



goodgrid

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*

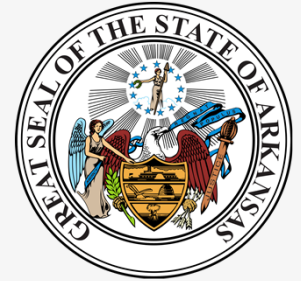
- Headquartered in Arkansas
- Child Support Enforcement Systems
New Jersey, Michigan, Maine, Delaware, South Carolina, etc.
International System - Hague Convention in the Netherlands
- Web Portals, SDU Software, Data Mining
- Commissioner's Award: Innovative Tech

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.




2017

~5,330 *will return within 3 years*

~10,000 *were released in 2016 in AR*

19,152 *were incarcerated in January 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



Money



Employment



Health



Housing



Food

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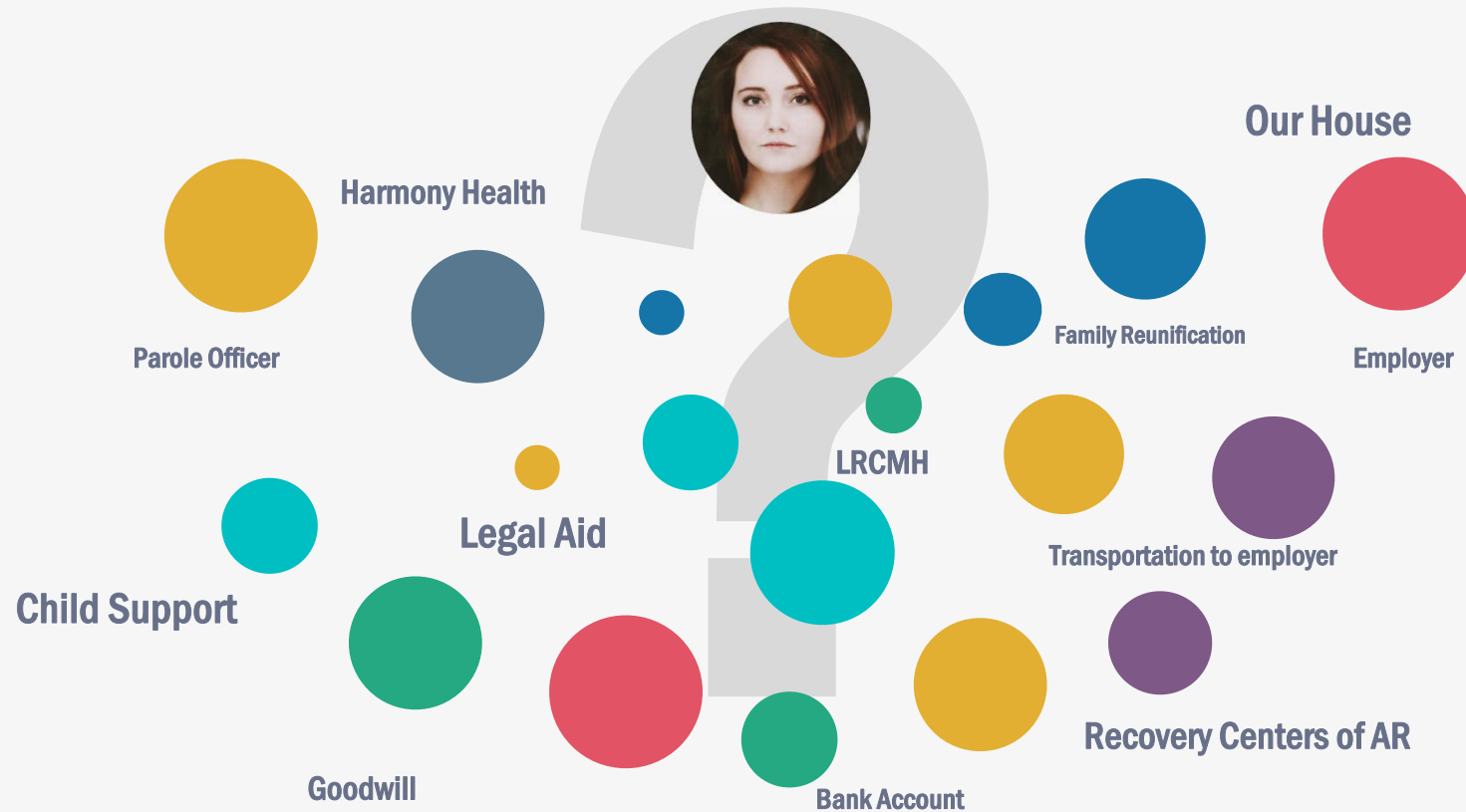


