Professional Online Testing Solutions, Inc.

Behavior Data Systems, Ltd. Integrated Case Management System

Information at Your Fingertips

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1 Getting Started

1.1 Who Should Use It

Our Case Management System (ICMS) is a full-featured caseload tracking and information management system design specifically for adult probation. (Future modifications will be made for juvenile probation and parole.) Incorporated within this system are modules which provide for intake, assessment, classification, referral, court data, probation violations, warrants, victim restitution, officer alerts, discharges, transfers, and much more. Used in conjunction with an Online-Testing account, the ICMS automates all key functions of probation's supervisory responsibilities.

The ICMS opens the door to the world of strength-based case planning, workload management, and a case management system. This system has a sequential set of activities that include, but are not limited to:

- Assisting officer effectiveness in the supervision process
- Assessing actuarial risk and needs
- Aiding in developing caseload priorities and meeting responsive case management standards
- Providing caseload ratios which aid in workload management
- Improving probationer accountability by tracking case planning assignments
- Assisting in increasing positive outcomes which enhances community safety
- Connecting the offender to appropriate services, interventions (e.g. mutual help groups) and levels of care (e.g., treatment) which match the Offenders risk/needs
- Monitoring court ordered conditions

- Facilitating the collection of fines, court costs, and restitution
- Tracking presentence investigations to completion
- Discharge management
- Tracking Interstate and Intrastate Transfers

As you log into our system, you will find it is a robust and customizable single data entry system. It is a comprehensive caseload monitoring and information management system.

1.2 Setting Up Users – Existing Clients

- Existing clients should check the compatibility chart to ensure their test has been integrated with the ICMS. This will be available from the online-testing website. If the test is not available, the customer will need to call BDS to inquire about test integration at 800-231-2401.
- Existing clients should then contact BDS to create an ICMS account. BDS will create the initial ICMS Administrator account and associate it with the client's existing online-testing account.
- Once the ICMS Administrator account has been created, the client can log in at http://www.case-mgmt.com and will have the ability to add offenders, add additional users, and navigate the site freely.

1.3 Setting Up Users – New Clients

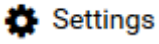
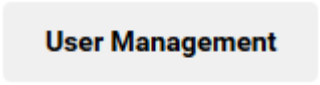
- New clients should check the compatibility chart to ensure the assessment the client will be using has been integrated with the ICMS. If the test is not available, the client will need to call BDS to inquire about test integration at 800-231-2401.

- Even though you may have been just a single user, please call BDS and request a Volume Account. In addition, if the necessary assessment is not listed on the compatibility chart from step 1, the client should request that the

test be integrated into the ICMS at this time. BDS will create an online-testing account as well as an ICMS Administrator account. This process can take from 2 days to 2 weeks. You will be notified once you are set up.

- Once the ICMS Administrator account has been created, the client can log in at http://www.case-mgmt.com and will have the ability to add offenders, add additional users, and navigate the site freely.

1.4 Creating New User Accounts

- Begin by logging in with an administrator account. Only Administrators can create or delete additional users.
- Click the administrator username in the top right corner.
- Select  from the pop-up menu.
- Select the  button.
- Click the icon in the bottom right corner.
- Select the appropriate role for the user. See Section 2.3 Roles and Restrictions for information about roles.
- To allow the user to be assigned as a Supervising PO for an offender, they must be part of the Supervising PO list, which is assigned here.
- To allow the user to be assigned as an Assistant PO for an offender, they must be part of the Assistant PO list, which is assigned here.
- To allow the user to be assigned as an Investigating PO for an offender, they must be part of the Investigating PO list, which is assigned here.
- Please Note :
    - Any user that is assigned with a User One role or higher will also be able to use the ICMS login and password at http://www.online-testing.com to generate assessments or reassessments.

- Disabling an ICMS user, deleting an ICMS user, or changing a user's role below User One will disable that user's access at http://www.online-testing.com.
- User names and passwords are not editable. If you need to change a user name or password, please contact BDS to make that change.

1.5 Creating New User Accounts In Bulk

- Begin by logging in with an administrator account. Only Administrators can create or delete additional users.
- Click the administrator username in the top right corner.
- Select Settings from the pop-up menu.
- Select the **User Management** button.
- Click the link above the user list that says "Add Users in Bulk".
- Select the appropriate role for every user that will be added. If multiple roles are needed, break the user list down by role and perform multiple bulk additions. See Section 2.3 Roles and Restrictions for information about roles.
- The list of users to be added should be supplied in a CSV (comma separated values) list, with one user per line.
- The CSV Format is: [First Name], [Last Name], [Email], [User Name], [Password], [Title], [User Role], [District], [Is Supervising PO], [Is Assistant PO], [Is Investigating PO]
- Note: Do not include brackets around the data.
- The required values are:
  - First Name
  - Last Name
  - Email Address
- Additional information can be provided, but is not required. User names and passwords can be provided as part of your list or they can be automatically

generated by ICMS. Please note that user names and passwords on your list must conform to ICMS requirements. If they do not meet requirements, that user will not be added and you will be prompted after the bulk addition to fix the data for that user.

- Automatically generated user names will conform to a pattern using the first letter of the first name followed by the last name, up to a maximum total of 15 characters. Additional letters from the first name may be included if the user name is too short. If the user name is already in use, numbers will be added to the end of the username.

1.6 Explanations and Disclaimers

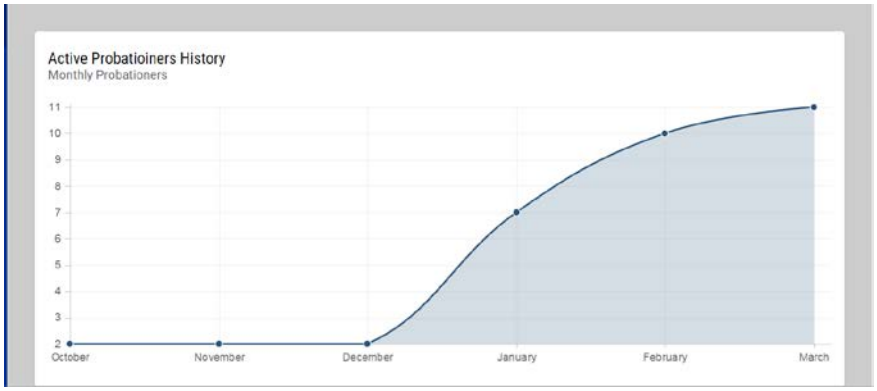
- Drop Down Menu – Refers to a table in the ICMS that when the User clicks on the table a drop down menu of items will be generated. The User then may select the appropriate data element that matches the requirement for that field.
- There are several times in the User's Manual in which the term "null" is used. This term is used to explain there is not any data in the referenced field.
- Names and Photographs – Any names in the ICMS are fictitious and the photographs are computer generated. These items are intended to not identify any company or person.

2 Describing the ICMS

2.1 Dashboard Key Functions

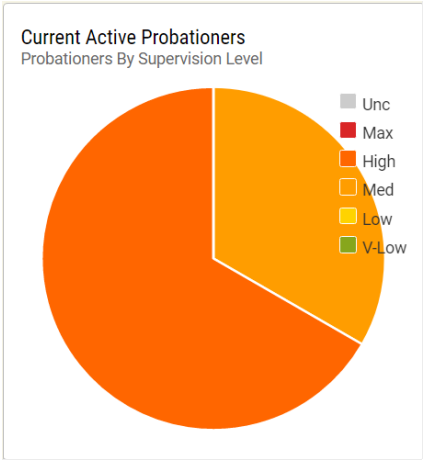
After logging into the ICMS, you will be moved to the Dashboard page. This page contains the following key functions and tools that will assit you in managing your caseload.

- **Active Probationer's History**



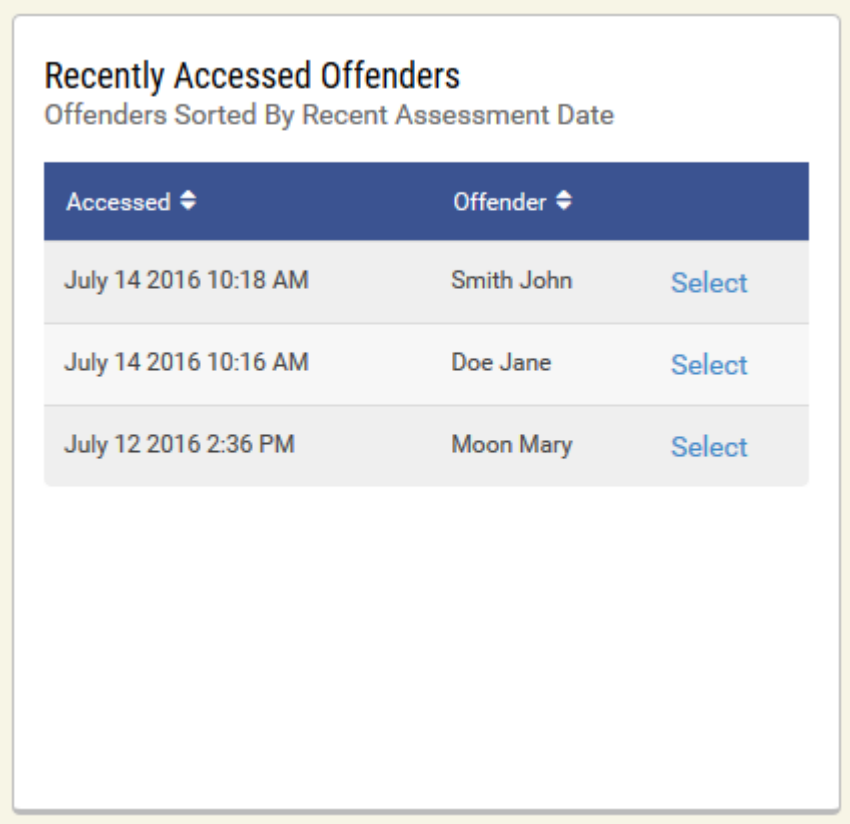
This chart above identifies the number of active probationers the officer has supervised within the previous six months.

- **Current Active Probationers by Supervision Level**



Current Active Probationers by Supervision Level provides an accounting of the number of probationers who have been defined by risk levels, i.e., Maximum = Highest Risk Level, High = Very high risk but not enough risk to be considered Maximum, Medium = Medium Risk Assessment Level, and Low = Low Risk, Very Low = No risk or very limited risk. It also identifies those probationers who are Unclassified, which means the case has never been assess.

- **Recently Accessed Offenders**



This graphic will identify those offenders the user has accessed within the last ninety days. The user may click on Select and then be moved to that offender's record allowing for case management and any record editing that needs to be completed.

- **Officer Alerts**

The functionality of this graphic will alert probation staff when there are significant functions which have not been completed. These functions include:

Missing Court Records – A new offender record had been added and 30 days have passed since the record was entered without a court record being entered.

Missing Education Record – A new offender record had been added and 30 days have passed since the record was entered without an education record being entered.

Missing Employment Record - A new offender record had been added and 30 days have passed since the record was entered without an employment record being entered.

Disposition Missing - A Charge Record has been entered and 60 days have passed since it was entered and a Disposition Record has not been entered. (Note – The Staff Person who has Administrative rights may adjust the 60 days to any time period that meets their policy.)

Appeal Pending - An Appeal was requested and the case is 90 days past the date of a Disposition Record being entered.

Assessment Not Completed – Probation is the disposition of the case and the case is 30 days past the Probation From Date and an Assessment has not been completed.

Case Plan – Behavioral Based – Case Plan has been entered with a status of Pending, On Waiting List, or Partially Completed, and case is 30 days past Status Date.

Case Plan – Accountability Based – Collected Amount - Case is 60 days past "Next Payment Due Date."

Reassessment – Case is 180 days past Reassessment Completed Date. (Note – The Staff Person who has Administrative rights may adjust the 180 days to any time period that meets their policy.)

Drug Testing Results – The drug test was positive for at least one drug within the last 30 days since the Collected Date and Consequences are null.
Violation of Probation - Technical – Case is 60 days past Filed Date and Sanctions are null.

Violation of Probation – Law – Case is 60 days past Filed Date and Disposition is null.

Interstate In – Reporting Instructions – Offender Resides in Receiving State – Case is 30 Days past Date Reporting Instructions received and Reporting Instructions Decision is null.

Interstate In – Offender Does Not Reside in Receiving State – Case is 30 Days past Received Date Local Office and Accepted Date is null.

Interstate Out – Offender Resides in Receiving State – Case is 30 days past date of Reporting Instructions Sent and Reporting Instructions Decision is null.

Interstate Out – Offender Does Not Reside in Receiving State – Case is 30 days past Transfer Out to Compact Office Date and Accepted Date is null.

Intrastate Out – Case is 30 days past Transfer out Date and Transfer Accepted is null.

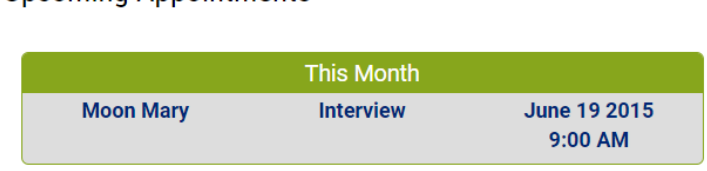
Intrastate In – Case is 30 days past Transfer Received Date and Decision Date is null.

Discharge – Case is 30 days past Probation to Date and a Violation of Probation Filed Date, Technical or Law, is null and the Discharge Date is null.

- **Staff Warnings**

Staff Warnings will identify those offenders who have had a warrant issued with the Warrant Pending and the record is 90 days past the Last Verified Date. It will also alert the officer if any residents of the home have prior records, weapons in the house, and the Offender's Gang affiliation.

- **Upcoming Appointments**



This feature will inform the officer of forthcoming appointments 90 days from the date of logging into the ICMS.

- **Upcoming Hearings**

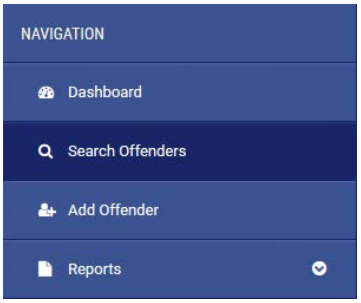
Upcoming Hearings

This Month		
Audrey Camelia	Arraignment	June 21 2015 2:46 PM

This feature will inform the officer of forthcoming Court Hearings 90 days from the date of logging into the ICMS.

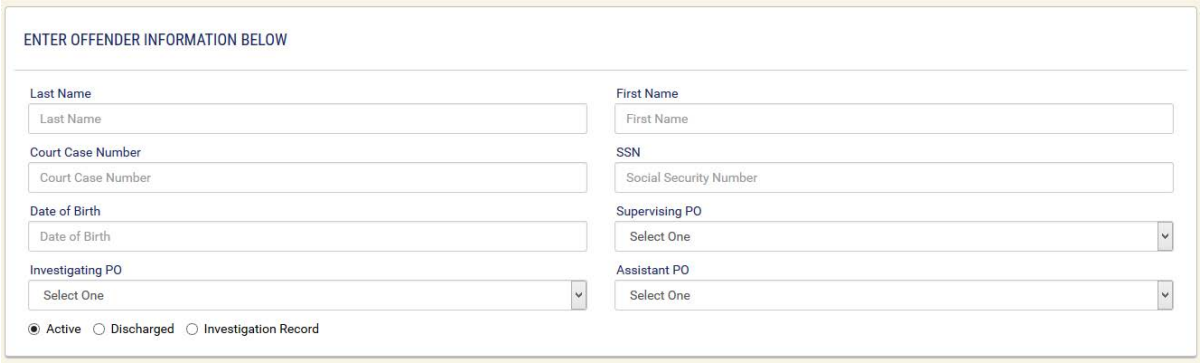
2.2 Search Functions

After logging into the ICMS, the officer may immediately Add Offender or Search Offender to identify if the offender had previously been added.



- **Search Offenders**

The Search Offenders feature allows the User numerous avenues to search for the correct offender. The User may search by Last or First Name and confine the search by entering Court Case Number, SSN, and numerous other data elements as shown below:



The Search feature also allows the user to Search Currently Active cases, Discharged cases, or those offenders in which a presentence investigation only had been entered. Once the Offender has been located, Personal Information and other elements may be modified with the User having the ability to add a new Court Record.

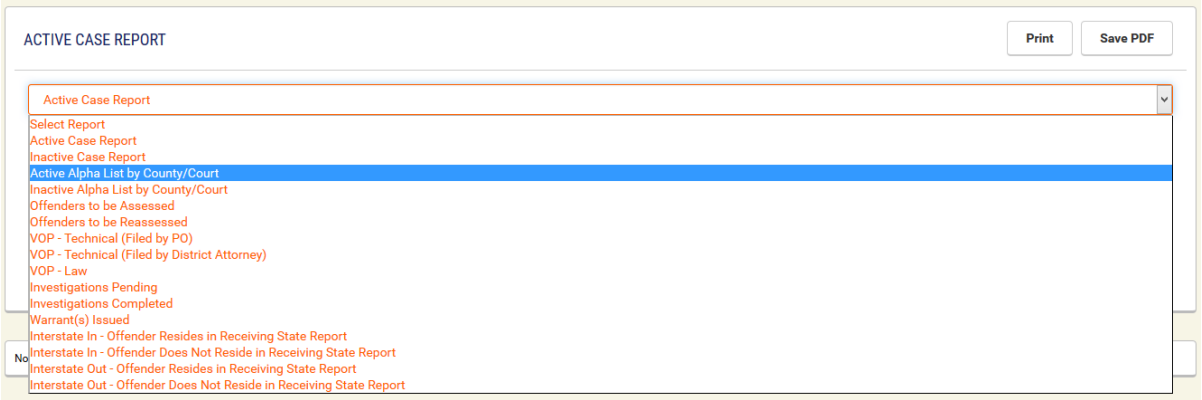
2.3 Roles and Restrictions

Roles and Restrictions have been incorporated within the ICMS to preserve security and confidentiality. The purpose of this function is to provide an avenue for the Chief Probation Officer or Chief Administrator to assign a role for each of their staff; therefore, allowing staff to perform only defined functions. (Roles will be assigned when the Administrator sets up staff by using the Settings tab in the upper right-hand page of ICMS.)

Role	Restrictions
Administrator	Generate All Reports, Enter and Edit Data, Modify all Users' Data within their Jurisdiction, All Victim Information, and Modify Application Interface Program (API) Configurations.
User One	Add and Edit their Data only, Edit, Enter and Modify their Victim Data.
User Two	Add and Edit their data enter and Modify their Victim Data, and Generate Reports.
User Three	Add and Edit their Data, Generate Reports, Delete Records, Modify Other User's Data, and Edit and modify all Victim Data.
Drug Technicians	Enter and Edit Drug Testing Data only. (Probation record would have had to be previously entered.)
Visitor	Read Only

2.4 Standard Reports

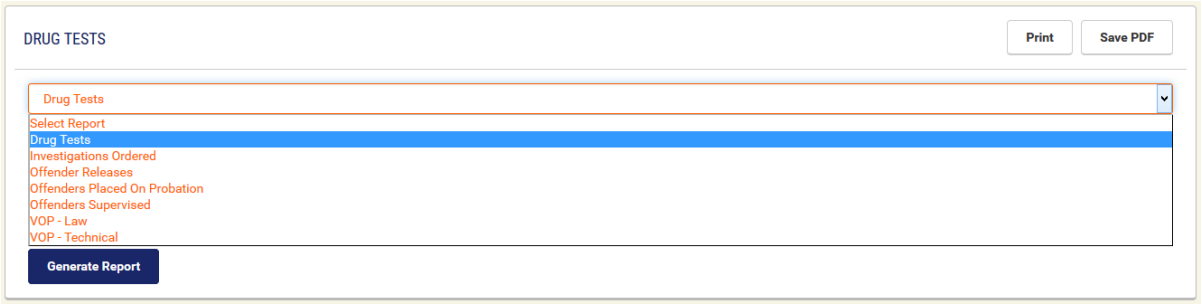
Standard Reports provide an avenue for a probation officer to gain an understanding of the status of their cases. The ICMS allows the Probation Officer to generate predefined reports based on the following criteria:



The Officer merely selects the report and defines the between dates and then generates the report. They may print the report or save in a PDF format.

2.5 Administrative Reports

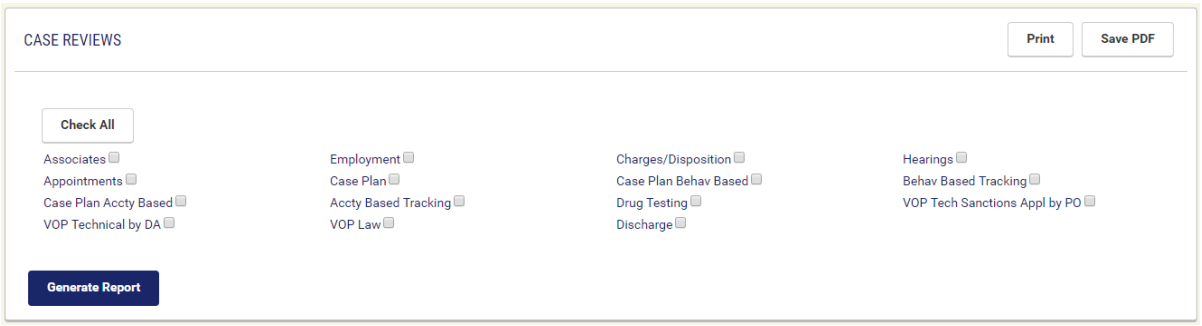
It is equally important for the Chief Probation Officer or Administrator of the jurisdiction to be able to identify the status of cases which are being supervised in their jurisdiction. The Chief Probation Officer or Administrator may select any of the following reports, enter search criteria, and print the report or save in a PDF format.



2.6 Offender Case Review Report

After either searching and selecting an offender or selecting an offender from the Recently Accessed Offenders, the officer may go to Reports and select Case Reviews.

The Case Review Report allows the user to select certain pieces of the Offender's case and print an overview of that offender's case as demonstrated in the following graph.



