officer who has received special training in classification functions. Effective human resource management dictates that Caseworkers and Classification Specialists are cross trained in the others specialty. The Caseworkers and Classification Specialist will be cross trained in each other's duties.
4. Caseworkers will complete an Inmate Contact Sheet daily and document contact made with inmates during the course of duty. The Inmate Contact Sheets will be submitted to the immediate supervisor upon request.
5. Caseworkers will complete Casework Summaries and Case Notes summarizing services provided and interactions with detainees/inmates on a Service Record located in the inmate file or the 3-ring binder containing Service Records.
6. Caseworkers finding detainees/inmates with significant changes in their case such as increased bond amount and/or upgraded charges will immediately

City of St. Louis Department of Public Safety / Division of Corrections  
**POLICY & PROCEDURES**

---

submit a referral to the Classification Manager and/or Mental Health Professionals for reassessment.

7. Caseworkers will maintain a list of various resources from local community organizations and agencies willing to provide assistance for detainees/inmates upon re-entry into the community.
8. If an inmate is determined to be a foreign national the Caseworker will contact the local government immigration agency and the appropriate diplomatic representative of the inmate's country.
9. Caseworkers will assist inmates with resolving complaints and grievances.
10. The Division of Corrections supports the Missouri Victim Assistance Network. Sentenced inmates are encouraged to take responsibility for their actions and attempt to ameliorate the harm done by contributing to this organization.

**B. Inmate Contacts:**

1. Each day Caseworkers will review the daily transfer log sheets to determine the number of newly assigned inmates to their housing units.
2. Caseworkers will interview newly assigned inmates within three (3) working days after their assignment in the housing units and will conduct a follow-up interview every sixty (60) days thereafter. Caseworkers will prioritize visits with inmates and address emergency issues immediately.
3. Caseworkers assigned at MSI will meet with inmates in offices located in the social service department or in the sally port of the inmate's unit. To initiate a Caseworker contact, the inmate must submit a request to the Caseworker by placing an Inmate Request Form in the inmate mail box. When the Caseworker is ready to see the inmate, the Caseworker will call the Housing Unit Officer or the Caseworker may make the request to see an inmate while the Caseworker is at the unit. The Housing Unit Officer will then write a movement pass and direct the inmate to the Caseworker's office. At CJC the Caseworker will visit the housing units and interview inmates in the multipurpose room.
4. On the initial interview the Caseworker will orient, screen and assess the inmate's needs. The Caseworker will ensure that the following topics are discussed and respond to the inmate's concerns as appropriate:
  - a. Review and file the inmate visitor registration card and discuss social visiting procedures (See 5.7.3 Social Visits).
  - b. Add updated information in the inmate's file of immediate family members and/or friends for the purpose of emergency notification.

**POLICY & PROCEDURES**

---

- c. Discuss facility rules and regulations and answer questions related to the Inmate Handbook.
  - d. Review and explain access to available facility programs (See 1.6.1 Volunteer Services, 3.3.8 Inmate Access to the Court/Legal Material, 5.4.1 Inmate Work Program, 5.5.1 Education Program & 5.9.1 Religious Programs).
  - e. Explore the inmate's need for assistance with community resources upon release and re-entry into the community.
  - f. Inform the inmate that Caseworkers are available to provide counseling to include crisis counseling upon request.
  - g. Inform the inmate of the need and procedures to initiate a Funds Release Form and Personal Property Release Form.
  - h. Introduce the purpose of the Letter of Incarceration and Disposition of Detainer and Sentence of Time Served Form (Guilty Plea). Inform the inmate of pending warrants and holds for misdemeanors/municipal violations and depending on the municipality, forms may be submitted after thirty (30) days of confinement.
  - 1. Inform the inmate of his current status with the courts (i.e. charges, bond amount and court date).
  - J. During individual orientation the sentenced inmates are informed of the services available to them to take advantage of the opportunity to take responsibility for their actions and attempt to ameliorate the harm done by contributing to the Missouri Victim Assistance Network. The inmate is advised that for further information write to MoV A at P.O. Box 2232, Jefferson City, Mo. 65102 or call 1-800-698-9199.
5. Caseworkers will complete a narrative of services provided and interactions with inmates during each visit on the service record. Inmate needs that were assessed but not provided during the interview will be noted in the narrative and addressed during the follow-up interview.
6. Caseworkers will document inmate contact at a minimum of once every sixty (60) days and as often as necessary when responding to inmate's needs. If an inmate is assigned to the housing unit less than thirty (30) days, at least one contact will be initiated three (3) working days after assignment to the housing unit.