Little Rock has so many wonderful resources that could help Ashleigh

But who should she go to first? Which organizations provide which resources? Which services does Ashleigh qualify for?

goodgrid

Integrated Data
Collaborative Solution



Pain Points

ACC

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

Returning Citizen

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 Provider

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

Employer

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.

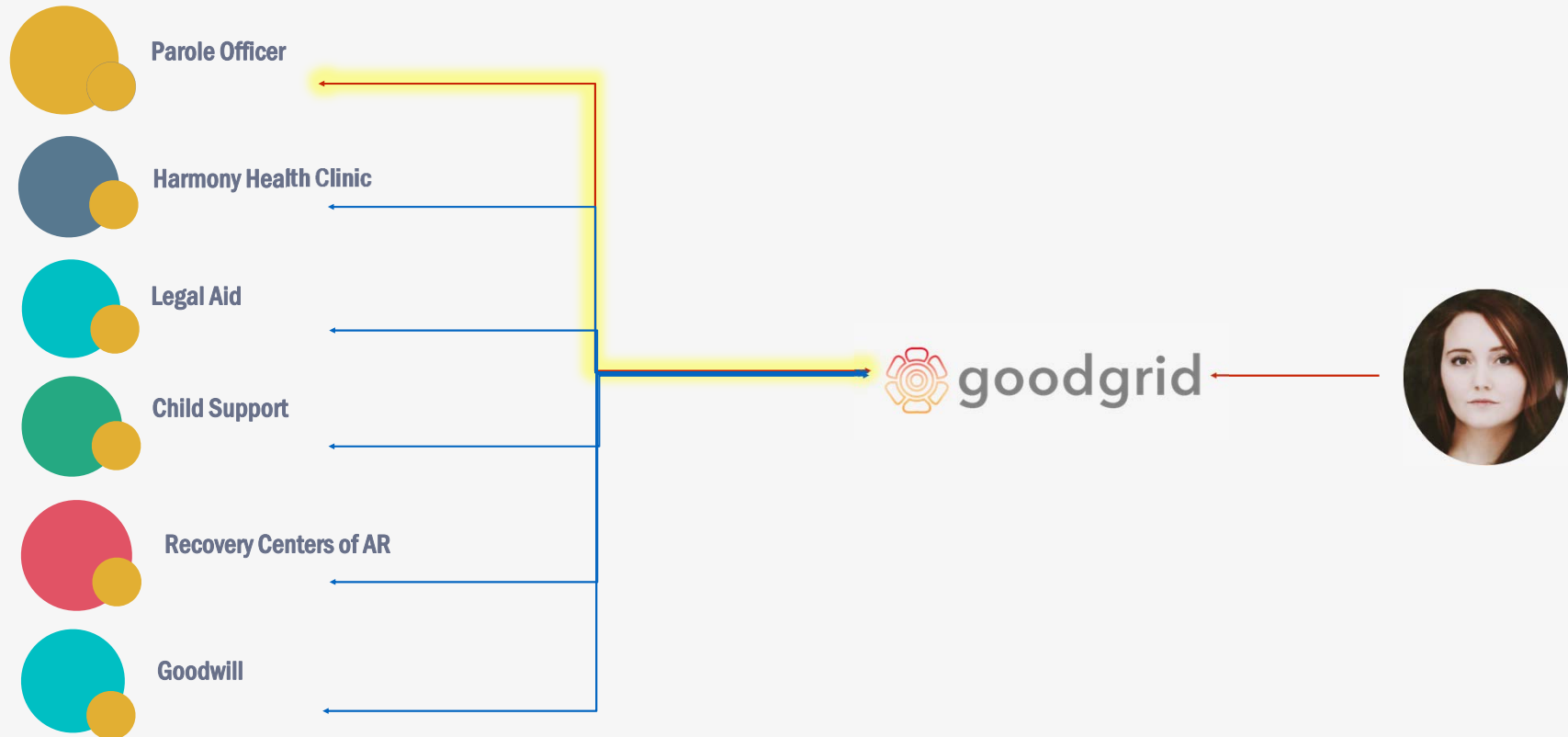


Vision: Dedicated Good Centers in the City of Little Rock

If Ashleigh approaches any Good Center at any of our existing organizations, they can access the entire Good network.



Integrated Data
Collaborative Solution





The client is prompted to choose service categories

This is built from the Open Eligibility taxonomy


Post Wizard

Choose Action

Select Categories

Attach Post

Review your Request



Welcome to the Service Wizard. How can we help?

You know best what kind of help you will need to be successful. Please select the service areas below that you think might help and click the 'Next' button.

Emergency

Services for psychiatric emergencies, emergency financial assistance, immediate safety needs, dis...

Food

Services for free meals, food pantries, help paying for food, food delivery, food benefits, and n...

Housing

Services for emergency, short-term and long-term housing, housing advice, help finding housing, a...

Goods

Services for clothing, furniture, baby supplies, toys and gifts, and other physical goods.

Transportation

Services for bus passes, transportation to school, healthcare appointments, and more.

Addiction & Recovery

Programs guiding members through recovery from addiction, compulsion or other

Health

Services for medical care, dental care, health education, help finding services, and help paying

Money

Services to help pay for housing, education, childcare, school, food and goods, financial

Government Benefits

Supplemental income assistance.

Family Care & Support

Services for residential and daytime caregiving, adoption and foster care, building support netwo...

← Back

→ Next

× Cancel



Provider subscribes to a set of categories they can service
This way, they don't see requests that they are unable to service



- Profile
- Collaborate
- Stream
- My Collaborations
- Task List
- Chatrooms

Arkansas Hunger Relief Alliance > Collaborate > Stream



Arkansas Hunger Relief Alliance



0 Followers

0 Connections

Manage

Back

+ Respond



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.

Accept Decline Ask a Question

- Start a Plan
- Start Action(s)
- Assign a Referral
- Request Case Access



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



Integrated Data
Collaborative Solution



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.