- Offender Case Report Sample

Offender Case Review For: Mary Moon

Personal Information

Primary Street Address: 1234 Main St.
City, State, Zip Code: Lincoln Nebraska, 68506
DOB: 04/01/1984

SS #: 012-62-7272
Home Phone: (402)555-5858
Mobile Phone: (402)555-5858

Associates

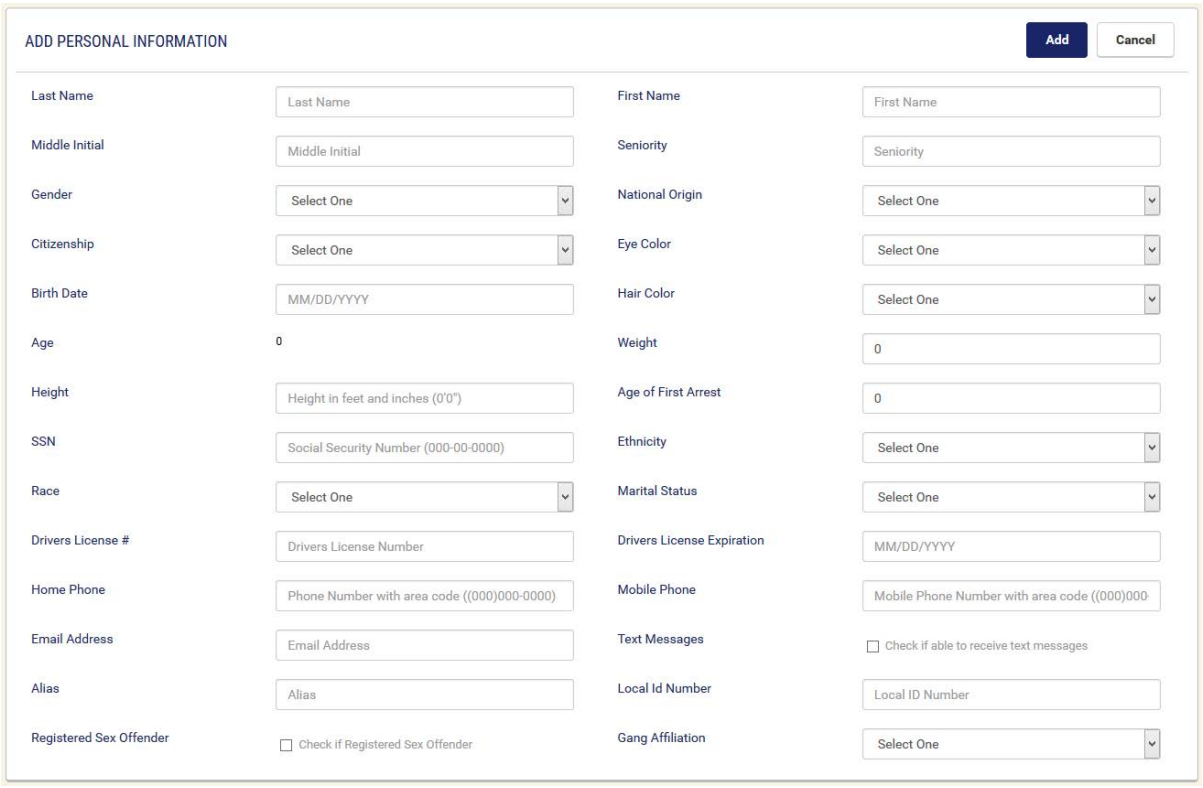
Name: Marsh Mary
Relationship: Sponsor
Phone: (402)555-5858
Mobile Phone: (402)555-6565

In Support System: Yes
On Probation: No
On Parole: No

3 Offender Setup

3.1 Personal Information

After selecting Add Offender, the page identified below will be generated providing an avenue for the Officer to enter the Personal Information of the offender. The Officer will have the ability to update this information as new data is obtained in the future. Any time during the data entry, the user may select Cancel and terminate the entry.



The Age is generated automatically after the Birth Date is entered and the record saved. It will automatically refresh each time the record is opened.

The drop down lookup tables are attached to the fields of Gender, National Origin, Citizenship, Eye Color, Hair Color, Ethnicity, Race, Marital Status, and Gang

Affiliation. The User may select the appropriate data that describes the Offender. The data provided in these tables all meet Federal and APPA Standards.

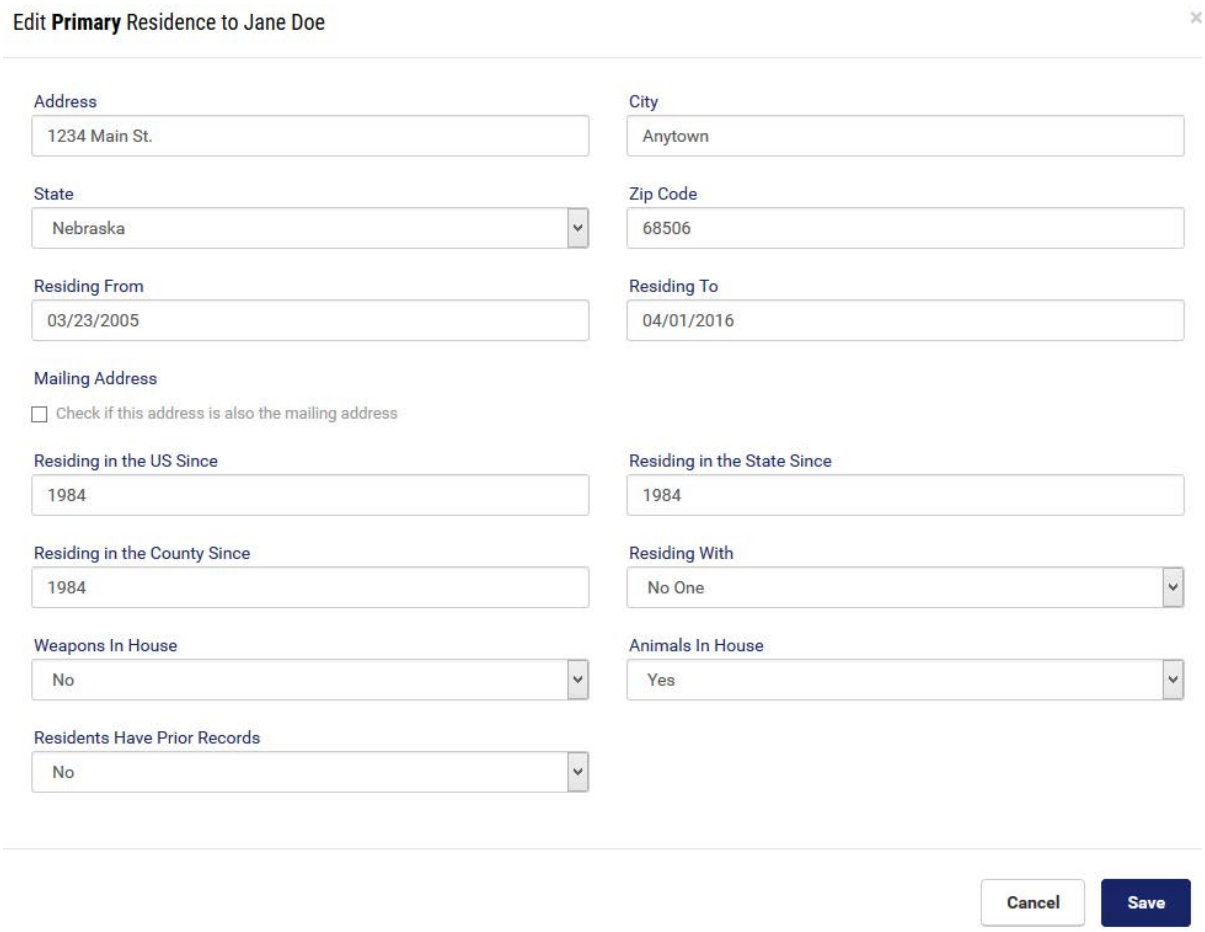
Required fields are those fields in which data has to be entered before the record can be saved. Required fields: Last Name, First Name, Gender, SSN, Birth Date, National Origin, Citizenship, Eye Color, Hair Color, Weight, Height, Ethnicity, and Race

A number of fields in the ICMS such as

describe how the data should be entered.

3.2 Residence – Primary Address

The purpose of Residence is to be able to demonstrate a history of residences as well as to identify the most current or primary address of the Offender.



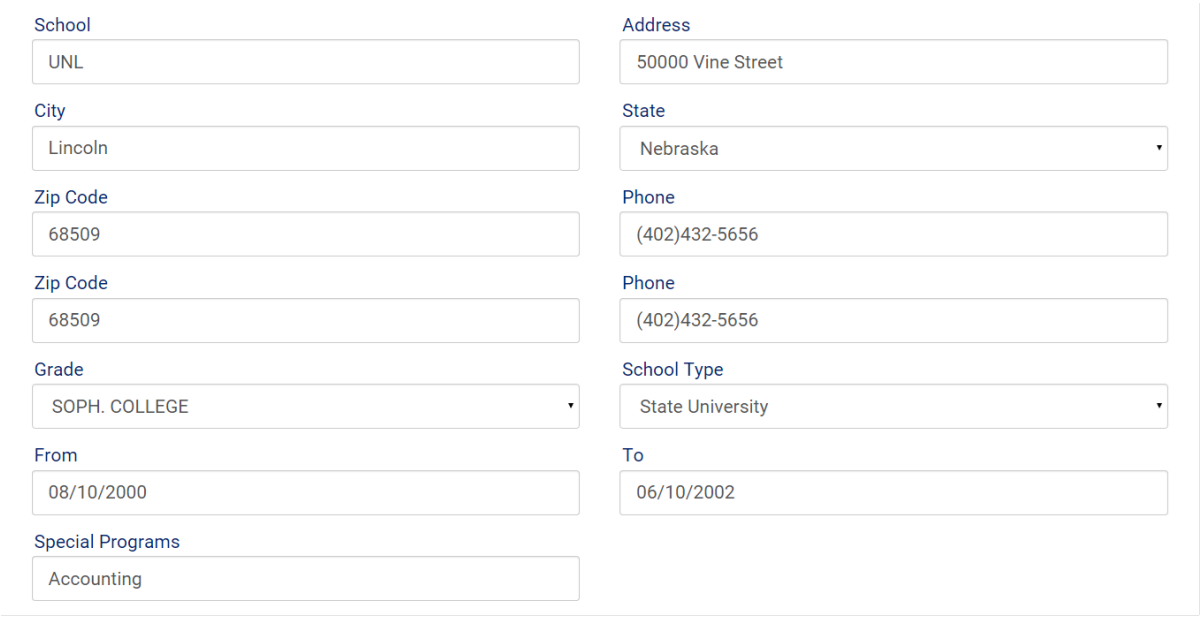
The drop down lookup tables are attached to the fields of Residing With, Weapons in House, Animals in House, and Residents Have Prior Records. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

The User may add up to five Additional Addresses so as to establish a pattern of addresses for the Offender. When entering Additional Addresses, the User must enter a To Date as this will allow for additional addresses to be entered. A Mailing Address may also be entered when entering the Primary Address.

Required Fields: Street Address, City, State, Zip Code, From Date, and To Date, Same Mailing Address, City, State, and Zip Code

3.3 Education

The purpose of Education is to track current and past education information of the offender. This data will assist the officer in future case planning.



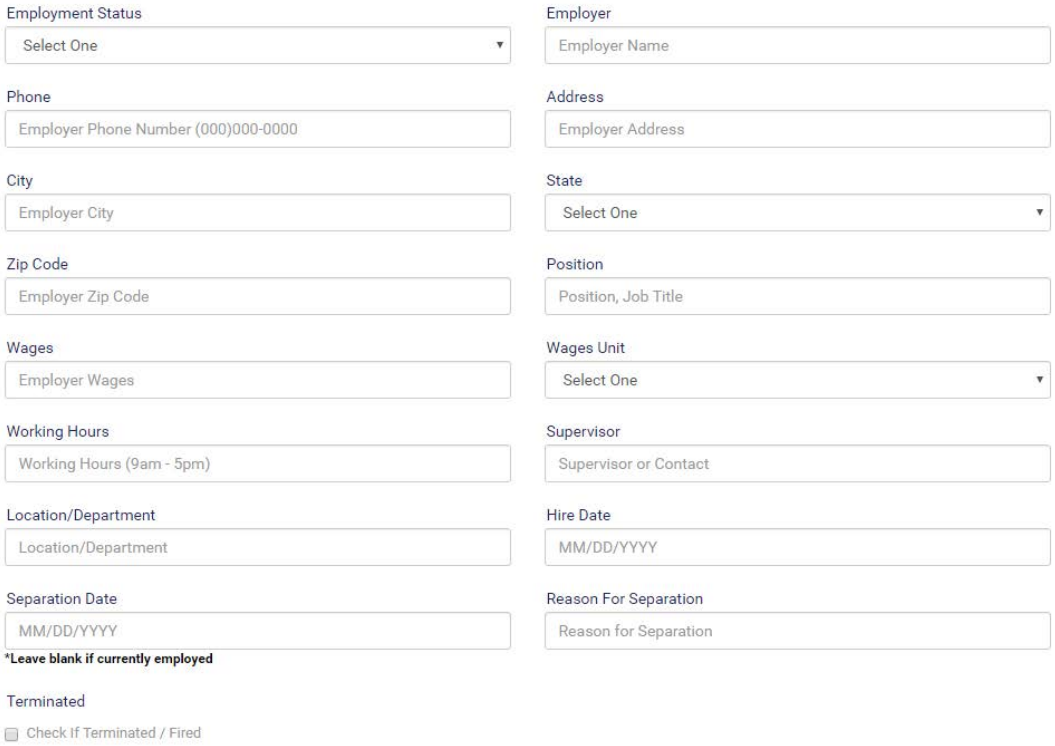
The drop down lookup tables are attached to the fields of State, Grade/Level, and School Type. The user may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

The User may add up to five additional schools allowing for an educational pattern to be developed.

Required Fields: School Attended, Grade, School Type, and From

3.4 Employment

A significant piece of data for a probation officer is having an understanding of the employment status of the Offender. This information is equally important to the Officer during case planning. Employment within the ICMS will document that employment and will also allow for five previous employers to be entered demonstrating an employment pattern.

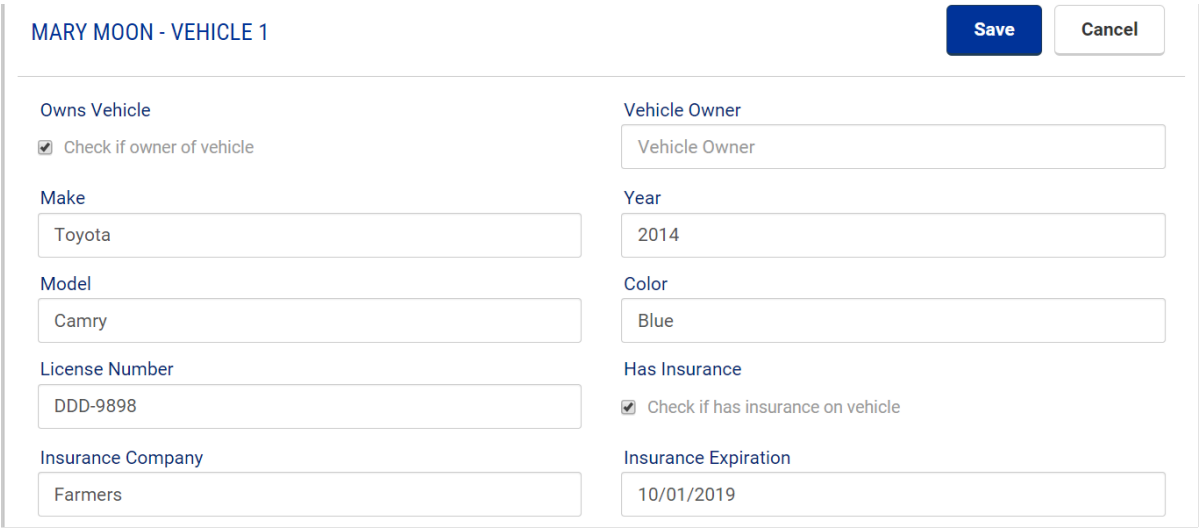


The drop down lookup tables are attached to the fields of Employment Status, State, and Wages Unit. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Employment Name, Phone, Address, City, State, Zip Code, Position, Wages, Wages Unit, Working Hours, Supervisor, Hire Date, Separation Date (Blank if employed. And Reason for Separation (If Separation date is entered.) Required Fields don’t apply to “Part Time and Od Jobs.”

3.5 Transportation

Transportation and Associated Insurance becomes an important piece of data when the Offender is seeking employment or when the Offender has possibly absconded from the jurisdiction and needs to be found. The ICMS offers this important module:

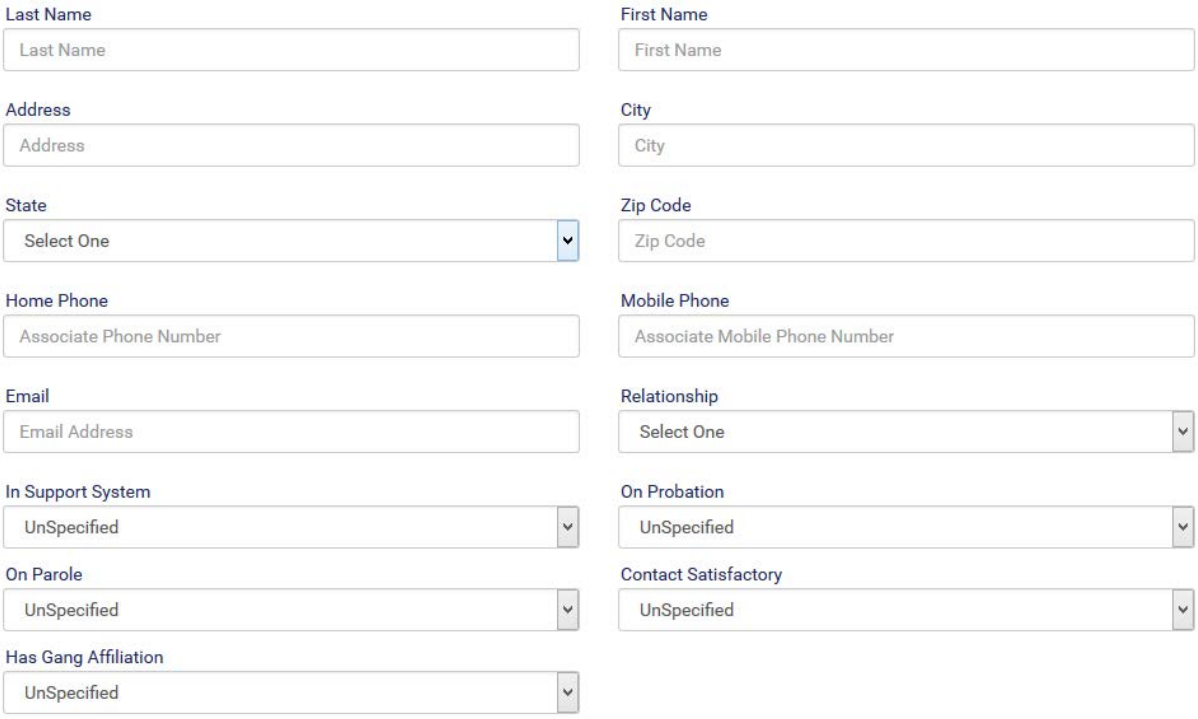


This module allows the User to identify who owns the vehicle and who is providing the insurance coverage along with the Insurance Company. If the Offender has more than one vehicle, additional vehicles may be entered.

Required Fields: Owns Vehicle, Vehicle Owner, License Plate Number, and Has Insurance

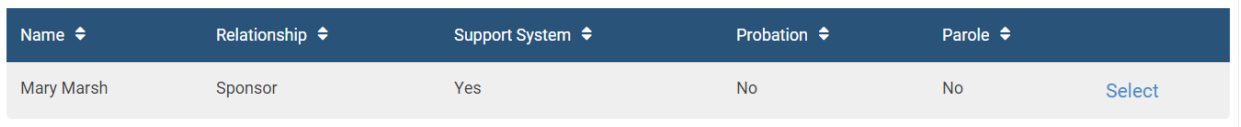
3.6 Associates

It is important for a probation officer to understand who the Offender is associating with and if that is a positive or a negative relationship. The following module allows the Officer to have an overview of those associates:



The drop down lookup tables are attached to the fields of In Support System, On Parole, and On Probation. The User may select the appropriate data which describes the offender. These lookup tables may be customized at the request of the Chief Probation Officer.

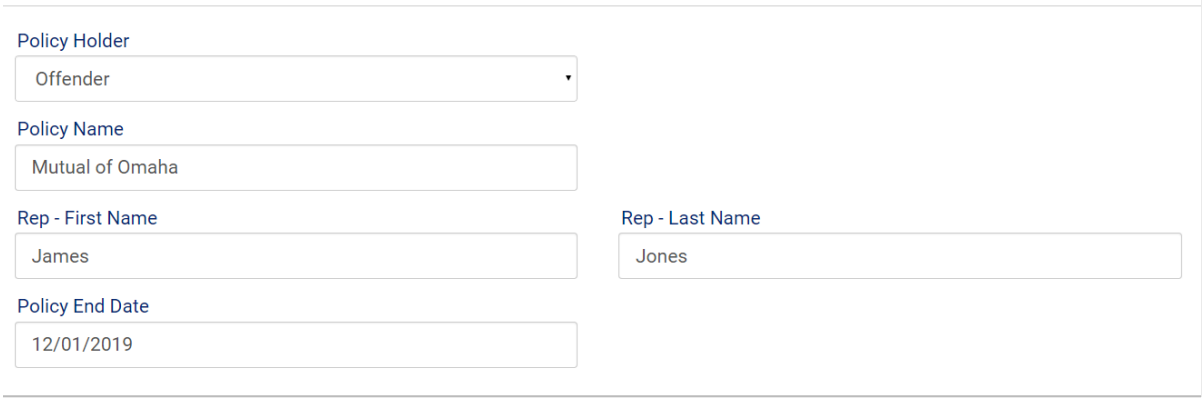
After the data has been entered, it is displayed in the following table allowing the Officer to see the data at a glance. The Officer can immediately identify if the associate is in the support system of the Offender.



Required Fields: Last Name and First Name

3.7 Health Insurance

As Health Insurance is not only important during times of emergencies and health problems, it is also important during case planning times when the Officer is making referrals for treatment. Therefore, the ICMS offers the following module:



A drop down lookup table is attached to the field of Policy Holder so documentation can be made of who holds the policy for the Offender.

Supplemental Insurance Policies may be added should the Offender have additional policies.

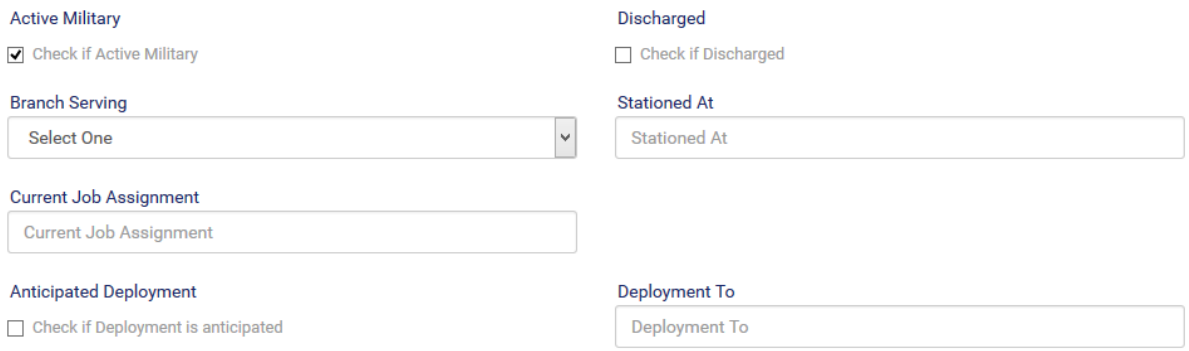
A drop down lookup table is attached to the field of Policy Holder allowing the selection of the Offender or Other. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Policy Holder, Policy Name, and Policy End Date

3.8 Military Status

This module will provide an avenue to track both Active and Discharged Military Status.