**POLICY & PROCEDURES**

---

7. At MSI the Caseworker must visit their assigned housing units at a minimum of once a week. At CJC the Caseworker must visit their assigned housing units not less than three times per week.
8. At both facilities, caseworkers will visit their assigned housing units as frequent as necessary to assess the needs of inmates and to conduct follow up interviews. The Caseworker will sign the Daily Activity Log located at the housing officer work station.
9. Caseworkers will attempt to initiate contact with every inmate assigned to their caseload as required. If an inmate refuses to respond for services, the Caseworker will document the refusal on the Inmate Contact Sheet and on the service record located in the inmate's file or in the Caseworker's 3-ring binder which contains current casework summaries.
10. If an inmate fails to respond to an Inmate Movement Pass to see the Caseworker, the Caseworker will make contact with the inmate on the next visit to the unit and document that contact.
11. Inmate contacts include brief verbal exchanges while the inmate is in the housing unit if the Caseworker directly inquires about any casework needs.
12. Caseworkers will retrieve Inmate Request Forms for social services and respond within seven (7) working days. Emergency request will be address immediately and all other request may be scheduled and addressed during follow-up interview.
13. Caseworkers will provide crisis intervention and counseling or referrals to facility mental health services when needed (See 4.2.13 Suicide Prevention/Intervention).
14. Caseworkers will ensure that inmates identified as being at risk for sexual victimization or those inmates having a history of sexually assaultive behavior are monitored and counseled as needed.
15. Questions regarding specific details of conduct violations or special management placements are privileged information. The caller must obtain specific information from the inmate. Answers to questions regarding health and welfare should be general in nature. Questions involving an inmate' specific detailed medical condition should be referred to the medical staff.
16. Legal, professional or emergency telephone calls shall be handled according to the procedures found in policy 5.7.2 Inmate Telephone Use.

**POLICY & PROCEDURES**

---

17. Caseworkers will provide basic assistance to inmates to help lessen the pressures and tension of incarceration. The services may also be extended to the inmate's family by making referrals to community resources.
18. Caseworkers will review complaints from inmates with disabilities who believe their needs are not being reasonably accommodated by the facility. The Caseworker shall bring this complaint to the attention of the Unit Manager who will further investigate and proceed in accordance with 3.3.10 - Inmates with Disabilities.

**C. Pretrial and Legal Services:**

1. Caseworkers will see that all inmates assigned to their caseload have access to and assist the inmate with:
  - a. Notary services, completing Letters of Incarceration and Guilty Plea forms to cancel active warrants and holds for misdemeanors/municipal violations. (See 3.3.8 - Inmate Access to the Court and Legal Services)
  - b. Responding to official telephone calls from attorneys, probation/parole officers and other legal representatives (See 5.7.2 Inmate Telephone Use).
  - c. Submitting requests to Attorneys/Public Defenders for bond modifications and to be informed with update and current status on case.
  - d. Providing indigent inmates with paper, ink pens, pencils and/or mailing envelopes to complete their legal correspondence as necessary.
  - e. Signing a restitution form to debit their trust fund account for the cost of copies requested.
  - f. Forwarding the original restitution form to the business office, one copy to the Contractor and the second copy to the inmate's custody file.

**D. Funeral Furloughs:**

1. To be approved for a funeral furlough the inmate must receive a court order issued by the judge presiding over the case of which the inmate is confined.
2. Caseworkers will respond to requests from inmates and initiate requests to the inmate's Attorney/Public Defender for funeral furloughs immediately.

City of St. Louis Department of Public Safety / Division of Corrections  
**POLICY & PROCEDURES**

---

3. In the event of a request for a funeral furlough, the Caseworker will take the following actions:
  - a. Make contact with the inmate and the inmate's family to obtain relevant information necessary to verify death and relationship to inmate.
  - b. Contact funeral home to determine times of wake and funeral services.
  - c. Identify the name of the inmate's attorney/public defender.
  - d. Notify and provide information relative to the funeral furlough request to the attorney/Public Defender's Office or fax the information directly to the court clerk following a phone conversation between the Caseworker and the judge's clerk. The information will include the inmate's name, case number, name of deceased, relationship to inmate and time and date of wake and funeral.
  - e. Any complications regarding the funeral furlough request or the judge's court order directing the sheriff s department to escort the inmate will be reported to the inmate and his Attorney/Public Defender immediately.
4. If a request for a funeral furlough is made by an inmate who is in route to either facility, the request shall be referred to and managed by the receiving facility's Unit Manager.

**E. Inmate Work Assignments:**

1. Caseworkers will see that inmates are provided the opportunity to become involved in a facility work assignment (See 5.4.1 Inmate Work Program).
  - a. Provide and assist the inmate with completing an Application for in-house work.
  - b. Review the inmate file for custody history and institutional adjustment, and document relevant information (i.e. incident/disciplinary reports, current charges, bond amount, and pending warrants/holds) on the Application for In-House Work.
  - c. Forward the application to appropriate staff member for criminal record check to determine eligibility and approval for work assignment.
  - d. Caseworkers at CJC will maintain a list of inmates eligible to work as Housing Workers to provide for work assignments in the units designated by the housing officer. (See 5.4.1 - Inmate Work Program).