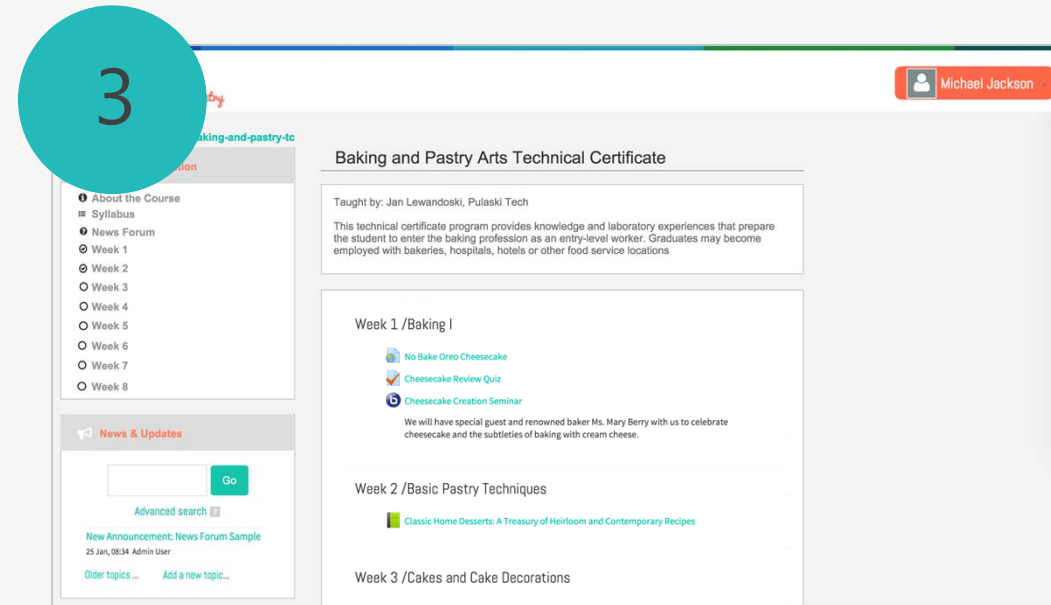
ADDS A TASK: OUTPATIENT TREATMENT

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.

Education & Legal: Goodwill coordinates with Client

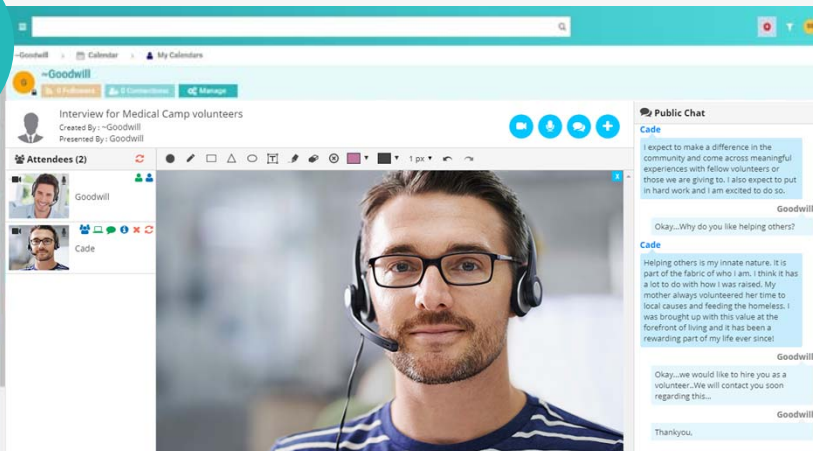
3 Learning Management System

- Online Training & Learning
- Court Etiquette 101, Reentry 101
- Chat, Forums, Piazza, Quizzes