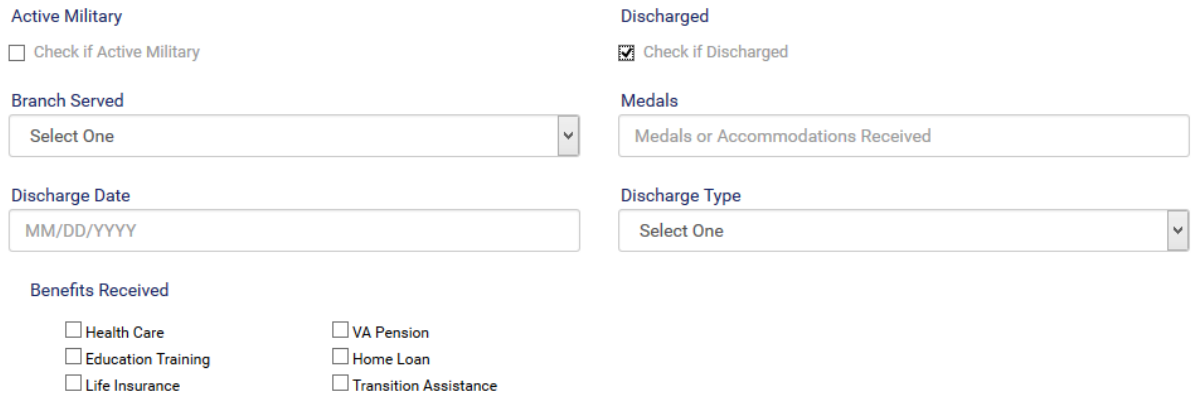
Upon the User clicking on Active Military, the following page will appear, allowing for data entry tracking Active Military status.



A drop down lookup table is attached to the fields of Branch Serving. This lookup table may be customized at the request of the Chief Probation Officer.

Required Fields: Branch Serving, Stationed At, and Current Job Assignment

Upon the User clicking on Discharged, the following page will appear allowing for data entry tracking Active Military status.

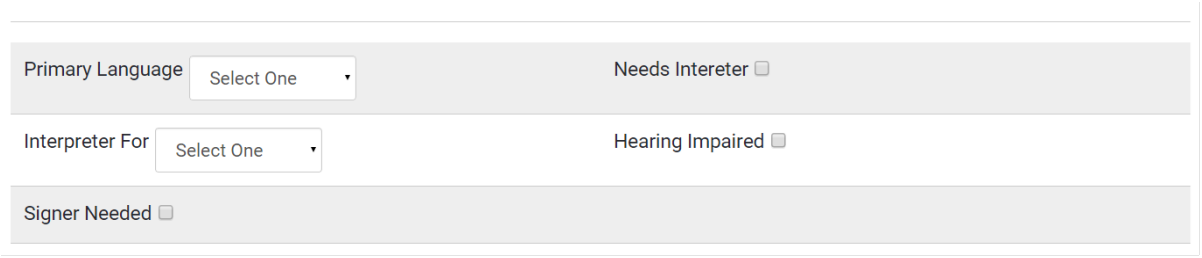


The drop down lookup tables are attached to the fields of Branch Served and Discharge Type. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Branched Served, Discharge Date, and Discharge Type

3.9 Language

This module tracks the need for interpreters and signers.

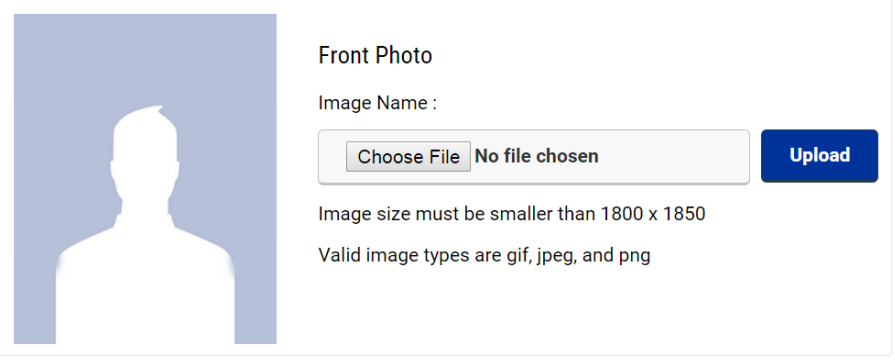


The drop down lookup tables are attached to the fields of Primary Language and Interpreter For. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Field: Primary Language

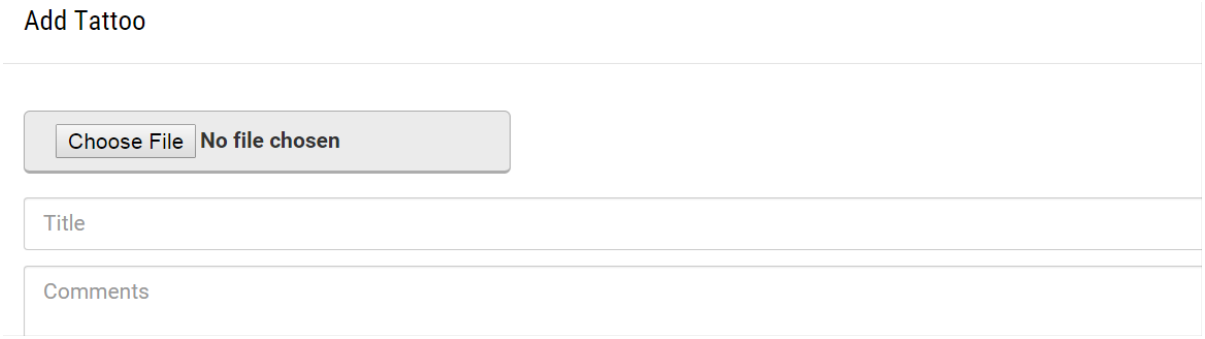
3.10 Photos

The User may upload a Front, Right, and Left view of the Offender. Image size must be smaller than 1800 x 1850 and a file format of gif, jpeg, or png.



3.11 Tattoos

The User may upload a Tattoo with an image size smaller than 1800 x 1850 and a file format of gif, jpeg, or png.

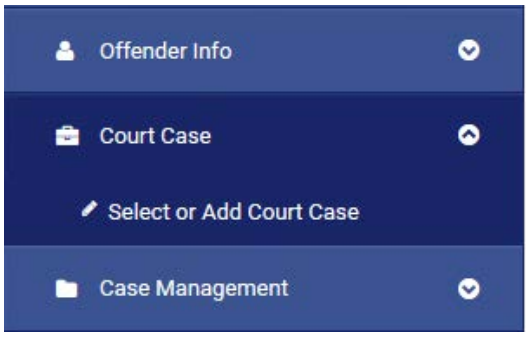


A Title of the Tattoo may be entered along with any comments the User would like to add as to the purpose of the Tattoo.

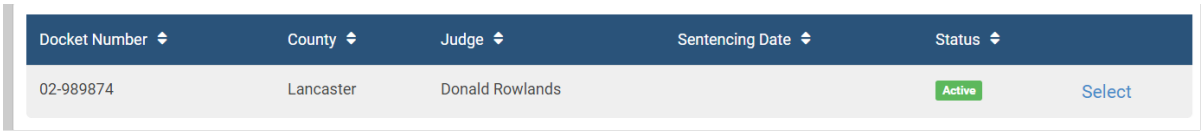
4 Court Case Setup

4.1 Select or Add Court Case

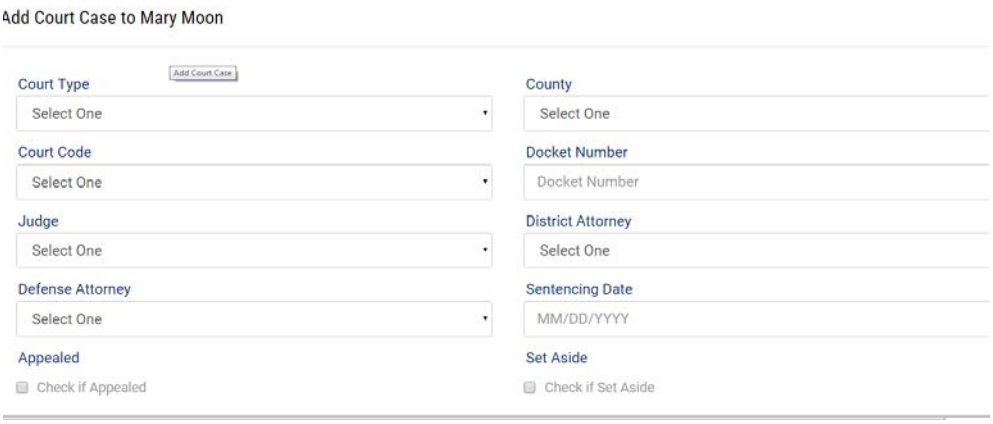
When the User wants to select a Court Case that has already been added, they would click on Court Case in the Menu Bar and then click on Select or Add Court Case.



If the Court Case had been entered previously, they would then click on Select and open up the previously added Court Case. If the Court Case does not have an attached Discharge, it will be identified as **Active**.



If the User needs to add a Court Case, they will need to click on and move on to add the new Court Case data.



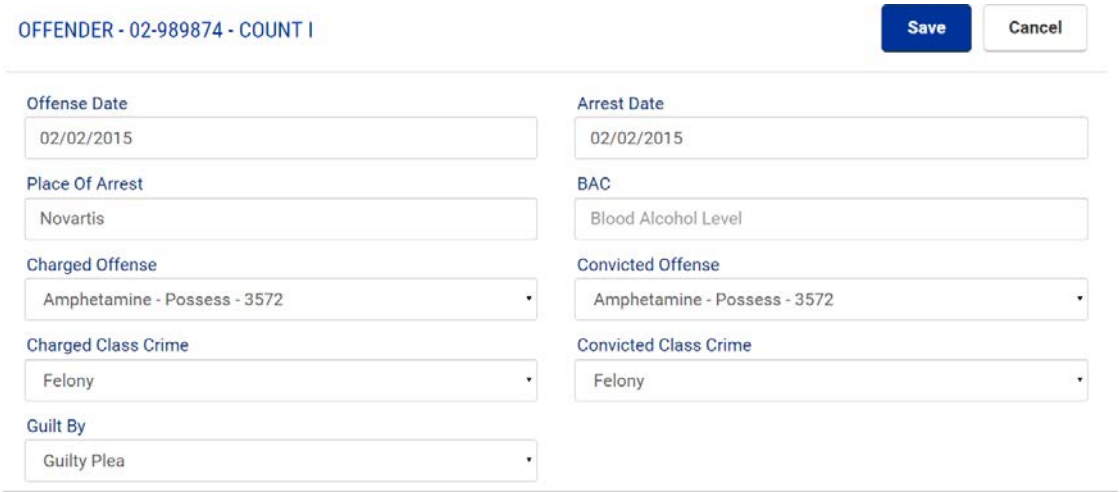
The drop down lookup tables are attached to the fields of Court Type, Court Code, Judge, District Attorney, Defense Attorney. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Court Type, Court Code, County, Docket Number, Judge, District Attorney, and Defense Attorney

After the initial setup data has been entered, the photo inserted, and the Court Case has either been entered or selected, the data will be generated on a side pane of the ICMS. This allows the User quick access to this data when they log into the ICMS and select the offender.

4.2 Charges

The User may enter several Counts or Charges. If the Offender has several Counts, the User will need to enter in Count I with the associated charges and then enter the next Count and each subsequent Count will be identified automatically as Count II, Count III, etc.

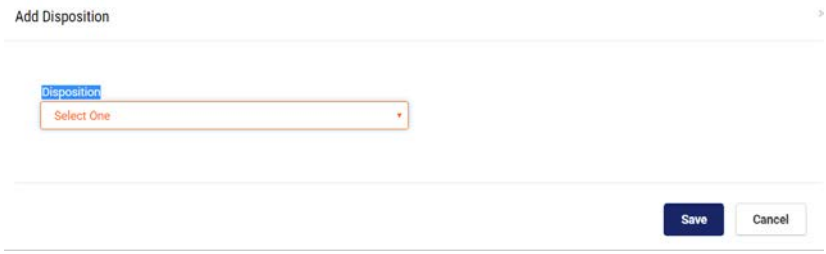


The drop down lookup tables are attached to the fields of Charged Offense (Commensurate with the NCIC Codes), Convicted Offense (Commensurate with the NCIC Codes), Charged Class Crime, Convicted Class Crime, and Guilt By. The User may select the appropriate data which describes the Offender and their criminal offense. These lookup tables may be customized at the request of the Chief Probation Officer.

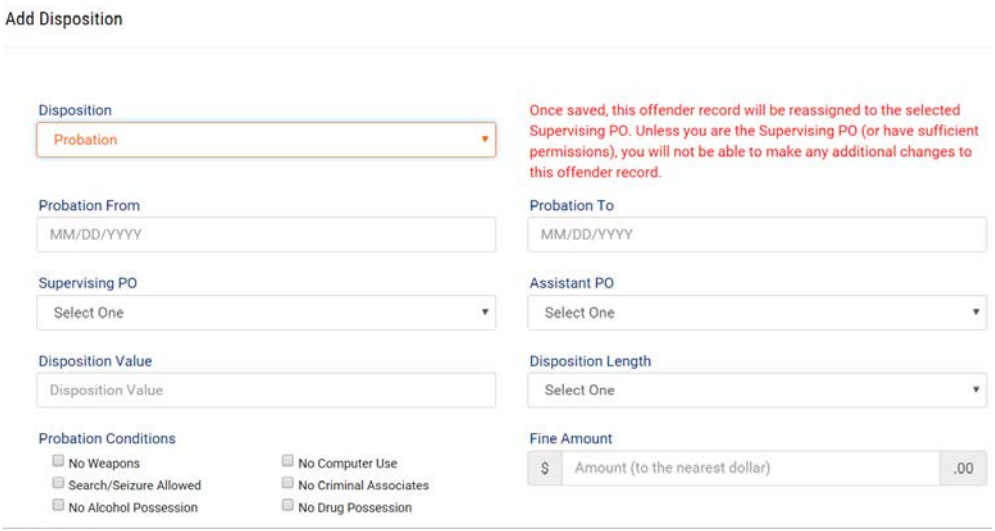
Required Fields: Offense Date, Charged Offense, Convicted Offense, Convicted Class Crime, and Guilt By

4.3 Disposition

After the Charges have been entered, the User may click on Edit Charges and then click on Add Disposition to add the Disposition for each Count.



The User then has the option to select whatever Disposition applies that is identified in the drop down menu. If Probation is selected as a sentence and not a suspended sentence, the User has the ability to add all of those kinds of data elements that apply to that Disposition.

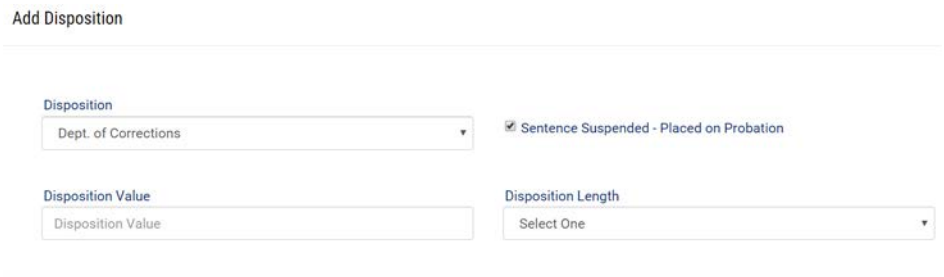


The drop down lookup tables are attached to the fields of Disposition and Supervising PO. There is also a lookup table attached to Conditions Allowed. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

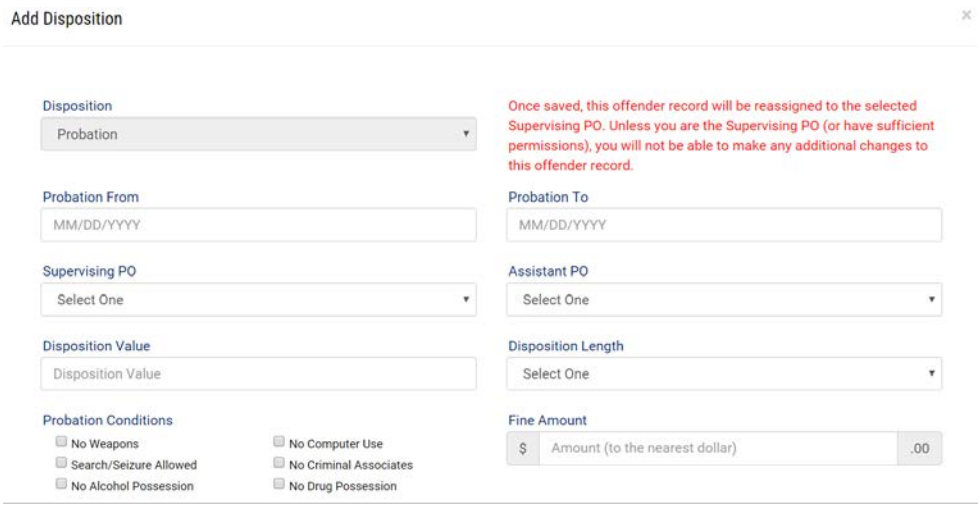
Required Fields: Disposition, Disposition Length, Disposition Value, Supervising PO, and Probation To

Please note: Once saved, this offender record will be reassigned to the selected Supervising PO. Unless you are the Supervising PO (or have sufficient permissions), you will not be able to make any additional changes to this offender record.

If the offender was sentenced to the Department of Corrections and the sentence then suspended and placed on Probation, the User would need to enter that Disposition and then click on Sentence Suspended – Placed on Probation.



Once this data has been entered, the User will then be able to enter the data that pertains to a Disposition of Probation.

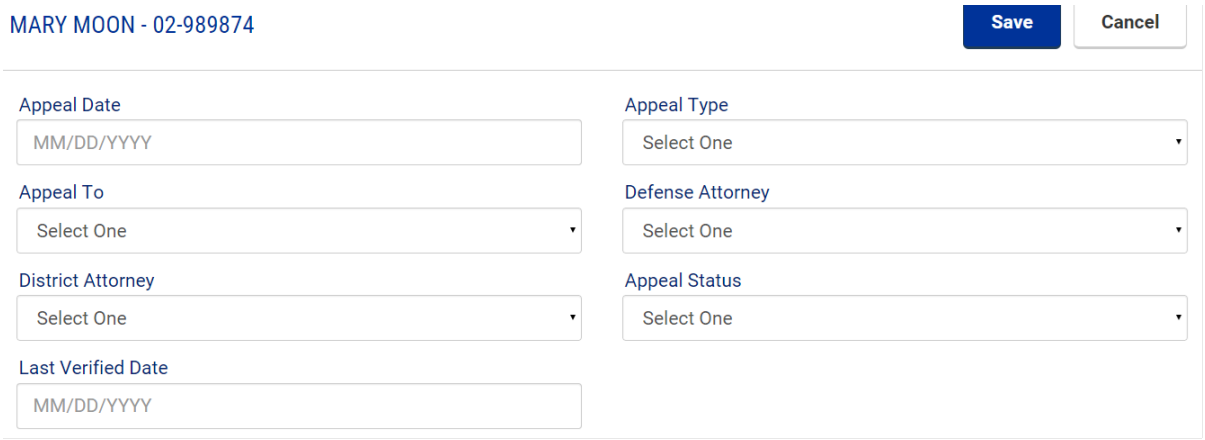


Please note a Fine amount may be entered no matter what Disposition has been entered.

4.4 Appeal

If after the Disposition of the case has been made and either the District Attorney or the Offender and their Attorney would Appeal the Disposition, the Court Case Summary would need to be Edited and modified to reflect **Appealed:** ☐

The User would now need to select Appeal from the Menu and enter the following data:



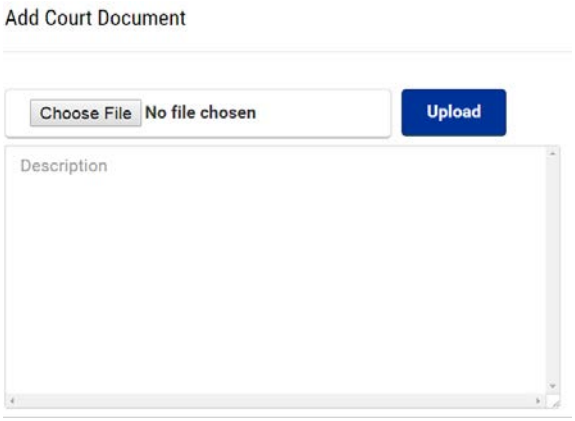
The drop down lookup tables are attached to the fields of Appeal Type, Appeal To, Defense Attorney, District Attorney, and Appeal Status. The User may select the

appropriate data which describes the offender. These lookup tables may be customized at the request of the Chief Probation Officer.

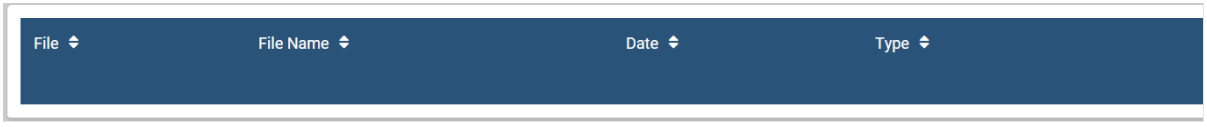
Required Fields: Appeal Date, Appeal Type, Appeal To, Defense Attorney, District Attorney, Appeal Status, and Last Verified Date

4.5 Court Documents

Numerous Court Documents such as Complaints, Information, and Probation Orders may be uploaded for easy access. These documents may be in a pdf, .doc, or a .docx format.

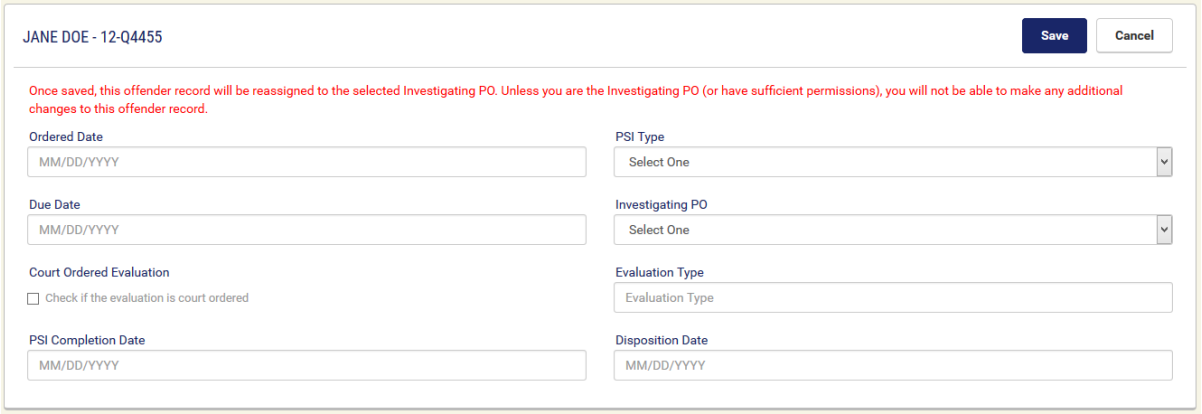


The User may add a description to the document as it will be displayed in the following table:



4.6 Investigations

After an Offender either pleads guilty or is found guilty, the Judge may order a Presentence Investigation (PSI). The ICMS allows for the PSI data to be entered before a final disposition is made.