**POLICY & PROCEDURES**

---

- e. Advise inmate of eligibility status with the Inmate Work Program.
- 2. Caseworkers will assist inmates with identifying and reconciling payroll issues:
  - a. Caseworkers will encourage the inmate to discuss the matter with his direct supervisor. If this does not resolve the matter the Caseworker will track the pay problem and learn the source of the conflict.
  - b. Upon understanding the problem, the Caseworker will advise the inmate on the actions to be taken to resolve the conflict (See 3.3.3 Inmate Grievance).

**F. Commissary**

- 1. Caseworkers will assist the inmate in resolving valid complaints with commissary services.
- 2. When those conflicts arise, the caseworker will listen to the problem and advise the inmate accordingly or provide the inmate with an Informal Resolution Request (IRR) form.
- 3. Issues unresolved by the IRR form regarding valid concerns about the vendor selling defective merchandise should be brought to the attention of the Unit Manager.
- 4. Issues related to charges for merchandise not received shall be addressed by the inmate submitting an IRR form. The caseworker will assist with tracking responses from the vendor (See 3.3.3 Inmate Grievance).
- 5. During the orientation session the Caseworker will explain the commissary ordering process and the method of obtaining basic hygiene items, clothing and shoes paid for by the City via completion of the commissary forms.

**G. Classification**

- 1. Inmates may request a reassessment of custody level or an appeal of current custody level to a lower custody level. Inmates may appeal the classification decision after sixty (60) days from the date of the last decision (See 3.6.1 Classification).
- 2. Inmates wishing to appeal their custody level must submit an Inmate Request Form to the unit Caseworker. The unit Caseworker at CJC will forward the inmate request to the Classification Manager.
- 3. Caseworkers at MSI will complete a Re-assessment Custody Level Form and submit for review to the Classification Manager within 7 working days.

City of St. Louis Department of Public Safety / Division of Corrections  
**POLICY & PROCEDURES**

---

4. Caseworkers at MSI will conduct Classification duties as follows:
  - a. Use REJIS/JMS to properly house inmates.
  - b. Check count sheet for count and bed space availability.
  - c. Print a population inquiry report for weekend releases out of A/O Dorm and pods.
  - d. Call Processing for MDC releases for the day.
  - e. Plan for housing assignments for new admissions.
  - f. Research REJIS/JMS for each inmate to determine what housing areas are most appropriate (i.e. have they been here before and where were they previously assigned).
  - g. Complete a Daily Housing Unit Movement sheet.
  - h. Research files for any special management concerns.
  1. Recheck the information previously obtained in the inmate's file (i.e. emergency contacts, Arrest Register, CTS, JMS, and Initial Screening Form) is accurate and verifiable.

**H. Adjustment Committee:**

Caseworkers will participate in the process of holding inmates accountable for rule violations by participating as a member or Chairperson of the Adjustment Committee (See 3.3.6 Major Violations Disciplinary Hearings).

**I. Documentation:**

1. Casework summary and case notes are recorded on a service record. This is the primary source document for summarizing services provided to the inmate during confinement. The service records are legal documents maintained in the inmate file and all entries must be completed with standard identifying information as follows (See 1.5.3 Inmate Records):
  - a. Before each narrative enter the month, day and year in chronological order.

City of St. Louis Department of Public Safety / Division of Corrections  
**POLICY & PROCEDURES**

---

- b. All entries and narratives must be legible and comprehensive.
  - c. Succinctly write the services provided.
  - d. Close the entry with the signature of the staff member followed by the staff member's title.
  - e. If an entry omission is made it will be noted as a late entry.
2. Caseworkers will record as much information as possible on each inmate assigned to his caseload concerning releases, parole hearings, transfers, court dates and general institutional adjustment and behavior. This information will be retrieved from JMS or Inmate Information.
  3. Caseworkers will document group counseling and school participation.
  4. Caseworkers will accurately document inmate contacts and note all social services provided in the service record.
  5. Caseworkers will instruct inmates to sign the contact sheet and the Caseworker will document date and general topics discussed during contact.
  6. Caseworkers are responsible for tracking the number of inmate contacts and time spent on other duties as assigned. Those numbers and hours will be submitted in a monthly report to the Unit Manager.
- J. Record Close Out and Transfer:**
1. Caseworkers are expected to check their caseload against Daily Movement Sheets for releases, transfers to Missouri Department of Corrections or transfers to another Division of Corrections facility (See 1.5.3 Inmate Records).
  2. When an inmate has been released or transferred out of the facility, the file must be closed out. The Caseworker documents the date of release and any release information printed on the Daily Movement Sheet.
  3. At MSI the Social Services Clerk is designated to transfer the inmate files to the City Justice Center to be filed in their Classification records management room.