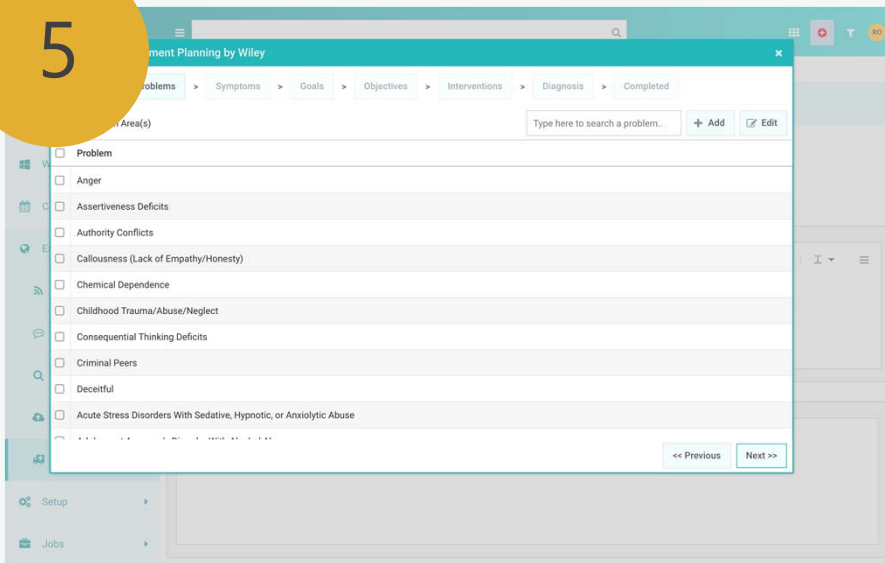
4 Videochat/Meeting Rooms

- Access Client Calendar & Set up Appointments
- Secure, Meeting Rooms with Whiteboard, Chat
- Legal Consultation, Training, etc



Treatment: RCA monitors progress & follow-through

5



The screenshot shows the 'Treatment Planning by Wiley' window. It has a top navigation bar with tabs: Problems, Symptoms, Goals, Objectives, Interventions, Diagnosis, and Completed. Below the tabs is a search bar labeled 'Type here to search a problem...' with '+ Add' and 'Edit' buttons. A list of problems is displayed, each with a checkbox and a description:

- ☐ Problem
- ☐ Anger
- ☐ Assertiveness Deficits
- ☐ Authority Conflicts
- ☐ Callousness (Lack of Empathy/Honesty)
- ☐ Chemical Dependence
- ☐ Childhood Trauma/Abuse/Neglect
- ☐ Consequential Thinking Deficits
- ☐ Criminal Peers
- ☐ Deceitful
- ☐ Acute Stress Disorders With Sedative, Hypnotic, or Anxiolytic Abuse

At the bottom of the list are '<< Previous' and 'Next >>' buttons.

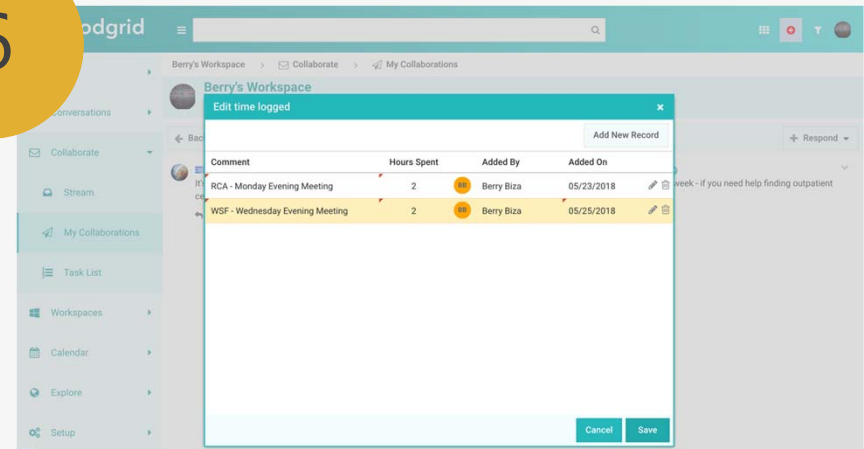
5 Treatment Planner

- 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

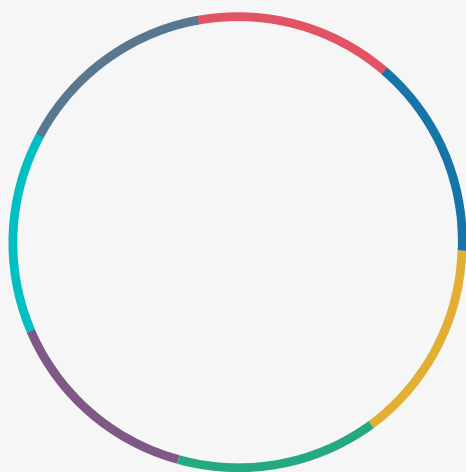
6



The screenshot shows the 'Berry's Workspace' interface. A modal window titled 'Edit time logged' is open, displaying a table of logged time. The table has columns: Comment, Hours Spent, Added By, and Added On. There are two rows of data:

Comment	Hours Spent	Added By	Added On
RCA - Monday Evening Meeting	2	Berry Biza	05/23/2018
WSF - Wednesday Evening Meeting	2	Berry Biza	05/25/2018

At the bottom of the modal are 'Cancel' and 'Save' buttons. The background shows the 'Berry's Workspace' sidebar with options like Conversations, Collaborate, Stream, My Collaborations, Task List, Workspaces, Calendar, Explore, and Setup.