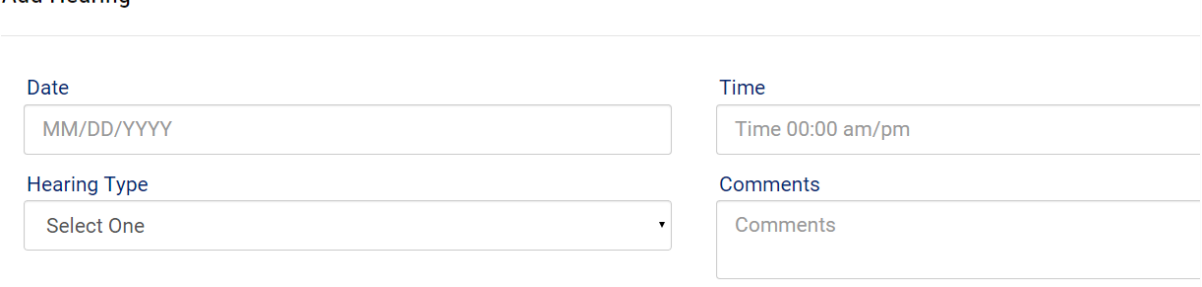
The drop down lookup tables are attached to the fields of PSI Type and Investigating PO. The user may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Ordered Date, PSI Type, and Investigating PO

Note: Once saved, this offender record will be reassigned to the selected Investigating PO. Unless you are the Investigating PO (or have sufficient permissions) you will not be able to make any additional changes to this offender record.

4.7 Hearings

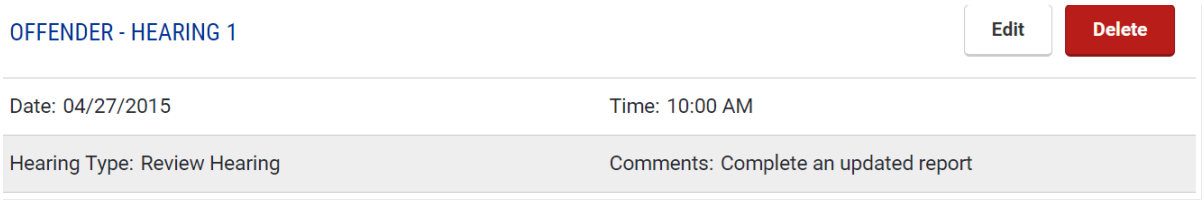
This module is an excellent tool in identifying forthcoming Court Hearings of all types. Forthcoming hearings for the next 90 days are displayed on the Dashboard after the User logs into the system.



The drop down lookup table is attached to the field of Hearing Type. The User may select the appropriate data which describes the Offender. This lookup table may be customized at the request of the Chief Probation Officer.

Required Fields: Date, Hearing Type and Time

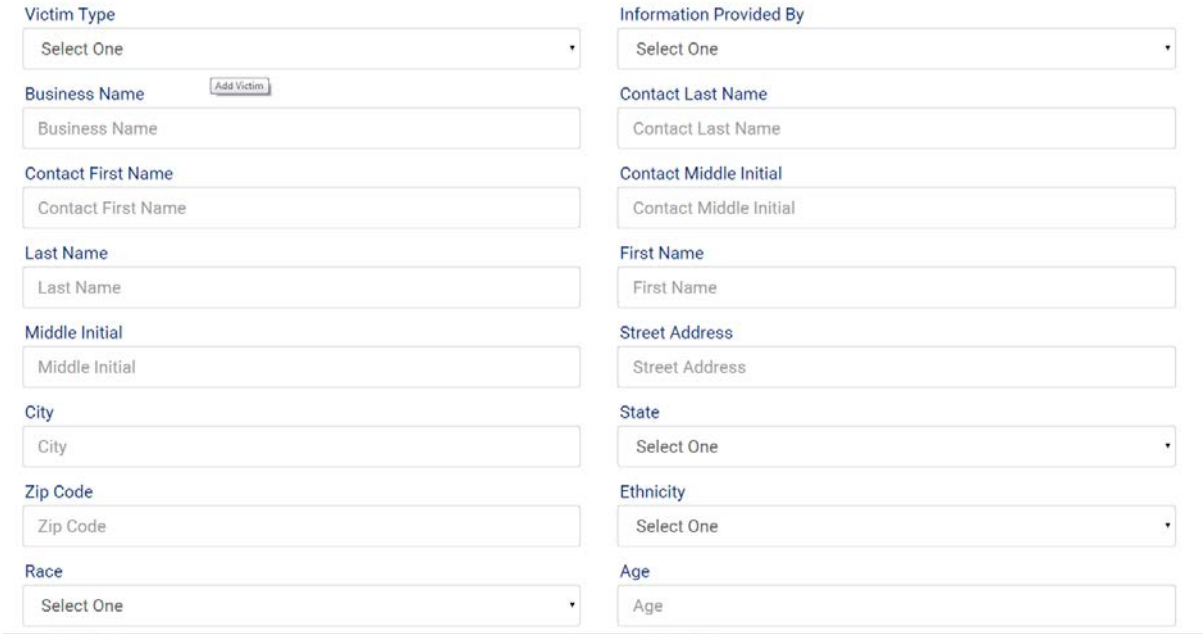
Hearings that have been entered are displayed on the Hearings page as well as on the Dashboard.



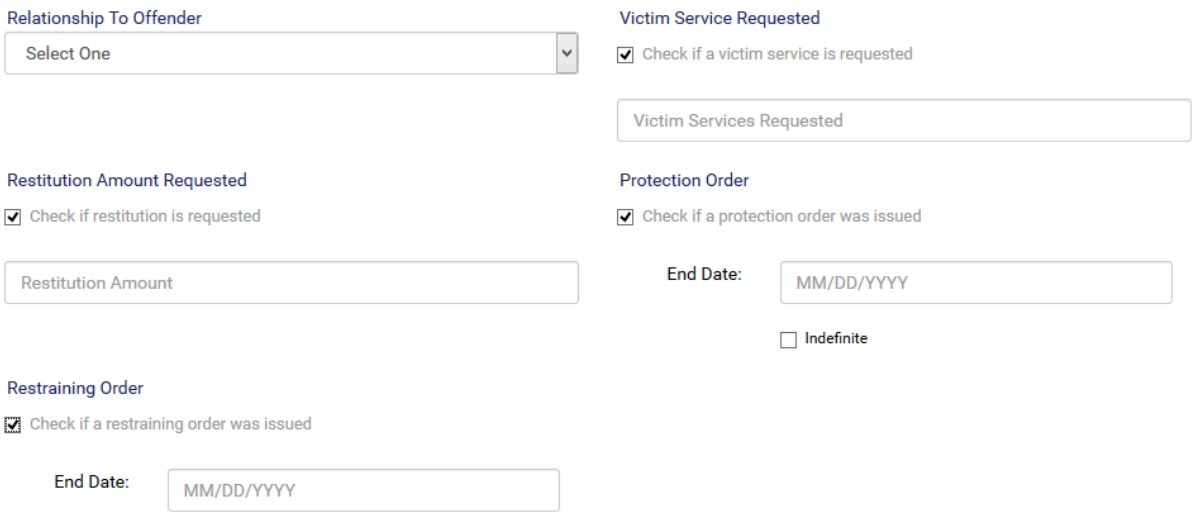
The Hearing may be edited or deleted.

4.8 Victims

The ICMS provides the following module to track Victim information which is important data for the overall supervision of the Offender.



The drop down lookup tables are attached to the fields of Victim Type = Person, Property, or No Direct Victim, Information Provided By, State, and Ethnicity. The user may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.



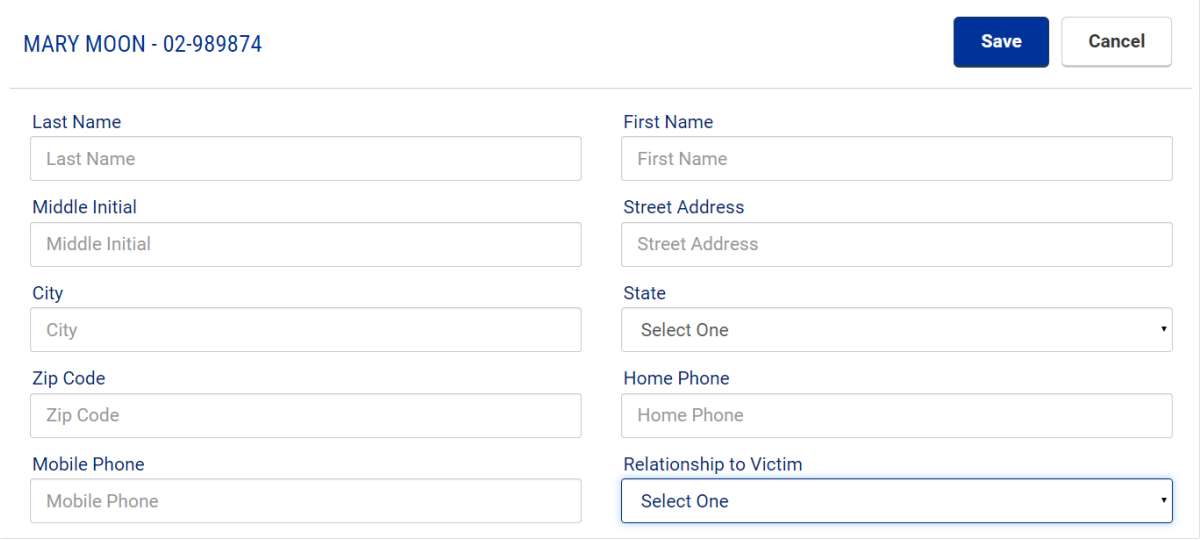
The remainder of the Victim's page as shown above displays significant information for a probation officer to track victim data and assure the safety of the victim. This data includes Restitution Requested, Victim Services Requested, Protection and Restraining Orders.

Required Fields: Victim Type, Last Name, First Name, Street Address, City, State, Zip, Ethnicity, Race, Relationship to Offender, Victim Services Requested, and Restitution Requested.

If Restitution Amount is selected, Amount has to be entered. If Protection Order is selected, End Date must be entered. If Restraining Order is selected, End Date must be entered.

4.9 Guardian

As there are cases in which an offender may be suffering from a disability and need a Guardian, this module provides for tracking that Guardian data.

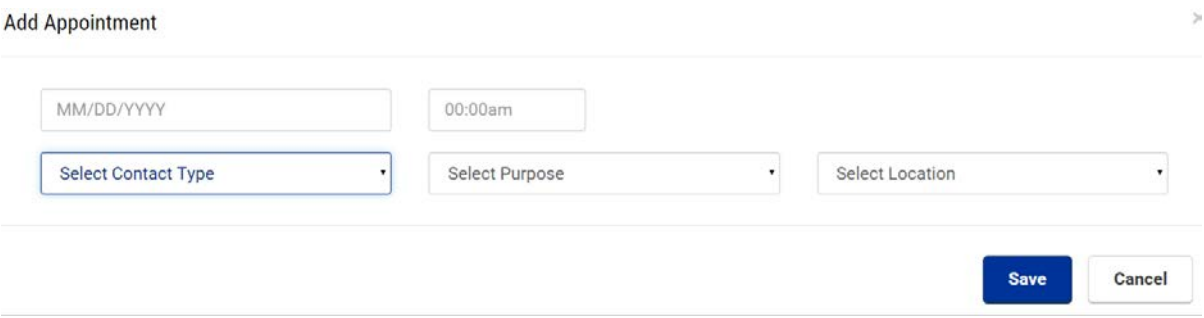


The drop down lookup tables are attached to the fields of State and Relationship to Victim. The User may select the appropriate data which describes the offender. These lookup tables may be customized at the request of the Chief Probation Officer.

There are no required fields.

4.10 Appointments

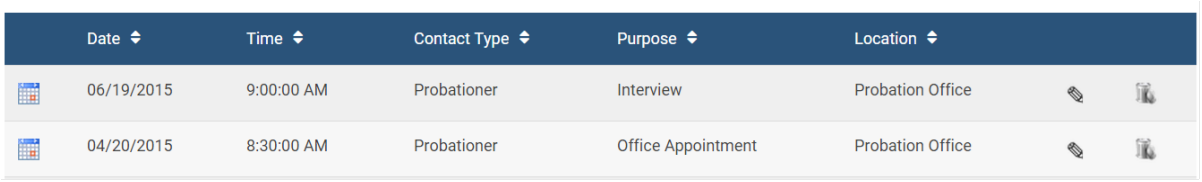
This module provides an avenue of assisting the Officer in maintaining and organizing their schedule. Appointments can be added by selecting New Appointment and entering the appropriate data.



The drop down lookup tables are attached to the fields of Select Contact Type, Select Purpose, and Select Location. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Date, Time, Contact Type, Purpose, and Location

After an Appointment has been entered, it will be displayed on the Appointment Page as well as the Dashboard where it will display appointments for the next 90 days.



	Date	Time	Contact Type	Purpose	Location		
	06/19/2015	9:00:00 AM	Probationer	Interview	Probation Office		
	04/20/2015	8:30:00 AM	Probationer	Office Appointment	Probation Office		

5 Case Management

5.1 Introduction

Much work has been accomplished in the past ten years within probation and the criminal justice system relating to what has been identified as Case Management. The advancement of Evidenced Based Practices (EBP) has contributed to the emphasis of Case Management and its implementation within many probation jurisdictions across the country.

The driving question which has been discussed amongst the professionals and practitioners is “What is Case Management?” In order for the user to understand the ICMS, which includes the integration of Case Management, this definition is offered:

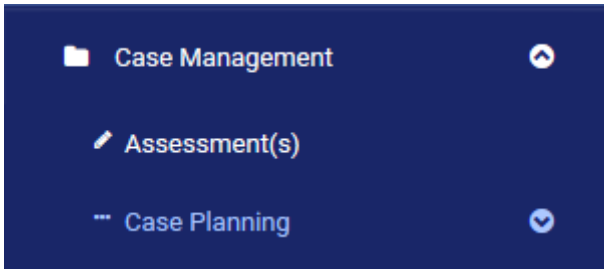
Case Management includes the Assessment and Reassessment of the Risk/Needs of the offender. These assessments are important ingredients of Case Planning. Other critical ingredients of Case Planning are the Prioritization of Risk coupled with the officer’s Critical Thinking and Level of Engagement with the Offender. The ultimate result of the practice of these factors will lead to Behavioral Change of the Offender along with increased Accountability.

The ICMS has incorporated each of the above components within its Case Management module. We will now explain each of the pieces of this module which will assist you in Case Planning. This, in turn, will support Case Management and EBP practices.

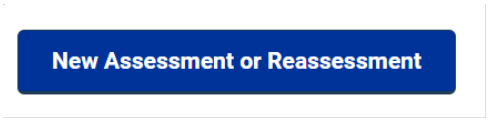
5.2 Assessments

Integrated with the ICMS are the Assessments published by Behavior Data Systems, Ltd. from which the User has made previous arrangements to purchase. The User may continue without selecting an assessment from BDS should the Offender be a low risk offender or another assessment is being utilized. (Please see page 44)

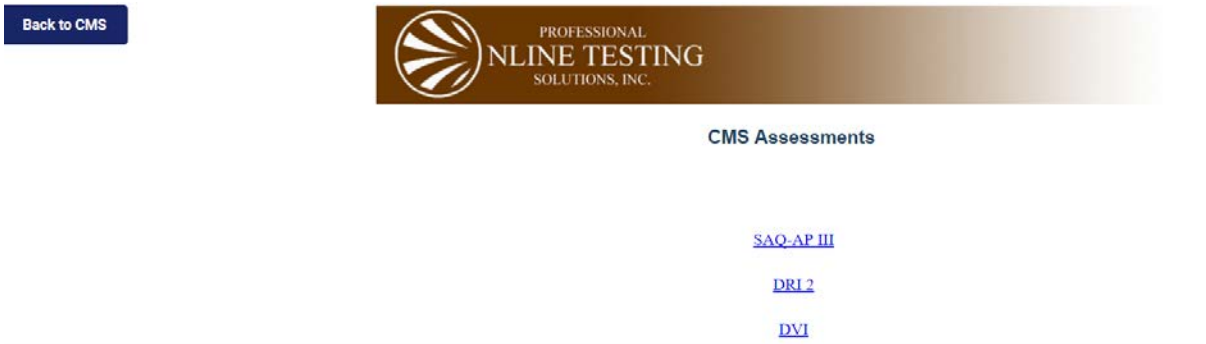
Assessments may be selected when the Case Management menu item is opened in the pane located on the left and the user clicks on Assessment(s).



Assessments and Reassessments are selected when the button below is selected on the Assessment page.

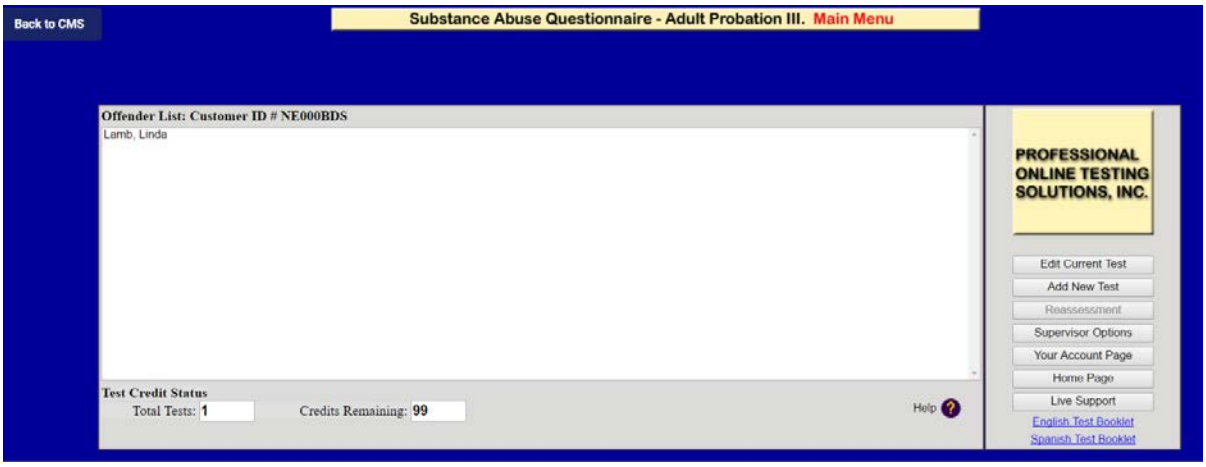


When the New Assessment or Reassessment button is selected and if they are an identified as a volume user, the ICMS will move them to the following page where the appropriate assessment may be selected and generated.



After you click on the appropriate assessment, and whether a Single or Volume User, you will be moved to the following page where you will need to enter Customer ID, Username, and Password.

After entering the above information, you will then be moved to the following page where you may select New Test and move on in generating the Assessment. You may also click on the Back to ICMS button and be back to the ICMS program.



After the Assessment data has been entered, you may click on the Back to ICMS button and wait a few minutes and the Assessment will be interfaced with the ICMS.

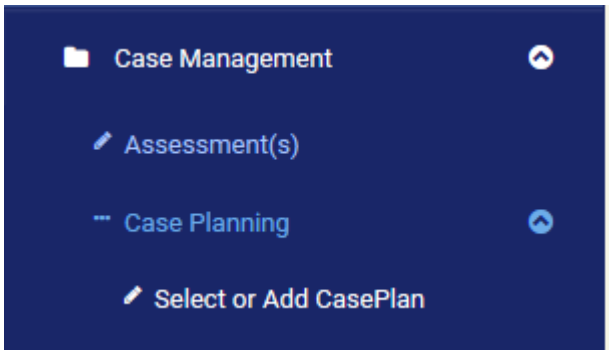
The User may hold the cursor over the Percentile graphic and it will identify the percentile for that particular scale.

Similarly, the User may hold the cursor over a particular scale in the Risk Level graphic and it will identify the risk level for that domain.

When the interface is completed and the Assessment data appears on the Assessment page of the ICMS, the User may elect to select View Full report and print the report or convert it to a PDF format and then print the report.

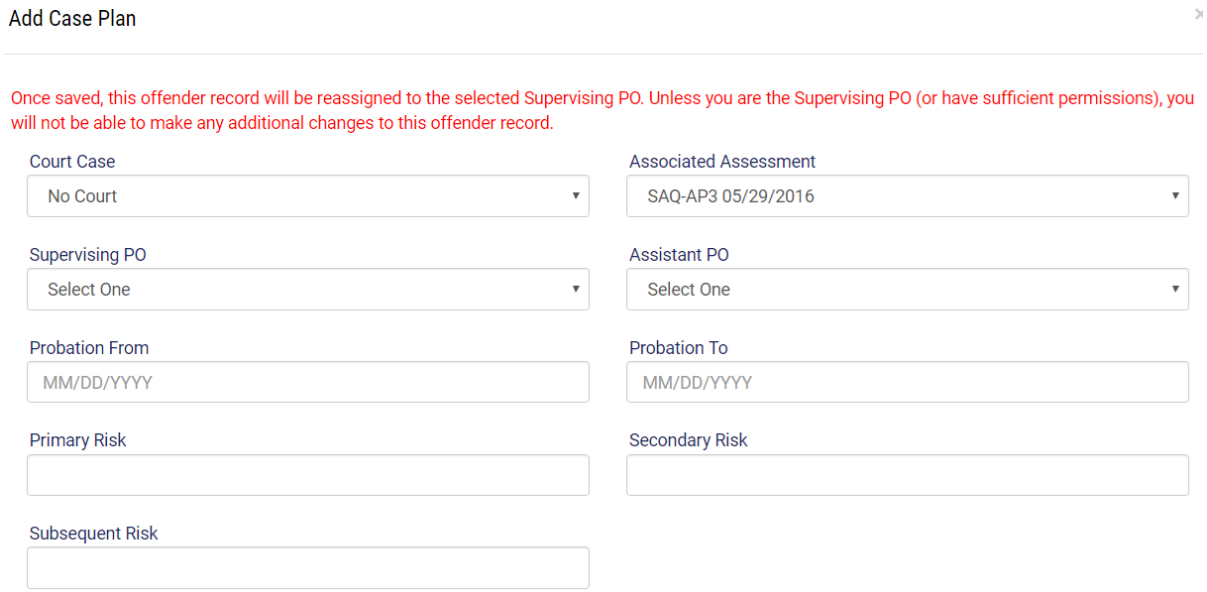
5.3 Select or Add Case Plan

The User may now proceed to developing a Case Plan based on the generated assessment by opening Case Planning and then selecting Select or Add Case Plan.



After clicking on Select or Add Case Plan, they would then click on Add Case Plan.

This page will open allowing them to enter in a Case Plan and assign assessment levels based on the assessment and the Officer's information and judgement.

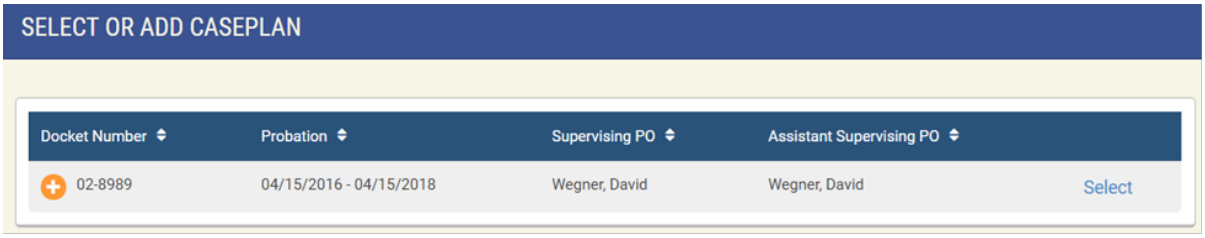


Please note – Once the Case Plan is saved, the offender record will be assigned to the selected Supervision PO. No other Officer except a staff member with Administrative Rights may modify the record.

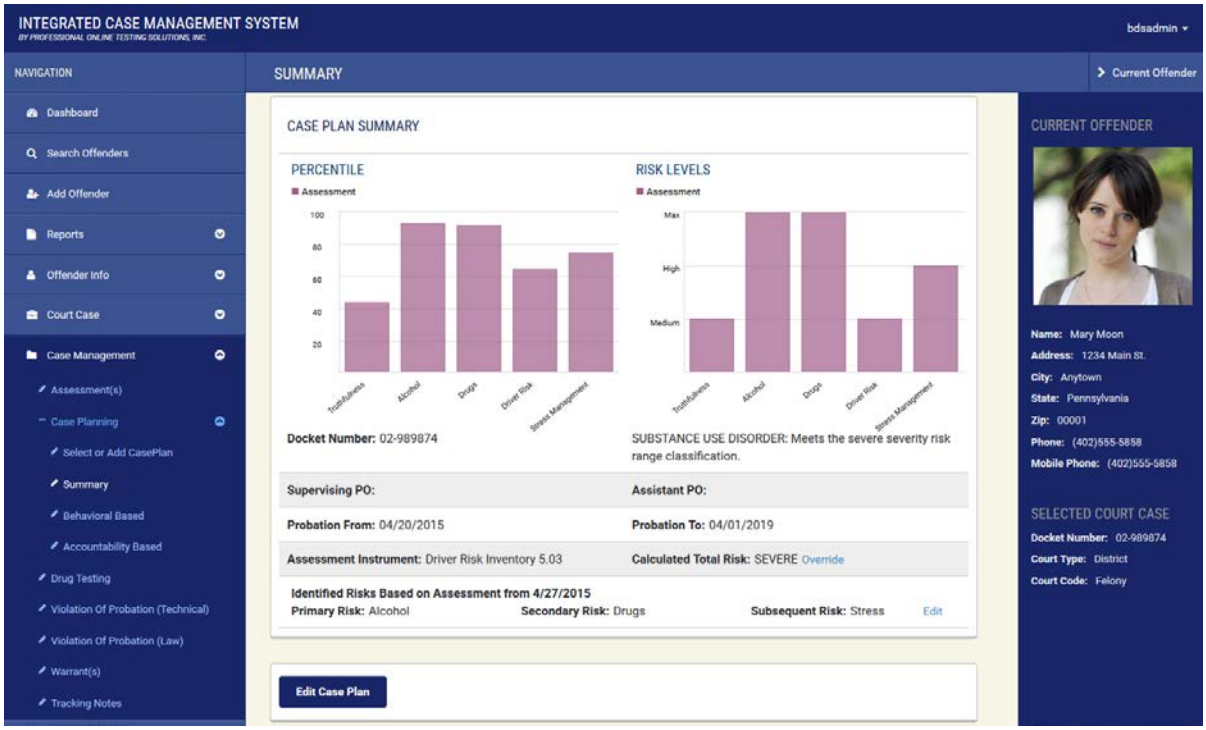
The drop down lookup tables are attached to the fields of Court Case, Associated Assessment, Supervising PO, and Assistant PO. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Court Case, Supervising PO, Probation From, and Probation To

After the Case Plan has been entered, the User may click on Select Case Plan.

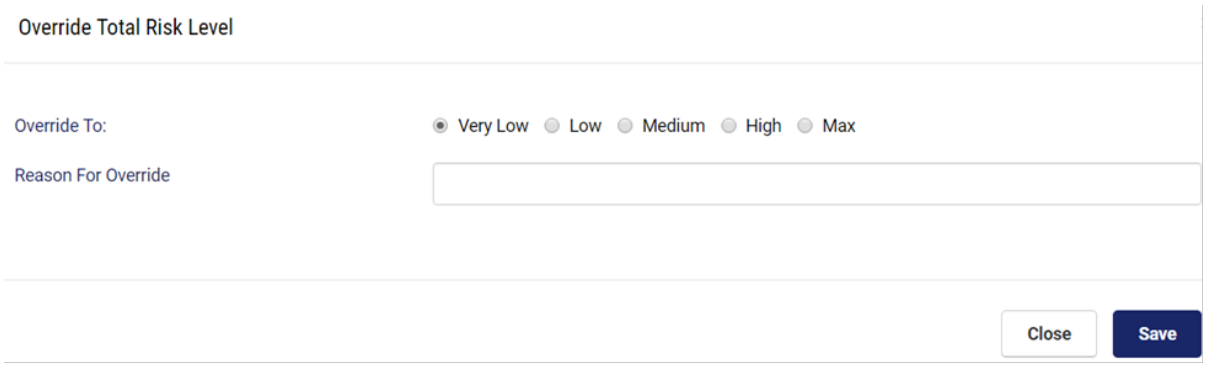


The Summary Case Plan will be generated.



The Summary Page will identify Percentile scales and the Risk levels of the assessment along with other case related data.

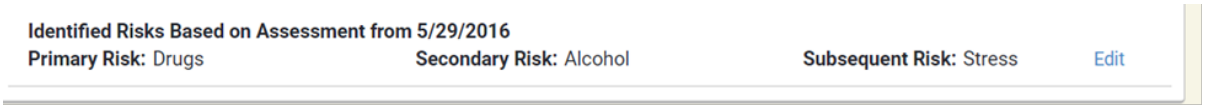
The ICMS will automatically assign the Calculated Total Risk based upon the generated assessment. The User may elect to override the Risk Level by selecting Override which is located beside the Calculated Risk Level. The assessment level may be overridden by the User selecting “Override” and the following page will be generated.



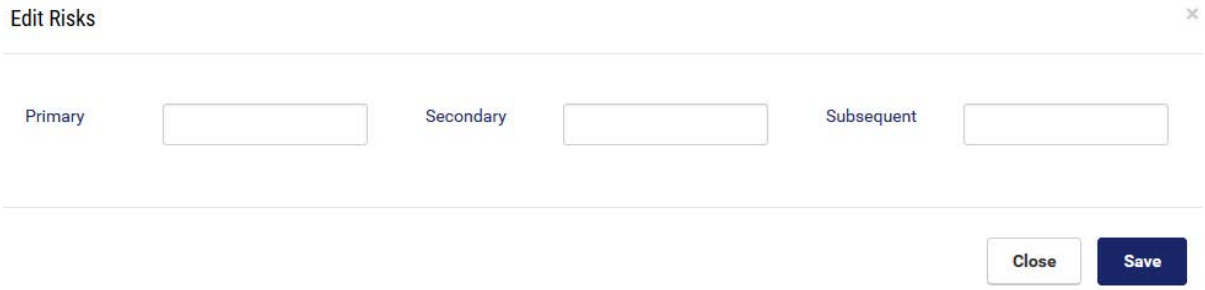
The “Override To” must be selected and a Reason for the Override given.

After the override has been completed, it will be identified on the Case Plan Summary page.

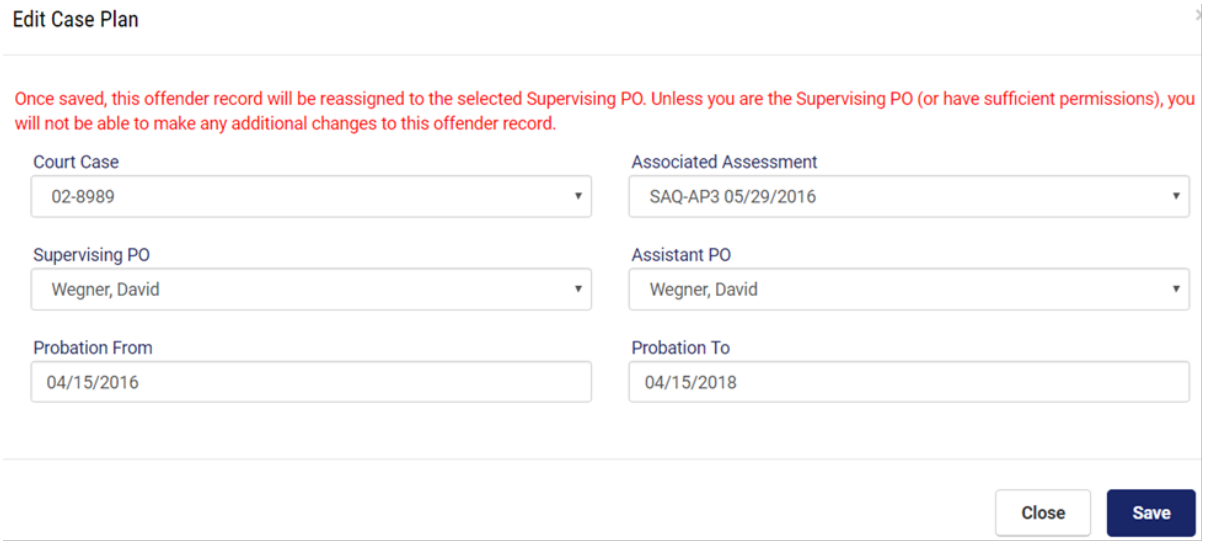
The User may elect to edit the Primary, Secondary, and Subsequent Risk factor as well by clicking on the Edit.



By selecting Edit, the following page will open allowing for the edit to be completed.

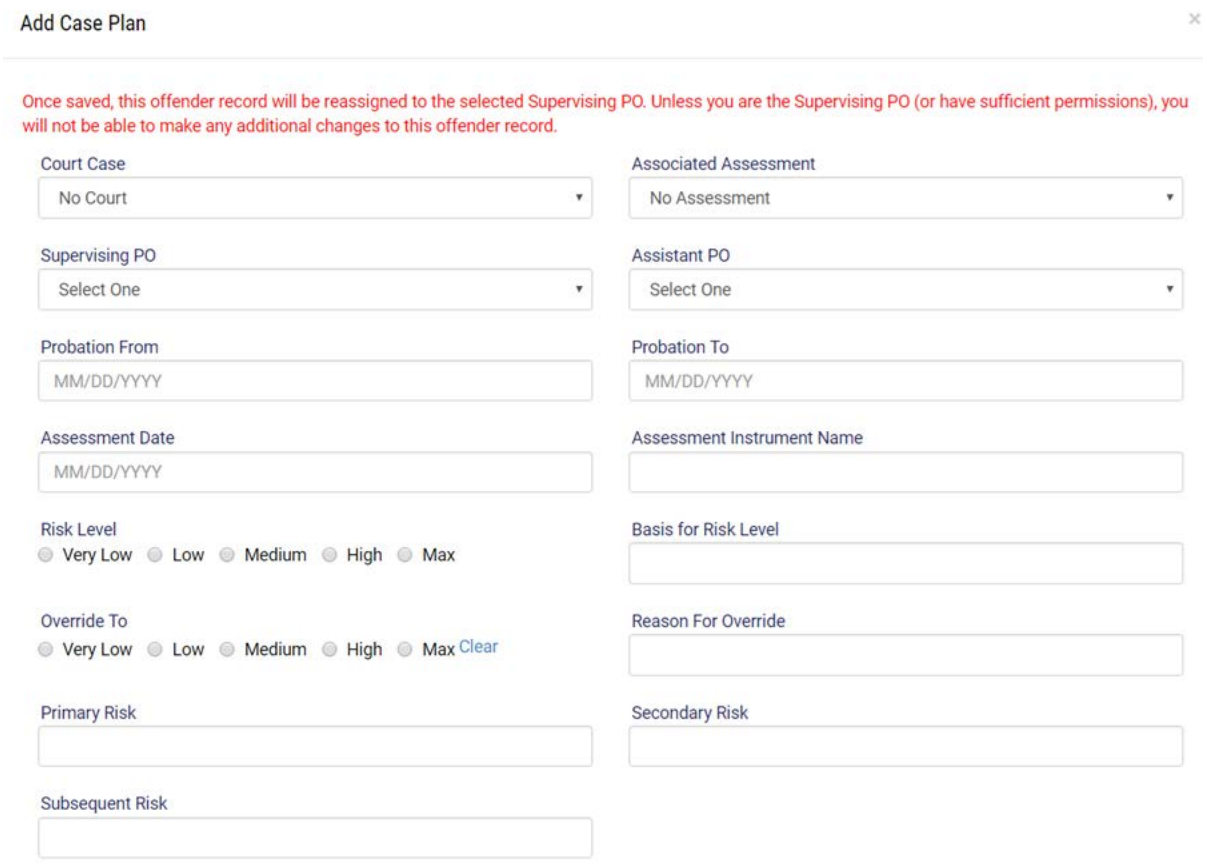


The user may click on Edit Case Plan and this action will open the following page where basic factors of the Case Plan may be modified.



How to proceed when a BDS Assessment has not been generated and another assessment has been used.

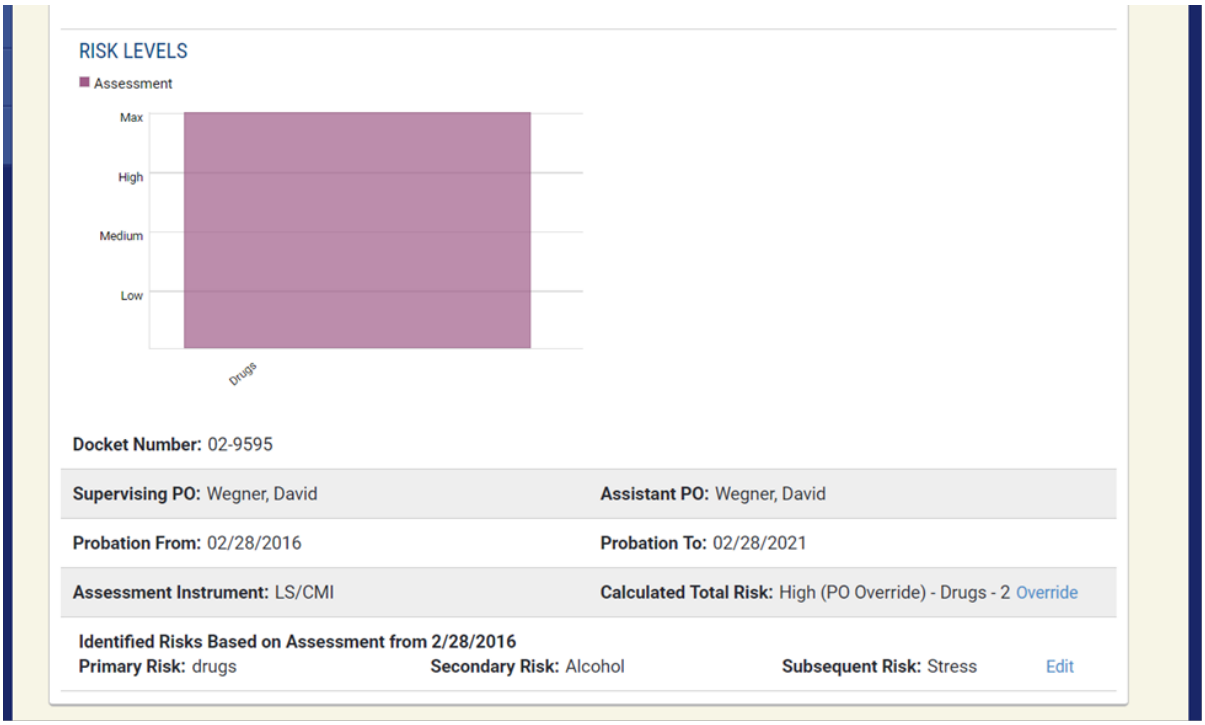
Select and proceed to the following page that opens.



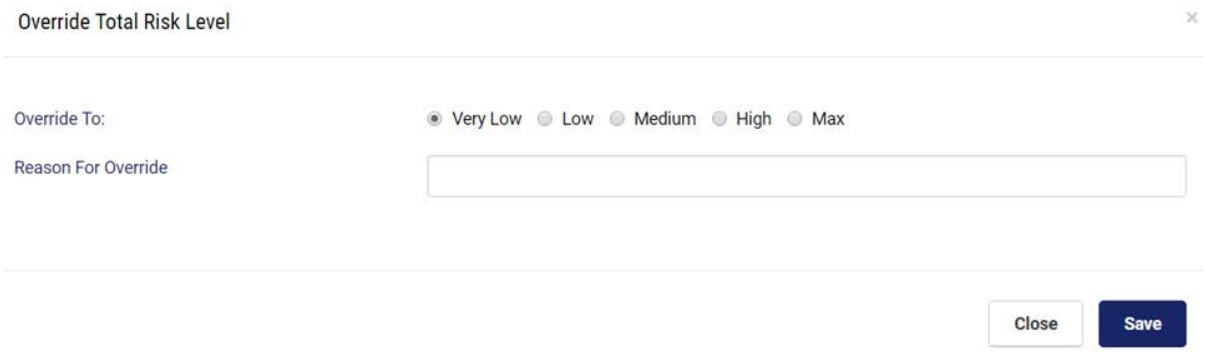
Drop down tables are attached to Court Case and Supervising PO.

Required Fields: Supervising PO, Probation From, Probation To, Assessment Date, Assessment Instrument Name, Rick Level, and Basis for Risk Level

The User may then may proceed to selecting Case plan and the Case Plan Summary page will be opened identify the assessment and risk factors.

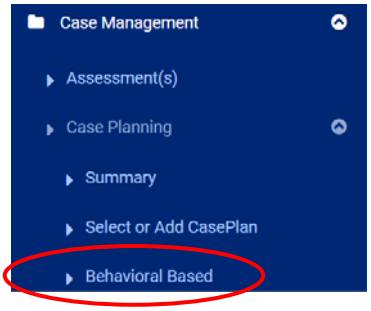


The User may select Override where they will be moved to the following page where the Override may be completed.

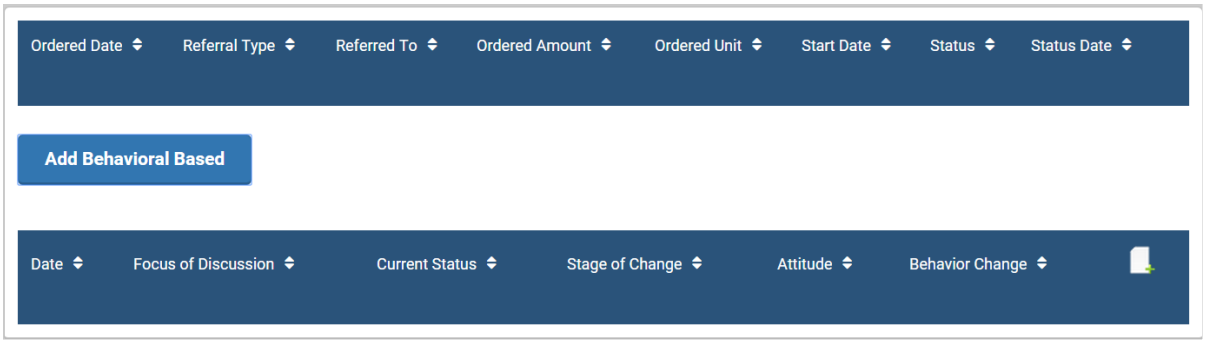


5.4 Behavioral Based

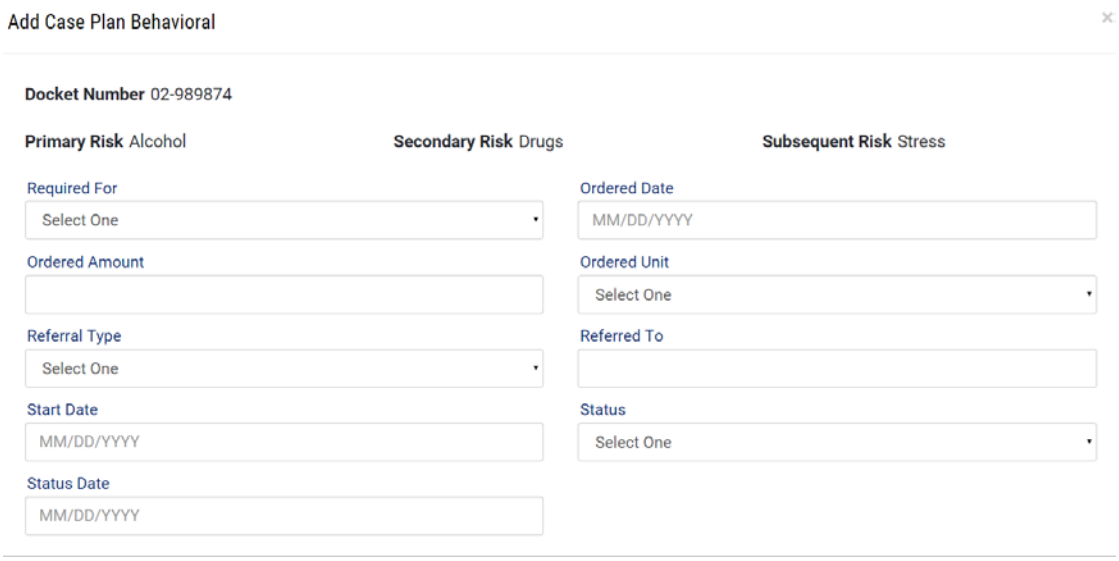
Once the User has selected the Case Plan, they will then be able to enter Case Planning data, i.e., referral information, etc. in the Behavioral Based page.



When the user clicks on Behavioral Based, the following page will open, allowing the user to click on Add Behavioral Based. The User will then be able to begin case planning.



When Add Behavioral Based is selected, the following table will open, providing the necessary data elements for the user to case plan referrals, etc.