We're all working with the same clients,
with the same families

Profile

Members

Portfolio

Collaborate

Workspaces

Calendar

Explore

Setup

Bids

Ashleigh's Workspace > Profile >



Ashleigh Fernandus

2 Followers

0 Connections

Message

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

Back

Show:

All 7 Posts

7 Accepts

+ Respond

PO

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

2

PO

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

Reply Get Started Not Interested

PO

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

Reply Get Started Not Interested

G

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

RA

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



Adapted from TC

THE GOOD

Evaluation Matrix

Project Name - Medical Camp in Pulaski

Situation for the month: 10/10/2017

Case Management:	0(in crisis)	1(Near crisis)	2 (below expectations)	3 (meets expectations)	4 (Exceeds expectations)	5 (highly exceeds expectations)
	PT does not comes to appointments or check in with case manager	PT has missed more than one appointments in the past month PT is resistance to talking	PT has attended more than one late meeting or missed appointments in the past month	PT has attended one late meeting in the past month PT openly discusses strengths	PT has attended all meetings on time or given adequate notice to reschedule PT brings up	PT actively problem solves with case manager PT anticipates and addresses
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes:						
Next Steps:						

Employment:	0(in crisis)	1(Near crisis)	2 (below expectations)	3 (meets expectations)	4 (Exceeds expectations)	5 (highly exceeds expectations)
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes:						
Next Steps:						

% Done	Predecessors	Assigned Resources
0		-Goodwill [100%], -North Pulaski Diagnostic Clin...
0		-North Pulaski Diagnostic Clinic [100%]
0		-North Pulaski Diagnostic Clinic [100%]