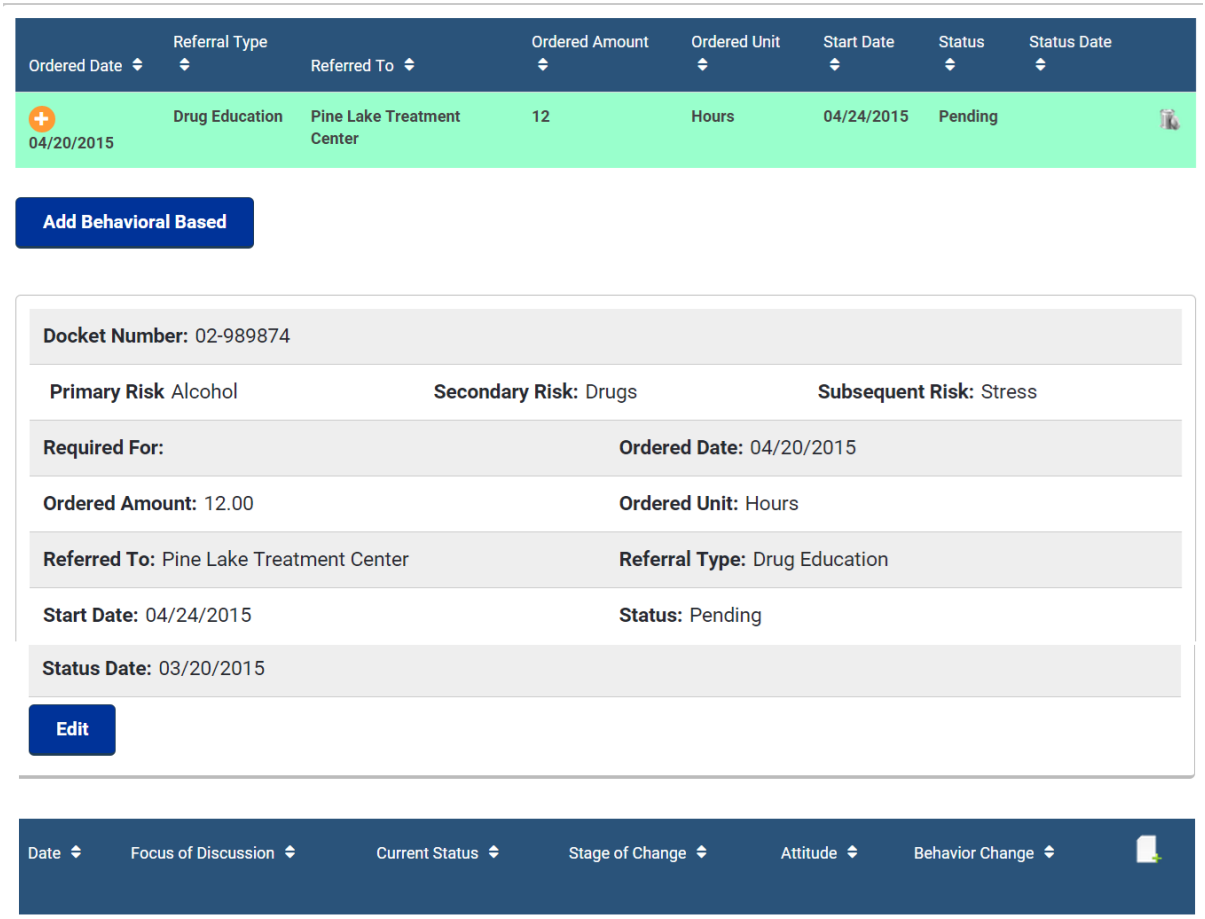


The drop down lookup tables are attached to the fields of Required For, Ordered Unit, Referral Type, and Status. The user may select the appropriate data which

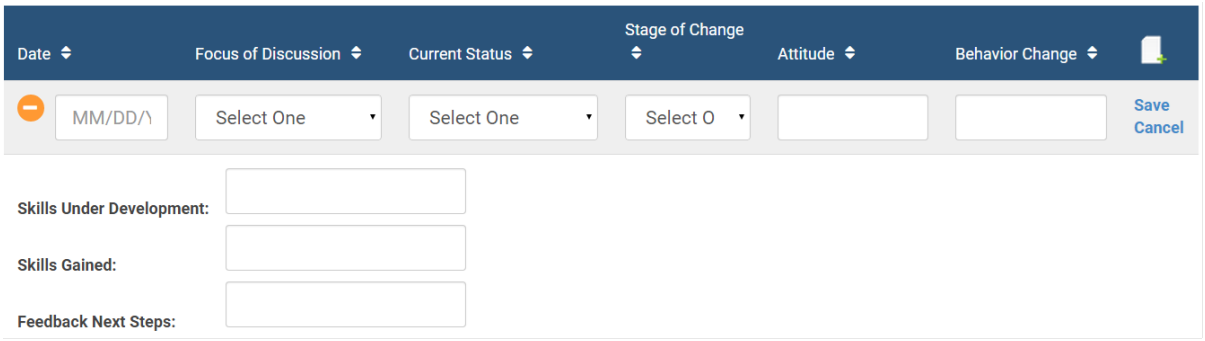
describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Requirement For, Ordered Date, Referral Type, Referred To, Ordered Amount, Ordered Unit, Status

After the appropriate data is entered and saved, the information will be displayed in a table like the following graphic.

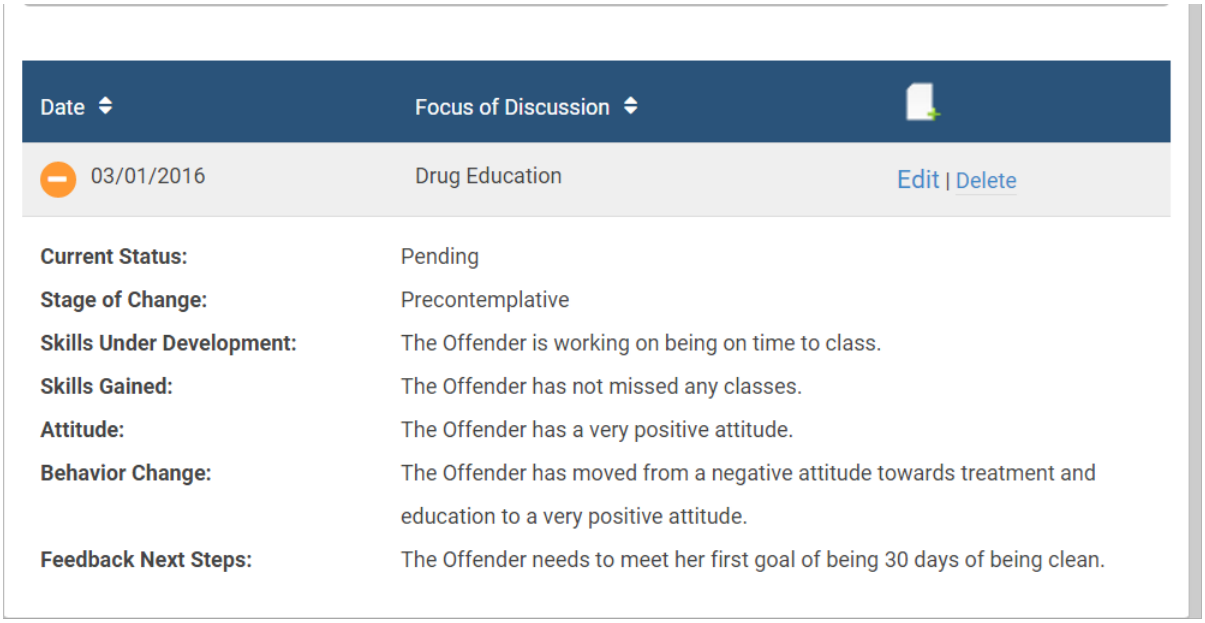


The User may then click on the table icon and open the Behavioral Based table. This table will assist them in in the documentation of case planning data.



The drop down lookup tables are attached to the fields of Focus of Discussion, Current Status, and Stage of Change. The User may select the appropriate data which describes the offender. These lookup tables may be customized at the request of the Chief Probation Officer.

After Case Planning data has been entered the table the following table may be generated.

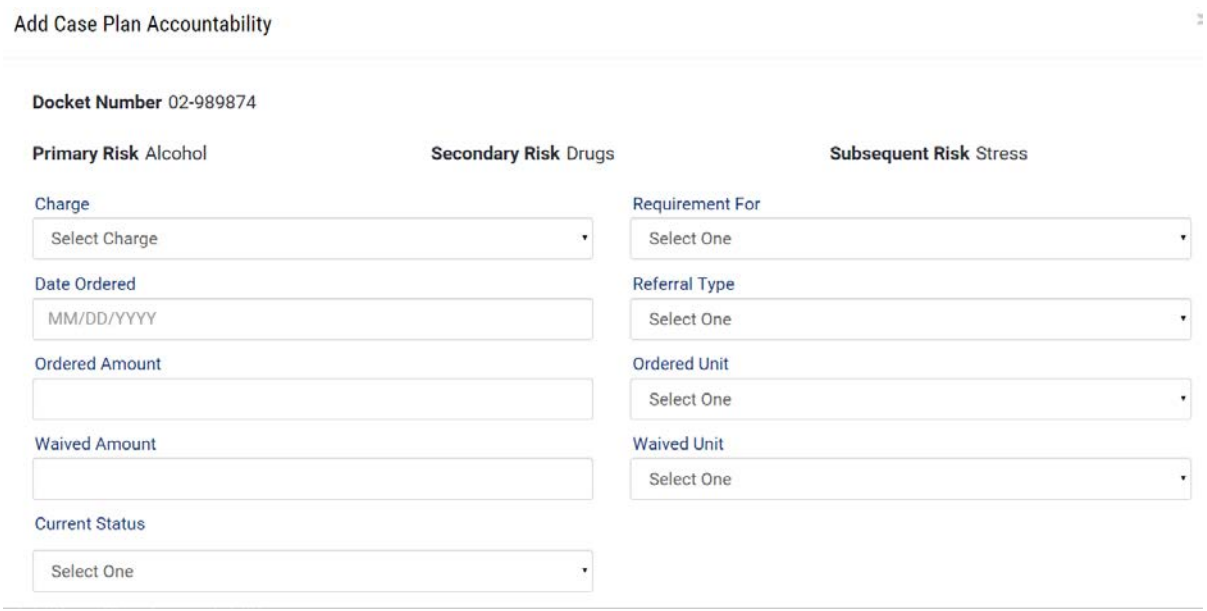


Required fields: Date and Focus of Discussion.

5.5 Accountability Based

This module is designed to assist the User in documenting collected amounts, i.e. Fines, Court Costs, Drug Testing Fees, or Sessions Attended, Hours Completed, towards a completion of the ordered amount.

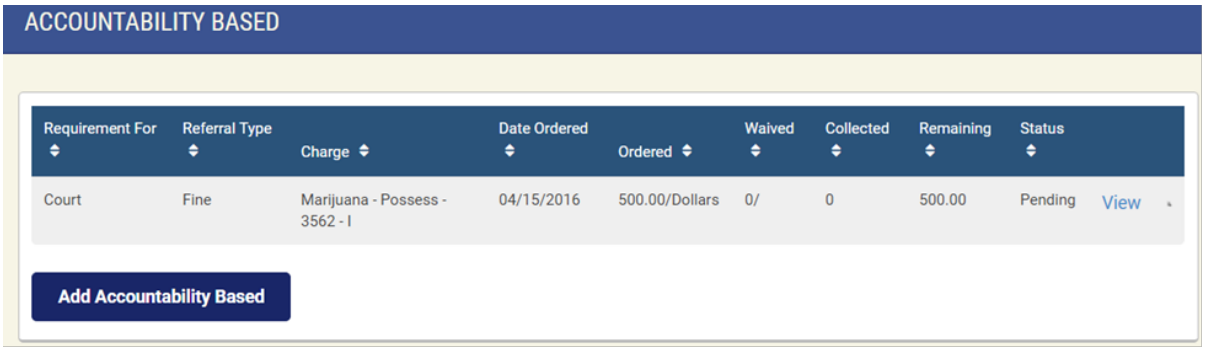
When clicking on the Add Accountability Based button, the following table will open enabling the User to add Accountability Based ordered amounts.



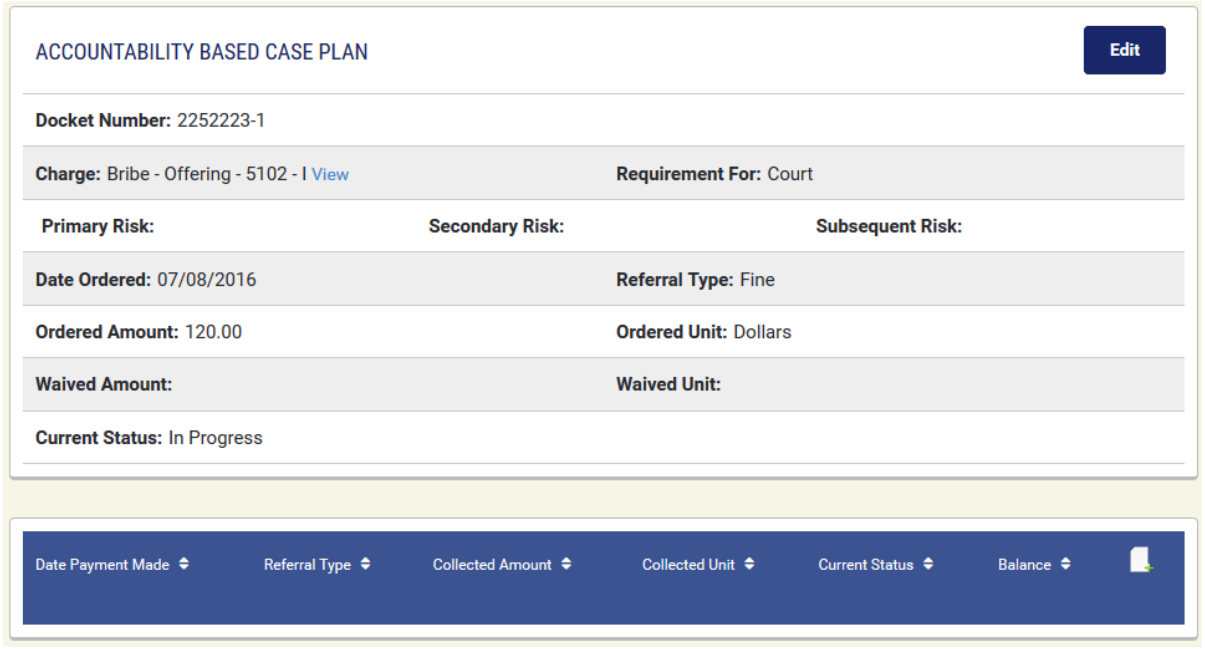
The drop down lookup tables are attached to the fields of Charge, Requirement For, Referral Type, Ordered Unit, Waived Unit, and Current Status. The User may select the appropriate data which describes the Offender. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Required For, Date Payment Made, Referral Type, Collected Amount, Collected Amount, Current Status

After data has been entered and the page saved, the ICMS will generate a table identifying the data entered.



The User may select View and a table will be generated identify the Accountability Based data entered.



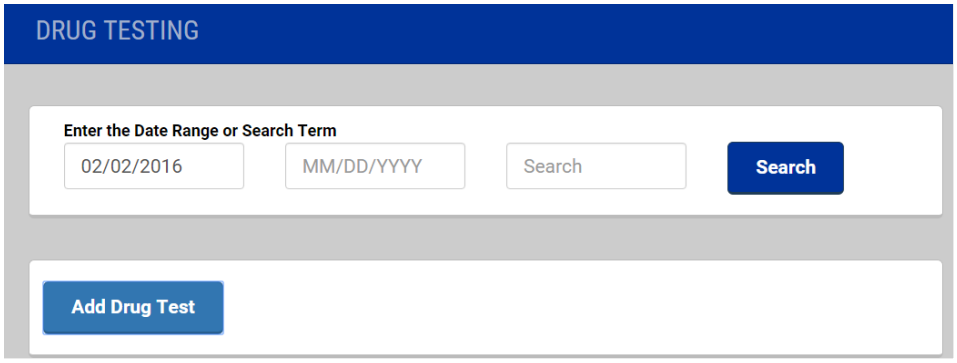
In order to enter continued payments, the User may click on the table icon at which time the following table will open allowing for data entry. This table will automatically calculate the balance to be paid as well as identify when the balance has been satisfied.

Date Payment Made	Referral Type	Collected Amount	Collected Unit	Current Status	Balance	
07/08/2016	Fine	20.00	Dollars	In Progress	100.00	Edit | Delete
07/11/2016	Fine	50.00	Dollars	In Progress	50.00	Edit | Delete
07/14/2016	Fine	50.00	Dollars	Successfully Completed	0.00	Edit | Delete

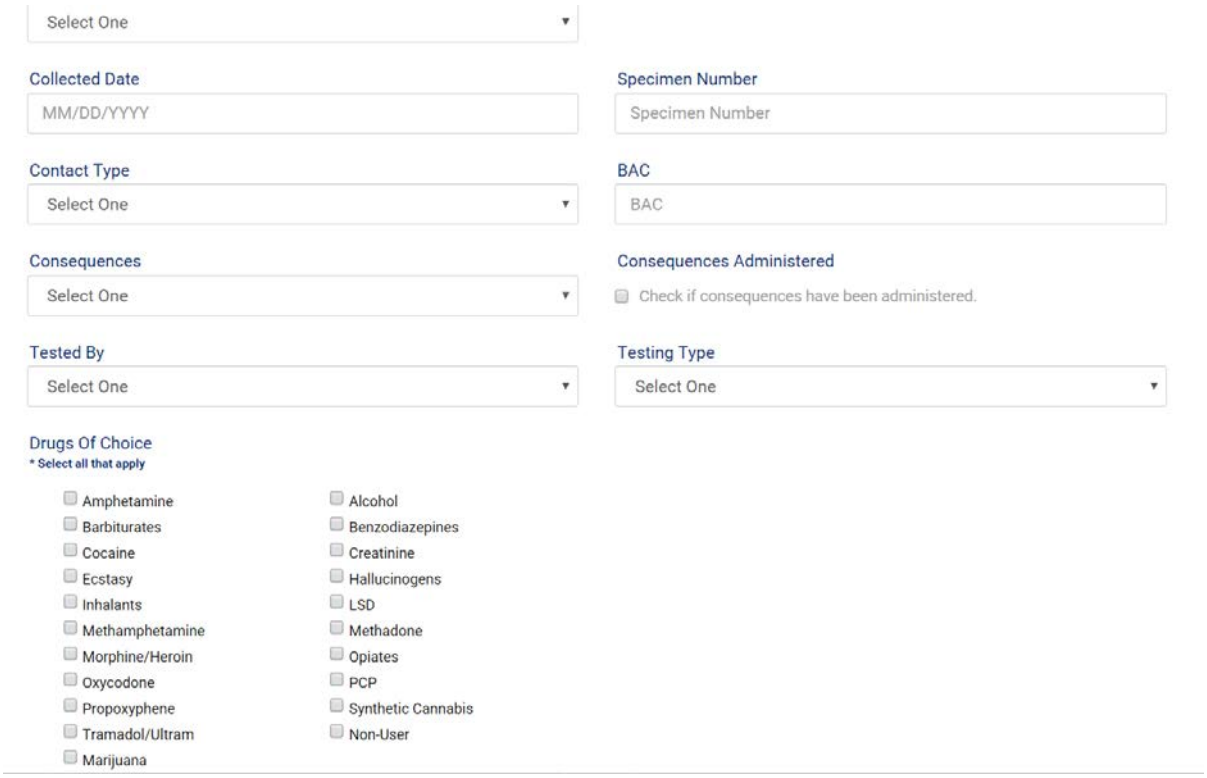
5.6 Drug Testing

The Drug Testing module provides an avenue for staff to enter drug testing results along with identifying the results of the test and any probation consequences.

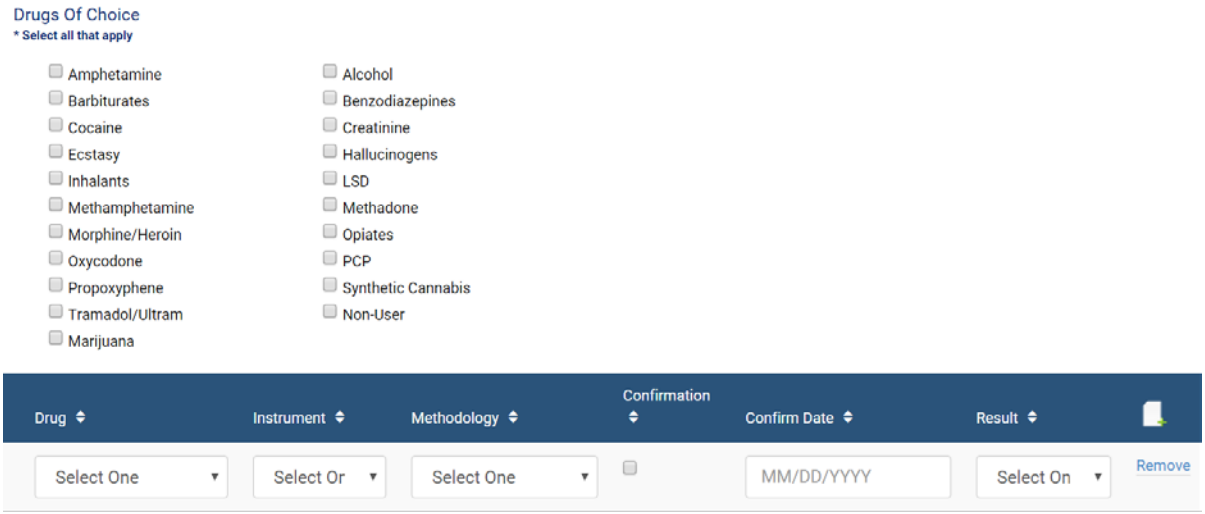
When selecting Drug Testing, the following table will open and the User may search for previous tests completed or add a new drug test.



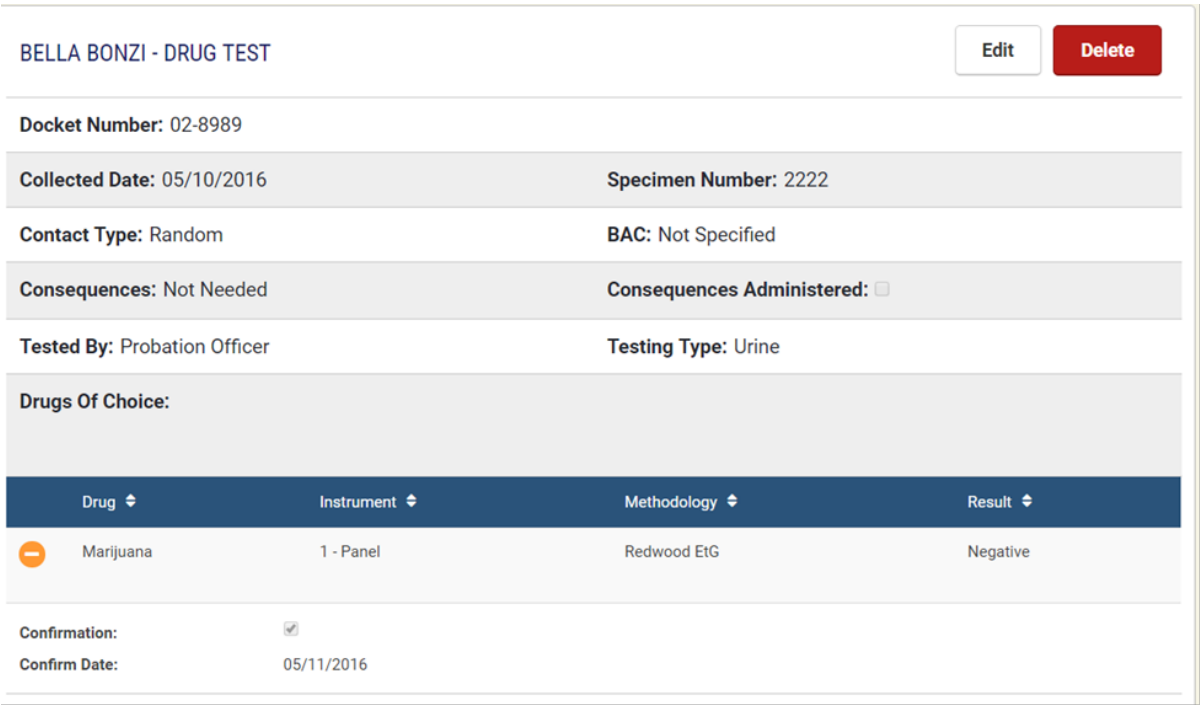
After selecting Add New Drug Test, the following table will open allowing for pertinent drug testing data to be entered.



After this data is entered, the User may scroll down the page and open up the following table where the User may enter the confirmation of the drug test.



After the data has been and entered and saved, the following table will be generated.



The drop down lookup tables are attached to the fields of Contact Type, Consequences, Tested By, Testing Type, Drugs of Choice, Drug, Instrument, Methodology, and Result. The User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Collected Date, Collected Type, Tested By, Drug, Methodology, and Result

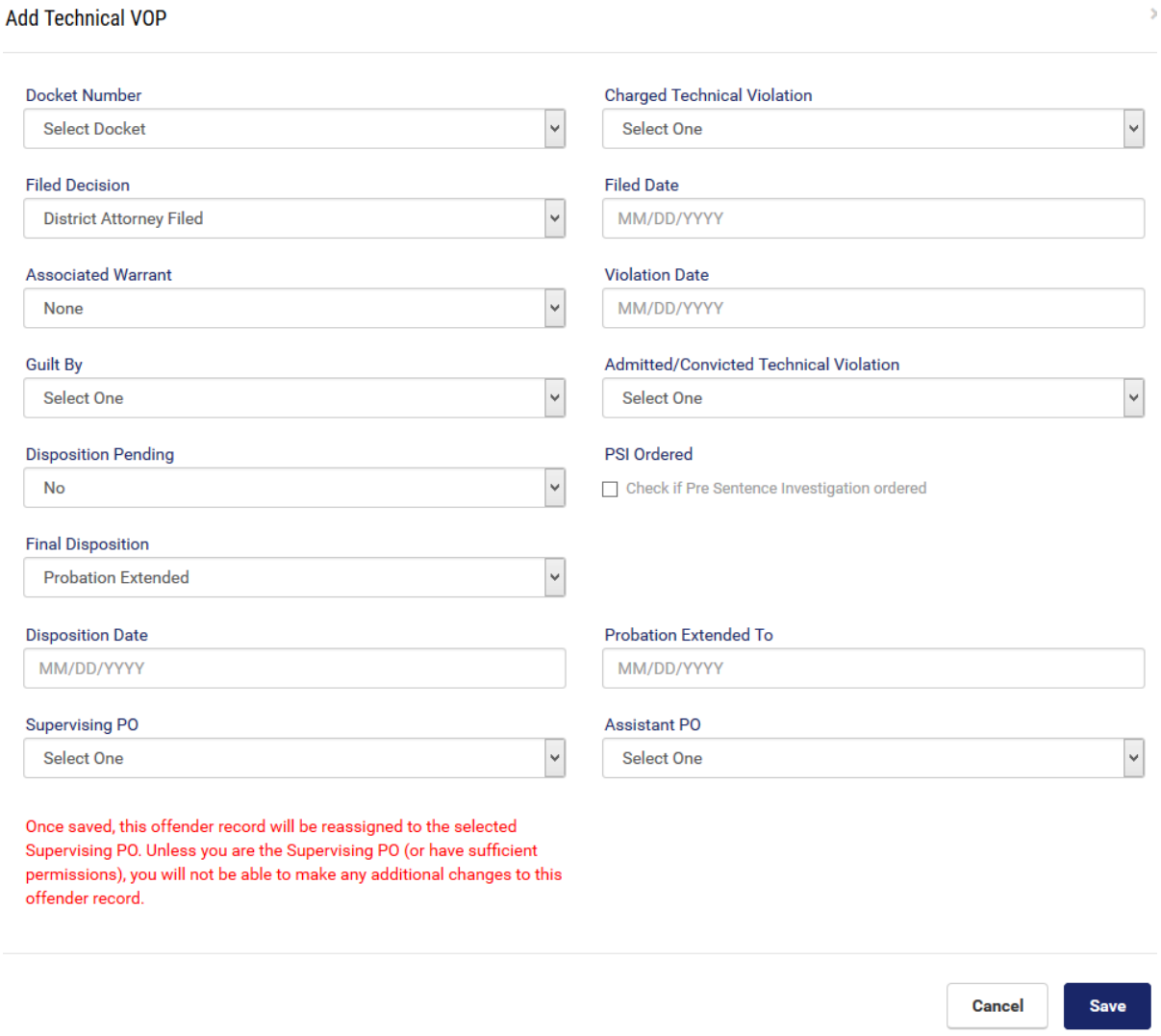
5.7 Violation of Probation (Technical)

Probation Violations are usually filed as a result of a Technical or Law Violation. A Law Violation is the result of a violation of the Law which occurs when the offender has violated a Federal or State law. Technical Violations occur when the Offender has violated a term of probation.

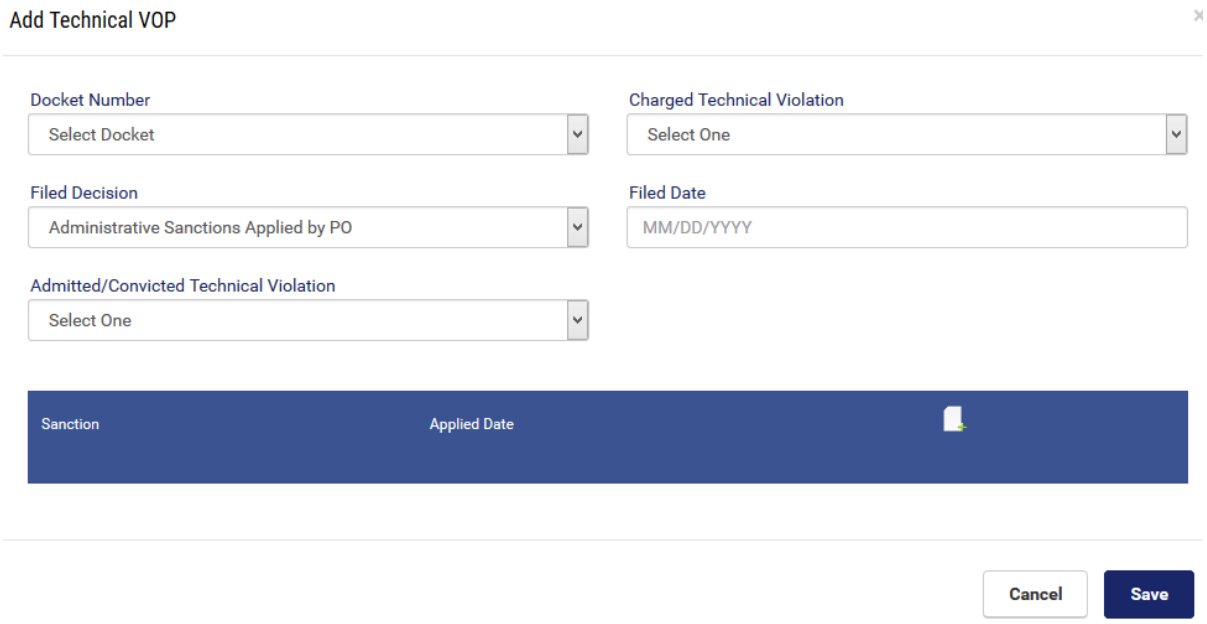
Click on Violation Of Probation (Technical) and then click on Add Technical VOP and open up this page to enter a Technical Violation.

The User will have option of applying Administrative Sanctions or referring the matter to the District/County Attorney for prosecutions.

(District/County Attorney)



(Administrative Sanctions)



This module is also designed should there be a Presentence Investigation ordered and final disposition be made at a later date.

Please note this warning: Once saved, this offender record will be reassigned to the selected Supervising PO. Unless you are the Supervising PO (or have sufficient permissions), you will not be able to make any additional changes to this offender record.

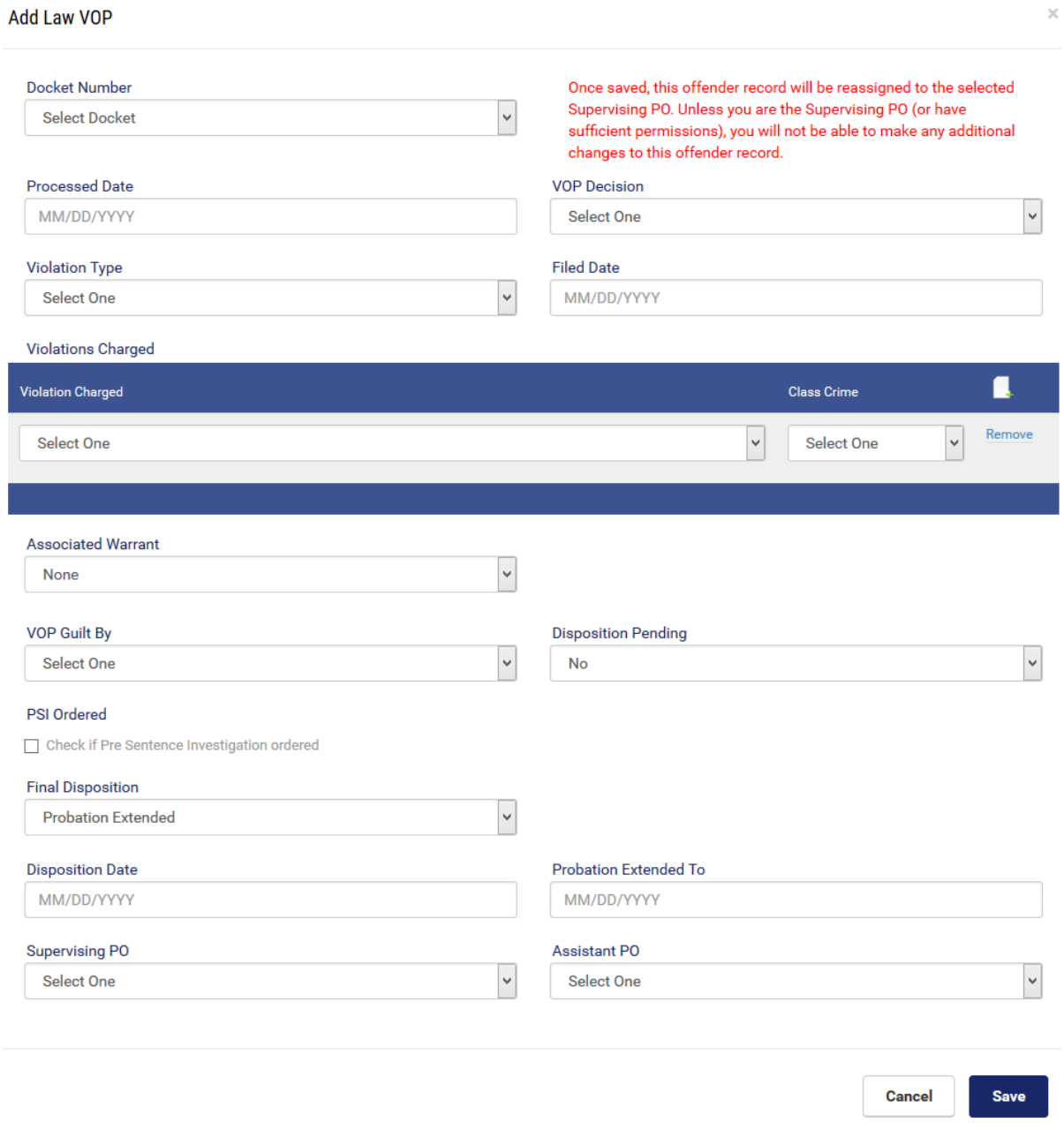
The drop down lookup tables are attached to the fields of Final Decision, Associated Warrant, Guilt By, Sanction, Disposition Pending, Final Disposition, Disposition Length, and Supervising PO. The User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Final Decision, Filed Date, Sanction, and Applied Date

5.8 Violation of Probation (Law)

Violation of Probation occurs when a law has been broken and a decision to file that Violation is decided by the probation officer and/or the District/County Attorney.

Data may be entered by selecting Violation Of Probation (Law) in the menu on the left of the screen and then selecting Add Law VOP. The following page will opened allowing all of the pertinent data related to a VOP (Law) to be entered.



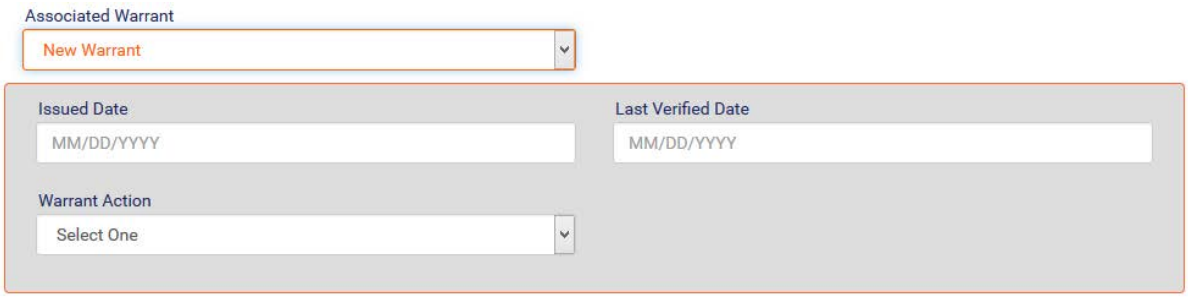
This page is flexible as it allows for the District/County Attorney to file a Technical Violation. It also provides the ability for a Presentence Investigation to be ordered. When Warrant data is entered, it is automatically copied to the Warrant utility.

Please note the special warning: Once saved, this offender record will be reassigned to the selected Supervising PO. Unless you are the Supervising PO (or have sufficient permissions), you will not be able to make any additional changes to this offender record.

The drop down lookup tables are attached to the fields of Select Docket, VOP Decision, Violation Type, Violation Charged, Class Crime, Associated Warrant, Final Disposition, Disposition Length, and Supervising PO. The User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Docket Number, VOP decision, Violation Type, Filed Date, Violation Charge, and Class Crime.

When New Warrant is selected in the Associated Warrant field, the following untruly will open for data information to be entered.



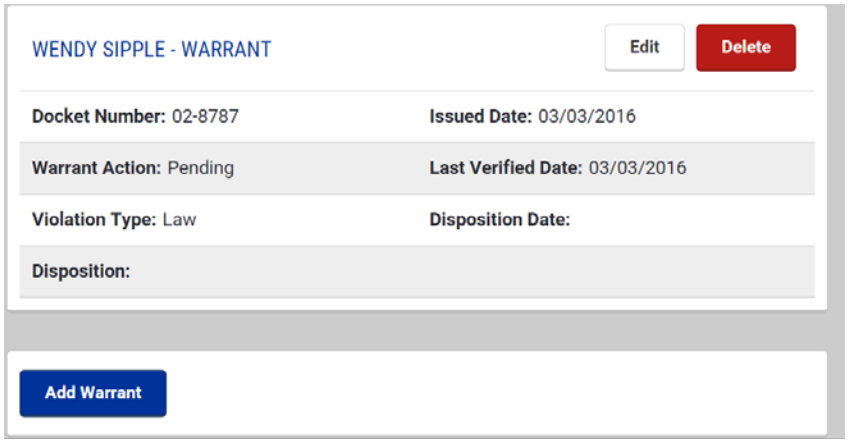
The drop down lookup tables are attached to the fields of Docket, Warrant Action, and Violation Type. The User may select the appropriate data which describes the Warrant. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Issued Date, Warrant Action, Last Verified Date, and Violation Type.

5.9 Warrant(s)

The User may click on Warrant(s) and on Add Warrant to add a Warrant or check on a Warrant and associated data that would have been copied from VOP (Law).

If a Warrant had been entered as a result of a VOP Law Violation, the data would have been copied to Warrants as displayed on the following page.

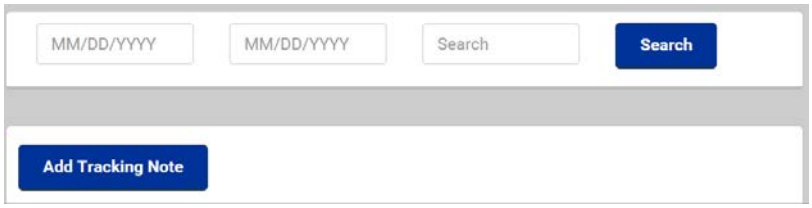


Within this utility, the user may update the data or Add Warrant should there be another Warrant Issued.

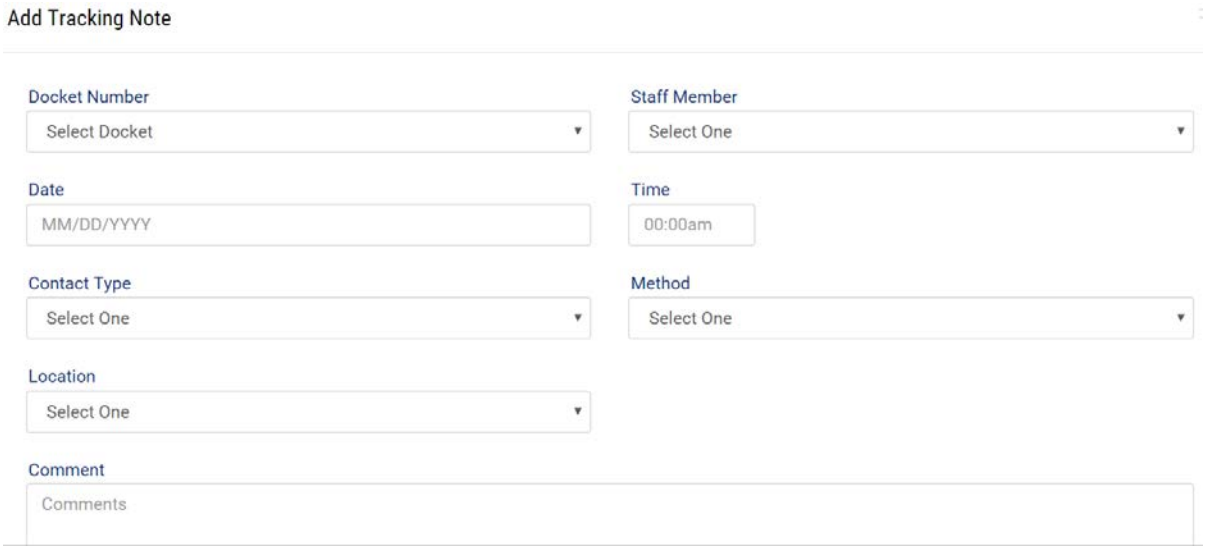
5.10 Tracking Notes

As it is extremely important that a Probation Officer document their activity associate with the probationer, this utility is provided allowing for that data entry.

Select from the menu located on the left hand side of the page and the user may select Adding Tracking Note or completed a search on a previous Tracking Note.



When selecting Add Tracking Note, the following utility will be opened allowing for the new note to be entered.



The drop down lookup tables are attached to the fields of Docket Number, Staff Member, Contact Type, Method, and Location. The User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

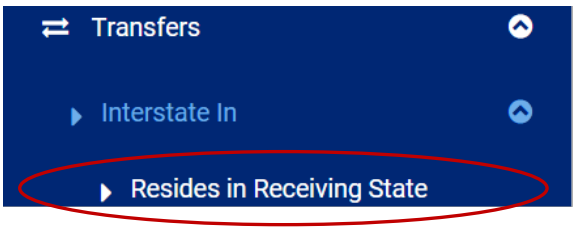
Required Fields: Docket Number, Staff Member, Time, Date, Contact Type, Method, Location, and Comment

6 Transfers

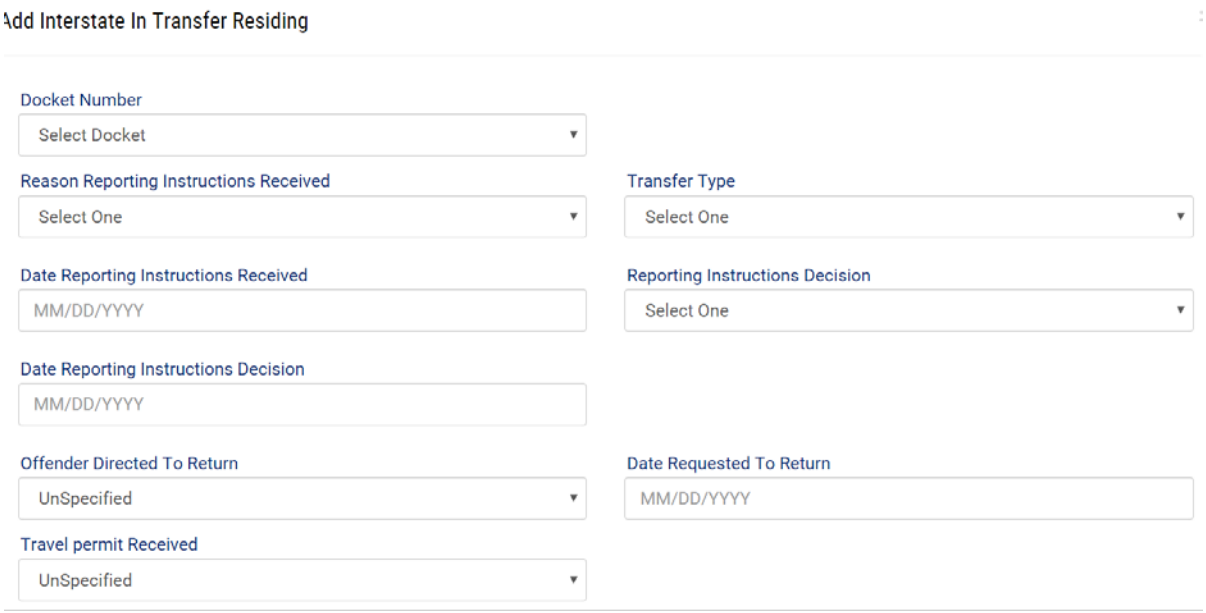
An effort has been made to make certain the ICMS operationally is in compliance with the Interstater Commission for Adult Offender Supervision (ICAOS). It is for this reason there are four modules in the ICMS to handle Interstate Transfers: Interstate In – Resides in Receiving State, Interstate In – Does not Reside in Receiving State, Interstate Out – Resides in receiving State, and Interstate Out – Does not Reside in Reside in receiving State.