Save as Draft

Save

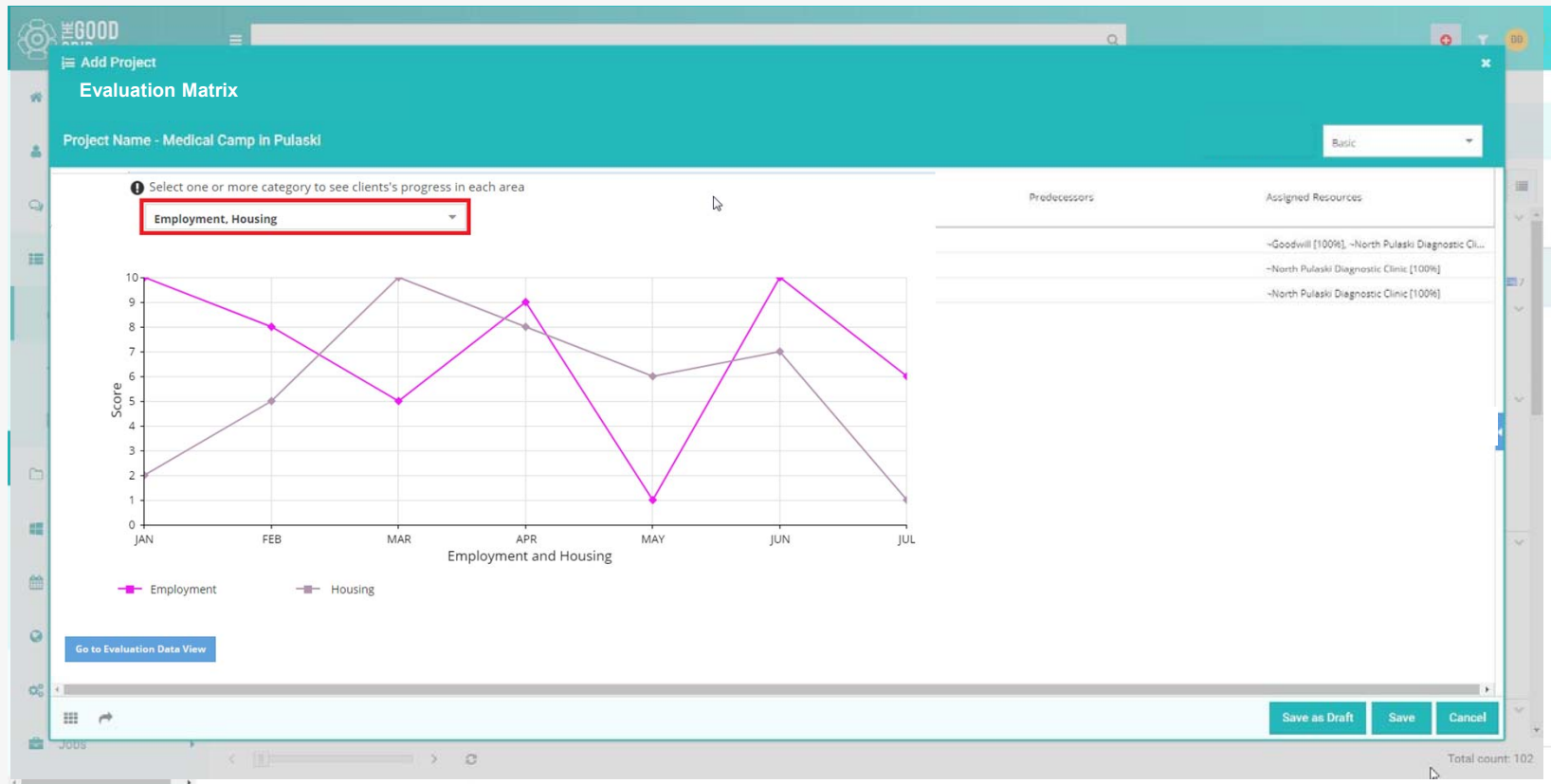
Cancel

Total count: 102



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.



Testimonials

Transparency, Peace of Mind, Easy Access

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.

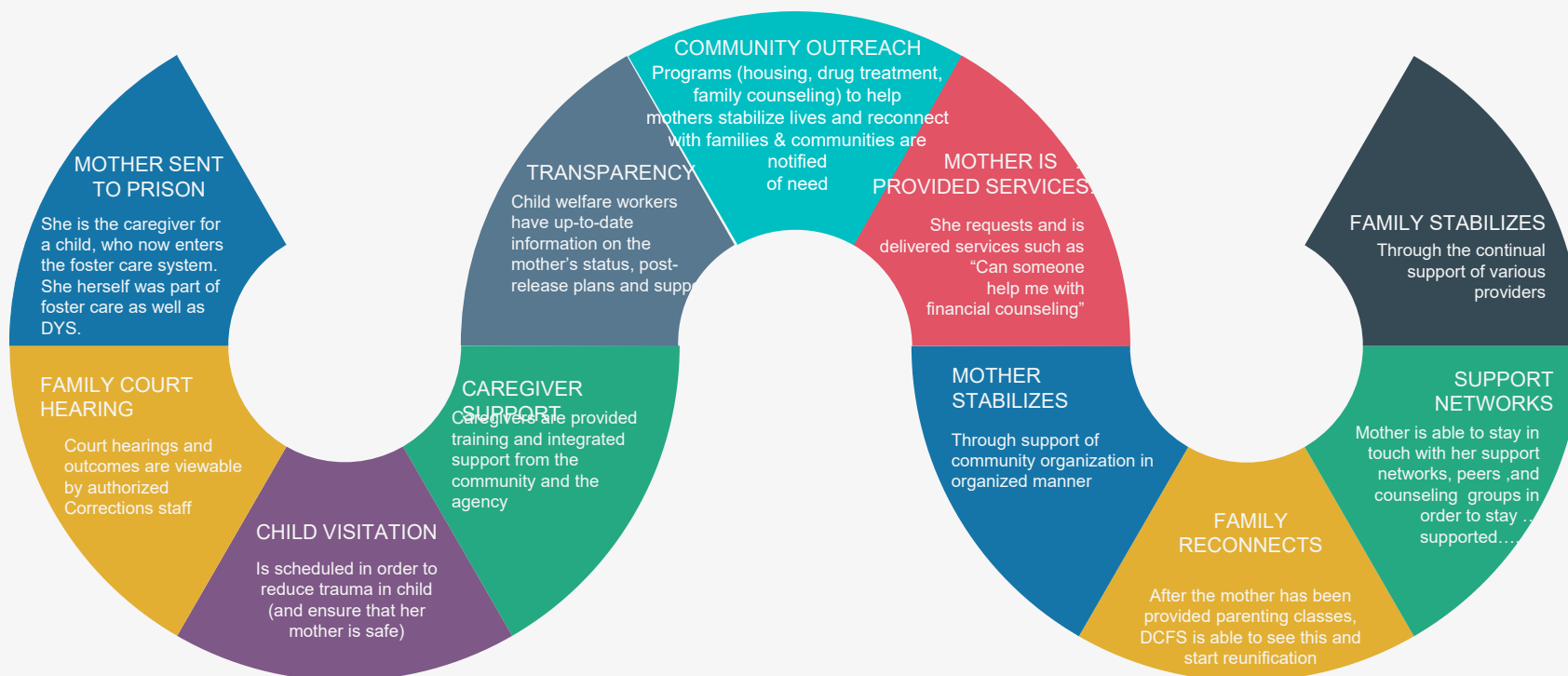


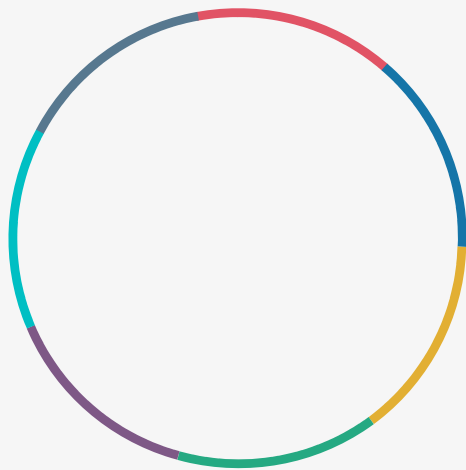
Find Good Collaborative Case Management Example

How might we work together to help a client and their family succeed?



Integrated Data
Collaborative Solution





But, Ashleigh's is just one example
How can this be used in other ways?



Returning Citizens

Kids in Foster Care

Workforce Clients

Victims of Domestic Violence

Youthful Offenders

Vulnerable/Aging Adults

Non-Custodial Parents

Returning Soldiers/Veterans

Homeless Clients

TANF/SNAP Recipients

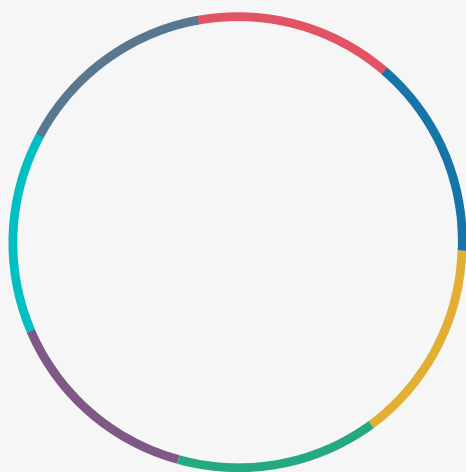
Children K-12 of Low Income Families

Refugees



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?

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