6.1 Interstate In – Resides in Receiving State

Please select Transfers in the menu on the left hand side of the menu page and then click on Interstate In and then on Resides in receiving State.



Click on and the following utility will open.

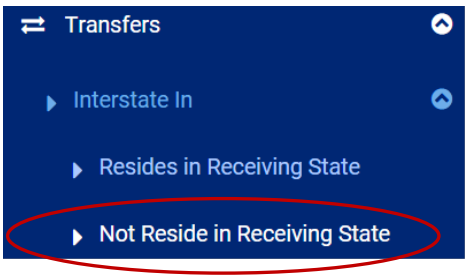


The drop down lookup tables are attached to the fields of Docket Number, Reason Reporting Instructions Received, Reporting Instructions Decision, Offender Directed to Return, and Travel Permit Received. The User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

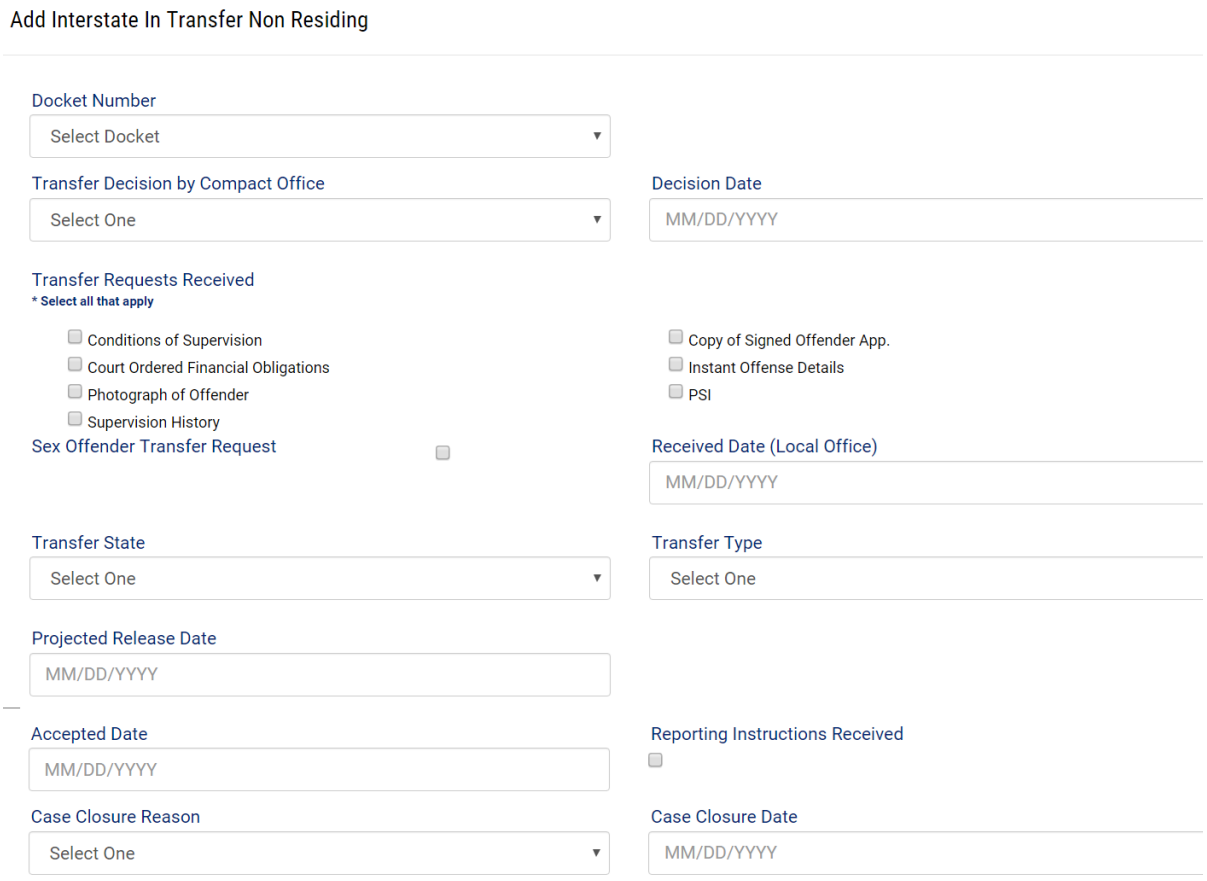
Required Fields: Reason Reporting Instructions Received, Transfer Type, and Date Reporting Instructions Received

6.2 Interstate In – Not Residing in Receiving State

Please select Transfers in the menu on the left hand side of the Menu page and then click on Interstate In and then on Not Residing in Receiving State.



Click on Add Interstate Transfer and the following utility will open.

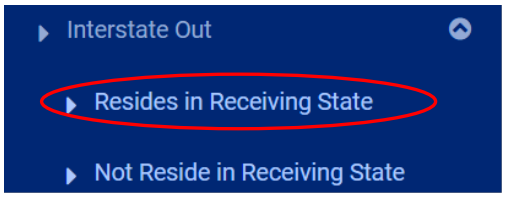


The drop down lookup tables are attached to the fields of Docket Number, Transfer Decision by Compact Office, Transfer request Received, Transfer State, and Transfer Type. The User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

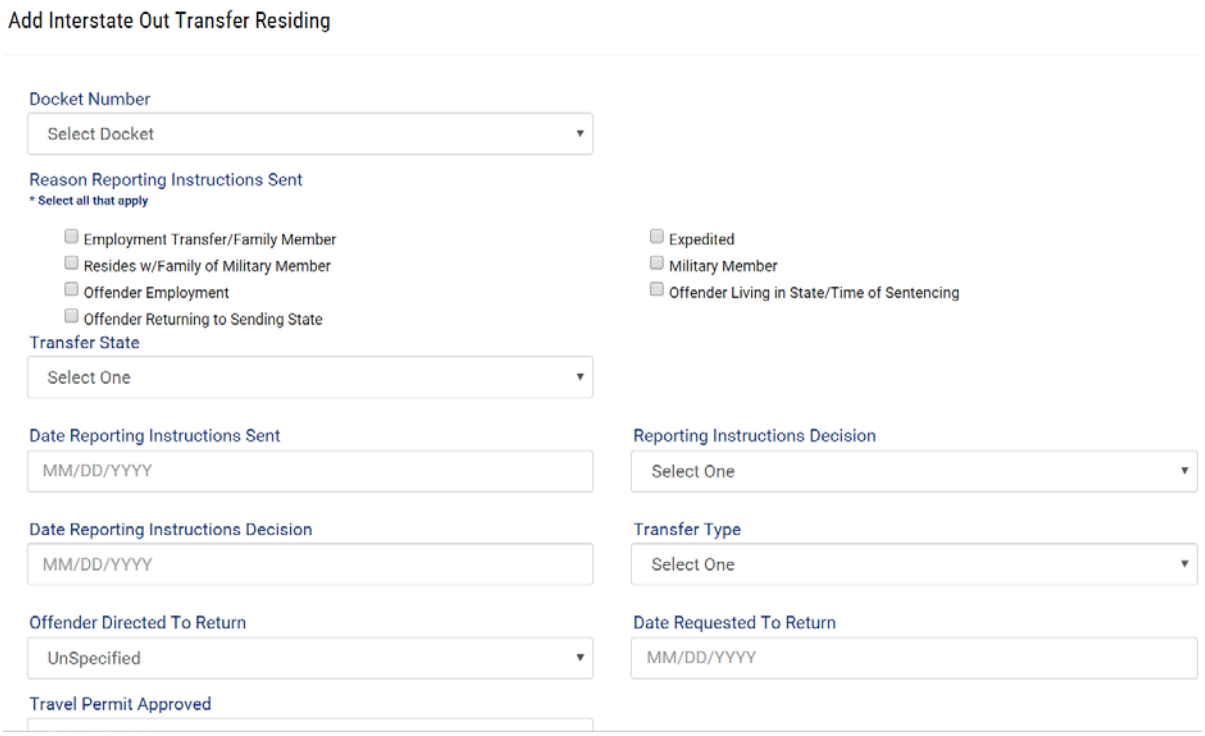
Required Fields: Docket number, Transfer Decision by Compact Office, Decision date, Received Date, Transfer State, and Transfer Type

6.3 Interstate Out – Resides in Receiving State

Please select Transfers in the menu on the left hand side of the Menu page and then click on Interstate Out and then on Resides in Receiving State.



Click on **Add Interstate Transfer** and the following utility will open.

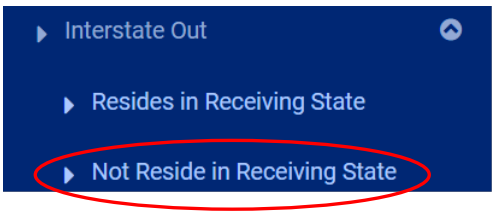


The drop down lookup tables are attached to the fields of Docket Number, Reason Reporting Instructions Sent, Transfer State, Reporting Instructions Decision, Transfer Type, Offender Directed to Return, and Travel Permit Approved. User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

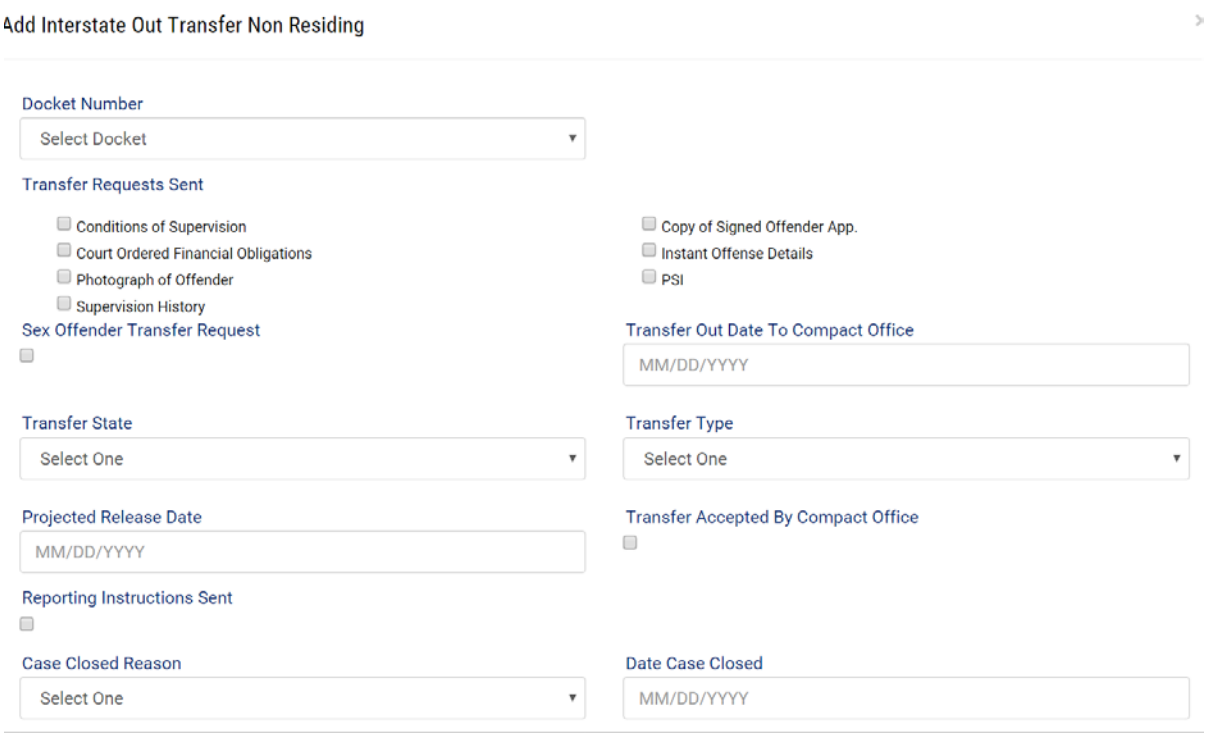
Required Fields: Transfer State, Date reporting Instructions Sent, and Transfer Type

6.4 Interstate Out – Not Residing in Receiving State

Please select Transfers in the menu on the left hand side of the Menu page and then click on Interstate Out and then on Not Residing in Receiving State.



Click on **Add Interstate Transfer** and the following utility will open.



The drop down lookup tables are attached to the fields of Docket Number, transfer requests Sent, Transfer State, Transfer Type, and Case Closed Reason. User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

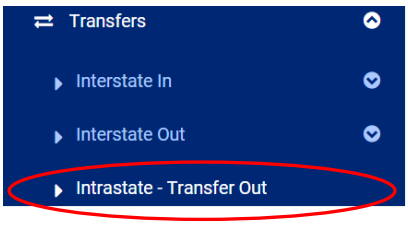
Required Fields: Transfer Out Date to Compact Office, Transfer State, Transfer Type, and Case Closed Reason

Intrastate Transfers

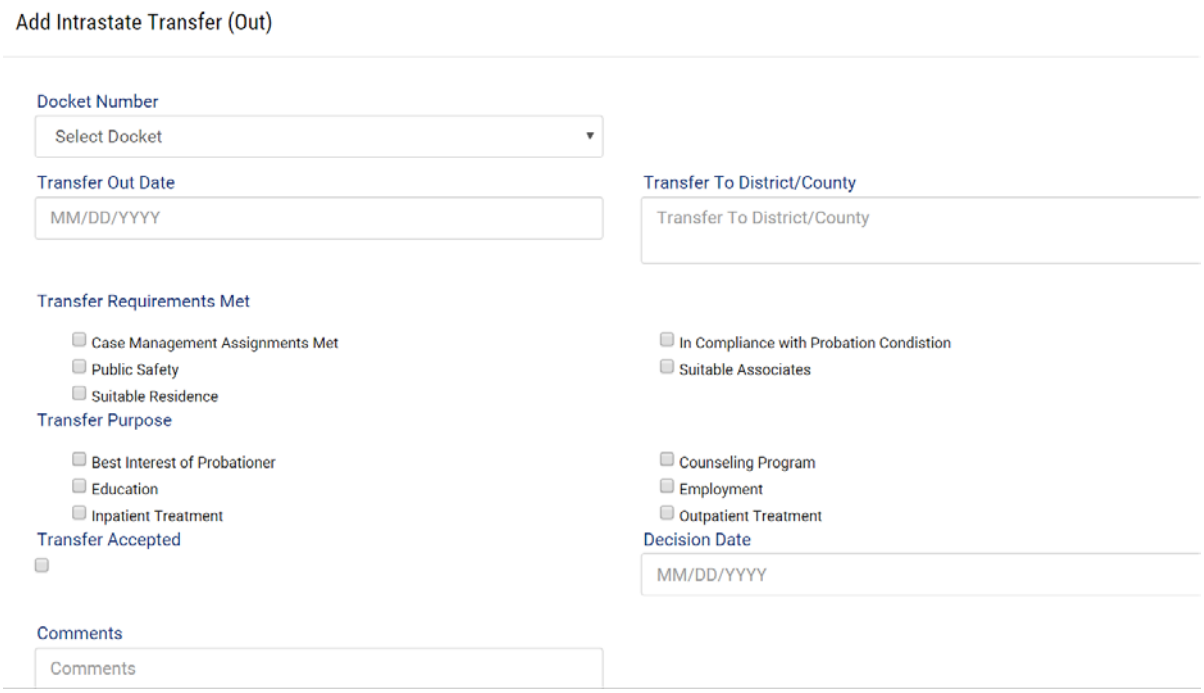
As there is a need to track probationers who are moving to another part of the district or jurisdiction, the ICMS has the following two modules. These two modules will allow for tracking those probationers who are moving within the district/jurisdiction from one office to another.

6.5 Intrastate – Transfer Out

Please select Transfers in the menu on the left hand side of the Menu page and then click on Intrastate Out.



Click on and the following utility will open.

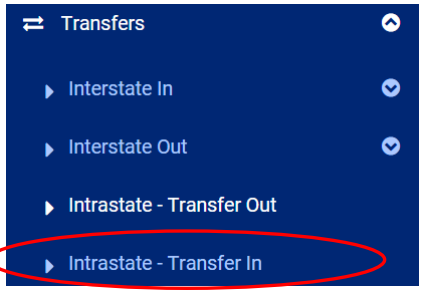


The drop down lookup tables are attached to the fields of Docket Number, Transfer Requirements Met, and Transfer Purpose. User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

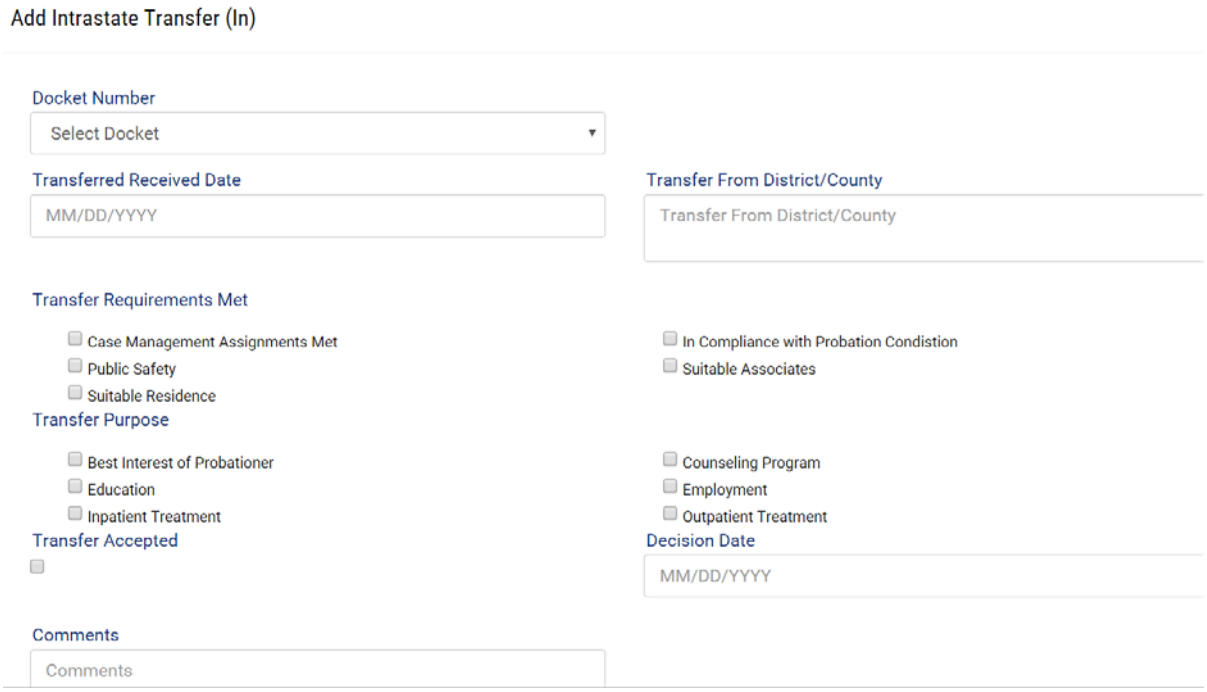
Required Fields: Transfer Out Date and Transfer to District/County

6.6 Intrastate – Transfer In

Please select Transfers in the menu on the left hand side of the Menu page and then click on Intrastate In.



Click on Add Intrastate Transfer and the following utility will open.



The drop down lookup tables are attached to the fields of Docket Number, Transfer Requirements Met, and Transfer Purpose. User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Transfer Received Date

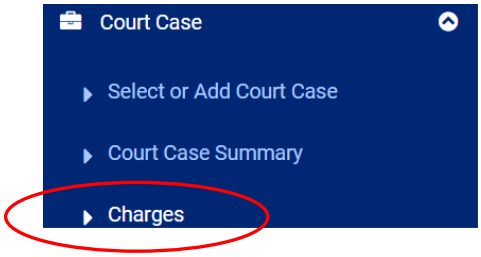
7 Discharge

One of the major modules of the ICMS is a tool which provides the opportunity for Case Planning. One of the major factors a probation office will have in mind while they are Case Planning is for the probationer to one day is successfully discharged from probation. With that in mind, the user may proceed and document the Discharge Type in the ICMS.

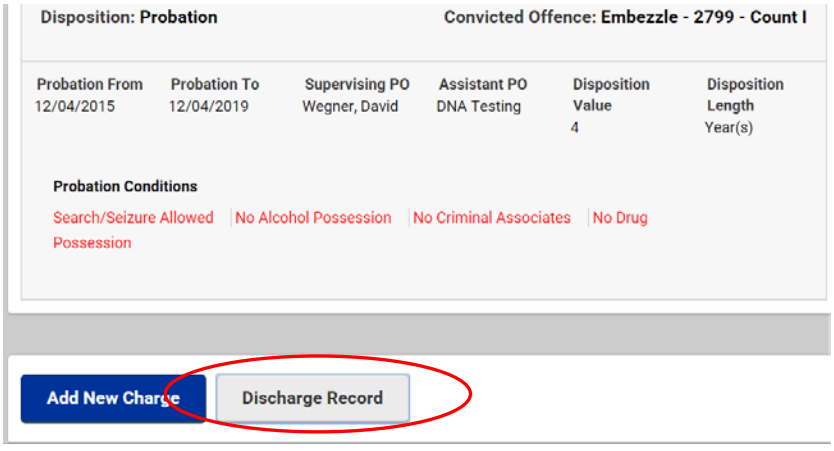
Once the Discharge information is entered and saved, except for modifying the Offender's Personal Information, Court or Case Planning cannot be changed.

7.1 Discharge

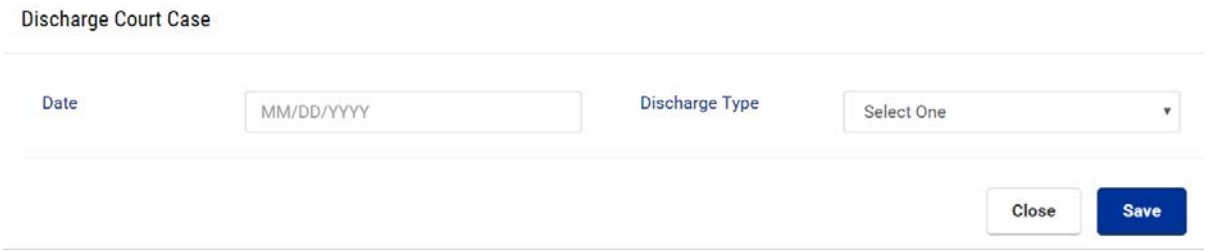
Please select Charges on the menu which is located on the left side of the opening page of the ICMS.



The Charge page will open and then click on Discharge.



The following utility will open so you can appropriately enter Discharge information.



The drop down lookup tables are attached to the fields of Discharge Type. User may select the appropriate data which describes the Drug Test. These lookup tables may be customized at the request of the Chief Probation Officer.

Required Fields: Date and Discharge Type